



## HOW TO BECOME AN HP AUTHORIZED SUPPORT PARTNER

### Requirements to establish a NEW ASP relationship

To qualify for the ASP registration, partners must meet all the following Authorized Support Partner requirements:

- 1) Authorized HP Reseller - the partner must have, in effect at all times, a valid U.S. Business Development Partner Agreement with HP.
- 2) The partner must have minimum annual product sales volume totaling \$50,000 from any combination of HP Personal Systems (such as HP Business PCs, HP Commercial Notebooks or Tablet Computers), Imaging & Printing products (such as HP LaserJet shared printers or HP Designjet large format printers), HP ProLiant Industry-Standard Servers, HP ProLiant storage and HP StorageWorks.

Notes:

- HP products acquired for resale must be purchased by the partner from HP or an HP Authorized Distributor.
  - To qualify, all resale transactions must have occurred in the 12 months prior to November 1, 2007, in order to be considered.
  - Consumable products, including inks and toners, do not qualify as part of the eligible HP product sales volume.
  - HP Care Pack and HP Services Contracts do not qualify as part of the eligible HP product sales volume
  - HP spare parts purchases do not qualify as part of eligible HP products sales volume
- 3) The partner must have a minimum of \$10,000 in Eligible HP Care Pack and/or HP Services Contracts in support of HP Personal Systems (such as HP Business PCs, HP Commercial Notebooks or Tablet Computers), Imaging & Printing products (such as HP LaserJet shared printers or HP Designjet large format printers), HP ProLiant Industry-Standard Servers, HP ProLiant storage or HP StorageWorks. HP Care Packs or HP Services Contracts that include software support are eligible only with HP Storage Works products. Agent service dollars also qualify towards the requirement.

Note: HP spare parts purchases do not qualify as part of eligible HP Care Pack and HP Services contracts sales

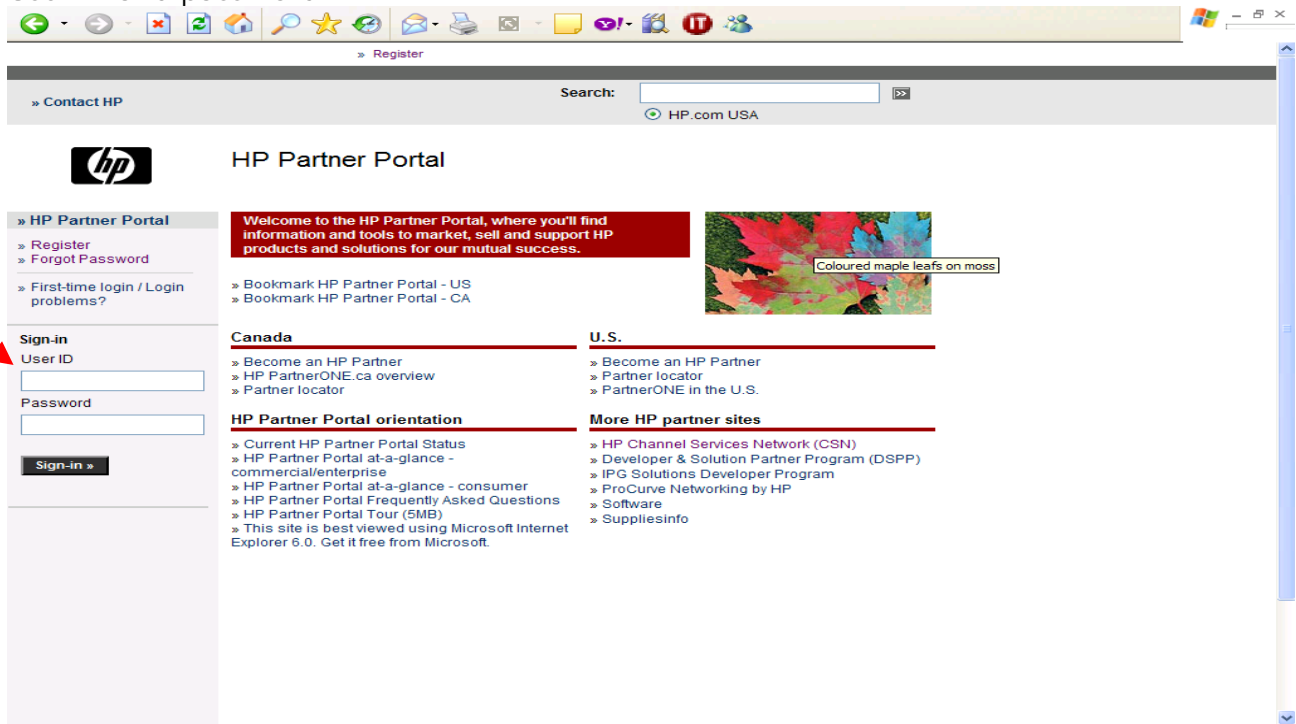
- 4) The partner must qualify outright for net 30 terms with a minimum credit limit of \$10,000.  
HP Credit will review the partner's current credit standing and HP Business Center Operations may contact the partner if additional financial information is needed.
- 5) The partner must have a minimum of
  - a) One (1) accredited technician per service location for eligible HP products that are to be serviced.
  - b) One (1) AIS per company if supporting HP Storage Works products.

