



# HP2-B120<sup>Q&As</sup>

Selling HP EMEA cMPS

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### QUESTION 1

Which statement is true about HPs 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

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### QUESTION 2

Which statement is true about a "base plus click" pricing model?

- A. The fixed costs in the contract are included in the click.
- B. The fixed costs in the contract are included in the base, and the variable costs are included in the click
- C. The customer pays a fixed amount per month regardless of the pages printed.
- D. The consumables and maintenance kits are included in the base.

Correct Answer: B

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### QUESTION 3

Do HP partners participating in the program get a discount on the HP original supplies used in Channel Managed Print Services contracts?

- A. Yes resellers get \$10 or 7 Euro per month, per toner cartridge extra.
- B. Yes resellers get 8% on the total contract value paid by HP once a year.
- C. No, rebates are linked to hardware only.
- D. Yes discounts on HP original supplies are provided through the distributor participating in the SCRP program.

Correct Answer: B

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### QUESTION 4

Which elements must any Channel Managed Print Services partner have in terms of infrastructure capabilities? (Select two.)



- A. Licenses for Microsoft Access to run the channel-led pricing tool
- B. Onsite resources for large customers
- C. Assessment services with the HP approved audit tools
- D. Contract management and utility-based invoicing capabilities
- E. A supplies delivery capability

Correct Answer: AE

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#### QUESTION 5

Which property ensures that HP toner provides the best possible print quality in an HP LaserJet printing device?

- A. Resistance to build up of static
- B. Particles resistant to crushing
- C. Varying particle sizes
- D. Smaller uniform particle size

Correct Answer: D

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#### QUESTION 6

What is a benefit of the Supplies Contract Reseller Program (SCRCP)?

- A. A toolkit including device discovery and monitoring software is provided
- B. HP supports pricing for the cMPS contracts for supplies and distributors
- C. The SCRCP ID allows for multi-country HP supplies support
- D. Access to both hardware and HP supplies up-front discount is available.

Correct Answer: B

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#### QUESTION 7

What is consultative selling?

- A. Providing supplies exclusively
- B. Closing the sale and moving on to the next challenge
- C. A long-term relationship as a business advisor
- D. Selling products to meet the immediate need



Correct Answer: C

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#### QUESTION 8

Which two major types of HP imaging and printing solutions are available to customers? (Select two.)

- A. Optional solutions that extend functionality
- B. HP solutions integrated in the device
- C. Re-manufactured supplies solutions
- D. Direct mail accessories that auto install
- E. Third-party solutions integrated in the device

Correct Answer: BD

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#### QUESTION 9

Which process must a partner use in the exceptional circumstance of requesting an additional discount on Hardware and HP Care Pack Services?

- A. All exceptions require deal details and business justification to be sent to the local HP Account Manager
- B. If Smart Quote is available, attach extract from the cMPS pricing tool or include deal details in the comment fields
- C. If Smart Quote is available; attach big deal extract from the pricing tool to the SBD form.
- D. Where a pre-approved discount is in place, raise a "top up" OPG discount quoting the cMPS pre- approved SCRP ID.

Correct Answer: A

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#### QUESTION 10

Why do HP engineers rely on the properties of genuine HP supplies when developing HP LaserJet and OfficeJet printing devices? (Select two.)

- A. Because HP supplies cost less to use in the product testing process
- B. Because HP supplies are specially formulated to work correctly with the printing system
- C. Because HP is the only provider of supplies for the Laserjet printing system
- D. Because they design HP printers to function only with HP supplies
- E. Because when you replace the supplies in a printer, you replace a substantial part of the printer

Correct Answer: BD

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### QUESTION 11

What information needs to be reported in the ICPP portal on a monthly basis? (Select two.)

- A. PDF document of signed contract
- B. copy of the pricing tool, including the detailed calculation S contract start date and end date
- C. amount of non-HP devices at the customer site
- D. serial numbers of devices

Correct Answer: BD

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### QUESTION 12

Who manages the financing of a Channel Managed Print Services Contract?

- A. HP Partner Account Manger
- B. HP Financial Services
- C. HP cMPS Partner
- D. HP Services

Correct Answer: D

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