



USER GUIDE

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LOG IN / SIGN IN



RECYCLING INSPIRED BY YOU.

Reusing or recycling your Lexmark products has never been easier! Take advantage of an innovative service tailored to your company's consumption that allows you to collect and give new life to your cartridges and printers.

Be part of the circular economy

MORE INFORMATION ABOUT THE PROGRAM

FAQ



WELCOME TO LEXMARK CARTRIDGE COLLECTION PROGRAMME

Cartridge collection

For my COMPANY

For my personal use

To login to your enterprise account or to register, please make sure to click on the « **For my COMPANY** » button.

LOG IN / SIGN IN



RECYCLING INSPIRED BY YOU.

Reusing or recycling your Lexmark products has never been easier! Take advantage of an innovative service tailored to your company's consumption that allows you to collect and give new life to your cartridges and printers.

Be part of the circular economy

MORE INFORMATION ABOUT THE PROGRAM

FAQ



WELCOME TO LEXMARK CARTRIDGE COLLECTION PROGRAMME

The LCCP Web Site for your containers !
Also available from a mobile phone.

Your email

Your password

Remember me

LOG IN

[Forgot password ?](#) [Create new account](#)

To login to your account, enter your email and chosen password. Then, click on « **LOG IN** ».

To register a new company, **if you have never used LCCP**, click on « **Create new account** ».

Nota bene: to add on a new location on top of existing ones or update a company profile, don't use the sign in button. You need to connect and **go to my sites** once connected.

FORGOT MY PASSWORD



RECYCLING INSPIRED BY YOU.

RESET PASSWORD



We can help you reset your password using the email address linked to your account.

Please note that the activation link for your password will only be valid in the next 24 hours !



RESET PASSWORD

If your company is already registered and if you have not activated yet your password / or if you have forgotten your password, click on « **Forgot password?** » on the home page.

You only need to enter your email address to reset it. Click on « **RESET PASSWORD** ». A link will be sent to your email address to set a new password. The link will be active for the next 24h.

REGISTRATION

Reminder - Single location (only if not registered yet)



RECYCLING INSPIRED BY YOU.

REGISTRATION

WELCOME TO COLLECTED BY LEXMARK FOR INDIVIDUALS

Create your account by filling out the form below.
If you already have an account, please [login](#).

YOUR PROFILE

Last name*

First name*

Email*

Your email address can be personal (e.g. Gmail, Hotmail, and so on) or professional.

YOUR COMPANY

Company name*

MPS customer* A MPS customer is a customer who has a Managed Print Service agreement with Lexmark.

Type of company*

Search your address*

- 10 Quai du 4 Septembre Boulogne-Billancourt, ...
- 10 Rue du 4 septembre Paris, France
- 10 Rue du 4 Septembre Aix-en-Provence, France
- 10 Rue du 4 Septembre Issy-les-Moulineaux, F...
- 10 Rue du 4 Septembre Thomery, France

VERIFY YOUR ADDRESS

Street number

powered by

In order to register a new company, you need to complete this **form** with your **personal details**, and the **company's information**.

When filling in the company's address, **Google API automatically suggests addresses** from its database (auto-completion process).

Once you've selected one of API suggestions, you'll be Able to modify if the address is incorrect.

REGISTRATION

Reminder (multi-sites connection) (only if not registered yet)

TEMPLATE EXAMPLE								
COMPANY NAME	DEPARTMENT	Tax code (codice fiscale is compulsory for Italy)	MPS Contract Yes or No	street N°	STREET	ZIPCODE	CITY	COUNTRYCODE
Test 1 company	DI PERAZZOLI PATRIZIO E MC		Yes	14	Via bellini	06073	Nice	FR
Test 2 Company			No	28	TREVOR HOUSE, COMMERCIAL	GU21 6EN	WOKING, SURREY	GB
Test 3 company	Marketing			4	Bulevardul General Vasile Milea	61344	București	RO

