Lexmark - Scan to SAP

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Purpose: Follow this procedure when a caller reports any type of issue with the Lexmark Scan To SAP application.

Required Information:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document the required information and troubleshooting details in the Incident

3. Please document the following information in a Work Note:

Location (Clinic ID if this is a clinic):Printer Serial Number:Printer IP Address:

4. Please follow the escalation process.

Classification Requirements

Category

Hardware

Subcategory

Printer

Resolution Process

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

Resolution Categorization

Resolution Code

Choose the appropriate option

Resolution Category

Hardware

Service

Printer

Escalation Process

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

Assign the Incident to the Following Group

DTI-EUX-FSS Ticket Allocation – L1

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