

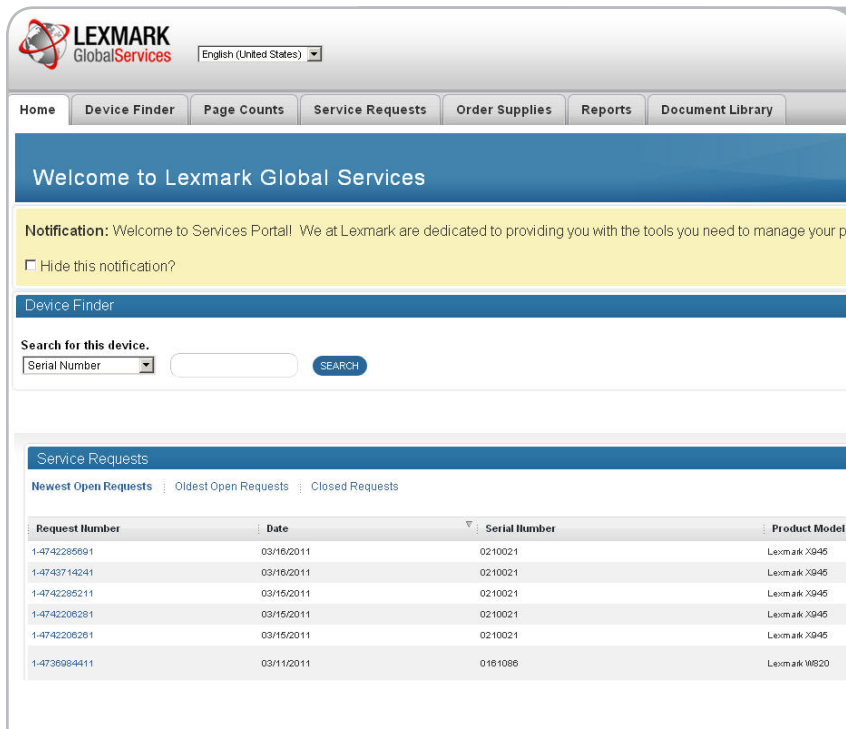


## Introducing Lexmark Global Services Portal

The Lexmark Global Services Portal provides you with secure, convenient, on-demand access to knowledge, information and applications that you can use to get the most out of your printer fleet. It lets you find and view key information about your devices, view the status and details of service requests, and download reports. You can also order supplies, check the status of orders, or contact your Lexmark team, all from a single interface.

- Access real-time information, 24 hours a day, 7 days a week
- Quickly assess fleet status using the home page dashboard
- Provides secure, role-based access to account information
- Personalize views to suit your specific business needs
- Connect to Lexmark's broad base of knowledge and expertise
- Enhance global operations with multilingual support

# Home Page and Device Finder

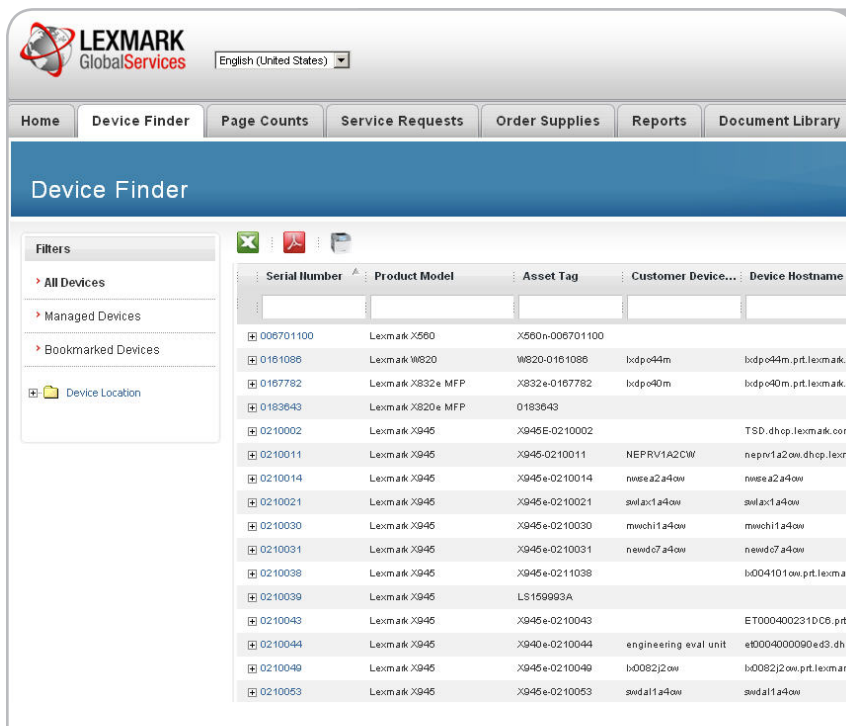


The screenshot shows the Lexmark Global Services Home Page. At the top, there is a navigation bar with tabs: Home, Device Finder, Page Counts, Service Requests, Order Supplies, Reports, and Document Library. Below the navigation bar, a blue banner reads "Welcome to Lexmark Global Services". A yellow notification banner below it says "Notification: Welcome to Services Portal! We at Lexmark are dedicated to providing you with the tools you need to manage your print environment." A checkbox "Hide this notification?" is present. Below the notification, there is a "Device Finder" section with a search bar labeled "Search for this device." and a "SEARCH" button. Below the search bar, there is a "Service Requests" section with a table of "Newest Open Requests".

