



HP Most Valued Customers (MVC) e-Membership Guide

For MVC Resellers



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Our Promise to Our Most Valued Customers



The HP MVC e-Membership Program gives resellers and customers a new option to enjoy greater convenience when registering new and renewal customer deals. Invited customers can accept HP MVC e-Membership via HP email invite to benefit from this program.

Why should you encourage MVC customers to register for HP MVC e-Membership?

- Simpler and faster to get MVC deals activated
- Save time: no more download, print, scan and email to-and-fro
- Zero cost to get customers' Low on Ink/Toner Notifications from HP
- Fulfill customer orders with timely stocks and reduce warehousing cost
- Contact customers promptly to follow up on ink/toner replenishment orders

What are the benefits of HP MVC e-Membership for new and renewal MVC customers?

- Enjoy end-user special pricing for Original HP Supplies purchased from MVC resellers
- Opt in to get Low on Ink/Toner Notifications
- Order and replenish supplies before running out

We hope you'll enjoy the exclusive privileges that the HP MVC e-Membership Program has in store for you.

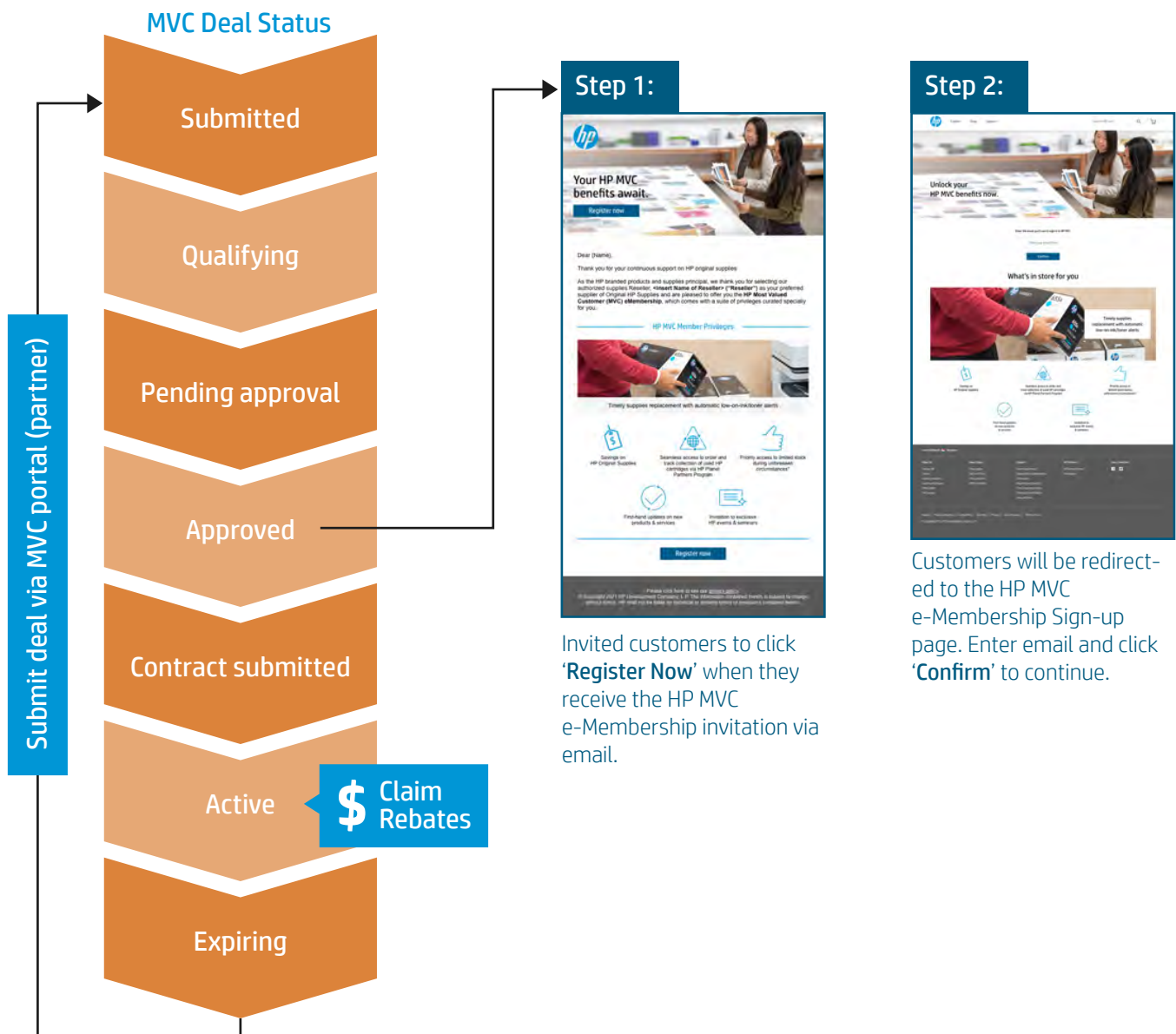
For further assistance,
please contact your HP Partner Business Manager.

