

HP Care Pack Central

Frequently asked questions



Table of contents

FAQs on

- 1 CPC
- 2 General usage questions

CPC

What is HP Care Pack Central (HP CPC)?

HP CPC is the new and improved version of the HP Care Pack Lookup Tool. It is a Web-based lookup tool that presents a user-friendly hierarchy, allowing intuitive navigation to HP Care Pack Services related to a product family or service level (for standalone HP Care Pack Services). HP CPC has been available globally to all HP Channel Partners, HP internal users, and the public since 2010. The new version was introduced in February 2015.

Why has HP introduced HP CPC?

HP has developed HP CPC in response to feedback and requests from internal channel sales managers and HP Channel Partners. HP's objective is to make it easy and fast to find the recommended HP Care Pack Services to go with the hardware and software you're selling.

What enhancements does the new HP CPC tool have when compared with the previous version?

There are a number of important features with the new tool:

- Enhanced search to easily & quickly find the hardware product and associated services
- Refine Results – to quickly narrow down the Care Packs to just those that meet the service needs
- Ability to compare Care Packs
- Additional Care Pack details (Overview, Benefits, Features, and Specification) for a Care Pack
- Enhanced export of Care Pack results, compares, and CP details.
- Recommended Fixed HP Care Pack services are emphasized. Within these, three preferred HP Care Pack Services are highlighted
- User-friendly HP Care Pack Services descriptions

How do I access HP CPC?

HP CPC can be accessed through the www.hp.com/go/cpc

How do I know which company's instance of CPC am I running?

The Welcome Message on the home page explains which instance you are using, along with how to link to the other instance.

Who should use HP CPC?

Anyone who needs to find Fixed HP Care Pack Services that are available for a select country, or get additional information for a CP such as datasheet, marketing messaging, or pricing. The new HP CPC includes an intuitive drill down hierarchy when the actual product number is not known.

Is there training available for HP CPC?

Yes, a Web-based Training link is available on the home page. Follow the quick link on the right side of the home page.

General Usage Questions

What is a Fixed HP Care Pack Service?

Fixed HP Care Pack Services are single, non-configurable product numbers typically intended for volume business. There are hundreds of Fixed HP Care Pack Services available for upfront sales where the price and content of these packages are fixed for service level and duration for a designated group of products.

Country/Language Selection:

What is the different between country and language preferences?

Country selects what Care Pack services are valid for a given product in that country. The country setting also determines which Country Terms & Conditions will be provided, as well as what currency to display offers in. Language preference affects titles, descriptions, facet names and messages. It is to aid users for whom English is not their primary language. For example one can filter on Mexico offers, but have displayed in Spanish or Portuguese.

Why can't I find certain countries?

Most countries are able to be selected; however some small countries have been grouped at a higher level for management purposes. Please contact your HP representative to identify the correct group. In addition, some select countries are on trade embargo lists which restrict our ability to sell and support products in that country, and as such are not listed.

Is HP CPC available in local languages?

Yes. Local languages can be selected from a drop-down list in the upper right corner of HP CPC's home page. English is the default language where translations are not available for a particular country

Does the selected language determine the country for the HP Care Pack Services search?

No. Ensure to use the separate country drop-down in the upper right corner of the HP CPC home page to select the specific country for which you wish to understand the HP Care Pack Services available for. For example, you can choose French (or English) as your language while selecting Canada to find HP Care Pack Services available for sale in Canada.

Search Features:

How do I find Fixed HP Care Pack Services?

There are multiple ways to find Fixed HP Care Pack Services in HP CPC:

- If you **know the exact hardware or software product number** for which you'd like to find Fixed HP Care Pack Services, you can enter the hardware or software number in the first search box on HP CPC home page.
- If you **know a specific Fixed Care Pack Service sku number** and want to know the specific HP hardware or software that it supports, you can enter the Care Pack sku number and click on the Compatible Products tab in the Care Pack details page
- If you **know the hardware product name** you can also look up by typing the name of the goods. The system will return matching products as you type which you can highlight and select at any time.
- If you **know the serial number of the product**. You can type it into the search box and the eligible Care Pack services will be displayed.
- Through the **Browse by Product categories** you can drill down through a product hierarchy structure to find the eligible Care Pack services for a hardware family.

Note : it is recommend that either the hardware product number or serial number is used in searching to ensure accurate results.

How does search-by-product-name work?

As you type the name of a product (ie Probook), HP CPC will check a table of known product names and display them. The more relevant characters you type, the greater the likelihood that the intended product will get displayed. The system will only show the top 5 products, and requires a minimum of the first 3 characters to be provided. As you enter more characters, CPC will continue to filter for the best match. If you are not getting a good match, try just the model number (ie 3100).