Note: Only accredited technicians may provide support for eligible HP products.

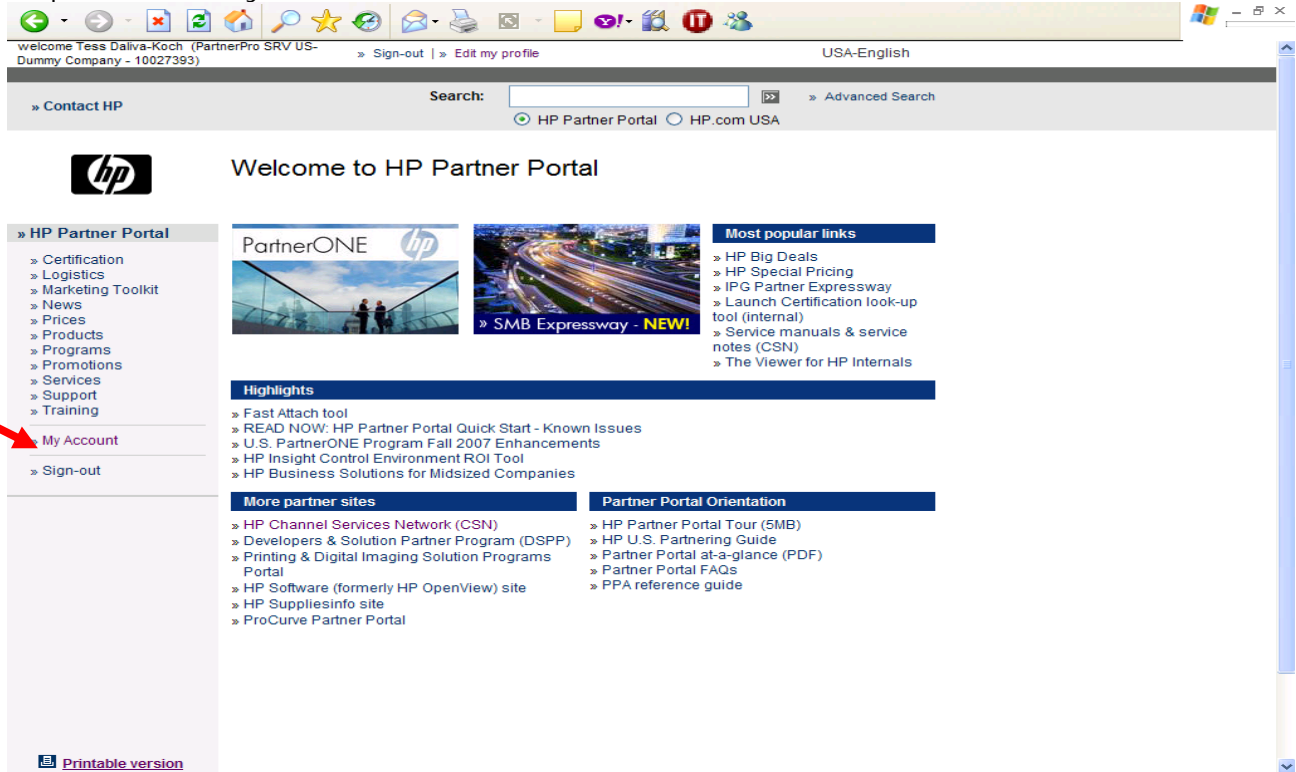
# ASP Application Process using the HP Partner Portal

(Step-by-step instructions)

Step 1: Go to the HP Partner Portal at <http://www.hp.com/partners/us> and enter your User ID and password.