How Your New & Renewed Customers Can Sign Up

HP MVC e-Membership services will help you improve your company’s productivity and give you a better understanding of your customers’ supplies buying patterns.

Here’s how HP MVC e-Membership works:

- You submit requests for new or renewal customers to HP via the MVC portal.
- Upon deal approval, HP MVC e-Membership email invites will be sent to these new/renewal customers.
- The emails will invite customers to register and accept the e-Membership.
- During the acceptance process, customers have the option to enroll their printers to get Low on Ink/Toner Notifications.**



**Printer Detection & Low on Ink/Toner Notifications terms and conditions apply.

Customer ID Creation and Login

Does the customer already have a registered HP ID?

NO

YES

Step 3A:

Enter your information (use the email ID authorized to access MVC e-Membership) to continue.

Step 3B:

Enter your HPID password to sign-in.

Step 4:

Receive verification code via email.

Step 5:

Enter verification code & click 'Verify'.

Basic Personal details		Work Place details	
Full name	John Doe	Company Name	Ministry of Culture, Community and Youth
Name	John Doe	Designation	Procurement Manager
Email address	john.doe@hp.com	Business Address	1 Digital Road
Cell Phone	97348914711	State	SINGAPORE
Mobile No.	97348914711	City	Singapore

Other Customer Contact		Contact Name		Contact Email	
Designation	Procurement Manager	Mobile No.	John Doe	Contact Email	john.doe@hp.com

HP MVC e-Membership		Download e-Membership details	
Member Name	JOHN NUISANCE A THANGALU S PTE	Contact Name	JOHN DOE
ID	00000000000000000000	Contact Email	john.doe@hp.com
Card ID	0-00-000-000000	Card Start Date	01/01/2020
MVC Mgr Name	John Doe	Card End Date	01/01/2022
		Customer Status	Active

HP MVC Supplies Discounts			
From	Supplier Part Number	Product Description	Supplier Category
01/01/2020	000000	HP LaserJet Original LaserJet Toner Cartridge	20
01/01/2020	000000	HP Black LaserJet Original LaserJet Toner Cartridge	10
01/01/2020	000000	HP Black LaserJet Original LaserJet Toner Cartridge	20

Land on HP MVC Customer Homepage.

Low on Ink/Toner Notifications

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

AutoDetect method:

01 AUTODETECT MANUAL ENTRY
Click on 'Detect' to start

02 AUTODETECT MANUAL ENTRY
Download detection tool

03
Detection tool is downloading

04 AUTODETECT MANUAL ENTRY
Installation starts automatically

05 AUTODETECT MANUAL ENTRY
Detecting your printer/s

06
Select printer to confirm enrollment

OR:

Manual Entry method:

01 DETECT MANUAL ENTRY
Click on 'here' to download form

02 DETECT MANUAL ENTRY
Enter model no. & select printer

03 DETECT MANUAL ENTRY
Choose product number

04 DETECT MANUAL ENTRY
Enter serial number

05 DETECT MANUAL ENTRY
Select file & upload

06 DETECT MANUAL ENTRY
Select printer to confirm enrollment

Your Customer's e-Membership Overview

HP MVC e-Membership User Journey:

01. HP MVC e-Membership Invitation

Customer receives invitation via email (upon HP MVC deal approval). Email cc to reseller.

02. HP MVC e-Membership Sign-up Page

Customer inputs email and/or set up HPID.

03. HP MVC Customer Homepage

Customer confirms contact, deal details and accepts

04. HP MVC Enroll Printer page

Customer is invited to get Low on Ink/Toner Notifications via email or complete this process later.



08. HP MVC Low on Ink/Toner Notifications

Low on Ink/Toner Notifications sent to MVC customer. Email cc to reseller & HP sales reps.

07. HP MVC Customer Homepage

Customers can login to access all their HP MVC e-Membership details.

06. HP MVC Thank You email

Customer to receive a confirmation email. Email cc to reseller.

05. HP MVC Thank You page

Customer completes registration for HP MVC e-Membership.

Frequently Asked Questions

- 01. Can customers register HP MVC e-Membership without opting 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. Is there any other changes to 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 enrollment 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 customer 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 Low on Ink/Toner Notifications when MVC membership expires?**
 - Yes, if the customer has enrolled the printer during his e-Membership acceptance process and is connected to the internet.
 - To unenroll Low on Ink/Toner Notifications email, customers need to click '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

