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# HP2-B120

Selling HP EMEA cMPS

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**QUESTION NO: 1**

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

**Answer: B,D**

**Explanation:**

**QUESTION NO: 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.

**Answer: B**

**Explanation:**

**QUESTION NO: 3**

Which device and supplies pricing is included within the cMPS pricing tool?

- A. List price aligned to the region you selected when you downloaded the tool
- B. All pricing in the tool is based on an average list price set across EMEA
- C. Netbuysprices based on your specific region where pre-approved discounts are in place
- D. No pricing information is within the tool. The partner needs to apply list prices of devices and supplies into the tool,and thenapply local-based discounts

**Answer: A**

**Explanation:**

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**QUESTION NO: 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

**Answer: B**

Reference:

<http://www8.hp.com/in/en/campaigns/rewards/overview.html>

**QUESTION NO: 5**

Which statement is true about a "cost per page" click pricing model?

- A. The fixed costs in the contract are included in the base, and the variable costs are included in the click.
- B. The customer pays a fixed amount per month regardless of the pages printed.
- C. Tracking of pages printed is not important.
- D. HP recommends not agreeing to a minimum number of pages per month

**Answer: D**

Reference:

[http://www.hp.com/large/ipg/assets/services/5982-4220EN\\_HPPPU\\_datasheet](http://www.hp.com/large/ipg/assets/services/5982-4220EN_HPPPU_datasheet)

**QUESTION NO: 6**

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

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**Answer: D**

Reference:

<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA5-5693ENW>

**QUESTION NO: 7**

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.

**Answer: A**

Reference:

[http://www.hp.com/wwsolutions/misc/hpsim-helpfiles/mxhelp/mxportal/en/ts\\_allProbs.html](http://www.hp.com/wwsolutions/misc/hpsim-helpfiles/mxhelp/mxportal/en/ts_allProbs.html)

**QUESTION NO: 8**

When should HP Care Pack Services be used within a cMPS contract?

- A.** Always, when supporting HP commercial MFP
- B.** Decided by the partner and it is an option as part of the cMPS program
- C.** Mandatory for all HP devices supported under the cMPS program
- D.** Only when service level responses of less than 4 hours are required

**Answer: A**

Reference:

[http://h20565.www2.hp.com/hpsc/doc/public/display?calledBy=&docId=emr\\_na-c00267299-2&docLocale=](http://h20565.www2.hp.com/hpsc/doc/public/display?calledBy=&docId=emr_na-c00267299-2&docLocale=)