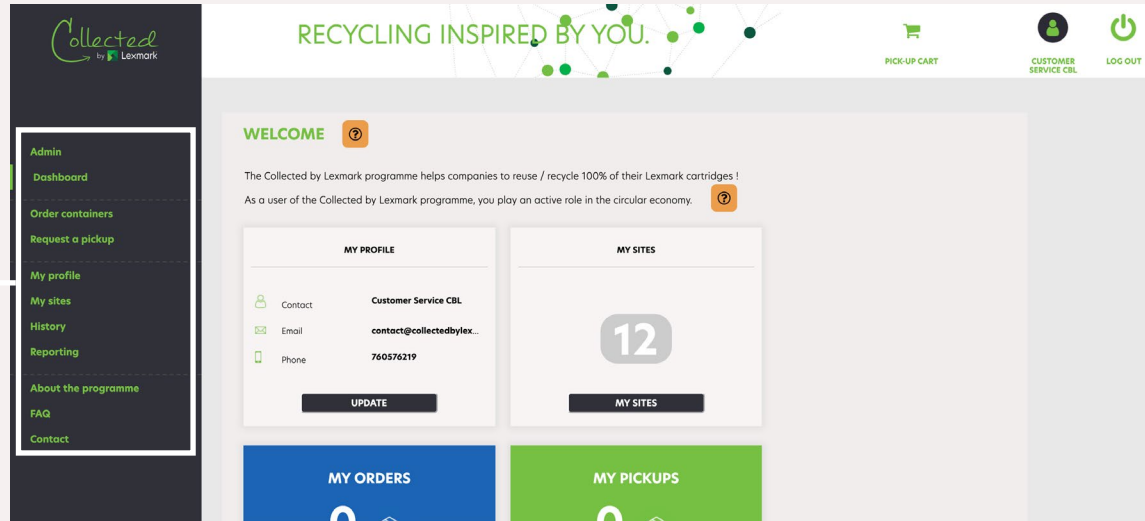
TEMPLATE TO FILL IN								
COMPANY NAME	DEPARTMENT	Tax code - optional in the EU (compulsory for Italy)	MPS contract Yes or No	Street Number	STREET	ZIPCODE	CITY	COUNTRYCODE
FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN
FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN
FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN
FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN
FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN
FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN
FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN
FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN	FILL IN

Please ask for the excel file mass upload template through the contact form of the site or through your Lexmark sales representative.

DASHBOARD

When you log in, you have access to your **dashboard**.

The menu on the left helps you to navigate through the platform.



MY PROFILE

Collected by Lexmark

RECYCLING INSPIRED BY YOU.

PICK-UP CART CUSTOMER SERVICE CBL LOG OUT

MY PROFILE

You can update your personal information below.

YOUR DETAILS

Last name	CBL	
First name	Customer Service	
E-mail	contact@collectedbylexmark.com	
Phone	760576219	
Mobile phone		
Password	••••	
Your job title		
Customer profile		
Select a language	ENG	

If needed, you can modify your profile's information by clicking on the green icon.

Your information is automatically updated.

The e-mail being the log in unique ID, it can only be modified by an admin, please contact us in case you need to change it.

MY SITES

RECYCLING INSPIRED BY YOU.

MY SITES

Please use first the search engine to make sure your location is not yet registered in our web site. If it doesn't appear in your search, please create it by clicking on "Add a new site", and by filling in the required information.

SEARCH

Search by site name Street Post code Id
City Country Email

More filter

ADD A NEW SITE

Before creating a new site, please search if it does not already exist on the platform. This will avoid duplicated accounts.

YOUR SITES 12

1 - 10 on 12

	ID	Name	Zip code - city	Contact		
SEE MORE	301060	VITALAIRE GMBH	66386 SANKT INGEBERT	CUSTOMER SERVICE CBL	MY TEAM	X
SEE MORE	300496	IQVIA RDS S.R.O.	831 04 BRATISLAVA	CUSTOMER SERVICE CBL	MY TEAM	X

You can search for a specific site with the improved search engine.

You can search by site name, street, postcode, company ID, city, country code or email. The search engine is the same for the order, pick-up and history pages.

MY SITES

RECYCLING INSPIRED BY YOU.

PICK-UP CART CUSTOMER SERVICE CBL LOG OUT

ADD A NEW SITE Before creating a new site, please search if it does not already exist on the platform. This will avoid duplicated accounts.

YOUR SITES 12

	ID	Name	Zip code - city	Contact		
SEE MORE	301060	VITALAIRE GMBH	66386 SANKT INGEBERT	CUSTOMER SERVICE CBL	MY TEAM	X
SEE MORE	300496	IQVIA RDS S.R.O.	831 04 BRATISLAVA	CUSTOMER SERVICE CBL	MY TEAM	X
SEE MORE	300132	NILS KILGAST	21031 HAMBURG	CUSTOMER SERVICE CBL	MY TEAM	X
SEE MORE	294616	LINNAN KEHITYS OY	13100 HÄMEENLINNA	CUSTOMER SERVICE CBL	MY TEAM	X
SEE MORE	293300	LENOVO	85221 DACHAU	CUSTOMER SERVICE CBL	MY TEAM	X
SEE MORE	293240	BISCOES SOLICITORS				
SEE MORE	291563	SOUR BICYCLES CMBH CHRISTOPH SÜSSE				

Add a site

Company name*

MPS customer* ?

