



Lexmark Customer Portal User Guide

September 2023



DSV Traditional Purchasing Portal User Guide

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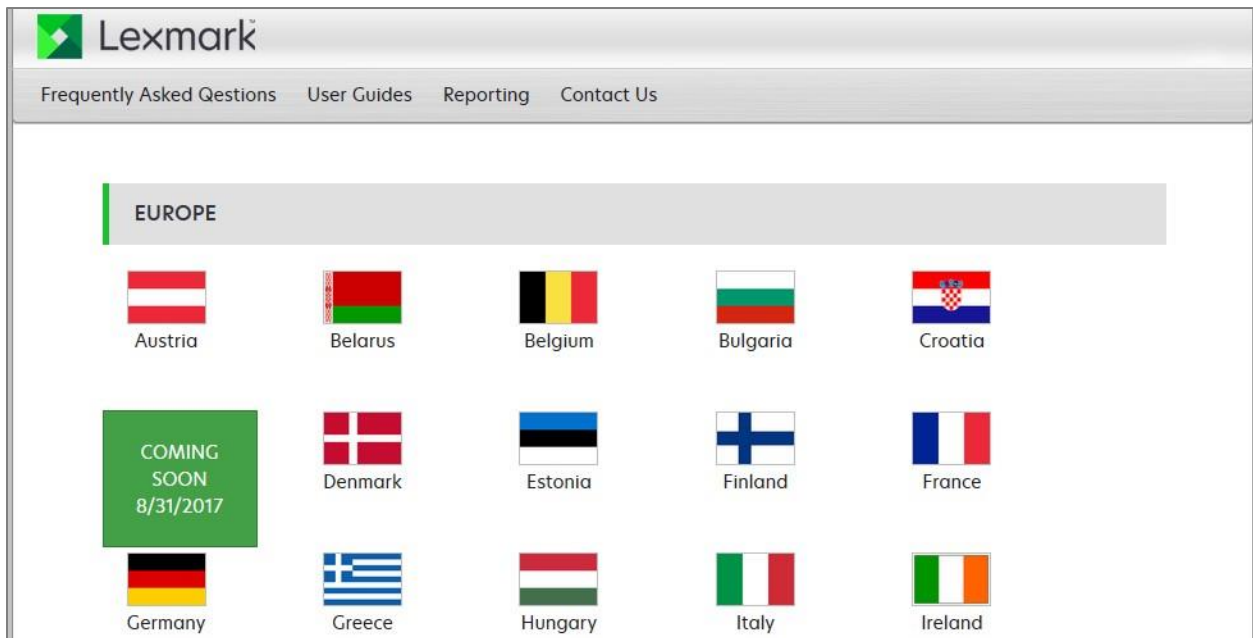
Registration

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.

Lexmark™ SSO

*** Username :**

*** Password :**

Sign In

[Forgot Your Password?](#)

Shop Lexmark Login

Welcome to the Lexmark Store for
DSV Greece

DSV

Lexmark Store

Get Started By Opening a Free Account

At Lexmark, our entire focus is making your print experience better, smarter, and more efficient. Register now to get your personalized products and pricing.

SIGN UP FOR AN ACCOUNT **HELP**

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:

Self Register

My Detail:

Do you want to continue without shared key

If you don't have sold to select this check box

*CompanyName

*First Name

*Last Name

*Email ID

*Password Password should be 8-15 characters in length.

*Confirm Password

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.

My Profile:

Member ID	<input type="text"/>
*Address1	<input type="text"/>
Address2	<input type="text"/>
Address3	<input type="text"/>
*City	<input type="text"/>
*Country	Please Select <input type="button" value="v"/>
*State/Province:	Please Select <input type="button" value="v"/>
*Postal Code	<input type="text"/>
*Work Phone	<input type="text"/>
Fax	<input type="text"/>
*Preferred Language	Please Select <input type="button" value="v"/>

Note:
1. Fields marked with a red asterisk (*) are required.

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.

