



## Some frequently asked questions your customers might have about HP Smart Printing Services.

### **What is HP Smart Printing Services?**

HP Smart Printing Services provides hassle-free, integrated copying and printing solutions, bundling hardware, supplies, and services into one affordable fixed monthly payment.

### **Why choose HP Smart Printing Services over purchasing everything separately?**

Smart Printing Services is more cost effective. Included in your fixed monthly payment are outstanding HP benefits: a single point of contact for services, supplies, and support, maximized uptime and lower total cost, one-stop shopping via our website.

### **What's included in my HP Smart Printing Services solution(s)?**

Your HP Smart Printing Services contract includes the following: Hardware, break/fix service, preventative maintenance, network installation, and HP toner cartridges.

### **How do I determine my print volume?**

Determine how many reams of paper you use weekly or monthly per device by using the HP WebJet Admin or the Printer Configuration page.

### **How do you know how many pages I'm printing?**

Rather than monitor the number of pages you print, we monitor the number of print cartridges you procure. Page volume to cartridge yield determines number of cartridges needed to support annual volume. Yield standards are based on 5% coverage for one 8.5x11 page.

### **Can I purchase the device outright?**

Yes. At the end of the contract, that option is available.

### **What term lengths are available for HP Smart Printing Services bundles?**

Available term lengths are: 24 month to 60 month. (increments of 12)

HP Smart Printing Services is a simple program for customers who want to manage their printers and multifunction devices, plus supplies and services in an affordable, monthly, level payment plan.

### **Is installation included with the Smart Printing Services solution?**

Physical Installation and Network Configuration come standard.

### **How do I get supplies?**

Supplies can be delivered next day through a customized web portal for supply orders. If the HP Service Portal is unavailable, you may place requests for consumables via the Priority Technical Phone Support Center.

### **How do I know when my equipment will arrive?**

HP will assign a Deployment Manager to help you with the schedule and delivery of products.

### **What questions do I direct to my Authorized HP Reseller?**

As your trusted advisor, your Reseller can help you understand your printing and imaging environment. Your Reseller can also make recommendations on what to purchase as well as explain your purchase options such as Smart Printing Services.

### **How long will it take to have my products delivered?**

Product delivery time varies from 8 - 10 business days, depending on the category of the product. Digital Copier products go through additional "pre-flight" steps. This requires an additional 5 business days.

### **To contact an HP Reseller Representative:**

**1-800-965-3581**

**[spsinfo@hp.com](mailto:spsinfo@hp.com)**

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