Type of company*

Search your address*

CONFIRM

When you click on My sites, all the companies you manage are displayed.

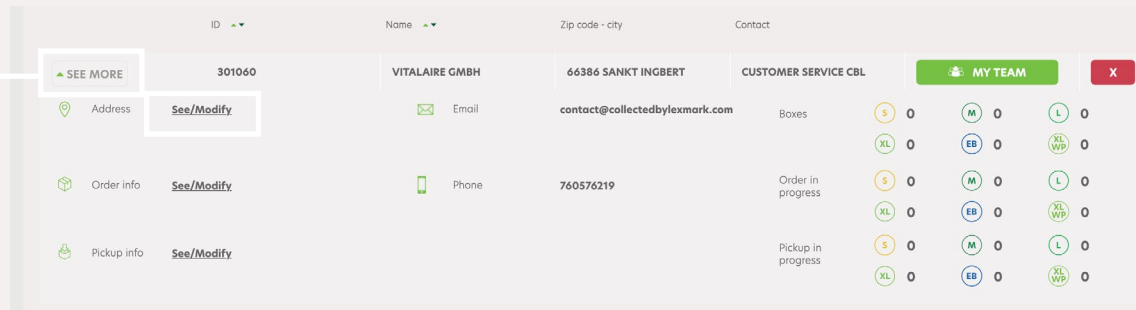
You can delete a company by clicking on the red cross, or add a new company by clicking on « **ADD A NEW SITE** ». You only have to fill in the new company name and address. Google API will automatically suggest addresses and if you select one, it will be automatically filled in.

MY SITES

You can see your company details by clicking on the **arrow or SEE MORE**, located at the left of your company name.

You can see/ update your order and pickup information: click on « **See/modify** ».

This information is critical to inform our carriers. You can fill in door codes, specific local contact information such as receptionist, documents needed etc...



ID	Name	Zip code - city	Contact	
301040	VITALAIRE GMBH	66386 SANKT INGBERT	CUSTOMER SERVICE CBL	MY TEAM X
SEE MORE				
Address	See/Modify	Email	contact@collectedbylexmark.com	Boxes
				S 0 M 0 L 0
				XL 0 EB 0 XL WP 0
Order info	See/Modify	Phone	760576219	Order in progress
				S 0 M 0 L 0
				XL 0 EB 0 XL WP 0
Pickup info	See/Modify			Pickup in progress
				S 0 M 0 L 0
				XL 0 EB 0 XL WP 0

MY SITES

VITALAIRE GMBH

Main contact Address **Delivery information** Pickup information

The delivery of your containers is made at the reception of the indicated delivery address

Copy the company's main address

Address*	Ex : 64, rue de Dunkerque - bat. B, 75009 Paris	City*	Ex: London
Zip/postal code*	Ex: SW1P 4RG	Country*	
TAX CODE	TAX CODE	Email	Ex : jean.norant@eco-boites.com
Door code	Ex: 64A38	Specific hours	Ex : closing after 6pm
Floor	Ex : 3rd floor	Documents to be presented	Ex : ID card to present at reception
Main contact	Ex : request Mr. Bouvier	Other	Ex : specific parking in front of the indicated address
Phone	Ex: 0605040302		

I want to update the information for this site

SAVE

After having clicked on « see/ modify »: you can fill in some specific information to make the delivery/pickup of your containers easier : specific address, door code, specific opening hours...

To be able to request a pickup, an address must be filled in. If you want the pick up information to be the same as the delivery information, you can tick the box « copy the company's main address »

MY TEAM

The screenshot shows the 'MY TEAM' page for 'VITALAIRE GMBH'. The page header includes the 'Collected by Lexmark' logo, the slogan 'RECYCLING INSPIRED BY YOU.', and navigation links for 'PICK-UP CART', 'CUSTOMER SERVICE CBL', and 'LOG OUT'. A left sidebar contains menu items like 'Admin', 'Dashboard', 'Order containers', 'Request a pickup', 'My profile', 'My sites', 'History', 'Reporting', 'About the programme', 'FAQ', and 'Contact'. The main content area is titled 'MY TEAM (1)' and features a search bar with fields for 'First Name', 'Last Name', 'Phone', and 'Email'. Below the search bar, there is a 'Sort by: Name' dropdown and a table listing team members. One member is visible: 'Customer Service' (marked with a yellow star) with 'CBL' as the localisation and 'contact@collectedbylexmark.com' as the email. At the bottom of the table, it shows '1 - 1 on 1' with navigation arrows. Below the table is an 'ADD A USER' section with a search prompt and another set of search fields. At the very bottom, it indicates '31 RESULTS' and another 'Sort by: Name' dropdown.

