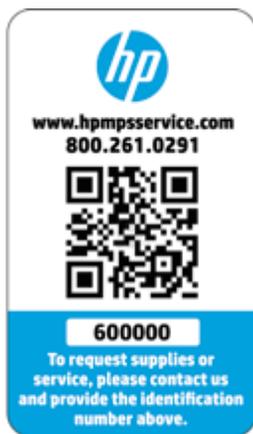# HP MPS Service

We welcome you to HP Managed Print Services (MPS). Following you will find information regarding:

- HP MPS printer identification stickers
- Requesting service and supplies for devices on contract
- Toner recycling instructions
- Requesting devices to be moved, added, changed or deleted

HP MPS Printer Identification Stickers

Each device included in your MPS program has a printer sticker affixed to the device. A unique number has been assigned to identify the device inside our service database. In the example to the left the printer identification number is 600000.

This unique number helps HP connect all the service history and supplies activities to the device. Anytime you make an inquiry and use this number, our employees have access to specific information regarding service visits, service notes, supplies inventory activity, shipping advice, and any service or supplies related actions HP has taken to manage this device.

Once you have located the unique printer identification number displayed on the printer sticker, you can submit a request for service or supplies.

Requesting Service and Supplies

HP offers three options for making requests for service or supplies:

- Calling a toll free number: 800-261-0291
- Sending an email request to: CMPS-US-Dispatch@hp.com
- Accessing a Web Portal to submit a request: www.hpmpsservice.com

Calling a Toll Free Number: 800-261-0291

End-users have an option to call HP directly to request service or supplies at: **800-261-0291**

Live operators answer calls from 8AM to 5PM, Monday through Friday, in all time zones within the continental United States. If a call is placed outside of normal business hours the caller is routed to a voice mailbox to leave a message. Messages are reviewed at the beginning of each business day and appropriate call entry and dispatch actions are completed as soon as possible.

Following is an example of a typical calling experience.

Reminder: Please have the unique printer identification number available before you place a call (see HP MPS Printer Identification Sticker section previous). If you do not know the printer identification number, a serial number can be provided instead.

- A call operator will ask a series of questions about the nature of your call:
    - First, the call operator will ask if you are calling to request service on your device, or to order supplies.
    - The call operator will ask for basic details on your service or supplies request. For instance, if service is requested, you may be asked to provide an error number/description or to describe the device behavior you are experiencing. If ordering supplies, the call operator may verify which supplies are needed if there is more than one cartridge type available.
    - The call operator will confirm your name, phone number, and physical location of the device associated with the identification number provided.
    - The call operator creates a service request for action to be taken. A "service visit" ticket is created for supplies requests as well – thereby assigning a "service ticket" for every request regardless if the request is for service or supplies delivery.
    - Service ticket confirmation number is available for viewing in the Express Decision Portal (EDP) or can be provided by the operator over the phone.

Note: The average call into the HP Call Center takes approximately 2-5 minutes to complete.

Sending an Email Request to: <u>CMPS-US-Dispatch@hp.com</u>

A second option for requesting service or supplies is accomplished by sending an email message to: <u>CMPS-US_Dispatch@hp.com</u>

This contact option is not documented on the printer sticker, but is an easy request method for you to use. Following are basic instructions that will help our Dispatchers respond to your email request efficiently:

- In the Subject Line, please indicate: New Service Request
- In the body of the message please include:
    - Printer identification number
    - Description of the service or supplies needed for the device
    - Your full name
    - The physical address of the device (used for confirmation only)
- Send the message
- You will receive a confirmation email message including a service visit number

Accessing a Web Portal to send a request: www.hpmpsservice.com

Enter the URL in your web browser: www.hpmpsservice.com

Suggestion: Bookmark this URL

Note: If you experience issues logging in, please contact your partner.

HP Request/Track Service — Login

Welcome to HP Partner Managed Print Services

Simply submit the requested information, and our service team will respond shortly.