The screenshot shows the Lexmark DSV GREECE website homepage. At the top, there is a navigation bar with the Lexmark logo, the text "DSV GREECE", and a language selector set to "English". Below this is a search bar with the placeholder text "Keyword, SKU, etc." and a "Search" button. To the right of the search bar is a shopping cart icon with the text "My Cart: 0 Items - 0".

The main content area is divided into several sections. On the left, there is a vertical menu under the heading "DSV GREECE" with links for "Home", "Printers", "Supplies", and "User Guide". Below this menu is the "Reseller contact information" section, which lists three contacts: John Melis (eMail: jmelis@infolex.gr), Elias Dardoufas (eMail: edardoufas@infolex.gr), and Zois Skiadaresis (eMail: zskiadaresis@infolex.gr). Below the contact information is the "DSV Customer Service" section, which states: "Please contact **Lovely Bacon** at dsvotc.ecommerce@lexmark.com".

The central part of the page features a large banner with the Lexmark logo and the text "Welcome to the Lexmark Store for DSV Greece". To the right of this banner is the DSV logo. Below the banner is a green horizontal bar.

Below the green bar, there is an information icon (i) followed by the text "Dear DSV Purchaser,". This is followed by two paragraphs of text. The first paragraph states: "Please be aware through this Web Portal you will create a request for quote to an authorized LEXMARK Dealer." The second paragraph states: "This Web Portal sets forth LEXMARK's pricing conditions of purchase based on Master-Quote Number 2017-298017 applicable to authorized Dealers in connection with the purchase of Products from such Dealers by DSV. Such conditions therefore reflect dealer purchase prices and do not include dealer markups. Dealer markups shall be negotiated, agreed upon and satisfied by DSV and the authorized Dealer. The right of DSV and the authorized Dealer to negotiate prices or any other terms and conditions shall remain unaffected by this Web Portal." Below this text is a final paragraph: "Also, if your country does not require a city, please input the state name. If the country does not require a zip code please input 0000. Please be sure to always include a phone number where you can be reached."

Searching Printer/Supplies

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

The screenshot shows the "Ink/Toner & Supplies Finder" tool. It has a search bar with the placeholder text "search by your product number:" and a help icon (i). Below the search bar is a text input field containing the product number "12355423218521562". Below the input field is a note: "You can find the number on the front of both packaging and the actual cartridge".

On the left side, there is a section titled "Find By Printer Type". It contains a dropdown menu with the text "Step 1: Select Printer Type" and a downward arrow. The dropdown menu is open, showing two options: "Mono Laser" and "Multifunction Mono Laser". The "Multifunction Mono Laser" option is highlighted in blue.

At the bottom of the tool, there are two green buttons with the text "Find supplies for my printer". A red arrow points from the right button to the left button, indicating that the left button is the one to click.

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.

Ink/Toner & Supplies Finder

Find By Printer Type

Multifunction Mono Laser

What's your printer model?

Step 2: Select Printer Model

Step 2: Select Printer Model

Lexmark MX431adn

search by your product number: ⓘ

12355423218521562

You can find the number on the front of both packaging and the actual cartridge

Find supplies for my printer

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.

search by your product number: ⓘ

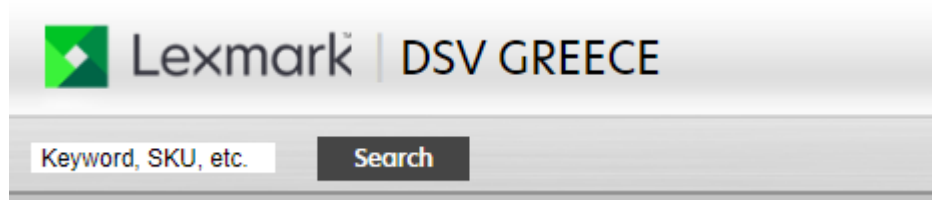
12355423218521562

You can find the number on the front of both packaging and the actual cartridge

Find supplies for my printer

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.

