White Paper | Managed Print Services Learning Series

Overview of the HP/Partner Invoicing Process

HP PartnerOne Managed Print Services - Resell Bundled Page (BP)

Table of contents

Congratulations! You've closed an HP PartnerOne Managed Print Services (MPS) Resell BP contract. One of your first questions will be, "How does HP invoice me and how should I bill my customer?"

Following are the steps taken to complete the invoicing process:

Step 1: Establish a Contract Start Date and gather initial page counts

Invoice preparation is based on the contract start date that is agreed upon during an onboarding discussion. This agreed upon date is entered by the *partner* into Express Decision Portal (EDP). An initial page count is gathered near or on the contract start date to determine the beginning page count for each device for future invoicing.

Step 2: Select Invoice Period

The client chooses their preferred invoice period:

— Monthly post-pay

— Quarterly pre-pay

Any 30-day period constitutes a month and any 90-day period constitutes a quarter and has no reference to a specific calendar month or quarter.

Thirty day actual usage is used to forecast pages being invoiced for the first billing period when a client chooses Quarterly pre-pay.

Note: HP recommends Quarterly pre-pay for clients to experience the greatest efficiencies and cost savings. Processing 4 invoices a year requires less time and is less costly than processing 12 invoices a year.

Step 3: Partner enters Group Billing Codes in EDP

Clients have an option to indicate a group billing code for each device to facilitate an organized invoice by department or group. Devices with an indication of "like" billing codes will be grouped together on the invoice under a heading of the common group billing code. The *partner* must enter group billing codes into EDP during the onboarding process or as required when adding additional devices over time. Billing group code data entry must be completed prior to the beginning of invoice preparation in order to be reflected in the current billing period invoice; otherwise the information will be reflected on the next invoice.

Step 4: Collect 30-day page counts

A second page count is collected after approximately 30-days of service, with a goal of receiving data from all devices in the fleet included in the MPS contract. In cases where a page count can't be collected within a reasonable timeframe, an average page count is used based on similar device printing history as seen in HP's entire pool of managed devices or actual printing history if known. Actual page counts are reconciled on subsequent invoices. This practice is used to help minimize the length of time required to prepare the first invoice.

Step 5: HP prepares and delivers the first invoice

The first invoice can take up to 60 days to prepare after entitlement is completed (health check and application of printer identification stickers). HP works with you to reconcile the fleet as quickly as possible to shorten the timeframe for the first invoice. Invoices for time and materials supplies and services are prepared and sent separately.

Time and materials charges can be incurred during the health check process, or when supplies are delivered prior to contract start dates at the request of the end-user. If new hardware was purchased and HP was asked to assist in the installation process, installation fees may also be invoiced separately.

Step 6: Partner invoices client after receiving HP invoice

The partner will prepare and deliver an invoice to their client. In order to eliminate the possibility of over/under invoicing, HP highly recommends the partner does not attempt to bill the client prior to receiving an invoice from HP for the same time period. HP expects payment within 30 days regardless of the payment method extended to the client.

Step 7: HP prepares and delivers the second (and continuing) invoice(s)

Delivery timing of the second invoice is approximately 30 days/90 days after the first invoice, dependent on the billing cycle (monthly or quarterly). Delivery date is approximately two weeks after the close of the billing cycle. In cases where the first invoice is significantly delayed, second invoices may be delivered in a shorter timeframe. Invoices may include true-up charges, especially when quarterly pre-billing is in play. The partner will prepare and deliver an invoice to the client (repeating Step 6 every 30/90 days).

Once the HP invoice is received, the customer invoice can be prepared and delivered. Customer invoicing and payment collection is the partner's responsibility.

HP MPS hardware installation services

HP MPS field technicians (or trusted service partners) will provide installation support if your organization does not have personnel with the appropriate skillset. HP must invoice you for services; however we provide our best pricing to our partners for this service. You are not obligated to use HP resources for installing HP devices. The decision is yours to make!

HP has a standard pricing list for hardware installation by device. It is included in the Big Deal Request form on a separate worksheet tab.

What's the process to secure installation services?

