



HP Subscription and HP Financial Services

This document comprises answers to frequently asked questions on HP Subscription and HP Financial Services (HPFS). These answers can also help our sales representatives clarify any doubts the customer may have about the HP offerings.

Table of contents

FAQs on

- 1 HP Financial Services Partner Connection Portal
- 2 Incentives/Benefits
- 3 Risk coverage
- 4 Subscription package
- 5 Process

HP Financial Services Partner Connection Portal

What is HPFS Partner Connection portal?

This online portal simplifies customer engagement for our partners, with the support of HPFS channel experts. These experts can help you meet your customers' financial and technology needs. The Partner Connection portal automates and accelerates everything from obtaining a quick quote and a credit decision to generating agreements to complete a transaction.

Why should partners use HPFS Partner Connection portal? What are the benefits of the portal?

With the help of HPFS Partner Connection portal, the partners can:

- close deals and get paid faster – generate quotes and agreements instantly
- add 2 per cent or more to the price for added margin
- gain visibility across the IT investment process
- access an HPFS financial expert
- leverage the total IT investment solution – online
- benefit from a simplified online process
- experience faster credit approval and quotes
- access innovative IT financing options
- manage your HP Subscription customer base effectively to enable smooth renewals

How can partners register for HPFS Partner Connection portal?

Interested partners should contact their HPFS channel representative for an invitation to join.

What are the minimum and maximum deal sizes that partners can process through the portal?

Currently, the Partner Connection portal supports transactions from 1,500 USD to 650,000 USD.

Will my partners have access to competitive market-based pricing through the portal?

Yes. Based on the size of the deal, there will be access to promotional pricing. Rates are updated monthly through our local pricing teams.

My partner has some ideas to help enhance HPFS Partner Connection portal. Who should they contact?

Ask your partner to contact their HPFS channel representative or submit a request via the "Contact us" link in the Partner Connection portal.

How easy is it to use the Partner Connection portal? How long does it take to receive a quote after I submit my customer's details? And, how long does it take to get an approval?

It takes approximately three minutes to get a quick quote after filling in the necessary details. To submit details and receive a deal approval, it takes about 10 minutes per request. And, once the deal is approved, the credit score return is automatic and should take less than a minute. The portal displays whether the deal is approved, declined or pending.*

What is the difference between the present portal and the previous one?

The new HPFS Partner Connection portal is an improved, streamlined and automated version with an easy-to-use interface.

How do customers apply for credit?

The HPFS Partner Connection portal enables channel partners' sales representatives to apply for credit on the customer's behalf.

* Based on estimated timeline.

HP restricted.
For HP and Channel Partner internal use only.

Incentives/Benefits

How does HP Subscription help me sell more?

It is easier to sell a "payment" than a "price". An affordable monthly payment takes the focus off large cash outlays and can help eliminate the pressure to discount. Financing offers customers an opportunity to acquire more for their current budget and have the flexibility to upgrade later. Also, financing makes it easier to sell a full solution by bundling hardware, software and services into a single payment. If a customer purchases, it may be four or five years before you get another sale. And HP Financial Services can help partners get paid faster by reducing the delay from invoice to payment.

What kind of incentives and margins can the channel business manager and channel representative earn?

You can earn the following incentives:

- You can add your high margin services or other third-party software to an HP Subscription.
- In addition to the dealer margin, you are eligible for the HPFS channel assistance fee. Check with your local HPFS channel representative for details.
- While generating a firm quote on the Partner Connection portal, you can add up to 2 per cent margin uplift and include it in the invoice to HPFS.

What kind of incentives can HP sales representatives earn?

They can earn the same incentives as they would for any upfront sales.

When will the channel partner get their revenue?

The channel partner can send their invoice to HPFS after the customer documentation is signed. HPFS pays the channel partner within a few days.

Who owns the customer relationship?

HP Channel Partner and HPFS.

Risk coverage

Who takes the risk for customer non-payment?

