

# Lexmark - printer orders procurement purchases

**Article ID:** KB0016983

**Created:** 2024-04-09 21:45:47

**Updated:** 2024-04-09 21:48:45

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/1df39b48873e2910b536a86e0ebb35f2',

'value': '1df39b48873e2910b536a86e0ebb35f2'}

Title

Lexmark – printer orders procurement purchases

Purpose:

Follow this procedure when a user reports they need to order a printer.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Please direct the caller to place their color printer order in R2P

5.

Direct the caller to Login to R2P

If the user does not have access to R2P. Please have them submit an eAccess Request.

eAccess (fmcna.com)

6.

Advise the caller to select IT Equipment / ERS

7.

Advise the caller to select LEXMARK PRINTERS and IT Asset Disposal Services

8.

Remind the caller to complete the site readiness form and the New Printer Install Requirements and attach it to the order.

9.

If this is a new printer install remind the caller to complete the New Printer Install Requirements.

10.

If you need a data jack for the printer select IT Equipment / ERS This needs to be completed prior to the printer installation.

11.

Select Network Equipment (material-ex: data jacks replacement)

12.

Follow the resolution process.

13.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Printer

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Inquiry / Help

Resolution Subcategory

Printer

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Escalation Group

DTI-EUX-Unified Services Lexmark Printer Management – L3

Published by

DTI-EUX-Unified Services Lexmark Printer Management – L3