

HP Logistic Services

HP Deployment Services



Service benefits

- Deploy hardware quickly
- Save time and resources
- Accelerate productivity

Service highlights

- Schedule shipments on a specific date
- Arrange delivery to a specific site or work area
- Have your products unboxed and packaging removed

Service overview

Logistic Services provide a comprehensive selection of services that include shipping coordination from the HP staging center to your dock and options to deliver at your users deskside. These include unpacking and inventorying your PC devices, and removing the packaging materials.

Features and specifications

Dock/Dock or Dock/Door Delivery Service

The standard level of Logistic Services delivers PC devices and peripherals from the staging center to the dock door at your ship-to address. The service is provided by “less than truckload” freight or parcel shipments based on size and is limited to normal business days and hours. HP will provide automated Excel reporting containing equipment information related to the site destination and tracking numbers prior to delivery.

Optional features

Logistic Services also allow you to select the services and features that best suit your needs. Each selected option will be subject to a separate charge. The following options can be configured with this service:

Inside Delivery Service	HP will deliver ten or more units to your designated or specified work environment. The exact location will be specified by you and subject to special considerations. Carrier lead times are based on standard ground or fixed delivery service selection and may vary per HP carrier partner.
Unpacking and Waste Removal Service	HP will break down and remove bulk packaging at your location and dispose of any associated waste according to local environmental laws. This service is available only with the Inside Delivery Service option.
Inventory and Deskside Delivery	HP will inventory the shipment against the Bill of Lading packing list by PC device and peripherals (if applicable), sort equipment in a designated space (if required), remove any excess overpackaging materials to an on-premise location (unless Unpack and Waste Removal service is selected), and move equipment to its final end-user location (if required). This service is available only with the Inside Delivery Service. Additional fees may apply for sorting, segregation, and serial number confirmation.
Fixed Delivery Date Service	HP will schedule a specific date for delivery of equipment to your specified site, up to one business day prior to any planned onsite services (if applicable). For some destinations, arrival times and planned days of delivery may vary depending on region and environmental conditions.

Delivery specifications

HP responsibilities

- **Dock/Door Delivery Service:** Deliver PC devices from the staging center to the designated door.
- **Inside Delivery Service:** Deliver units to the specified work environment.
- **Unpackaging and Waste Removal Service:** Break down and remove the bulk packaging from your location and dispose the associated waste according to the environment laws.
- **Bill of Lading Inventory:** Inventory the shipment against the Bill of Lading packaging list, unpack the delivered products, and remove the packaging materials to an on-premise designated location.
- **Consolidated Delivery Service:** Consolidate products from multiple product orders and/or manufactures and deliver them to the specified location.
- **Fixed Delivery Date Service:** Schedule a specific date for delivery to the specified site, up to one business day prior to any planned onsite services.
- Provide a Statement of Work (SOW) with detailed pricing and relevant terms and conditions.
- Treat exchanged information as confidential if identified as such at disclosure.
- Comply with the obligations under applicable data protection legislation.

Customer responsibilities

- Ensure access to the building and work area where Logistic Services will be delivered.
- Provide working space and facilities (within a reasonable distance of the products) for an HP Service Agent to deliver the new units.
- Communicate the requirements for union labor or security clearance and provide pre-clearance if needed.
- Provide the overall project management or order it as a separate managed service from HP.
- Ensure that the site-specific contact has native language skills or can speak, read, and write English if the deployment is performed in non-English-speaking countries.
- Provide site-specific contact information to HP to schedule an appointment, and you will inform all end-users about the scheduled appointment.
- Provide an adequate level of security and quarantine capabilities consistent with your own internal security standards.
- Provide access to the collection point and any special equipment needed (if they are not ordered with the service), and you will help with elevator access for moving the units across different floors.
- Inform HP or its authorized service provider about required clearance levels or passports to access military or public areas, laboratories, etc.
- Notify HP if the allocated working area poses a potential health or safety hazard to the HP Service Agents.
- Ensure that equipment is free from contamination by chemicals, biological agents, or other substances that are not integral to the original new equipment or otherwise associated with a normal office environment.
- Assign a representative to be present during all services (where inside access is in scope).
- Specify the weight in pounds for each device and peripheral for all in-scope third-party products.