Click on « **MY TEAM** » : a new page appears.

If you are the main contact, you can recognise it with the yellow star.

You can also see the other team members that are able to order or request a pick up for this specific localisation.

A company = a team of several members.

MY TEAM

ADD A USER

Search an existing user for this company

<input type="text" value="xx"/>	<input type="text" value="Last Name"/>	<input type="text" value="Phone"/>	<input type="text" value="Email"/>
---------------------------------	--	------------------------------------	------------------------------------

0 RESULTS

Sort by: Name ▾

**CREATE USER IF THE USER
DOES NOT ALREADY EXIST**

1 - 0 on 0 

First search if he/ she is not yet registered in the database.

If not, please click on « CREATE USER... »

Please note that you can only search users with the same domain name (e.g.@lexmark.com).

MY TEAM

Collected by Lexmark

RECYCLING INSPIRED BY YOU.

PICK-UP CART CUSTOMER SERVICE CBL LOG OUT

MY TEAM - IQVIA RDS S.R.O.

CREATE A USER

Add a new user to this team

First Name Last Name Tel code Phone Number Email

Is this user the main contact of the company?

CREATE

Contact FAQ Terms of use Privacy policy Lexmark

The team administrator can add (or delete) people from a team : he only needs to fill in the user information and click on « CREATE ». The user will receive an email with a link to set his password. He will then be able to log in to the platform.

If you want to make the user the main contact (the one with **the yellow star**), you have to tick the box « is the user the main contact of the company? »

ORDER CONTAINERS

The screenshot shows the 'ORDER CONTAINERS' page of the 'Collected by Lexmark' website. The header features the 'RECYCLING INSPIRED BY YOU.' slogan and navigation links for 'PICK-UP CART', 'CUSTOMER SERVICE CBL', and 'LOG OUT'. A left sidebar contains navigation options: Admin, Dashboard, Order containers (highlighted with a white box), Request a pickup, My profile, My sites, History, Reporting, About the programme, and FAQ. The main content area displays a 5-step process flow: 1. ORDER, 2. CONTAINER SELECTION, 3. ADDRESS SELECTION, 4. CART SUMMARY, and 5. ORDER CONFIRMATION. Below the flow is a 'SELECT YOUR SITE' section with a search form. The search form includes fields for 'Search by site name', 'Street', 'Post code', 'Id', 'City', 'Country', and 'Email'. A 'Stock' indicator shows a value of '≤ 2'.

Click on « **Order containers** » : If you have many sites, you can search for them by company name, address, city etc...

ORDER CONTAINERS

YOUR SITES 12 ? | To add a new site, go to "My Sites". x

1 - 10 on 12 ◀ ▶ 10 ◀ ▶

	ID	Name	Zip code - city	Containers on site		
▼ SEE MORE	301060	VITALAIRE GMBH	66386 Sankt Ingbert	M 0	L 0	SELECT THIS SITE
▼ SEE MORE	300496	IQVIA RDS S.R.O.	831 04 Bratislava	M 0	L 0	SELECT THIS SITE
▼ SEE MORE	300132	NILS KILGAST	21031 Hamburg	M 0	L 0	SELECT THIS SITE
▼ SEE MORE	294616	LINNAN KEHITYS OY	13100 Hämeenlinna	M 0	L 1	SELECT THIS SITE
▼ SEE MORE	293300	LENOVO	85221 Dachau	M 0	L 1	SELECT THIS SITE
▼ SEE MORE	293240	BISCOES SOLICITORS	PO30 1TY Newport	M 1	L 0	SELECT THIS SITE
▼ SEE MORE	291563	SOUR BICYCLES GMBH CHRISTOPH SÜSSE	01099 Dresden	M 0	L 0	SELECT THIS SITE
▼ SEE MORE	291430	AUTOMOBILI TODI SRL	06059 Todi	M 0	L 0	SELECT THIS SITE

All your sites are displayed. Select your site and click on « **SELECT THIS SITE** » (Blue square).

ORDER CONTAINERS

YOUR SITES		12	? To add a new site, go to "My Sites".		1 - 10 on 12	
ID	Name	Zip code - city	Containers on site			
▼ SEE MORE	301060 VITALAIRE GMBH	66386 Sankt Ingbert	M 0	L 0	SELECT THIS SITE	
▼ SEE MORE	300496 IQVIA RDS S.R.O.	831 04 Bratislava	M 0	L 0	SELECT THIS SITE	
▼ SEE MORE	300132 NILS KILGAST	21031 Hamburg	M 0	L 0	SELECT THIS SITE	
▼ SEE MORE	294616 LINNAN KEHITYS OY	13100 Hämeenlinna	M 0	L 1	SELECT THIS SITE	
▼ SEE MORE	293300 LENOVO	85221 Dachau	M 0	L 1	SELECT THIS SITE	

You can see the number of each box type that you have in stock (depends on country allowance). If you see two figures such as 1+1, it means that you have 1 box in stock and 1 box in pending order (not confirmed yet).