Request Number	Date	Serial Number	Product Model
1-474228561	03/16/2011	0210021	Lexmark X945
1-4743714241	03/16/2011	0210021	Lexmark X945
1-4742285211	03/15/2011	0210021	Lexmark X945
1-4742206281	03/15/2011	0210021	Lexmark X945
1-4742206281	03/15/2011	0210021	Lexmark X945
1-4736994411	03/11/2011	0161086	Lexmark W620

## Home Page

- Tabs make it easy to navigate to the desired area. Tabs include:
  - Device Finder
  - Page Counts
  - Service Requests
  - Order Supplies
  - Reports
  - Document Library
- The notifications banner displays important, time-sensitive information.
- Quick, easy access to two of the most important user functions:
  - Search for a device
  - Browse service requests
- Dashboard-like views of key performance indicators will be available soon.



The screenshot shows the Lexmark Global Services Device Finder page. At the top, there is a navigation bar with tabs: Home, Device Finder, Page Counts, Service Requests, Order Supplies, Reports, and Document Library. Below the navigation bar, a blue banner reads "Device Finder". On the left, there is a "Filters" sidebar with options: All Devices, Managed Devices, Bookmarked Devices, and Device Location. The main area displays a table of devices with columns: Serial Number, Product Model, Asset Tag, Customer Device..., and Device Hostname.

Serial Number	Product Model	Asset Tag	Customer Device...	Device Hostname
006701100	Lexmark X560	X560n-006701100		
0161086	Lexmark W620	W620-0161086	bdpo44m	bdpo44m.ptt.lexmark.co
0167782	Lexmark X832e MFP	X832e-0167782	bdpo40m	bdpo40m.ptt.lexmark.co
0163643	Lexmark X820e MFP	0163643		
0210002	Lexmark X945	X945E-0210002		TSD.dhpc.lexmark.com
0210011	Lexmark X945	X945-0210011	NEPRV1A2CW	neprv1a2cw.dhpc.lexmark.com
0210014	Lexmark X945	X945e-0210014	nwse-a2a4ow	nwse-a2a4ow
0210021	Lexmark X945	X945e-0210021	swlax1a4ow	swlax1a4ow
0210030	Lexmark X945	X945e-0210030	mewch1a4ow	mewch1a4ow
0210031	Lexmark X945	X945e-0210031	nnewd7a4ow	nnewd7a4ow
0210038	Lexmark X945	X945e-0210038		b004101ow.ptt.lexmark.co
0210039	Lexmark X945	LS159993A		
0210043	Lexmark X945	X945e-0210043		ET000400231DC6.ptt.lexmark.co
0210044	Lexmark X945	X940e-0210044	engineering eval unit	e1000400090ed3.dhpc
0210049	Lexmark X945	X945e-0210049	b0082j2ow	b0082j2ow.ptt.lexmark.co
0210053	Lexmark X945	X945e-0210053	swd1a1a4ow	swd1a1a4ow

## Device Finder

- Easy navigation for locating and viewing active assets.
- Customizable view of the device summary.
- Select a particular device and view the device's high-level summary or a more detailed history.
- Bookmark devices that you view regularly.
- Search options include:
  - Browse devices by location
  - Browse devices using an account's hierarchy structure (MPS accounts only)
  - Browse devices that are covered by a managed services or extended warranty contract

# Page Counts and Service Requests

The screenshot shows the Lexmark Global Services portal with the 'Page Counts' tab selected. The page has a header with the Lexmark logo, a language dropdown set to 'English (United States)', and a navigation bar with links: Home, Device Finder, Page Counts, Service Requests, Order Supplies, Reports, and Document Library. The main content area is titled 'Page Counts' and contains two sections: 'Import updates from an Excel Spreadsheet' and 'Update through our Web Interface'. The 'Import updates from an Excel Spreadsheet' section includes a 'DOWNLOAD TO EXCEL' button and an 'UPLOAD EXCEL' button. The 'Update through our Web Interface' section includes a 'MAKE UPDATES ONLINE' button. Below these sections is an 'Import History' table with columns: Attachment Name, Size (Bytes), Submitted On, Completed On, Status, and Comments. The table is currently empty, showing 'No Records Found'. At the bottom of the page, there are links for 'About Lexmark', 'Privacy Policy', 'Site Map', and 'Contact Lexmark', along with a copyright notice: '© Copyright 2011 Lexmark'.

