

# Graphics Solutions Services Large Format Production & Industrial 2016-2017 Holiday Schedule



## Parts and Services—U.S. and Canada

U.S.	Date	Day of Week	Remote Phone Support	Field Service	Parts Order Admin	Weekend Support Availability
Thanksgiving	November 24	Thursday	Closed	Closed	Closed	Not Available
Day after Thanksgiving	November 25	Friday	Closed	Closed	Closed	Not Available
Christmas Eve (HP observed)	December 23	Friday	Open until 3pm local time	Open until 3pm local time	Open until 3pm local time	Not Available
Christmas Day (HP observed)	December 26	Monday	Closed	Closed	Closed	Not Available
New Year's Eve (HP observed)	December 30	Friday	Open until 3pm local time	Open until 3pm local time	Open until 3pm local time	Not Available
New Year's Day (HP observed)	January 2	Monday	Closed	Closed	Closed	Not Available

Canada	Date	Day of Week	Remote Phone Support	Field Service	Parts Order Admin	Weekend Support Availability
Christmas Eve (HP observed)	December 23	Wednesday	Open until 3pm local time	Open until 3pm local time	Open until 3pm local time	Not Available
Christmas Day (HP observed)	December 26	Monday	Closed	Closed	Closed	Not Available
Boxing Day	December 27	Tuesday	Closed	Closed	Closed	Not Available
New Year's Eve (HP observed)	December 30	Friday	Open until 3pm local time	Open until 3pm local time	Open until 3pm local time	Not Available
New Year's Day (HP observed)	January 2	Monday	Closed	Closed	Closed	Not Available

### Parts Order Admin

1-800-204-6344

email: [HPscitexTMsup@hp.com](mailto:HPscitexTMsup@hp.com)

## Supplies—U.S. Direct Customer Ordering

Closed on November 24 and 25, 2016; December 23 and 26, 2016; and January 2, 2017

Please see details below of coverage for Direct Orders during our holiday shutdown.

If you order from a Reseller, please contact your Reseller for their support coverage during the holidays.

	B2B Online Catalog Ordering	Reseller Online Ordering (HPSource Catalog only)	Purchase Order Submission to Scitex Order Admin
December 27	Minimal Support*	Minimal Support	Open
December 28	Minimal Support*	Minimal Support	Open
December 29	Minimal Support*	Minimal Support	Open
December 30	Minimal Support*	Minimal Support	8 AM – 12 PM (Noon) Central Time
Shipping Cutoff	12 PM (Noon) Central Time	12 PM (Noon) Central Time	12 PM (Noon) Central Time
Contact	Please visit your website at <a href="https://b2b.hp.com">https://b2b.hp.com</a>	Please visit your website at <a href="https://h20282.www.2.hp.com/PDStore/sll/smblogin.asp">https://h20282.www.2.hp.com/PDStore/sll/smblogin.asp</a>	HP Scitex Order Administration P: 800.204.6344 (opt 2, opt 1 and opt 1) F: 866.204.8654 <a href="mailto:hp-scitex-oa-order@hp.com">hp-scitex-oa-order@hp.com</a>

\*Minimal Support: online ordering without phone support

## Supplies—Canada

Closed on December 23 and 26, 2016; and January 2, 2017

Please see details below of coverage for Direct Orders during our holiday shutdown.

	Purchase Order Submission to Scitex Order Admin
December 27	Open
December 28	Open
December 29	Open
December 30	8 AM – 12 PM (Noon) Central Time
Shipping Cutoff	12 PM (Noon) Central Time
Contact	HP Scitex Order Administration P: 800.204.6344 (opt 2, opt 1 and opt 1) F: 866.204.8654 <a href="mailto:hp-scitex-oa-order@hp.com">hp-scitex-oa-order@hp.com</a>

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