



HP Most Valued Customer (MVC) e-Membership

Enjoy all the privileges of the MVC program, now online and better than ever.



Our Promise to Our Most Valued Customers

Why should you register for HP MVC e-Membership?

- Easy online enrollment process
- Get Low on Ink/Toner Notifications from HP
- Replenish your ink/toner before running out
- Be assured of getting Original HP Ink and Toner

Your benefits:



Savings on
Original HP Supplies



Seamless access to order and
track collection of used HP
cartridges via HP Planet Partners
Program



Priority access
to limited stock during
unforeseen circumstances



First-hand updates on
new products & services

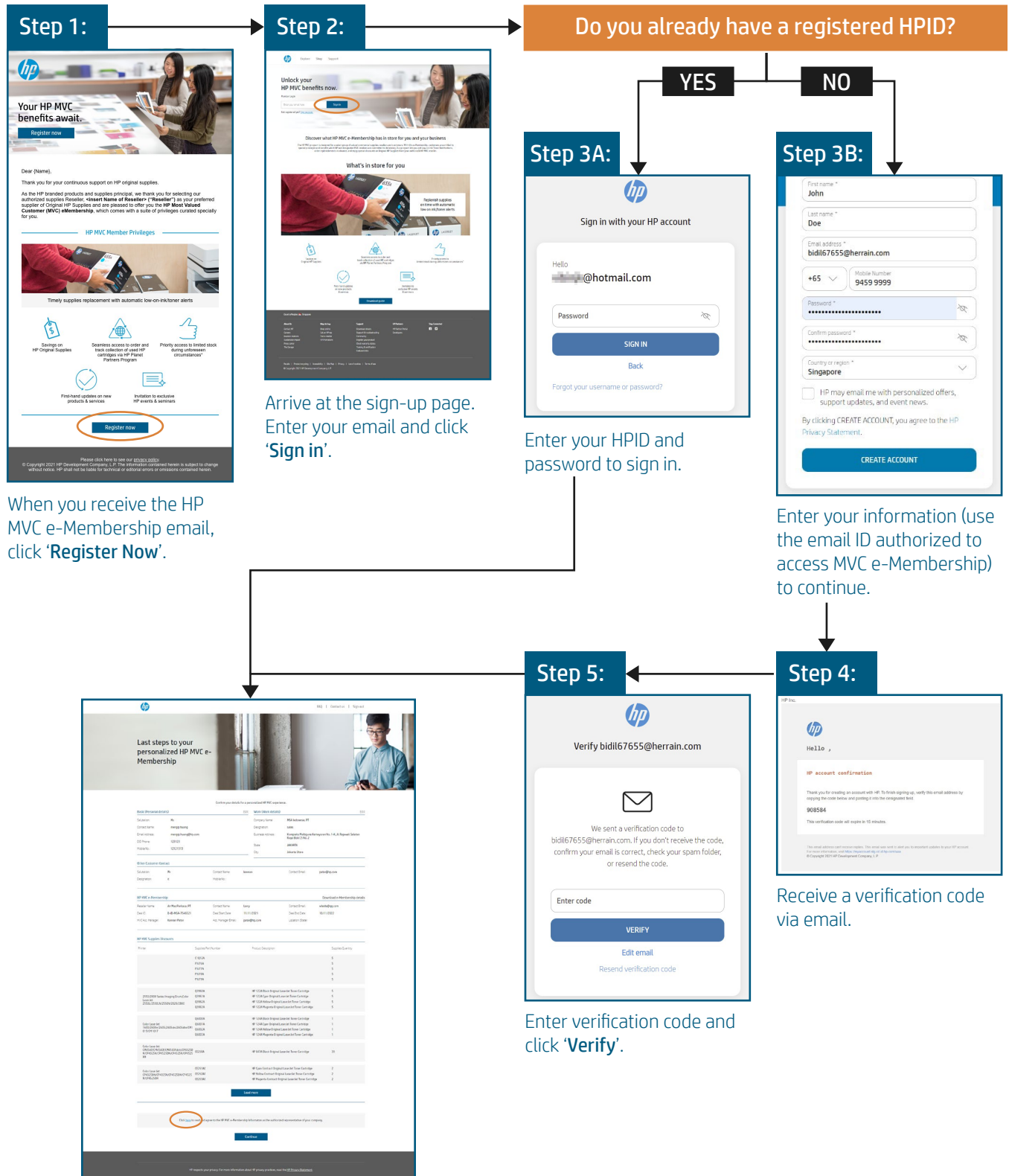


Invitation to exclusive
HP events & seminars

For further assistance, please contact your MVC Reseller or HP Sales Representative.