ORDER CONTAINERS

The screenshot displays the 'Collected by Lexmark' website interface. At the top, a green banner reads 'RECYCLING INSPIRED BY YOU.' To the right of the banner are icons for 'PICK-UP CART', 'CUSTOMER SERVICE CBL', and 'LOG OUT'. On the left, a dark sidebar contains navigation links: 'Admin', 'Dashboard', 'Order containers', and 'Request a pickup'. The main content area features a horizontal progress bar titled 'ORDER CONTAINERS' with five steps: 1. ORDER, 2. CONTAINER SELECTION, 3. ADDRESS SELECTION, 4. CART SUMMARY, and 5. ORDER CONFIRMATION. The first two steps are highlighted with a blue line and circles, indicating the current position in the process.

You can see where you are in the order process thanks to the advanced ordering bar.

ORDER CONTAINERS

At the first order, the customer needs to confirm the address given at the registration by clicking on the « **Check my office's information** ».

ORDER CONTAINERS

ORDER CONTAINERS



SELECT A DELIVERY ADDRESS

Select below the address by clicking on "Deliver to this address" or add a new delivery address.

*Please fill in a maximum of information so that your containers are well delivered.
You can give information such as the digital code, the phone number of your local contact, or the preferred hours for the delivery.*

ADMINISTRATIVE ADDRESS

VITALAIRE GMBH
Customer Service CBL
170-174 Kaiserstraße
Sankt Ingbert
66386
Germany

You can change the administrative address from "My Sites".

COMPANY'S DELIVERY ADDRESS

VITALAIRE GMBH
170-174 Kaiserstraße
Sankt Ingbert
66386
DE

DELIVER TO THIS ADDRESS

MODIFY

BACK

You can give further instructions by clicking on « Modify » (for instance stairs or door code).

INFORMATION FOR THE CARRIER

DELIVERY INFORMATION

MODIFY

If your delivery address is the same as your registered admin address, then click on « **DELIVER TO THIS ADDRESS** ». Your order is placed in a shopping cart (it is not finished). If not, please click on « **MODIFY** ».

ORDER CONTAINERS

ORDER CONTAINERS



YOUR CART SUMMARY

Please make sure that your delivery information are up to date, and that you have selected the right containers for your cartridges' consumption.



IMPORTANT LOGISTICS INFORMATION

Do not cover or hide the box number ID (label with bar code on the container), do not overfill the container, the lid has to be closed easily, pack the empty cartridges into the boxes before putting them into the container, only pack empty Lexmark supplies, no other waste can be transported, store the box inside a dry place.

ID	Name	Delivery address	Items	
301060	VITALAIRE GMBH	170-174 Kaiserstraße 66386 Sankt Ingbert DE	1	MODIFY

[ADD AN ORDER FOR ANOTHER SITE](#) [CONFIRM ORDER](#)

[BACK](#)

You can do the same for every company you manage. It will populate the shopping cart. To do so, please click on « **ADD AN ORDER FOR ANOTHER SITE** »; If not, click on « **CONFIRM ORDER** ».

ORDER CONTAINERS

ORDER CONTAINERS



YOUR ORDER HAS BEEN TAKEN INTO ACCOUNT

You will receive a confirmation email with the summary of your order
You have 4 hours to cancel from the history section
In most countries, the order lead time is 10 working days for delivery.

HISTORY

DASHBOARD

The order is now finalised.

You will receive an email with your order details. **Please note that if needed, you have 4 hours to cancel your order see > (see History page).**

REQUEST A PICKUP

Collected by Lexmark

RECYCLING INSPIRED BY YOU.

PICK-UP CART CUSTOMER SERVICE CBL LOG OUT

REQUEST A PICKUP

Be careful to order your containers ahead of requesting a new pickup. In most countries, pickup request's lead time is about 5 working days. The collected by Lexmark programme helps companies to reuse / recycle 100 % of their Lexmark cartridges. As a user of the Collected by Lexmark programme, you play an active role in the circular economy.

Before requesting a pickup, make sure the box is well filled up but not overloaded. The box should contain Lexmark branded cartridges only.

