Lexmark Customer Portal User Guide

September 2023

DSV Traditional Purchasing Portal User Guide
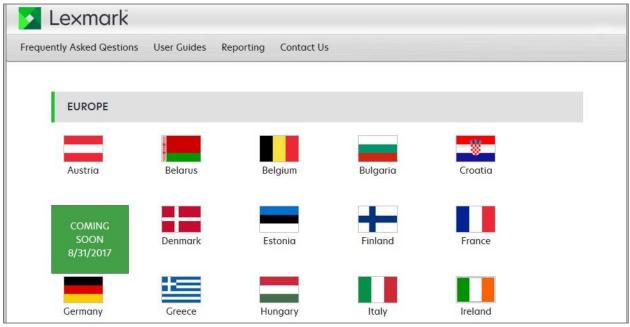
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Registration

From the DSV main homepage, select the region your country is located in.

DSV Website Link: https://www.lexmark.com/b2b/dsv/

For example, when you click on 'Europe,' you will be taken to the list of European countries. If the site is not yet available, a message will appear stating 'Coming Soon,' along with the expected target date. If the site is live, it will open in a new window, and a login page will appear for the site.

A login in page will appear for the site.

If you do not have access to the site, please click on "Sign up for an account" button.

This will take you to the "Self-Registration" Page:

In the 'My Detail' section, the first two fields should each have a checkmark in their respective boxes. The text in these boxes should change to 'Do you want to continue without a shared key?' and 'If you don't have a sold-to, select this checkbox.

Next, enter the company name and make sure to include the country for which you are requesting access. For example, if you are requesting access to the DSV Greece site, please enter 'DSV Greece' in the field. The remaining fields in this section are for your name, email, and password.
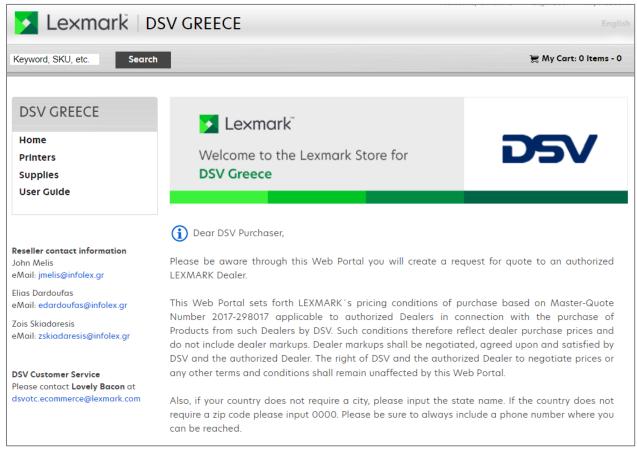
Your email ID will serve as your user ID.

In the 'My Profile' section, you can leave the Member ID blank. Afterward, fill in your address, city, country, and state/province information. Then, enter your postal code and work phone. For the 'Preferred Language,' please select 'English (United States)' since all DSV sites will be in English only.

After completing this, please click 'Submit.' Your request will then be sent to Lexmark Customer Service for the registration process to be completed. You will receive an email confirmation once your account has been successfully set up. If you encounter any issues, please contact them at dsvotc.ecommerce@lexmark.com

Navigating through the Site

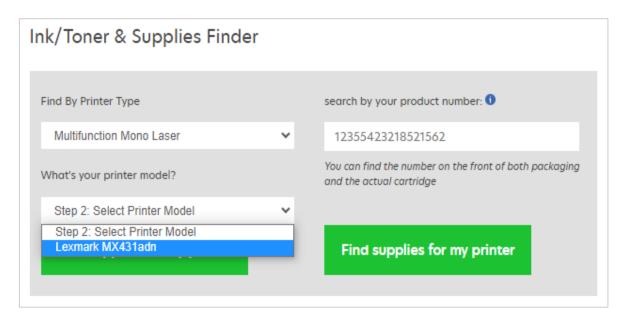Once you have access to the site, the below homepage will appear.

Searching Printer/Supplies

Click on the Find by Printer Type menu and select your printer.

After selecting the printer type, you will be prompted to select the Printer Model. After choosing the model, click on the Find supplies for My Printer button.

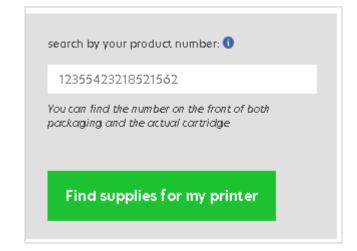You will then be routed to the page showing the printer and the corresponding supplies.

The printer product page will display all the supplies items available for purchase for the printer you selected.

Search via Shop Supplies

You can also use the **Shop Supplies by Printer Type** option - You can find the supplies using the **product number**.

Using the Product Number

The product number can be found on the front of both the packaging and the cartridge itself. After keying in the product number, click on the find supplies for my printer button you will be routed to the page with the printer and its corresponding supplies.