HPFS takes the title and financial risk of the transaction. As a partner, you are compensated as soon as the transaction with the customer is complete.

Who takes the risk of hardware failure?

In case your customer is covered by standard warranty or care pack, HP takes the risk of hardware failure. That's why we recommend that you attach the HP Care Pack in your subscription deal.

HP restricted.
For HP and Channel Partner internal use only.

Subscription package

What do I sell?

HP Subscription can include any HP commercial hardware bundled with software, services or accessories for a monthly fee. Subscriptions are available for 24 or 36 months.

What percentage of the subscription value can be for software and services?

Up to 50 per cent of the subscription value can be for software and services.

Can I add my services that need to be financed?

Yes you can, as long as they are combined with at least one HP hardware product and HP service.

What are the different HP services that can be added?

Any HP Care Pack can be added. We recommend Next-Business-Day Onsite, Accidental Damage Protection, Tracking and Recovery Services and more.

Are there guidelines about how many hardware/software products/services can be included for financing?

Yes, at least one HP hardware and HP service must be included in the subscription package.

Process

What are the different steps in the process of HP Subscription selling?

Step 1: Engage HPFS in the sales opportunity

Enter a few customer details on the HPFS Partner Connection portal to obtain a quick quote and include an HPFS solution in your proposal.

Step 2: Credit assessment

Once the customer acknowledges the quick quote, start the credit approval process, submit the required customer information and documentation in the portal. The approval report is generated in a few minutes.

Step 3: Firm quote and HPFS documentation

Obtain a firm quote through the HPFS portal. Obtain the final subscription rate, as well as the necessary documents for the customer to review and sign from the HPFS portal. Documents are available immediately through the Partner Connection Tool, or within 24 hours, from an HP Financial Services representative.

Step 4: Credit and shipping authorisation

HP Financial Services provides a vendor authorisation letter (VAL) once the correctly executed subscription documentation has been received.

Step 5: Delivery

Deliver the equipment after receiving the VAL. You have to provide HPFS with the copies and, later, the originals of the invoices. Invoices must include the manufacturer part number, description, unit price, quantity and serial numbers. If you have your own internal part numbers or references, provide the original manufacturer part number as well.

Step 6: Certificate of Acceptance

Following delivery and installation, ask the customer to sign the Certificate of Acceptance (CoA) and send the original to HPFS. Deemed acceptance may apply 10 business days after shipment of the subscription bundle. Please check the terms and conditions in the HP Subscription agreement. The executed CoA legally starts the subscription contract. Ensure prompt availability of the signed CoA.

Step 7: Settlement

Once all documents have been received and credit conditions have been met, we will pay the invoices to you. This process takes up to approximately one or two business days after the CoA has been received or the equipment has been deemed accepted. Payment is made directly to the partner's bank account.

Note: HPFS can split payments between distributors and resellers, as needed.

HP restricted.
For HP and Channel Partner internal use only.

Who is managing the communications with the customer during the application and signing processes?

The channel partner manages all communications.

Do I need to register the Care Pack if the customer buys a preconfigured bundle?

Registration is required to capture the customer information.

Who should the channel partner contact if there are HPFS questions?

Contact the partner development manager in your country:

UK&I – **Alexander Sturdy** (alexander.sturdy@hp.com) and **Peter Howell** (peter.howell@hp.com)

France – **Remy Grand** (remy.grand@hp.com)

Germany – **Nigel Winkley** (nigel.winkley@hp.com)

Spain – **Cristina Ortiz** (cristina.ortiz@hp.com)

© 2015 Hewlett-Packard Development Company, LP. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

2014 HP restricted. This document contains confidential and/or legally privileged information. It is intended for HP and Channel Partner internal use only. If you are not an intended recipient as identified on the front cover of this document, you are strictly prohibited from reviewing, redistributing, disseminating or in any other way using or relying on the contents of this document.

HP restricted. For HP and Channel Partner internal use only.

4AA5-6535EEE, January 2015