1 PICK-UP 2 CONTAINER SELECTION 3 ADDRESS SELECTION 4 CART SUMMARY 5 PICK-UP CONFIRMATION

SELECT YOUR SITE

SEARCH

Search by site name Street Post code Id

City Country Email

YOUR SITES 12 ? | To add a new site, go to "My Sites". 1 - 10 on 12

ID	Name	Zip code - city	Containers on site
301060	VITALAIRE GMBH	66386 Sankt Ingbert	M 0-1 L 0

SEE MORE SELECT THIS SITE

The pickup process is quite similar. Click on « Request a pickup » : All your sites are displayed.

YOUR SITES 12 ? | To add a new site, go to "My Sites". 1 - 10 on 12

ID	Name	Zip code - city	Containers on site
301060	VITALAIRE GMBH	66386 Sankt Ingbert	M 0-1 L 0
300496	IQVIA RDS S.R.O.	831 04 Bratislava	M 0 L 0

SEE MORE SELECT THIS SITE

Click on : « **SELECT THIS SITE** »

REQUEST A PICKUP

The screenshot displays the 'Request a Pickup' web interface. At the top, there is a navigation bar with the 'Collected by Lexmark' logo on the left, the slogan 'RECYCLING INSPIRED BY YOU.' in the center, and utility links for 'PICK-UP CART', 'CUSTOMER SERVICE CBL', and 'LOG OUT' on the right. A dark sidebar on the left contains navigation links: 'Admin', 'Dashboard', 'Order containers', and 'Request a pickup'. The main content area features a progress bar titled 'REQUEST A PICKUP' with five numbered steps: 1. PICK-UP, 2. CONTAINER SELECTION, 3. ADDRESS SELECTION, 4. CART SUMMARY, and 5. PICK-UP CONFIRMATION. Step 2 is highlighted with a green line and circle, indicating the current position in the process.

You can see where you are in the order process thanks to the advanced pick up bar.

REQUEST A PICKUP

RECYCLING INSPIRED BY YOU.

PICK-UP CART CUSTOMER SERVICE CBL LOG OUT

1 PICK-UP 2 CONTAINER SELECTION ADDRESS SELECTION CART SUMMARY PICK-UP CONFIRMATION

SELECT THE CONTAINERS YOU WOULD LIKE TO REQUEST A PICK UP FOR THIS SITE

Administrative address 87 Reinbeker Rüdter, 21031 Hamburg Germany Contact
Pickup address Email contact@collectedbylexmark.com
Phone 760570219 Customer Service CBL

M MEDIUM CONTAINER 10 CARTRIDGES MAXIMUM WEIGHT 20KG

L LARGE CONTAINER 15 CARTRIDGES MAXIMUM WEIGHT 20KG

4*15 BATCH OF 4 LARGE BOXES 4*15 = 60 CARTRIDGES MAXIMUM WEIGHT 20KG

CONFIRM PICKUP

The XL bin is no longer available and has been replaced by the batch of 4 large boxes. We encourage you with high usage to collect 4 times the XL bin to ensure the ecological aspects of using the recycled L Bin. If you have any questions about the new batch, please contact: #lexmarkcustomerservice@lexmark.com

On the top, you can see your company information, on the bottom you can select the containers you want to order for your company (**5 containers per size and per order maximum**).

Click on « **CONFIRM PICK UP** ». Your order is placed in a shopping cart (it is not finished).

REQUEST A PICKUP

REQUEST A PICKUP

1 PICK-UP 2 CONTAINER SELECTION 3 ADDRESS SELECTION 4 CART SUMMARY 5 PICK-UP CONFIRMATION

SELECT A PICKUP ADDRESS

Select below the address by clicking on "Collect at this address" or add a new pickup address

*Please fill in a maximum of information so that your containers are well collected by the carrier.
You can give information such as the digicode, the phone number of your local contact, or the preferred hours for the pickup.*

ADMINISTRATIVE ADDRESS

NILS KILGAST
Customer Service CBL
87 Reinbeker Redder
Hamburg
21031
Germany

INFORMATION FOR THE CARRIER

PICKUP INFORMATION

CHECK MY OFFICE'S INFORMATION

BACK

? You can give further instructions by clicking on « Modify » (for instance your stairs or door code).

? You can change the administrative address from "My Sites".

At the first pickup, the customer needs to confirm the address given at the registration by clicking on the « **Check my office's information** ».

