



UPS Helpdesk Training

HP Managed Print Services Program

July 2021

Table of Contents

- **MPS Support Processes**

- Hardware Support Responsibilities | HP vs. UPS*
- HP vs. TSG Hardware Support Differences*
- Contacting Hardware Support*
- Support Escalation Paths*

- **DCC Instructions**

- Logging a Request for Repair*

- **Supplies Overview**

- Roles & Responsibilities | HP vs. UPS*
- Automated Supplies Fulfillment Overview*
- Manual Supplies Ordering Governance and Process*

- **Additional MPS Resources**

- Tools*
- Training*
- Contact Information*



Support Processes



Hardware Support Responsibilities | UPS & HP



	UPS End User	UPS Help Desk	TSG Campus Support	HP Support Center	HP Field Tech	HP Fleet Engineer
<i>Notify UPS Helpdesk of MPS device issue</i>	✓					
<i>Perform triage of MPS device with UPS end user</i>		✓				
<i>Contact HP Support Center for dispatch</i>		✓				
<i>Dispatch HP field engineer to resolve issue</i>				✓		
<i>Perform device repair</i>					✓	
<i>Perform device configuration</i>						✓
<i>Close HP ticket</i>				✓		
<i>Close UPS ticket</i>		✓				
<i>Support and remediation of non-MPS devices and internal UPS issues</i>			✓			



HP vs. TSG | Campus Support Differences



HP

- *MPS devices: identified with an MPS sticker*
- *General use printers located within an office building*
- *Print | Copy | Fax | Scan functionality (mono and color)*
- *Evaluations to occur on a site-by-site basis to determine if included in MPS fleet*

TSG Campus Support

- *Continue to manage all **non-MPS** devices within the UPS fleet*
- *Dispatched for UPS internal issues (both MPS and non-MPS sites)*
- *Devices located at UPS Stores | MBE locations & UPS customer locations*
- *Specialty printers: line-matrix, impact, dot-matrix, plotters, check printing*
- *Line of Business (LoB) device on the UPS Operations floor, near conveyor belts, in-line with the processing of UPS packaging during a UPS sort*
- *Scanners dedicated to LoB: IDIS | DDIS | BDIS*

Contacting UPS Helpdesk Support



UPS End Users will continue to contact the UPS Helpdesk for hardware assistance:



UPS Helpdesk:

- 888.UPS.TECH
- Triage issue and assign accordingly
- Create an SMC Incident for the proper product

Non-MPS



TSG | Campus Support

- Standard UPS procedures apply

MPS



HP Support Center

- Create a DCC request
- Web: [DCC](#)
- US, Canada Phone: 888.447.0169 PIN 97351
- APJ – see slide 7,8
- EMEA – see slide 9
- Latin America – see slide 10



APJ HP Support Center



Country	HP Contact Center Phone Number	Comments
Australia	1300 362 396 & PSTN - +61280318276	If user calling from Australia, they can dial 1300362396. If user calling from rest of the world, they need to call +61280318276
New Zealand	0800 552 012 & PSTN - +6499129078	If user calling from New Zealand, they can dial 0800 552 012 . If user calling from rest of the world, they need to call +6499129078
China	800 810 6966/400 610 6966 pin 5505	If user calling from China, they can dial 800 810 6966/400. If user calling from rest of the world, they need to call 400 610 6966 pin 5505
Taiwan	800888053	One common number to contact from local or from rest of the world
Korea	82 1588-2758	One common number to contact from local or from rest of the world Prefer local language to communicate for case logging
Singapore	6562754809	One common number to contact from local or from rest of the world
Malaysia	1800885785 (dedicate MPS hotline & PSTN: +60320531866---Press Option 4	If user calling from Malaysia, they can dial 1800885785 (dedicate MPS hotline), Press Option 4 If user calling from rest of the world, they need to call 60320531866
Philippines	180014410094 & 63 2 867 3551---Press Option 6--- Again Press Option 6 /+6323953329 -Press Option 6- Again Press Option 6 (new additional number active since cloud go live) - Same Option 6-6	If user calling from Philippines, they can dial 180014410094. If user calling from rest of the world, they need to call 63 2 867 3551--Press Option 6-- -Again Press Option 6 /+6323953329 -Press Option 6-Again Press Option 6 (new additional number active since cloud go live) - Same Option 6-6
Hong Kong	85230712931	One common number to contact from local or from rest of the world
Japan	120994760 / +81120-994-760	If user calling from Japan, they can dial 120994760. If user calling from rest of the world, they need to call +81120-994-760 Prefer local language to communicate for case logging
Macau	30712931 or 85230712931	If user calling from Macau, they can dial 30712931 If user calling from rest of the world, they need to call 85230712931
Thailand	66278 73996	One common number to contact from local or from rest of the world Prefer local language to communicate for case logging
Indonesia	62-213810192	One common number to contact from local or from rest of the world Prefer local language to communicate for case logging
India	Old Number: 18002006249 – pin 3232 New Number: 18002587175 – pin 3232	One common number to contact from local or from rest of the world
Vietnam	1800.588.868	One common number to contact from local or from rest of the world

Notes:

Korea, Japan, Thailand, Indonesia:

- If user from the above countries calling HP Contact Center Phone number then the preferred language would be the local language .
- Hence the preferred option to contact HP Support Center is DCC or Email.