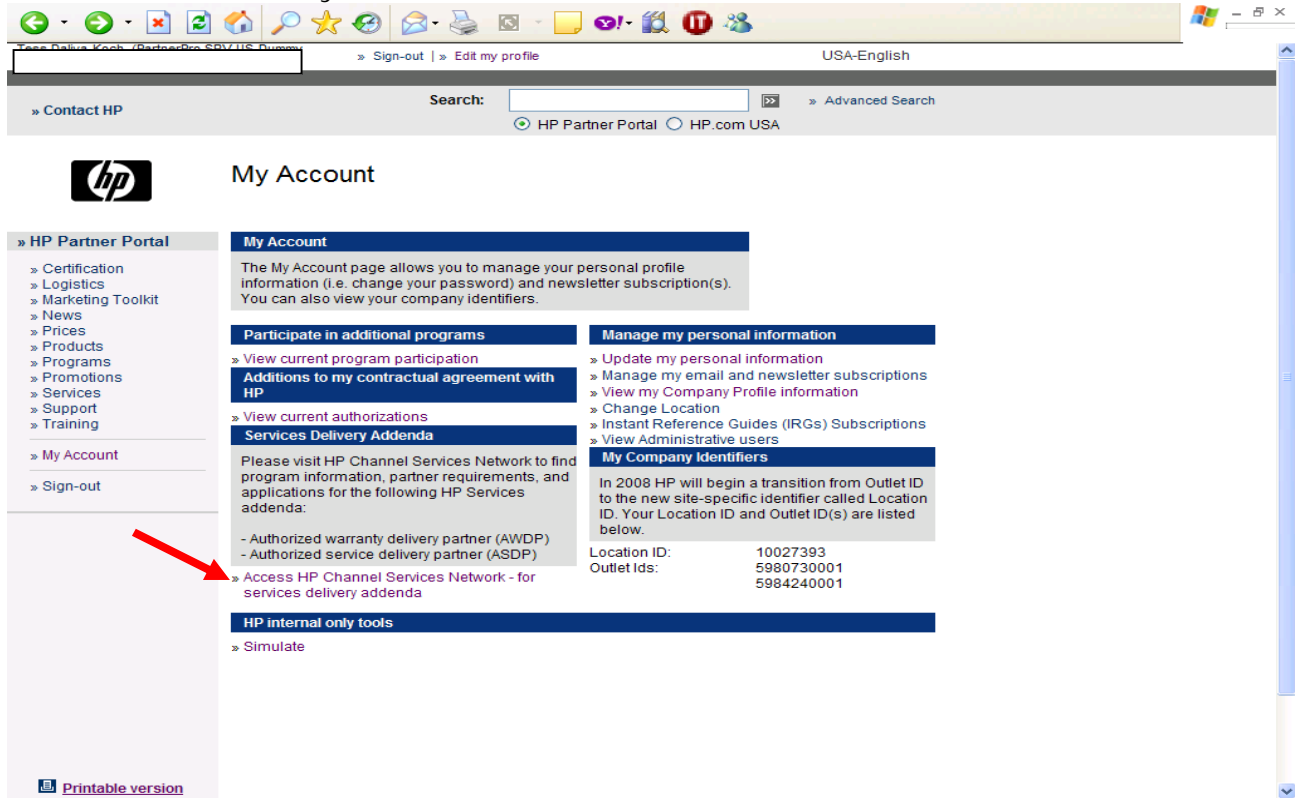


Step 2: Select "My Account"