REQUEST A PICKUP

REQUEST A PICKUP

1 PICK-UP **2 CONTAINER SELECTION** **3 ADDRESS SELECTION** 4 CART SUMMARY 5 PICK-UP CONFIRMATION

SELECT A PICKUP ADDRESS

Select below the address by clicking on "Collect at this address" or add a new pickup address

*Please fill in a maximum of information so that your containers are well collected by the carrier.
You can give information such as the digicode, the phone number of your local contact, or the preferred hours for the pickup.*

<p>ADMINISTRATIVE ADDRESS</p> <p>NILS KILGAST Customer Service CBL 87 Reinbeker Redder Hamburg 21031 Germany</p> <p><small> ⓘ You can change the administrative address from "My Sites".</small></p>	<p>COMPANY'S PICKUP ADDRESS</p> <p>NILS KILGAST 87 Reinbeker Redder Hamburg 21031 DE</p> <p>COLLECT AT THIS ADDRESS</p> <p>MODIFY BACK</p> <p><small> ⓘ You can give further instructions by clicking on « Modify » (for instance your stairs or door code).</small></p>	<p>INFORMATION FOR THE CARRIER</p> <p>PICKUP INFORMATION</p> <p>MODIFY</p>
---	---	---


If your collection address is the same as your registered admin address, then click on « **COLLECT AT THIS ADDRESS** ». Your order is placed in a shopping cart (it is not finished). If not, please click on « **MODIFY** »






REQUEST A PICKUP

1 PICK-UP 2 CONTAINER SELECTION 3 ADDRESS SELECTION 4 CART SUMMARY 5 PICK-UP CONFIRMATION

YOUR CART SUMMARY

Please make sure that your delivery information are up to date, and that you have selected the right containers for your cartridges' consumption.

 **IMPORTANT LOGISTICS INFORMATION**
Do not cover or hide the box number ID (label with bar code on the container), do not overfill the container, the lid has to be closed easily, pack the empty cartridges into the boxes before putting them into the container, only pack empty Lexmark supplies, no other waste can be transported, store the box inside a dry place.

ID	Name	Pickup address	Items	
301060	VITALAIRE GMBH	170-174 Kaiserstraße, 66386 Sankt Ingbert, Germany	M 1	MODIFY 
300132	NILS KILGAST	87 Reinbeker Redder 21031 Hamburg DE	M 1	MODIFY 
294616	LINNAN KEHITYS OY	21 Raatihuoneenkatu 13100 Hämeenlinna FI	4*L 1	MODIFY 
293300	LENOVO	85 Sudetenlandstraße, 85221 Dachau, Germany	4*L 1	MODIFY 
293240	BISCOES SOLICITORS	143 High Street, PO30 1TY Newport, Great Britain	L 1	MODIFY 

[ADD A PICKUP FOR ANOTHER SITE](#) [CONFIRM PICKUP](#)

You can do the same for every company you manage. It will populate the shopping cart. To do so, please click on « **ADD A PICK UP FOR ANOTHER SITE** »; If not, click on « **CONFIRM PICK UP** ».

REQUEST A PICKUP



YOUR PICKUP REQUEST HAS BEEN TAKEN INTO ACCOUNT

You will receive a confirmation email with the summary of your pickup request
You have 4 hours to cancel from the history section
In most countries, the pickup lead time is 5 working days.

[HISTORY](#)

[DASHBOARD](#)

The PICK UP is now finalised.

You will receive an email with your order details.

Please note that if needed, you have 4 hours to cancel your request par see > (see History page).

HISTORY

HISTORY

History takes into account orders and pick-ups since 2018.

The history allows you to consult your current and past orders and to cancel your order/pickup. You have 4 hours after you've placed the order/pickup to cancel it.

Find your global data in the "Reporting" tab of the menu.

SEARCH

Search by site name Street Post code Tracking number

City Country Email ID

▲ Less filter ▲

Request

Status

Pending	Confirmed	Shipped	Canceled	Delivered
Collected	On hold	Failed	Denied by customer	Denied by carrier

Date of request

To **ex: 31/12/2019** at **ex: 01/01/2019**

The History section gives you an overview of all your order and pickup request. You can use the different filters to find a particular order/pickup request.

Pending : the order/pickup has not been created yet in our logistics IT system.

Confirmed : the order/pickup has been created for the logistics team

Shipped : the order/pick up has been planned

Canceled : the order/pick up has not been created

Delivered : the order has been delivered

Collected : the pick up has been collected


On hold : the pickup has been unsuccessful, the customer receives an email and has 14 days to contact the logistics team.


Denied by customer : the collection could not be done because the customer did not contact the logistics team to give his instructions (knlux.lccp_reverselogistics@kuehne-nagel.com).





Denied by carrier : the collection could not be done because there was nothing to collect.
















