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QUESTION 1

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 S10 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

QUESTION 2

Who is responsible for the Help Desk support with acMPS contract?

A. Channel Managed Print Services partner

B. Customer

C. HP

D. Specialized Service Company

Correct Answer: C

QUESTION 3

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 4

Who can benefit from the HP Care Pack value proposition?

A. Distributor

B. HP

C. Only the customer, because it is a customer product

D. The customer and Channel Managed Print Services partner

Correct Answer: A

QUESTION 5

In an ideal world, where time and money are not important, which part of the three-part strategic approach to imaging and printing improvement comes first?

A. Improving the workflow

B. Managing the fleet

C. Optimizing the infrastructure

D. Managing the environment

Correct Answer: A

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