

### 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

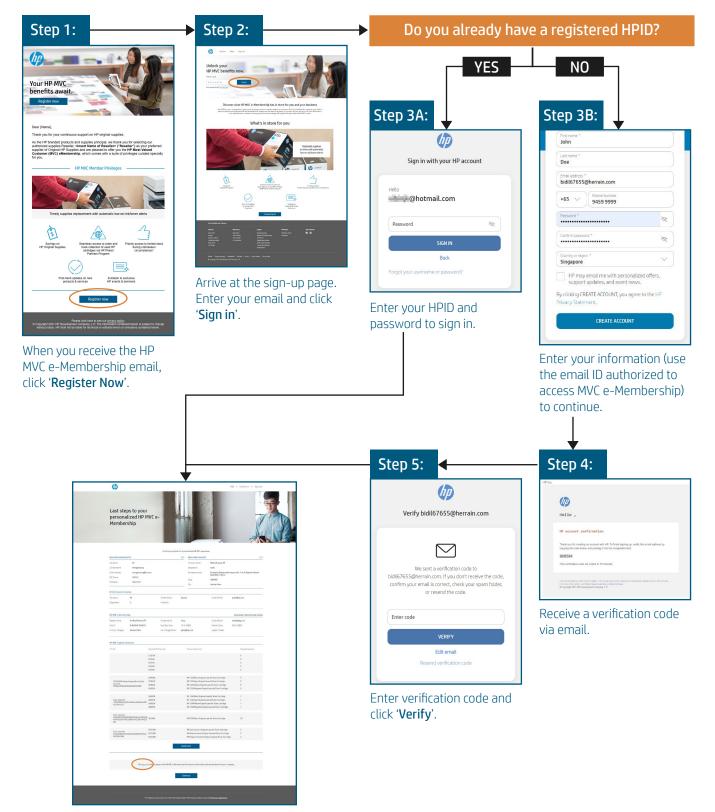


Invitation to exclusive HP events & seminars

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.



Land on HP MVC Customer Homepage, **'Click here'** to accept e-membership.

### Low on Ink/Toner Notifications

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

#### AutoDetect method:

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Installation starts automatically	Detecting your printer/s	Select printer to confirm enrollment

or:

#### Manual Entry method:

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Step 2: Select file and Upload the fo Clifform Indicate that you have read and agree to the Printer D Agree to T&C Select file	d fill up the former rm with your printer(s) details below. etection and Low-On-Ink/Toner Notifications Terms and C Upload	HP OfficeJet Pr HP OfficeJet Pr HP OfficeJet Pr HP OfficeJet Pr HP OfficeJet Pr HP OfficeJet Pr HP OfficeJet Pr	ro 9010 AiO Printer ro 9010e All-in-One ro 9016 AiO Printer ro 9016 AiO Printer ro 9018 AiO Printer ro 9019 AiO Printer ro 9020 AiO Printer ro 9020e All-in-One		overniO Printe	3UK93D	
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# **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