How Customers Can Sign up

Follow the step-by-step instructions to register and create your account.



Low on Ink/Toner Notifications

Enroll printers to get Low on Ink/Toner Notifications via 2 methods in the MVC Portal:

AutoDetect method:

<p>01 AUTODETECT</p> <p>Click here to indicate that you have read and agree to the Printer Detection and Low On Ink/Toner Notifications Terms and Conditions.</p> <p>Agree to T&C</p> <p>Click on 'Detect' to start</p>	<p>02 AUTODETECT</p> <p>You are downloading HP Product Detection Tool. Upon completion of download, click HP DET Web Discovery and let your browser detect the tool. Printer detection will start automatically once installation is completed.</p> <p>Download</p> <p>Download detection tool</p>	<p>03</p> <p>Detection tool is downloading</p>
<p>04 DETECT</p> <p>Installation starts automatically</p>	<p>05</p> <p>Detecting your printer/s</p>	<p>06</p> <p>Select printer to confirm enrollment</p>

OR:

Manual Entry method:

<p>01 DETECT</p> <p>Click here to indicate that you have read and agree to the Printer Detection and Low-On-Ink/Toner Notifications Terms and Conditions.</p> <p>Agree to T&C</p> <p>Click on 'here' to download form</p>	<p>02</p> <p>Enter model no. & select printer</p>	<p>03</p> <p>Choose product number</p>
<p>04</p> <p>Enter serial number</p>	<p>05 DETECT</p> <p>Select file & upload</p>	<p>06</p> <p>Select printer to confirm enrollment</p>

Frequently Asked Questions

- 01. Can customers register HP MVC e-Membership without opt-in to get Low on Ink/Toner Notifications?**
 - Yes, this is optional. Customer can click 'Skip' to proceed and complete the e-Membership acceptance process.
- 02. Can existing MVC customers enroll to get Low on Ink/Toner Notifications?**
 - Yes, this is planned for in the next release. We shall communicate in due course.
- 03. Are there any other changes to the current process?**
 - No change to existing processes.
- 04. What are the basic criteria for customers to enroll printers to get Low on Ink/Toner Notifications?**
 - The customer must be an authorized representative of their company.
 - The customer's printers must be purchased within the country where the company has registered the MVC account.
 - The customer's printer must be internet-enabled. If printers are not eligible, HP will inform the customer during the printer enrolment process.
 - The customer's printer and PC must be in the same network for the 'Printer Detection Tool' to work.
 - The customer's printer must have access to internet and the web services must be enabled to connect the printer for ink/toner monitoring.
- 05. Can MVC customers enroll their printers to get on Low on Ink/Toner Notifications without getting a HP e-Membership email invite ?**
 - For this new release, only new and renewal customers will receive an email invite from HP. This invite is sent out based upon approval of new and renewed deals.
- 06. What data is HP collecting during printer detection ?**
 - We collect Model Name, Model Number and Serial Number.
- 07. How will MVC resellers know when customers accept e-Membership or when customers' enrolled printers run low on ink?**
 - Resellers will be copied in the emails to customers.
- 08. Can customers continue to get Low on Ink/Toner Notifications when MVC membership expires?**
 - Yes, if the customer has enrolled the printer during the e-Membership acceptance process and is connected to the internet.
 - To unenroll from Low on Ink/Toner Notifications emails, customers need to click the 'unenroll' option in the email sent by HP with the low on ink/toner alerts.

For more information, visit <https://hpmvc-customer.hpcloud.hp.com/home/faq>



keep reinventing

