

Tech Café Market

Replenishment & Ordering Process – Enhanced Model

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Discover the benefits and process of setting up and implementing the HP TechCafe Solution, including the Ordering, Replenishment, Stock management and Transaction reporting of accessories and supplies¹.



INSTALLATION / SET UP

1. An HP Account Delivery Manager (ADM or PM) will work with [Customer Name] to order Initial Inventory to fill the Vending System(s) to the maximum, based on the agreed internal lay-out and provided historical consumption data.
2. This initial inventory will be placed within the Vending system(s) on the day of installation of the Vending systems.
3. An HP ADM will work with [Customer Name] to set up appropriate inventory control alerts/tracking within the Vending System(s) Management Software portal.
4. An HP ADM will work with [Customer Name] to set up Inventory thresholds, which HP recommends the following: Set the entire System(s) inventory control threshold at below or equal to 20%. However, this % number can be changed depending on the customer's preference.
5. When the entire Vending System(s) reaches the agreed level worth of inventory, the Management software will alert the HP ADM or **designated HP PM**.
6. The Refiller will replenish the Vending System(s) to 100%. [Customer Name] needs to have an onsite representative to coordinate with the replenishment engineer when scheduled to visit site.

NOTE: The HP ADM can set an alert in the Management Software for individualized slots within the Vending System(s) for inventory thresholds at 20% (HP recommended). However, [Customer Name] can work with HP to change the % if they'd like to. If the Vending system(s) has 20-25 individualized slots, the HP ADM or designated HP PM will monitor sell-thru consumption and advise to add/decrease inventory based upon amount of times individualized slots fall below the 20% mark weekly/monthly.



REPLENISHMENT PROCESS

7. Standard is that replenishment of Vending System(s) should happen once per month.
8. On the agreed date or in case of over-consumption, the HP ADM or **designated HP PM** will alert the replenishment arm that the inventory threshold has been met and that replenishment is needed at [Customer Name].
9. An HP replenishment arm engineer will go to [Customer Name] onsite Vending System(s) to replenish the inventory.
10. The HP replenishment arm engineer will get sign-off of the inventory within the Vending Systems from a [Customer Name] onsite resource for inventory control security before they replenish.
11. The HP replenishment arm engineer will the replenish the inventory within the Vending Systems and then send all documentation to all appropriate HP/[Customer Name] stakeholders.

12. If there is left-over inventory that will not fit in the Vending Machine or Locker, the HP replenishment arm engineer will put the remaining inventory within the HP's designated secure storage closet.

Note: [Customer Name] is allowed 1 replenishment trip per month (HP recommended), which will be a part of the list price.



ORDERING PROCESS

13. The HP ADM or designated HP PM will always (for initial up-front inventory and re-ordering of inventory) order on behalf of [Customer Name] using [Customer Name] payment information (i.e. Open P.O, P-Card, etc.)
14. An HP ADM or designated HP PM will work with [Customer Name] to order Initial Inventory and fill the Vending System(s). This inventory will be placed within your Vending Systems on the day of Installation.
15. The HP ADM or designated HP PM will monitor the inventory thresholds. Once the inventory threshold is met, the HP ADM or designated HP PM will begin the reordering process using [Customer Name] payment information.
16. The HP PM or designated HP ADM will have the list of inventory, which will have the following information:
 - a. Lead time from warehouse to HP designated address per inventory accessory
 - b. Time it takes HP ADM or designated HP PM to do the ordering of inventory process
 - c. Documentation of purchase receipts
 - d. Payment information of [Customer Name]

NOTE: All of the above information will be factored into the entire ordering process, including: a. Software portal alerts for inventory thresholds b. When the HP ADM or designated HP PM should notify the HP replenishment arm engineer to replenish the Vending Machine or Locker c. Reporting metrics.



INVENTORY FAQ's

17. Can [Customer Name] use their internal procurement inventory supplier?
– Yes, [Customer Name] may use their existing relationships.