HP Partner Managed Print Services Program

The Managed Print Services Program is a joint offering of your chosen reseller partner and HP. Your decision to select our Managed Print Services program:

- Helps lower your printing costs.
- Improves understanding and management of devices and page volumes.
- Optimizes imaging and printing devices in your environment.
- Reduces employee involvement and responsibility.

Please enter the detailed information below

Security question

How many eggs are in half a dozen? Please answer using numbers.*

Email Address*

Printer ID*

First name*   Last name*

Phone*

1. Upon entry to the site, answer the security question. Example: "How many eggs are in a half a dozen?" Answer: 6

2. Provide data for the required fields:

   a. Email address

   b. Printer ID

   c. First and Last name

   d. Phone

3. At "About the service" select either "Toner" or "Printer Issue."

   a. When you select "Toner":

      i. Select the cartridge needed.

      ii. Select "yes" or "no" to answer the question, "Can you still print?" Providing this answer helps HP understand the priority of the response needed.

      iii. Add any "Notes" that are helpful for the call operator to document about the supplies request.

About the service

Toner | Printer issue

Choose cartridge

Cyan | Magenta | Yellow | Black

Can you still print?

⦿ Yes ◯ No

Notes

Request service

   b. When you select "Printer Issue":

      i. Also select "Type of Issue" choosing either "The prints come out looking odd" or "Something else is wrong with this device"

About the service

Toner | Printer issue

(see next page)

1. When you select "The print comes out looking odd"

    a. Select the "Print Quality Description" that best describes the print quality

    b. Provide any Notes that would be helpful for the Technician to understand

2. When you select "Something else is wrong with the device"

    a. Select the "Device Issue Description" that best describes what is happening with the device

    b. Provide any Notes that would be helpful for the Technician to understand

4. Click "Submit request" to complete your request

Toner Recycling Instructions

Note: Return shipping labels are found inside the recycling program packet included in your shipment. Open the pamphlet to locate the return shipping labels inside.

When you receive and have installed a new toner cartridge, **locate the HP Planet Partners recycling program packet** (see sample below left) **and the shipping label** (see sample below right). Use the materials from the new toner cartridge box to repackage the spent cartridge and place it in the box in which the new cartridge was delivered. Apply the shipping label and arrange for the box to be sent via UPS to a recycling location.

If the shipping label is misplaced or cannot be found, call the HP toll free number – 800-261-0291 – and ask the call operator to email you a shipping label.

Requesting devices to be moved, added, changed, or deleted

Occasionally, your organization will benefit from making changes to your print fleet. In fact, your partner might make recommendations to help you lower your overall printing costs, and better utilize your print devices.   Your MPS program is flexible and allows for these changes without a change to your MPS contract.

Notify your partner to make changes to your devices under contract: Move, Add, Change or Delete

Your partner is responsible for maintaining the print fleet information inside of the Express Decision Portal (EDP) and will facilitate the communication with HP when you need to move, add, change, or delete a device. Please contact your partner and provide the information below for each scenario.

When **adding** a new device, include the following information when you notify your partner:

- In the Subject Line: Add Device to MPS Program

- Your first and last name

- Device make and model

- Street address where the device is located

- Physical location of the device at the address provided: Example – third floor NE corner

- Serial number

- Network IP Address and confirmation the device is reporting

- Scanned configuration page printed from the device, including the page count

- If you were provided spare printer stickers, please provide the number assigned to this device; If you do not have spare stickers, one will be sent to you to affix to the device

When **changing, moving or deleting** a device from your print fleet, include the following information when you notify your partner:

- In the Subject Line: Address change or Remove Device from contract

- Printer identification number or serial number

- Street address where the device is located

- Physical location of the device at the address provided: Example – third floor NE corner

- New location of the device (if applicable)

- Effective date of change

    Note: If deleting a device, please provide a reason for removing the device, and a final page count before removing the device from the network.

Conclusion

This document contains helpful information to support your MPS program. If you need additional assistance, please contact your partner, or contact HP using one of the contact methods documented above (see Requesting Service and Supplies). We thank you for choosing HP as your MPS provider.