Using the Part Number

If you have the part number of the item that you need you can directly key it in the Search Bar on the top left corner of the homepage under the Lexmark logo.
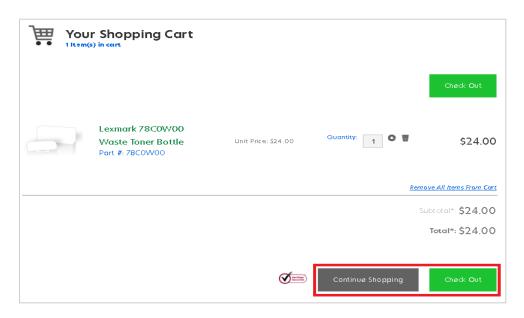

How to place an order:

Once you find your desired item, you can indicate the quantity of supplies you want by entering it in the text box. Click the 'Add to Cart' button to proceed with the order process

After clicking the 'Add to Cart' button, you will be directed to the Your Shopping Cart Page, where you will see a summary of the items you wish to purchase.

Checkout

Once you have completed adding the necessary products to your cart, then you will need to select the "Checkout" button. This will take you to the checkout page where you will need to fill in your shipping and billing information.

If you have been to the site previously and saved any addresses to the site, those address reference names will appear in the drop-down menu titled "Select". If you do not have saved addresses or need to add a new address, please click on "Add New Address".

The address fields will then appear for you to fill in. Once this is complete, you can click the "Save New Address" button and fill in a "Quick Reference Name" which will appear in the drop down list the next time you checkout.

You can also enter any delivery instructions, such as a dock number or specific instructions the carrier might need to know.

Once you click on "Continue to Checkout" the Billing Information field becomes active. You can select "Same As Shipping", select a different address from saved addresses, or add a new address, which also has the option to save the address.

Once you have completed all the required fields and clicked on "Continue to Checkout", then you see the Order Summary page.

Your Shipping and Billing Information

Shipping Information   *Indicates a Required Field   [Edit]

Name:	Heather Westerman	**Shipping Method:**	Standard Shipping
Company:	InfoLex	**Email:**	@lexmark.com
Street1:	Elaionon 51-53	**Delivery Instruction:**	
Street2:			
City:	Pallini		
State:	Attiki		
Zip:	153 51		
Phone Number:	2106722230		

Billing Information   *Indicates a Required Field   [Edit]

Name:	Heather Westerman	**Comments:**	Contact us via phone.
Company:	InfoLex		
Street1:	Elaionon 51-53		
Street2:			
City:	Pallini		
State:	Attiki		
Zip:	153 51		
Phone Number:	2106722230		

Summary of Items You Are Ordering Today

ITEM	PART NUMBER	QTY	PRICE	SUBTOTAL
Lexmark MS812de	40G0360	3	€ 803.00	€ 2409.00
550-Sheet Tray	40G0802	9	€ 173.00	€ 1557.00

Total Charges
Subtotal *:   € 3966.00
Total *:   € 3966.00

[Submit Request]

*Subtotal is in US Dollars (Excluding Tax and Shipping). Final order amounts, including tax and exact shipping, will be communicated during Checkout. Promotional offers and prices are for a limited time. All prices are in US Dollars. Products are available for purchase by US customers who accept delivery in the US. Tax exemptions for customers will be assessed following receipt of your online order.

If you need to update any of the information, simply click on "Edit" for either the shipping or billing information. If the information is all correct, then click on "Submit Request".

You will get the Confirmation Page. This page will give you an "Order Number" for your reference.

Lexmark   EMEA_English

Keyword, SKU, etc.   **Search**   🛒 My Cart: 0 Items -0

Thank You! Your Order Has Been Placed.

Order Number : 1401

The Order request has been sent to the Reseller.

You will also receive a copy of the Order details shortly.

Any further questions or requets? Please contact customer service so we may take care of you at 1-866-378-5646.
You can also reach out to us at (ecommerce@lexmark.com)

Lexmark Order Placed 1401   📁   Inbox   x

ecommerce@lexmark.com
to dsvotc.ecommer., me ▼

Please find below the details of Lexmark Order Placed

Request number : 1401
Customer Name: HeatherWesterman
Customer Email: _____
Shipping Method: Standard Shipping
Delivery Instructions:

Ship-to Address: Heather Westerman
                 InfoLex
                 Elaionon 51-53
                 N/A
                 Pallini
                 Attiki
                 GR
                 153 51
                 2106722230

Bill-to Address: Heather Westerman
                 InfoLex
                 Elaionon 51-53
                 N/A
                 Pallini
                 Attiki
                 GR
                 153 51
                 2106722230

Billing Information: Contact us via phone.

PN#	Description	Quantity	Price
40G0360	Lexmark MS812de	3	$803.0
40G0802	550-Sheet Tray	9	$173.0
		TotalPrice:	$3966.0

*Disclaimer: The total in this email is for product only. Any taxes, fees and shipping will be sent in the final quote.

From here, the order will be sent to the partner within your country for order processing. The partner will contact you with the final price, and amount for the purchase order. Once the partner has received the purchase order and submitted the order in their system, you may also receive a Partner Order Number.

Lexmark™