Delivery specifications (continued)

Ordering information

Logistic Services must be ordered before shipping PC devices to the HP staging center. To ensure that all services are validated, communicated to the HP staging center, and ready for implementation on PC devices during the staging process, you must provide complete requirements using the process specified by HP and allow for appropriate setup time before custom settings are applied. Other Deployment Services are not included in Logistic Services and must be ordered separately.

Setup and lead times

Depending on the service options selected, Logistic Services provided in the Americas require the following setup and lead times, measured in business days (excluding HP holidays). All lead times are subject to the First Article of Inspection (FAI) process, and begin in parallel with prerequisite staging services.

Service option	Lead time	Delivery time
Dock to Dock Delivery Service	14 days	5 days
Dock to Door Delivery Service	14 days	5 days
Inside Delivery Service	14 days	5 days
Unpacking and Waste Removal Service	14 days	NA
Inventory and Deskside Delivery	14 days	NA
Fixed Delivery Date Service	14 days	3 days

Confidentiality

- You are responsible for the security of your proprietary and confidential information. Information exchanged under this agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used to fulfill obligations or exercise rights under this agreement, and shared with employees, agents, or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: (i) was known or becomes known to the receiving party without obligation of confidentiality; (ii) is independently developed by the receiving party; or (iii) where disclosure is required by law or a governmental agency.
- Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to your personally identifiable information (PII) when providing services. To the extent that HP has access to PII stored on your systems or devices, such access will likely be incidental, and you will remain the data controller of your PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. You are responsible for the security of your proprietary and confidential information, including PII.

Service limitations

General limitations

- **Order cancellation:** You may cancel orders for this service prior to appointment booking delivery at no charge.
- **Service delivery:** Services must be received/executed in the country of ordering.
- **Operational hours:** Logistic Services are performed during local standard HP business hours on standard business days excluding local public holidays.
- **Subcontracting:** HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers; or (b) assign or transfer this service agreement to another HP entity at any time subject to written notice.
- **Geographic coverage:** This service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.
- **Site and product access:** The receiving location (e.g., door or dock) must be in the same building as the delivery location for Inside Delivery, Unpacking and Waste Removal, and Inventory and Deskside Delivery Services.
- **FOB destination, freight prepaid:** Products remain the property of the shipper while in transit; the shipper bears the shipping costs and risks.
- Each service is negotiated at a fixed price per unit according to your catalog.
- Service requires a delivery contact name and phone number at the time of the services order.
- Logistic Services do not include product installation activities or plug-in services.
- HP Installation Services and other Deployment Services are not included in Logistic Services and must be purchased separately.

Dock/Dock or Dock/Door Delivery Service limitations

- This service can be associated with any value-added service, which will be quoted and charged separately.
- You will provide a specific dock or door location at the designated site at the time of the service order.

Inside Delivery Service limitations

- This service must be purchased with the Dock/Dock or Dock/Door Delivery Service.
- This service can be associated with HP Installation Services, which must be purchased separately, if you want to move delivered hardware to an interim storage or staging area prior to delivering assets to the point-of-use locations (e.g., cubicle, office, lab, or room).
- This service can include associated services such as truck access constraint management if you identify this need at the time of each order.

Unpacking and Waste Removal Service limitations

- This service does not include the disposal of old equipment.
- This service can only be ordered when the Inside Delivery Service is also ordered.
- Waste removal is limited to pallets, empty boxes, cartons, inserts, and cushions.



Service limitations (continued)

Inventory and Deskside Delivery Service limitations

- This service can be ordered only when Inside Delivery Service is also ordered.
- This service applies only to hardware PC platform units and their accompanying monitors, docks, keyboards, and mice, and are charged accordingly.

Fixed Delivery Date Service limitations

- This service applies only to hardware PC platform units and their accompanying monitors, docks, keyboards, and mice, and are charged accordingly.

For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/deploy.

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