



WHO TO CONTACT - CUSTOMER GUIDE 2022

DEPARTMENT	ISSUE / REQUEST	PHONE NUMBER/ EMAIL
Xerox Customer Care 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
		usa.customercare@xerox.com
Xerox Sales Billing Hotline	Copies of invoices and Invoice questions or disputes	866-593-7353
Xerox Service Department	Log service calls for equipment serviced by Xerox, Wipe Hard Drives	800-822-2979
Xerox Supplies	Order supplies for equip serviced by Xerox	800-822-2200
	Americas Consumables Escalations	americas.consumables.escalations@xerox.com
	Supply order status	xerox.com/orderstatus
Xerox Meter Read Reporting	Report meters for Xerox billed equipment	800-891-8405
Via Xerox (Equipment Moves)	Request equipment moves (form needed and billable)	800-979-7356
		viaxerox@xerox.com
Collections Department	General Collections inquiries / identify collections rep	855-479-3546
Xerox Knowledgebase	Troubleshooting, networking help, print drivers and more!	www.support.xerox.com
Online Account Management	Print invoices, orders supplies and service.	www.accounts.xerox.com