Submitting a Purchase Order

A purchase order (PO) is required to begin the process. A completed PO will include:

• List of model types and quantity of devices to be installed

• Client name

• Client address for all installation locations

• Agreed upon installation fees

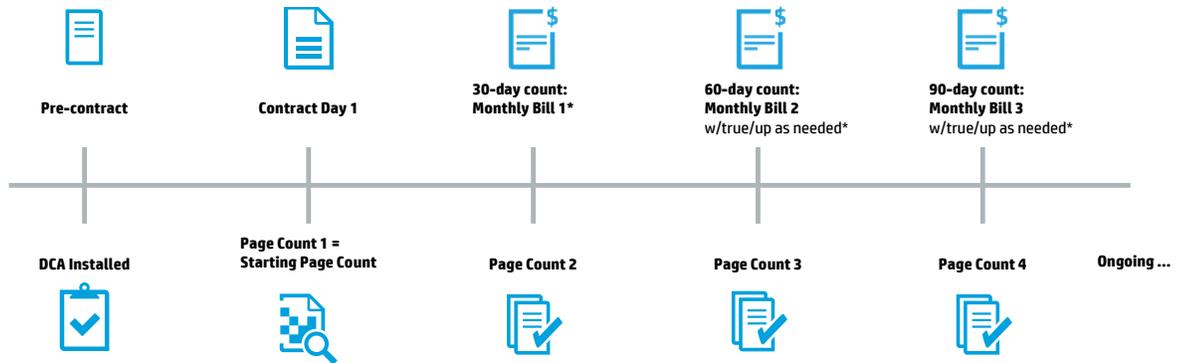• Billing address

• Contact information for PO management

This information is submitted in a purchase order format to: PMPS-install-order@hp.com

HP MPS Billing Philosophy

Data collection agents are not without flaws; however HP's billing philosophy mitigates most potential billing discrepancies:

• Clients can establish data collection activity on differing days, at varying times or intervals. Some clients allow a data sweep several times a day, and others once a week. In addition, a number of issues can stall a sweep of the network including power outages, software updates, or cyclical activities such as quarterly closings. HP's billing system identifies the data sweep closest to the billing close date to use for invoicing. It is not uncommon for counts to have been conducted +/- 2-3 days. However, because a "current" page count is compared against the previous ending page count to determine the number of pages to be billed, no over-charges will occur. Please see Examples for Monthly and Quarterly Billing Scenarios following.

• If there is only one page count available at the time of the first invoice, an estimate will be used based on either actual print history or print history from HP's entire managed fleet for that specific device type. For subsequent invoices when page counts are missing and when there are at least two page counts, an average will be calculated and billed.

• A true-up exercise may take 1-2 billing cycles to catch up. For this reason, it's important to notify HP when a device is being retired. Otherwise, estimated billing practices will continue.

• Non-networked devices included on an MPS contract require a person (either a client, partner or technician) to manually provide a page count at the end of a billing period. This task is most easily accomplished by printing a configuration page which will contain the current page count, on or near the end of the billing term, and sending it to HP at: CMPS-US-Meters@hp.com

Monthly Billing Scenario

Pre-contract	Contract Day 1	30-day count: Monthly Bill 1*	60-day count: Monthly Bill 2 w/true/up as needed*	90-day count: Monthly Bill 3 w/true/up as needed*	
DCA Installed	Page Count 1 = Starting Page Count	Page Count 2	Page Count 3	Page Count 4	Ongoing …

Example Billing Approach (per device):

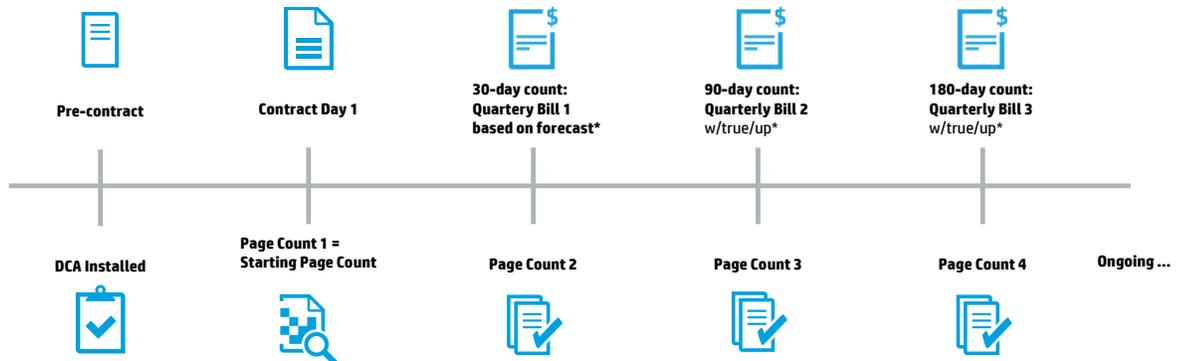Page Count 1 = 1,000 pages (starting page count)