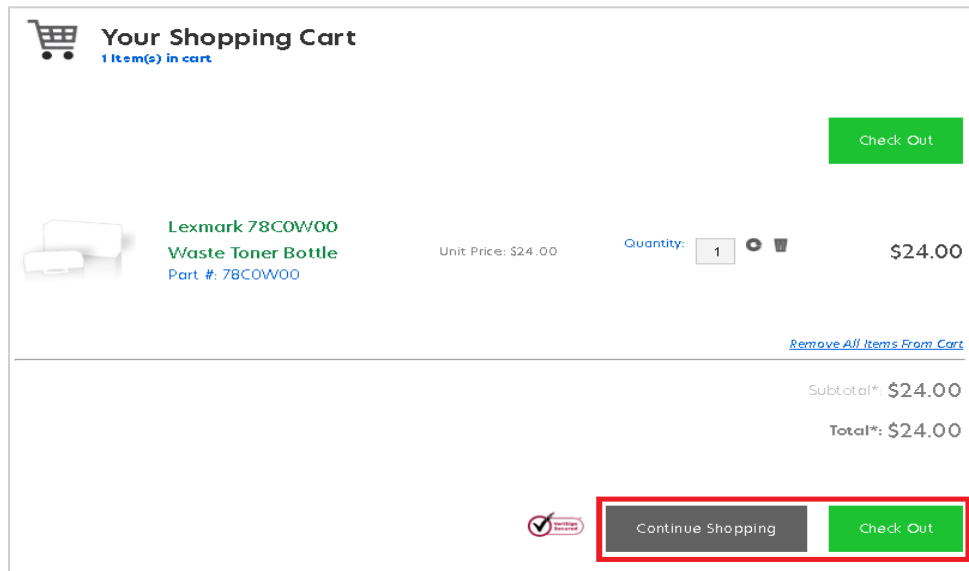


How to place an order:

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

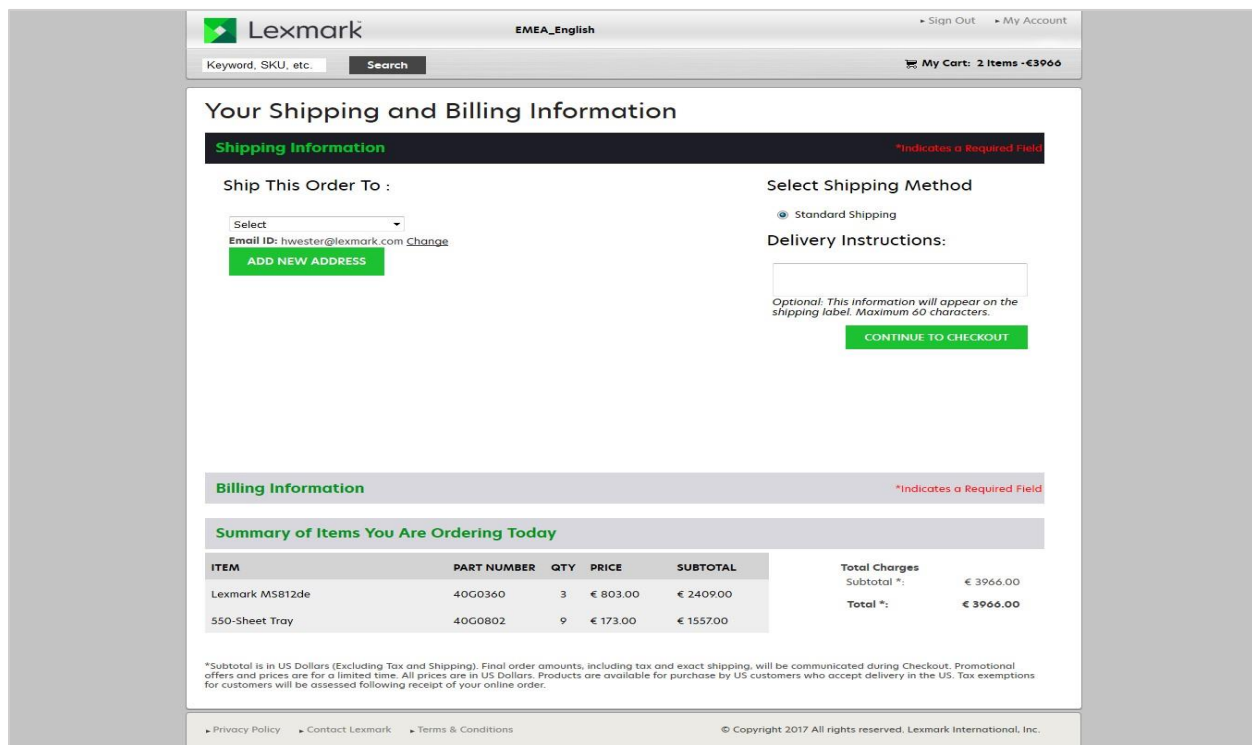
Supplies & Accessories	Part Number	Price	Qty.
Laser Toner/Print Cartridge Lexmark 78C0W00 Waste Toner Bottle	78C0W00	\$24.00	<input type="text" value="0"/>
Lexmark 78C0ZV0 Black and Color Return Program Imaging Kit	78C0ZV0	\$235.71	<input type="text" value="0"/>
Lexmark 78C1XCE Cyan Extra High Yield Contract Toner Cartridge	78C1XCE	\$75.29	<input type="text" value="0"/>
Lexmark 78C1XKE Black Extra High Yield Contract Toner Cartridge	78C1XKE	\$44.28	<input type="text" value="0"/>
Lexmark 78C1XME Magenta Extra High Yield Contract Toner Cartridge	78C1XME	\$75.29	<input type="text" value="0"/>
Lexmark 78C1XYE Yellow Extra High Yield Contract Toner Cartridge	78C1XYE	\$75.29	<input type="text" value="0"/>

