



# HP MPS Service

We welcome you to HP Managed Print Services (MPS). Following you will find information regarding:

- HP MPS printer identification stickers
- Requesting service and supplies for devices on contract
- Toner recycling instructions

## HP MPS Printer Identification Stickers



Each device included in your MPS program has a printer sticker affixed to the device. A unique number has been assigned to identify the device inside our service database. In the example to the left the printer identification number is 520001.

This unique number helps HP connect all the service history and supplies activities to the device. Anytime you make an inquiry and use this number, our employees have access to specific information regarding service visits, service notes, supplies inventory activity, shipping advice, and any service or supplies related actions HP has taken to manage this device.

Once you have located the unique printer identification number displayed on the printer sticker, you can submit a request for service or supplies.

## Requesting Service and Supplies

HP offers three options for making requests for service or supplies:

- Calling a toll free number: 800-745-2025
- Sending an email request to: [CMPS-US-Dispatch@hp.com](mailto:CMPS-US-Dispatch@hp.com)
- Accessing a Web Portal to submit a request: [www.hp.com/go/mpsservice](http://www.hp.com/go/mpsservice)

### Calling a Toll Free Number: 800-745-2025

End-users have an option to call HP directly to request service or supplies at: **800-745-2025**

Live operators answer calls from **8AM to 5PM, Monday through Friday**, in all time zones within the continental United States. If a call is placed outside of normal business hours the caller is routed to a voice mailbox to leave a message. Messages are reviewed at the beginning of each business day and appropriate call entry and dispatch actions are completed as soon as possible.

Following is an example of a typical calling experience.



**Reminder:** Please have the unique printer identification number available before you place a call (see HP MPS Printer Identification Sticker section previous). If you do not know the printer identification number, a serial number can be provided instead.

- A call operator will ask a series of questions about the nature of your call:
  - First, the call operator will ask if you are calling to request service on your device, or to order supplies.
  - The call operator will ask for basic details on your service or supplies request. For instance, if service is requested, you may be asked to provide an error number/description or to describe the device behavior you are experiencing. If ordering supplies, the call operator may verify which supplies are needed if there is more than one cartridge type available.
  - The call operator will confirm your name, phone number, and physical location of the device associated with the identification number provided.
  - The call operator creates a service request for action to be taken. A “service visit” ticket is created for supplies requests as well – thereby assigning a “service ticket” for every request regardless if the request is for service or supplies delivery.
  - Service ticket confirmation number is available for viewing in the Express Decision Portal (EDP) or can be provided by the operator over the phone.

**Note:** The average call into the HP Call Center takes 3-5 minutes to complete.

### **Sending an Email Request to: [CMPS-US-Dispatch@hp.com](mailto:CMPS-US-Dispatch@hp.com)**

A second option for requesting service or supplies is accomplished by sending an email message to: [CMPS-US\\_Dispatch@hp.com](mailto:CMPS-US_Dispatch@hp.com)

This contact option is not documented on the printer sticker, but is an easy request method for you to use. Following are basic instructions that will help our Dispatchers respond to your email request efficiently:

- In the Subject Line, please indicate: New Service Request
- In the body of the message please include:
  - Printer identification number
  - Description of the service or supplies needed for the device
  - Your full name
  - The physical address of the device (used for confirmation only)
- You will receive a confirmation email message including a service visit number.

### **Accessing a Web Portal to send a request: [www.hp.com/go/mpsservice](http://www.hp.com/go/mpsservice)**

Enter the URL in your web browser: [www.hp.com/go/mpsservice](http://www.hp.com/go/mpsservice)



Suggestion: Bookmark this URL

1. Complete login:

- a. Email address
- b. Printer ID
- c. Click Next

2. Provide additional details about your request:

- a. First and last name
- b. Phone Number
- c. Select a Service – choose the most applicable from the dropdown menu

3. When you select “Deliver & Install Toner” or “Drop off Spare Toner (Back Up):

- a. All cartridge options for the device are displayed
- b. Select the color(s) needed and indicate quantity

**Note:** Please order supplies for the device for which you inquired only. Back-up supplies should be used in rotation.

Color:	Qty:
Black	0
Cyan	0
Magenta	0
Yellow	0

4. When you select “Poor Print Quality” or “Mechanical Printer Problem” or “Printer Does Not Print” – please include details in the “Add Notes” field

5. If making more than one request on the same device, click “Add Task” to see your request reflected in the Pending Service Visit information displayed. Add additional requests before clicking “Submit Request.”

Visit	Task
New	Printer Does Not Print



**Toner delivery options:**

Toner Order Option	Delivery Options
Call the HP Dispatch phone number:  <b>1-800-745-2025</b>	<b>UPS Overnight, UPS 2-day, or UPS Ground</b>  The person making the call would request the delivery method
Email to HP Dispatch <b><u>cmpps-us-dispatch@hp.com</u></b>	<b>UPS 2-day</b>
Webportal (Service Express) <b><u>www.hp.com/go/mpsservice</u></b>	
Automatic Toner Replenishment (ATR) system generated	<b>UPS Ground</b> (3-5 days to most locations)

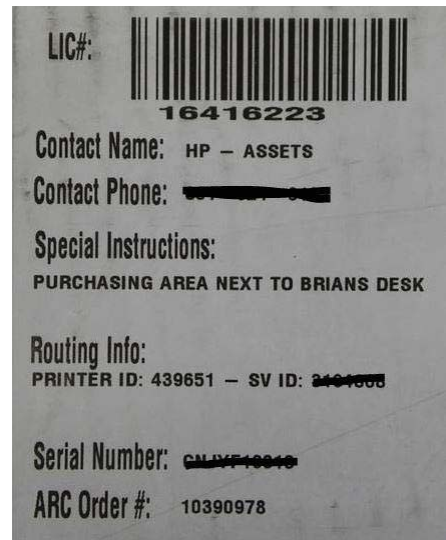
**Toner routing label:**

On the toner cartridge box you will find a routing label on the right end panel of the toner box as you look at the shipping label. The label will be in the upper left corner of that right end panel.

The routing label will include the following information as entered in the database:

- Contact Name
- Contact Phone
- Special Instructions: Printer Name/directions to printer
- Routing information: 6-digit printer ID and service visit
- Serial number
- Internal HP order number

The routing label is designed to assist in locating the device that needs the associated toner cartridge.





## Toner Recycling Instructions

When you receive and have installed a new toner cartridge, **locate the HP Planet Partners recycling program packet** (see sample below left) **and the shipping label** (see sample below right). Using the materials from the new toner cartridge box to repackage the spent cartridge and place it in the box in which the new cartridge was delivered. Apply the shipping label and arrange for the box to be sent via UPS to a recycling location.

If the shipping label is misplaced or cannot be found, call the HP toll free number – 800-261-0291 – and ask the call operator to email you a shipping label.