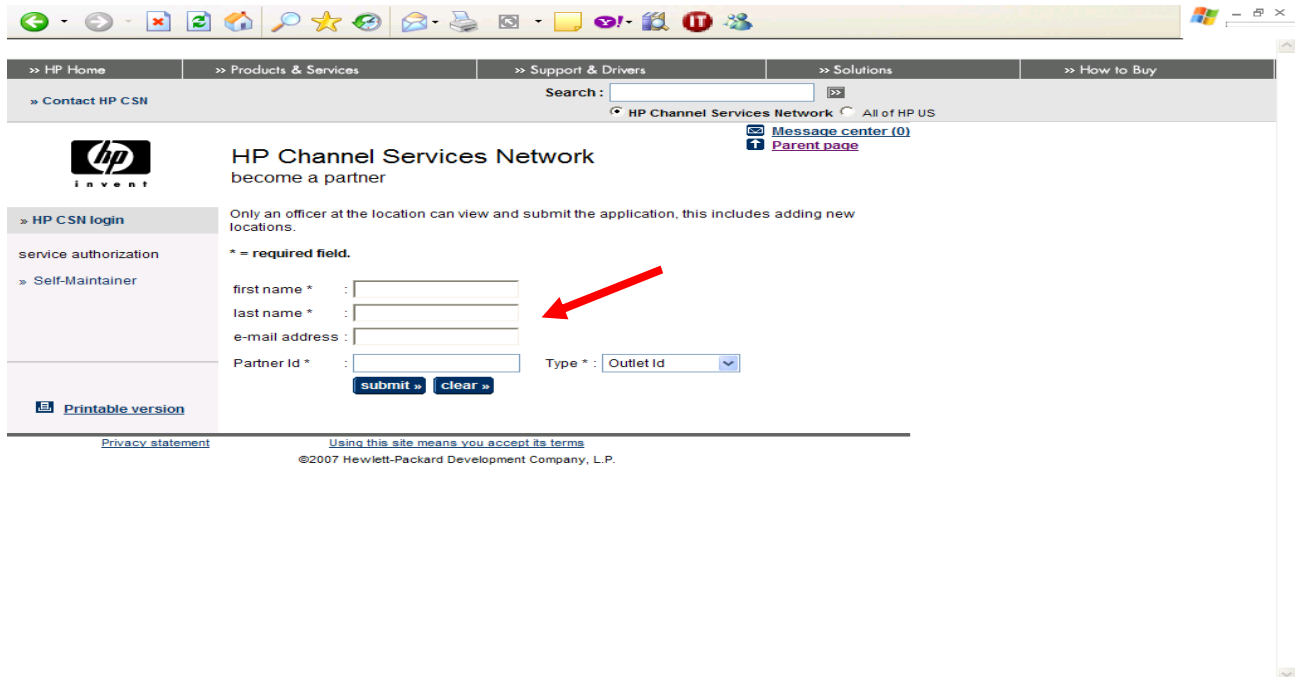
How to become an HP Authorized Support Partner (ASP)  
HP Channel Partner and Internal Use Only

Step 3: Click on " Access HP Channel Services Network for services delivery addenda" under " Service Delivery Addenda".



Step 4: Enter all the required information and then click on "submit"

Note: The ASP contract renewal process should only be completed by a representative of the company with signature and purchase authority. This representative is the ONLY PERSON who can accept the Terms & Conditions of the ASP Addendum.



Step # 5: Click on "AWDP" under "Addendum and Segments you can apply for"

Note: The "New" status will only appear on your screen if your company meets all the Authorized Support Partner program requirements outlined on page 1 of this document.

The screenshot shows a web browser window displaying the HP Channel Services Network. The page title is "HP Channel Services Network Service authorization". The user is logged in as "PRM TESTER (0) (UAT)" in the "United States". The page has a navigation bar with "partner pro", "Profile", and "Logout" links. Below the navigation bar, there are links for "Contact HP CSN", "HP CSN home", "My favorites", "Tools", and "Useful links". The main content area features the HP logo and the text "HP Channel Services Network Service authorization". There are several utility links: "Message center (0)", "Parent page", "Change partner", and "Printable version". A "Partner ID" field is visible with an "update partner profile" button. A red arrow points to the "AWDP" entry in the "Addendum and Segments" table.