Vietnam:

- User can contact HP Contact Center and can be able to support in English.



APJ HP Support Center Manual Toner Request



Country	HP Email Id for Manual Toner Request	Remove
Australia	hpsptoner@hp.com	api.ups@hp.com
New Zealand	hpsptoner@hp.com	
China	cnsuppliesorder@hp.com	
Taiwan	hptwtoner@hp.com	
Korea	Hpkipu@hp.com	
Singapore	hpapjtoner@hp.com	
Malaysia	hpapjtoner@hp.com	
Philippines	hpphtoner@hp.com	
Hong Kong	hphktoner@hp.com	
Japan	ppu.helpdesk_jp@hp.com	
Macau	hphktoner@hp.com	
Thailand	issara.khamchroen@hp.com	
Indonesia	meps.id@hp.com	
India	hpintoner@hp.com	
Vietnam	cskh@hp.com	

Pre-requestee to log Request –

1. While logging the Break Fix case through email, customer to mention the country name in the Email Subject. Eg: SG-UPS
2. Country Abbreviations -> CN = China, HK = Hong Kong, TW = Taiwan, SG = Singapore, MY = Malaysia, PH = Philippines, AU = Australia, NZ = New Zealand, JP = Japan, KR = Korea, ID = Indonesia, TH = Thailand, IN = India
3. Customer to fill the below template and share it in email for Break Fix and for Manual Toner Request



MPS Template



HP Support Center EMEA



VAS Call Center
fo 2020 - EMEA on

EMEA: vas.ups@hp.com



HP Support Center Latin America



VAS Call Center
Info 2020 - LA only

**Brazil: simpresgrs@hp.com and
servicedeskposvendas@simpres.com.br**





How to Identify an HP MPS Device

Below is an example of the sticker found on the front of the printer to denote a device as part of the MPS fleet: Labels could be in local language in different country's based on the laws.

SmartPrint

For support contact your regional UPS TSC Help Desk

Serial Number - CNBCD5W28X - MPS

For information and troubleshooting go to upsers.com>Job Tools>Quick Links>SmartPrint

Or Visit the SMC Service Portal

THIS DEVICE IS NETWORK MANAGED DO NOT POWER OFF OR MOVE WITHOUT AUTHORIZATION



SmartPrint

Supplies Support: Toner & Staples

Send an e-mail to:

ups.acct.mgmt@hp.com

Provide the Serial Number, Reason for request and Contact Information (Name, e-mail and Phone)

EMEA: vas.ups@hp.com

APJ: apj.ups@hp.com

Brazil: simpresgrs@hp.com and servicedeskposvendas@simpres.com.br

Canada: ups.acct.mgmt@hp.com

Latin America: ups.acct.mgmt@hp.com



Contacting HP Hardware Support



The UPS Helpdesk contacts HP Support via two methods:



DCC:

- *Web Portal*
- *Available 24 Hours | 7 Days*
- *Link: [DCC](#)*



Phone Support:

- *Use as contingency if DCC is down*
- **US, Canada 888.447.0169 PIN# 97351**
- **APJ – see slide 7**
- **EMEA – see slide 8**
- **Latin America – see slide 10**

Instructions to log a service request via DCC are included later in this deck.



Support Escalation Paths



HP

Send email to:

US, Canada, LA ups.acct.mgmt@hp.com

Brazil simpresgrs@hp.com, servicedeskposvendas@simpres.com.br

APJ apj.ups@hp.com

EMEA vas.ups@hp.com

- *Hardware functionality*
- *Supplies availability*
- *Missed Service Level Agreements*

UPS

Contact: *Corporate I.S. HP MPS Project Team*

- *Effectiveness of MPS program*
- *Feedback on devices / support*



DCC Service Request Logging Procedure



HP Device Control Center

Service Request module



HP COLOR LASERJET CP4525xh

SKU: CC495A / Serial Number: JPCC5R1D3 / Asset Number: JPCC5R1D3

Collect Method: Automatic / Last Collection Date: 12/19/2016 6:42 AM

Host Name: pal20p246.americas.hpqcorp.net / Asset Status: Operational

Site: PAL20 / Building: 3000 Hanover St. / Floor: Main

AMP ID: PATB150731

- Addresses
- Device Detail
- Contacts
- Change History
- Consumable Levels
- Usage
- Recent Events
- Supply Orders
- Service Requests**

Request Service

06/06/2016

06/07/2016

06/08/2016

Start Date

Start



End Date

End



Status

Open



No service requests match the selected criteria



HP Device Control Center

Addresses Device Detail Contacts Change History Consumable Levels Usage Recent Events Supply Orders **Service Requests**

Place Service Request

Request	Title *	<input type="text"/>
	Description *	Logged by: Teresa Moshier <teresa26@gmx.com>, Tel: 248 3308332563 <input type="text"/>
Contact	Email *	<input type="text"/>
	First Name *	<input type="text"/>
	Last Name *	<input type="text"/>
	Phone *	<input type="text"/>
Address	Name 1 *	HP Enterprise ITIO
	Name 2	
	Line 1 *	3000 Hanover St
	Line 2	
	City *	Palo Alto
	State/Province	CA
	Postal Code	94304 1112
	Country *	United States

Fill in fields with description of issue, contact information etc.

