

You've signed an MPS Contract



What happens next?

Welcome! You have joined an elite group of organizations choosing to initiate a Managed Print Services (MPS) program. We look forward to working side-by-side with you to implement your print strategy goals.



Device health check

As we initiate HP Managed Print Services (MPS), technicians perform an onsite health check of each device included on the HP MPS contract. For locations with more than 10 devices, technicians come onsite and perform the health check as part of the printer sticker process (see following). For locations with less than 10 devices, or for those conducting auto-entitlement or receiving self-entitlement packets, health checks will occur over time as technicians make break/fix visits onsite. Devices are checked for print quality and performance. Parts showing extreme wear are replaced, and broken devices are brought back to life, but only at your request.

In addition, supplies are checked and replaced if significantly low. You will be charged for the cost of replacement parts only (no labor is charged) including supplies. HP is typically able to extend a discount for black toner or ink supplies provided during the health check. No discounts are applied for color supplies. These charges will be included in your first invoice.

Toner stockpiles

Often we find clients have a stockpile of supplies for previously owned and currently owned devices. We encourage you to return these supplies to the organization from which you purchased them in order to get the greatest return. In some cases, we are able to utilize some supplies for onsite back-up and our technicians will identify appropriate supplies for this purpose. If you find you have no other options, HP is sometimes able to take your supplies in exchange for credit; however, we are never able to give the full price you paid as we must recoup stocking and handling costs. Talk to your HP or Partner sales representative to learn more.

Printer stickers

Each device receives a printer sticker containing a unique identification number. This unique number is critical to our service delivery system.



The identification number is loaded into our database, along with instructions for technicians to locate the device. Over time, a service history is connected to this number as well. If you choose, you can work with your HP or Partner sales representative to apply descriptive names to each device and assist in organizing your invoices. Otherwise, the name of each device, and the organization of the invoice, will be determined by HP personnel.

The printer sticker also contains information regarding how end-users request service and supplies. When placing a request for service or supplies the identification number is always helpful and is critical for HP to be able to respond.

HP MPS initiation process



Service begins

Once device entitlement is completed, HP is ready to initiate our first-rate service. We encourage our clients to communicate with their employees to discontinue supplies purchasing tasks or contacting previous service providers. In addition, we hope you will announce your new managed print services program with brief and accurate instructions—directing employees to refer to the printer stickers applied to each device to request service and supplies as needed.

Adding/removing devices

Your MPS contract allows you to add/remove devices without renegotiation. To add a device to your contract, use the same service and supplies contact methods indicated on any printer sticker or contact your HP partner for assistance. Please provide the location, make and model of the device. For new devices, entitlement tasks are initiated as previously mentioned.

The need to remove devices from service can happen in a number of ways and for a number of reasons. Please inform HP and/or your HP Partner when devices are removed from the MPS contract, and provide a last page count on the device to facilitate billing.

Should you need assistance in disposing of a device, please contact HP or your Partner to explore the most economical and eco-friendly way to accomplish this task.

Non-networked Device Data Collection

If you have devices under MPS contract not connected to your network, a manual process is used to gather page counts. If there are less than 10 non-networked devices, HP requires your help to gather this needed information. You will be provided instructions for completing the process. At sites with more than 10 devices, HP will arrange for a technician to collect page counts. Of special importance is the second data collection (typically 30 days after contract initiation) to ensure future accuracy in the invoicing process.

Invoicing

HP or your Partner will prepare and deliver your first invoice. There are two parts to every invoice:

- Remittance invoice indicating total charges and remittance instructions
- Detailed data document with all reportable information about your print fleet

The data collection agent installed on your network delivers critical data to HP enabling the preparation of invoices. During pre-sales discussions, you have an opportunity to organize charges by group or department. Please remember your first invoice may also include charges resulting from the health check performed as your MPS program was initiated.

During the onboarding process you will choose to receive invoices monthly or quarterly. HP recommends you choose to receive quarterly invoices to lessen the burden on your finance team to process bills.

Your second invoice will be received 30 or 90 days following the first invoice depending on the invoice interval you choose.

Customer business review

After three to six months of service, either HP or your Partner will invite you to a Customer Business Review meeting. The purpose of this meeting is to review a set of prepared reports based on the previous months of printing and service history. HP or your Partner will conduct analysis and prepare recommendations to help your organization continue to lower internal printing costs, improve employee efficiencies, and automate workflow processes. As you implement recommendations, your organization will benefit by establishing a print strategy with end-user guidelines.

In conclusion

As we work together to initiate an MPS program for your organization, we are committed to improving the end-user experience for your employees. The best compliment we can receive is learning that your employees no longer spend time in printer support related tasks.

HP helps you manage business—not printers.

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