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.

Ship This Order To :

Select

Email ID [Change](#)

***DENOTES A REQUIRED FIELD**

***COUNTRY**
Select

***FIRST NAME** ***LAST NAME**

***COMPANY NAME**

***ADDRESS 1** **ADDRESS 2**

***City** ***State/Province/Region**

***ZIP CODE** ***PHONE NUMBER**

(Example:99999 or 99999-9999) (Example:9999999999) Special Characters such as -()@#!%^*+ not allowed.

***QUICK REFERENCE NAME**

SAVE NEW ADDRESS

Select Shipping Method

Standard Shipping

Delivery Instructions:

Optional: This information will appear on the shipping label. Maximum 60 characters.

CONTINUE TO CHECKOUT

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.

Billing Address :

Same As Shipping

Select

***DENOTES A REQUIRED FIELD**

***COUNTRY**
Select

***FIRST NAME** ***LAST NAME**

***COMPANY NAME**

***ADDRESS 1** **ADDRESS 1**

***City** ***State/Province /Region**

***ZIP CODE** ***PHONE NUMBER**

(Example:99999 or 99999-9999) (Example:9999999999) Special Characters such as -()@#!%^*+ not allowed.

SAVE NEW ADDRESS

Comments

Optional. The information will appear on your invoice.Length:500 Characters

CONTINUE TO CHECKOUT

Lexmark EMEA_English [Sign Out](#) [My Account](#)

Keyword, SKU, etc. [My Cart: 0 Items -0](#)

Your Shipping and Billing Information

Shipping Information *Indicates a Required Field

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

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	Total Charges
Lexmark MS812de	40G0360	3	€ 803.00	€ 2409.00	Subtotal *: € 3966.00
550-Sheet Tray	40G0802	9	€ 173.00	€ 1557.00	Total *: € 3966.00

*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.

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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 Sign Out My Account

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 requests? 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)

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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
Elaiouon 51-53
N/A
Pallini
Attiki
GR
153 51
[2106722230](tel:2106722230)

Bill-to Address: Heather Westerman
InfoLex
Elaiouon 51-53
N/A
Pallini
Attiki
GR
153 51
[2106722230](tel: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.

