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QUESTION 1

What is part of the HP imaging and printing hardware value proposition?

- A. Number 1 in sales volumes per product
- B. Most new models introduced every year
- C. Smallest product footprint form factor
- D. Recognized for world class reliability

Correct Answer: C

QUESTION 2

What are HP Care Pack services?

- A. Bundled Genuine HP supplies and maintenance kits provided to customers at specific service intervals
- B. Support packages that extend and enhance hardware and software service beyond the scope of the included warranty
- C. HP standard limited warranties for devices, supplies, and customer replaceable parts, including full replacement services where required
- D. Teams of HP Customer Engineers who travel to customer locations for installation, maintenance, and troubleshooting

Correct Answer: C

QUESTION 3

Which statement is true about HP's right to audit?

- A. If the partner is requesting more than a 20% discount on HP original supplies. HP reserves the right to conduct an audit.
- B. HP has the right to perform random audits.
- C. HP will audit all customers with HP Channel Managed Print Services contracts once a year.
- D. HP has no right to audit, but can ask the partner to share all contracts.

Correct Answer: C

QUESTION 4

What is one way to help ensure that HP printing devices maintain the HP reputation for the best possible print quality?



- A. Use power-conditioning devices to ensure constant voltage
- B. Use only original HP supplies
- C. Use only 1500-grit paper as cleaning pages.
- D. Place the device in a cool dry area

Correct Answer: B

QUESTION 5

Under which conditions does HP Support Channel Managed Print Services install base deals?

- A. All new contracts must include at least 50% new hardware.
- B. An HP customer agrees to replace the existing install based with new HP printers until the end of the contract
- C. There are no restrictions on the minimum percentage of new hardware in a contract.
- D. An HP partner agrees to report supplies shipment data bi-monthly to the HP Smart Portal.

Correct Answer: D

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