Case # will be generated and confirmed after submission



Supplies Management Processes



Supplies Management Responsibilities | HP & UPS



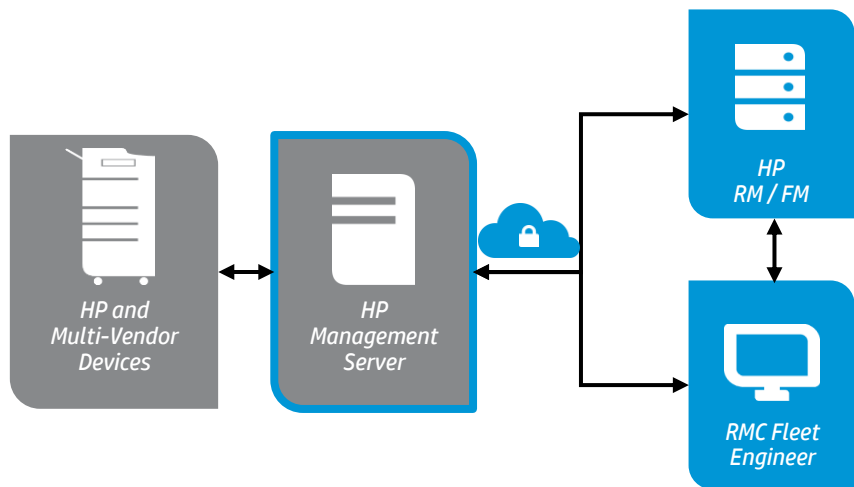
		UPS End User	HP Auto Replenish	CM Support	CM	HP CE
Toner or Ink	<i>Printer toner or ink is proactively replenished via DCC</i>		✓			
	<i>Manually order toner or ink</i>			✓	✓	
	<i>Perform replacement activity</i>	✓				
Staples	<i>Manually order staples or staple cartridge via HP e-mail node</i>	✓		✓	✓	
	<i>Insert staples into device</i>	✓				
Drums	<i>Image drums proactively replenished via DCC</i>		✓			
	<i>Perform replacement activity</i>	✓				
PM Kit	<i>Preventative Maintenance Kit is proactively replenished via DCC</i>		✓			
	<i>Perform replacement activities</i>					✓



Automated Supplies Fulfillment | Overview



Enabling technology to collect usage & supplies across the enterprise fleet



Description:

- MPS device usage data is collected from printer fleet via DCC
- Pre-defined supplies threshold triggers proactive supply replenishment
- Replenished supply is sent out within one business day

Pre-Defined Thresholds:

- Consumables: 10%
- Maintenance Kit: 2%
- Drum: 2%
- Fuser: 2%
- Transfer Kit: 2%



Manual Supplies Ordering Governance



Supplies cannot be ordered internally within UPS

Toner | Ink



- **Auto-replenished** via proactive monitoring.
- Manual ordering will be placed by sending request to the following email:

Staples



- **Manually ordered** by HP CM or CM support.
- Manual ordering will be placed by sending request to the following email:

Image Drum



- **Auto-replenished** via proactive monitoring
- Manual ordering will be placed by sending request to the following email:

PM Kit



- **Auto-replenished** via proactive monitoring
- Manual ordering will be placed by sending request to the following email:

US, Canada, LA (except Brazil)

ups.acct.mgmt@hp.com

Brazil simpresgrs@hp.com

APJ apj.ups@hp.com

EMEA vas.ups@hp.com

• Information Needed:

- Contact Information
- Device Serial Number



Tools and Resources



MPS Tools & Resources Located on Training Portal



Tools:

- *HP DCC: Web interface used to contact HP to request onsite dispatch*
- *HP Device Training: Device functions | loading paper | clearing jams | toner cartridge*

Training:

- *UPS Training Portal: Training repository containing all MPS training including*
 - *Device familiarization*
 - *Device troubleshooting*
 - *Common device tasks: Fax | Copy | Scan to email*
- *UPS Helpdesk Training: Processes to collaborate and engage HP for assistance*
- *UPS TSG | Campus Support Training: Pre | During | Post Deployment TSG activities*
- *Device Familiarization Webinar: Overview of device functionality and troubleshooting*

Contacts:

- *US, Canada*
- *HP Support Center: 888.447.0169 PIN 97351*
- *APJ – see slide 7*
- *EMEA – see slide 8*
- *Latin America – see slide 10*



Thank You