What do I get when I search by a product serial number?

When searching by serial number, HP CPC will check the warranty database to determine the products the warranty start and end dates. If more than one product is found with the same serial number, the user will be requested to select the intended product. Simultaneously, the system will check which offers are available based on the known warranty start and end dates and display only those eligible Care Pack services.

Why can I no longer find select product categories within the Browse By Product Category search area?

The product categories shown under the Browse By Product Category section reflect only those hardware product categories applicable to the HP Inc. CPC instance. For Enterprise products, such as HP ProLiant, please use the Hewlett Packard Enterprise CPC instance.

Can I search for a list of multiple products at one time?

Bulk lookup functionality is not available in the current version of HP CPC, but has been requested as a future enhancement.

Can I do a multi-country searches?

No. Currently, you will need to search by single country for HP Care Pack Services while selling to customers with multiple country sites, or for a global deal. Multi-country searches have been requested as a future enhancement.

I entered a valid sku I have used before, but CPC displays a 'No Results Found' error?

The search can only provide results associated to PC, Printer, and Graphics products and services applicable to the HP Inc. CPC instance. If the product and or service being searched are associated to Enterprise products or services, such as Foundational Care Services, please use the Hewlett Packard Enterprise CPC instance.

Care Pack Results:**Can I filter the CP results displayed for a selected product?**

Yes. By using the Refine Result feature on the Care Pack results page, you can limit, or filter on, the offers displayed. CPC will filter the results based on your selected values and provide outcomes of the HP Care Pack Services that meet your criteria. At any time, you can click 'clear all' next to refine results and start again.

What's the logic behind the 'Refine Result'?

The Refine Result feature is supported by Care Pack Facets. Care Pack facets are a set of values associated to the Care Pack that defines its unique attributes. Facets are used as part of the Refine Results to help the user quickly filter offers to identify the right services that meet the customers support requirements.

How can I best use the 'Refine Results'?

Within the Refine Results section you can click on the '+' signs to show all the eligible values available. You can select one or multiple values under each facet type and CPC will update the CPs displayed to only those matching the values selected. When selecting multiple values, selection they must be made within 3 seconds or less. You may notice when selecting values under some facets some value may appear in grey font and not selectable – this is because no CPs with those values exists in combination with the other filters you have set. You can start fresh by click 'Clear All' next to "Refine Result" button.

Is there a sort order to offers?

At a high level, CPC shows Preferred sku's (our most popular offers), then all the remaining Care Pack services sorted by Service type, then by duration, and then by service method. This works in the same manner for the "Export result" function.

Can I compare HP Care Pack Services?

Yes. Click on the check boxes located left of the individual offers then click the blue Compare button located on the right side, above the offers. Note that you can compare only up to 4 offers at a time.

What do the prices associated to a HP Care Pack Service reflect?

All prices featured on the HP CPC tool are 'HP list prices' shown in the local currency, and exclude any applicable overseas custom duty or sales taxes. Note: The actual purchase price may vary depending on channel purchased from and applicable VAT and other taxes that may be applicable for that country.

Why does the Buy button only appear for US?

The Buy button is linked only to the US HP.com SMB Store. This function does not exist for other countries' HP online stores at this time..

Why is there no Buy button on certain offers in US?

The Buy button is only display (US only) when one has searched by hardware product SKU number or product serial number.

What do I do if the incorrect HP Care Pack Services are displayed for my country?

Please contact the HP Care Pack support team to investigate and resolve.

Miscellaneous:**Where do I find the Datasheets and Terms & Conditions?**

Datasheets and Terms & Conditions can be accessed by clicking a Care Pack SKU number from the Care Pack results page. Links to the Datasheet and T&Cs are available on the right side of Care Pack detail page, under Quick Links. Alternatively, on the Compare Result page the Datasheets and Terms & Conditions will be displayed on the bottom of the page.

How do I export the results?

Click on the export button and then open, save, or save and open file. A copy will be put onto your machine if you've asked for the results to be saved.



Share with colleagues



Rate this document

© Copyright 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

2015 HP Restricted. This document contains confidential and/or legally privileged information. It is intended for HP and Channel Partner Internal Use only. If you are not an intended recipient as identified on the front cover of this document, you are strictly prohibited from reviewing, redistributing, disseminating, or in any other way using or relying on the contents of this document.

Trademark acknowledgements if needed.

4AA4-xxxxENW, February 2015

