



## WHO TO CONTACT - CUSTOMER GUIDE 2022

DEPARTMENT	ISSUE / REQUEST	PHONE NUMBER/ EMAIL
<b>Xerox Customer Care</b> Standard Turn-Around Time 3-5 Business Days	Copies of invoices, XOA copies, Invoice questions or disputes, Address changes, Meter read disputes, Service Contract Cancels for owned Xerox billed equip, Downtime Credits (form needed for this request)	888-339-7887
		<a href="mailto:usa.customercare@xerox.com">usa.customercare@xerox.com</a>
<b>Xerox Sales Billing Hotline</b>	Copies of invoices and Invoice questions or disputes	866-593-7353
<b>Xerox Service Department</b>	Log service calls for equipment serviced by Xerox, Wipe Hard Drives	800-822-2979
<b>Xerox Supplies</b>	Order supplies for equip serviced by Xerox	800-822-2200
	Americas Consumables Escalations	<a href="mailto:americas.consumables.escalations@xerox.com">americas.consumables.escalations@xerox.com</a>
	Supply order status	<a href="http://xerox.com/orderstatus">xerox.com/orderstatus</a>
<b>Xerox Meter Read Reporting</b>	Report meters for Xerox billed equipment	800-891-8405
<b>Via Xerox (Equipment Moves)</b>	Request equipment moves (form needed and billable)	800-979-7356
		<a href="mailto:viaxerox@xerox.com">viaxerox@xerox.com</a>
<b>Collections Department</b>	General Collections inquiries / identify collections rep	855-479-3546
<b>Xerox Knowledgebase</b>	Troubleshooting, networking help, print drivers and more!	<a href="http://www.support.xerox.com">www.support.xerox.com</a>
<b>Online Account Management</b>	Print invoices, orders supplies and service.	<a href="http://www.accounts.xerox.com">www.accounts.xerox.com</a>