Page Count 2 = 2,500 pages – Billable pages: 1,500

Page Count 3 = 3,700 pages – Billable pages: 1,200

Page Count 4 = 4,800 pages – Billable pages: 1,100

* If page counts are **not** available for a device at the time the invoice is prepared, an estimated page count is billed. In our example above, if Page Count 2 for this device was not available, the monthly bill would have been estimated based on the printing history of HP's entire managed fleet for the same device type. A true-up exercise is conducted the next time an actual page count is available at/near the end of a billing cycle. The actual page count is compared against the previous estimate with the addition of any new pages printed during the billing period.

Quarterly Billing Scenario

Pre-contract	Contract Day 1	30-day count: Quarterly Bill 1 based on forecast*	90-day count: Quarterly Bill 2 w/true/up*	180-day count: Quarterly Bill 3 w/true/up*	
DCA Installed	Page Count 1 = Starting Page Count	Page Count 2	Page Count 3	Page Count 4	Ongoing …

Example Billing Approach (per device):

Page Count 1 = 1,000 pages (starting page count)

Page Count 2 = 5,000 pages resulting in Billable pages of 4,000 x 3 months = 12,000 owed (forecasted and pre-billed)

Page Count 3 = 10,000 pages resulting in Billable pages of 9,000 - 12,000 (pre-billed)= -3,000 (true-up) + 9,000 (new pre-bill) = 6,000 owed

Page Count 4 = 20,000 pages resulting in Billable pages of 10,000 - 9,000 (pre-billed) = 1,000 (true-up) + 10,000 (new pre-bill)=11,000 owed

* Quarterly bills are forecasted based on past printing history with a true-up every quarter. If a Page Count is not available for a device at the time an invoice is prepared, estimates are used for billing purposes based on actual past printing history.

Frequently Asked Questions regarding Invoicing:

Q: Can I stipulate the date invoices are prepared and delivered to me?

A: HP is unable to accommodate this request as billing cycles can close on any given day of any given month. In this way, the invoicing workload is spread over time allowing us to provide the needed attention to your client accounts.

Q: I received my bill and the devices are not organized by department or location. What can I do about it?

A: HP will organize invoices by the Billing Group codes you provide for each device. You can accomplish the data entry requirements within EDP by accessing your client's account, entering the list of Billing Group codes, and then aligning the devices under each code. The added Billing Group codes would be reflected on the next invoice delivered.

Q: How do I collect and send page counts for non-reporting devices?

A: Print a configuration page from each device on or near the end of the billing cycle and send to: CMPS-US-Meters@hp.com

Q: I see some mono charges listed under color devices on my invoice. Why?

A: Some color devices print black by combining all colors. Pages printed from these devices are listed as color devices with two lines items: one for color and a second line for mono pages at a lower rate.

Q: Who do I contact when I have questions about invoices?

A: Please contact the HP MPS Partner Enablement Manager for the Resell BP program who will direct your inquiries appropriately and track completion of the inquiry: p-mps@hp.com

Additional Resources:

HP PartnerOne MPS Resell Bundled Page training, sales and marketing resources are available on MySalesGuide at: www.myhpsalesguide.com

> Create an account or log-in. Navigate to HP PartnerOne MPS Resell:
>
> Home Page > Services > PartnerOne Managed Print Services > Resell Partner One MPS

Still have questions?

Please contact the MPS program office at: partnerMPS@hp.com

Learn more at
hp.com/go/mps