Partner ID: [ ] [update partner profile »](#)

During the application submittal process, do not use the browser back button. This may cause multiple application submissions and a delay in application approval.

**Contract Authorizations**

**Addendum and Segments you can apply for**

Click on the **Requirements** link to view the Addendum and Segments Requirements associated with the selected Addendum and Segments.  
An application Id will be created when you click on the **Addendum and Segments** application link provided below.

Addendum and Segments	New/Renew	Requirements
<a href="#">AWDP</a>	New	<a href="#">View AWDP Information</a>

**Your Applications**

No Applied Addendum and Segments

**Current Addendum and Segments for which you are accredited**

No Current Addendum and Segments

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Step # 6: Follow the instructions on the screen and click on "I accept" when you are ready to accept the Terms & Conditions of the Authorized Support Partner Addendum.

Note: [Notes:](#)

- Submissions are online only, you do not need to print and sign the Authorized Support Partner Addendum.
- Please take note of your ASP Application number for future reference.

The screenshot shows a web browser window displaying the HP Channel Services Network (CSN) website. The page title is "AUTHORIZED WARRANTY DELIVERY PARTNER". The main content area is titled "Agreement Documents" and contains a table with two rows:

	Extension
<a href="#">AWDP Addendum</a>	PDF

Below the table, there is a text block: "For additional information, please contact the BCO Call Center at 1-800-231-9977 Option 8, Option 1." followed by instructions to continue with the application. Two steps are listed:

- step1: Review the Terms & Conditions of the AUTHORIZED WARRANTY DELIVERY PARTNER Agreement.
- step2: By selecting the "I accept" option and clicking the "submit" button, you confirm that you are authorized to enter into this AUTHORIZED WARRANTY DELIVERY PARTNER Agreement on behalf of your company and that your company accepts the Terms & Conditions of the Hewlett-Packard AUTHORIZED WARRANTY DELIVERY PARTNER Agreement

At the bottom of the steps, there are radio buttons for "I accept" (selected) and "I do not accept". Below the radio buttons is a blue "submit" button with a right-pointing arrow.

At the bottom of the page, there is a note: "Some of these documents are in adobe® format. If you do not have adobe® acrobat® reader, click the icon below to download it." followed by a small icon of a document with a red 'x' in the corner.

The footer of the page includes a "Printable version" link, a "Privacy statement" link, and a copyright notice: "©2007 Hewlett-Packard Development Company, L.P." and "Using this site means you accept its terms".

Step 7: Complete all the required information in the Customer Application form page.

1. Complete all required fields (\*) under "general information" tab
2. Complete all required fields (\*) under "contact" tab
3. Complete all required fields (\*) under "training" tab
4. Complete all required fields (\*) under "credit" tab

Note: If your company is exempted from paying the state sales tax on your purchases, please indicate the nature of your exemption and submit to HP, if applicable, the appropriate sales tax exemption certificate for the type of exemption your company is entitled to receive. (Please note that all certificates must be fully/properly completed and must reference HP as the seller).

5. Complete all required fields (\*) under "business information" tab
6. Complete [the HP Channel Support Network Request Form](#) (required to order parts and process warranty claims).
7. Submit the test scores on for accredited technicians.

Step 8: Authorized Support Partner applicants must fax all the completed forms and required documents (Purchase Order, [HP Channel Support Network Request Form and Purchasing information](#)) to:

HEWLETT-PACKARD COMPANY  
Attention: Authorized Support Partner Program

Fax Number: 866-812-2805

Your application will be submitted to HP Credit for review. Your company must qualify for \$10,000 credit line and may be contacted by Business Center Operations if additional financial information is needed.

After the Authorized Support Partner application process, you will receive a welcome kit that consists of CSN log in information, list of HP program resources and a welcome letter with the Authorization ID, Outlet ID and Parts Account ID that will be assigned to you.

Please direct all questions to Business Center Operations  
Phone: 1-800-544-9976, enter Outlet ID (or say "No I.D.") and then speak "Business Center Operations"  
Email: [pmbxbcoauthorizationteam@hp.com](mailto:pmbxbcoauthorizationteam@hp.com)

Note: An incomplete application packet will not be processed by the Authorized Support Partner Program Authorization Department.