Failed : the order/pickup has failed - for ex; no one was on site to give the boxes. Please contact our logistics team (knlux.lccp_reverselogistics@kuehne-nagel.com)

HISTORY

YOUR SITES **764** 



1 - 10 on 764   10  

Request	ID	Name	Items	Status	Date of request	Tracking number	Estimated date of delivery/pi...	Date of delivery/pi...	
PICKUP 	300132	NILS KILGAST 	 1	PENDING 	11/2/2021	173261			
PICKUP 	301060	VITALAIRE GMBH 	 1	PENDING 	11/2/2021	173260			
PICKUP 	297177	MOLD-TECH PORTUGAL, LDA 	 1	PENDING 	11/2/2021	173259			

You can cancel an order/pickup request if and only **if they have the pending status** (4 hours after you've placed your request). To do so, click on the red cross.

REPORTING



This section is more for fun to give you an average estimate of your cartridges collected based on an average number contained in each box type. But to get a real estimate of the cartridges collected then sorted, **please click on « ECO-REPORT REQUEST »** (you'll receive a cartridge carbon impact report based on the period you've requested).

ANY QUESTIONS ?

FAQ

Question about the Lexmark Collected Programme, your personal account or your order ? Find all the answers in our FAQ.

- < COLLECTED BY LEXMARK >
CONTAINER PROGRAMME
- TO REGISTER >
- TO LOG IN >
- MY ACCOUNT >
- ORDERING A CONTAINER >
- ASK FOR A PICK UP >
- MANAGING MULTI-SITES >
- PARTICIPATE TO CIRCULAR ECONOMY >
- ECO-BOX PROGRAMME >
- "COLLECTED BY LEXMARK"
CONTAINER PROGRAMME FOR INDIVIDUALS >

WHAT IS THE COLLECTED BY LEXMARK PROGRAMME ?

The Collected by Lexmark programme is a Lexmark Cartridge Collection Programme for medium and large Lexmark customers (consumption from 10 cartridges per year). It facilitates the collection management of the cartridges at their end of life and helps their remanufacturing before they are fully recycled. The Collected by Lexmark programme enhances all stakeholders corporate social responsibility's strategy and helps the participation of our customers in the circular economy.

WHOM IS THE COLLECTED BY LEXMARK PROGRAMME FOR ?

WHAT ARE THE CONDITIONS TO REGISTER ?

CONTACT US

Please fill out the form and we'll get back to you.

Before contacting us, we invite you to check the FAQ. Please contact us in English if it is possible. Thanks for your understanding.

Last name*	<input type="text"/>	Address	<input type="text"/>
First name*	<input type="text"/>	Zipcode	<input type="text"/>
Company**	<input type="text"/>	City	<input type="text"/>
Email *	<input type="text"/>	Country	<input type="text"/>
Your phone *	<input type="text"/>	Company ID	<input type="text"/>

I have a Collected by Lexmark account

Subject : *

Your message : *



SEND

To help the user navigating through the platform, a FAQ has been implemented, as well as a contact form.

contact@collectedbylexmark.com is the dedicated customer support address.

HELP MESSAGES

WELCOME



| To change the language, go to "My profile" then "Select a language". ✕

When you see question marks (?), these are information messages on the platform to make the user experience easier.

By default, help messages on the registration page + on order and collection processes are opened and visible. Help messages on the other pages are closed by default and can be clicked on to be opened.

You can click on the question mark to close it, and you can reopen and close it as many times as you want.

Resources summary

1/ Customer is already registered in our Database

a- You have any question concerning the **site management** (for ex, a need to modify an address or you forgot how to add a new location or team member). A **FAQ** is available online from the home page or any navigation page on the left inside. Otherwise, you either use the **contact form** on site as we have a dedicated full time person (<https://www.collectedbylexmark.com/contact>) or write an e-mail to:
contact@collectedbylexmark.com

b- You have a **logistic concern** (i.e. the container was not delivered on mentioned date):
You can also use the **contact form and select delivery/ pick up tracking** or write directly to our Kuehne Nagel support team: **knlux.lccp_reverselogistics@kuehne-nagel.com**

c- You need an Eco-report
You can write e-mail to: **emealccpenroll@lexmark.com**
mentioning your company name, geo scope (all EU or only one country for ex) and period of reporting

needed.

2/ Customer has never participated in LCCP and you only have one or two locations to register

You can use the **Sign In** button directly from the home page and fill in his details.

3/ Customer has never participated in LCCP and has a lot of locations/ or has participated in before but needs to make many modifications to his sites (contacts/ addresses updates, new sites, etc...) We kindly invite you to fill in the **mass upload template**. Please request it to **contact@collectedbylexmark.com** or to your Lexmark Sales representative.