## Page Counts

- Easy-to-use tool for providing meter reads.
- Upload page counts from a properly formatted CSV file or manually update page counts directly through the Portal.
- Maintains a record of all page counts uploaded.
- Download an Excel spreadsheet template for all devices that require manual page counts.

The screenshot shows the Lexmark Global Services portal with the 'Service Requests' tab selected. The page has a header with the Lexmark logo, a language dropdown set to 'English (United States)', and a navigation bar with links: Home, Device Finder, Page Counts, Service Requests, Order Supplies, Reports, and Document Library. The main content area is titled 'Service Requests' and contains a 'Filters' sidebar on the left and a table of service requests on the right. The 'Filters' sidebar includes links for 'Recent Requests (All)', 'Recent Requests (Managed Devices)', 'My Requests', and 'Device Location'. The table has columns: Request Number, Date, Serial Number, Product Model, and Address Name. The table contains 7 records. At the bottom of the table, there is a pagination link: 'Records from 1 to 7 of 7'. At the bottom of the page, there are links for 'About Lexmark', 'Privacy Policy', 'Site Map', and 'Contact Lexmark', along with a copyright notice: '© Copyright 2011 Lexmark'.

Request Number	Date	Serial Number	Product Model	Address Name
1-4736936321	03/11/2011	0167782	Lexmark X832e MFP	Lexington Corporate Campus
1-4736984411	03/11/2011	0161086	Lexmark W620	Lexington Corporate Campus
1-4742206261	03/15/2011	0210021	Lexmark X945	HEB
1-4742206281	03/15/2011	0210021	Lexmark X945	HEB
1-4742285211	03/15/2011	0210021	Lexmark X945	HEB
1-4742285991	03/16/2011	0210021	Lexmark X945	Irvine Sales Office
1-4743714241	03/16/2011	0210021	Lexmark X945	HEB

## Service Requests

- Save time by viewing all recent service requests online.
- Check the status of a service request and view other details, including order information and tracking details.
- Search for service requests using a variety of search criteria, including but not limited to:
  - Location
  - Serial number
  - Model number

# Reports and Document Library

LEXMARK GlobalServices

Welcome Stu Anderson! | Preferences | Lexmark.com

Home Device Finder Order Supplies Page Counts Service Requests Reports Document Library

## Reports

**Reports**

- Devices**
  - Asset Register
  - Device Acquisition
  - Change Management
  - Report
  - Missing Meter Reads - Manual
- Services**
  - Service Requests
- Billing**
  - Billing Detail
- Usage**
  - Device Utilization
- Summary**
  - Monthly Ops Summary
  - Quarterly Business Review
- Shortcuts**
  - Latest 10

### Asset Register

[RUN THIS REPORT](#) [SCHEDULE THIS REPORT](#)

Latest 10 Run

Report	Date	Status	Action
Asset Register	07/19/2010	Completed	
Asset Register	07/18/2010	Completed	
Asset Register	07/13/2010	Completed	
Asset Register	07/12/2010	Completed	
Asset Register	07/06/2010	Completed	
Asset Register	04/08/2010	Completed	
Asset Register	04/04/2010	Completed	
Asset Register	02/28/2010	Completed	
Asset Register	02/21/2010	Completed	
Asset Register	01/10/2010	Completed	

## Reports

- Customers can access the reports specified in their agreement with Lexmark.
- On-line reports provide easy access to account, fleet and device-level information.
- Reports can be generated on demand or scheduled to run on a regular basis.
- Reports can be exported and saved in pdf or Excel formats.

LEXMARK GlobalServices

English (United States)

Home Device Finder Page Counts Service Requests Order Supplies Reports Document Library

## Document Library

**Filters**

- WHITE PAPERS**
  - Whitepaper
  - Installation Questions
- USER MANUALS**
  - MFP Manual
- Public**
  - Public Documents

### Documents

Public

Public Documents

File Name	Upload Date	Size (kb)	File Format
ServiceWebPUBLIC FOLDERS.doc	03/02/2011	0	WP
lexsite-map.pdf	03/10/2011	0	PDF

1 — Records from 1 to 2 of 2

## Document Library

- Quick links to on-line, customer-specific, documentation:
  - User guides
  - White papers
  - Order forms
  - Standard operating procedures
  - Training manuals
- Content is always up-to-date.
- Minimizes the cost of transitioning common documents to new hires and resource changes in an account.

Print Less. Save More.

[www.lexmark.com/services](http://www.lexmark.com/services)

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