In this screen enter the quantity of supplies needed. Click on "Add to Shopping Cart", proceed to checkout and the supplies request will be routed to the relevant team for action.

3. Service Requests

In this section you can raise service requests through FMP. Click on "Request Services" and a screenshot will display open tickets to check that it has not already been submitted by someone else.

After reviewing existing tickets, you can continue your request by clicking on "Next". A window will open prompting you to select a device or a user service.

After selecting a device or a user service and clicking "Next" a screen is displayed where the details of the request must be entered.

Choosing the "Submit" button completes the service request and routes it to the appropriate team for processing.

Meter Reads

This section provides two options, to view the meter reads or to submit new meter reads.

View Meter Reads. By selecting this option, a window will open in which you must select the relevant device and click on "View Meters". The last five meter reads will be displayed.

Submit Meter Reads. As with the previous option, select the relevant device and click on "Enter Meters". A window will open in which you will be prompted to enter the meter readings. This option is very useful for devices that are not connected to the network. It can be used also when networked devices are damaged due to network service failure and when the Xerox software could not automatically capture the meter reading.

Further details on all features of Fleet Management Portal are available in the "Fleet Management Portal Customer Guide".

Fleet Management Portal (FMP)

Quick Start Guide

What is the Fleet Management Portal "FMP"?

FMP is an easy to use portal that is in communication with the suite of Xerox Managed Print Services tools, providing information for monitoring devices such as equipment status, consumable status and meter readings. Through FMP you can order supplies, report technical issues, check on service order updates and much more.

How to access FMP

The portal is accessed at https://office.services.xerox.com/FMP Enter the **username** and **password** provided to you

Home Screen

See home screen below.

FMP Sections

Options you can select from the FMP Home Page:
1. Printers
2. Supply Orders
3. Services Requests
4. Meter Reads
5. External Links
6. My Documents

1. Printers

This section displays all devices for your Managed Service. You can see: Status, Model, Serial Number, Consumables Levels, Usage Counter (e.g. Total Impressions, Colour and Black & White Impressions), IP Address and Location.
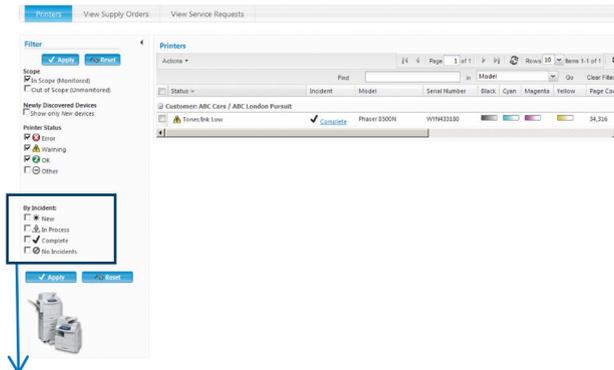
The devices displayed can be filtered by scope, status or incidents by using the filters on the left of the screen.

Select a device and click to view more details. A window will open displaying the following tabs: Status, Consumables, Information, Usage Counter, Features, Remote Diagnostics and Incidents.
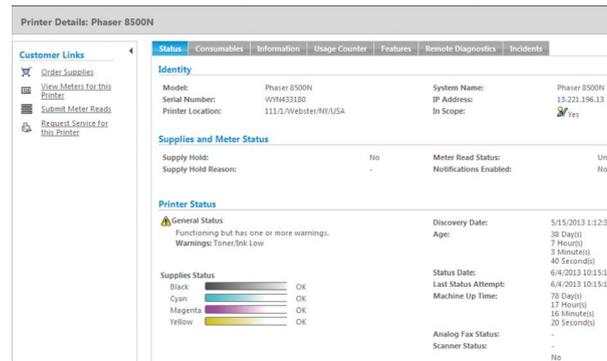
Each tab provides device information collected by the Xerox software as per the last synchronisation. The main tabs are:

Status: with general information on the device.

Consumables: shows the current consumables levels (Toner, Drum, Fuser, Transfer Roller, etc.)

Information: provides more detailed information about the device e.g. Firmware level, IP Address, DNS Name.

Usage Counter: shows the collected meter reads for the device in the last synchronisation, split by Black & White, Colour and Total Impressions.

Incidents: provides details of existing services requests for the device.

To see the latest data, FMP provides a "Get Printer Status" command to request an immediate update for one or more devices.

The option to request Supplies and Service is also available from this window.

2. Ordering Supplies

In this section you can request consumables for managed devices directly from the Portal.
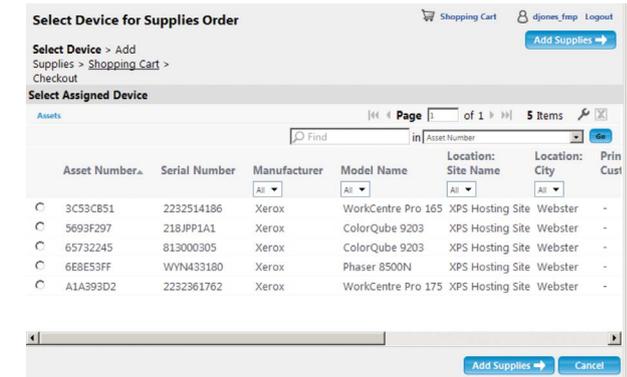
After clicking on the link "Order Supplies" you will see the screenshot above, select the device and click on "Add Supplies" to see the consumables available for this device.