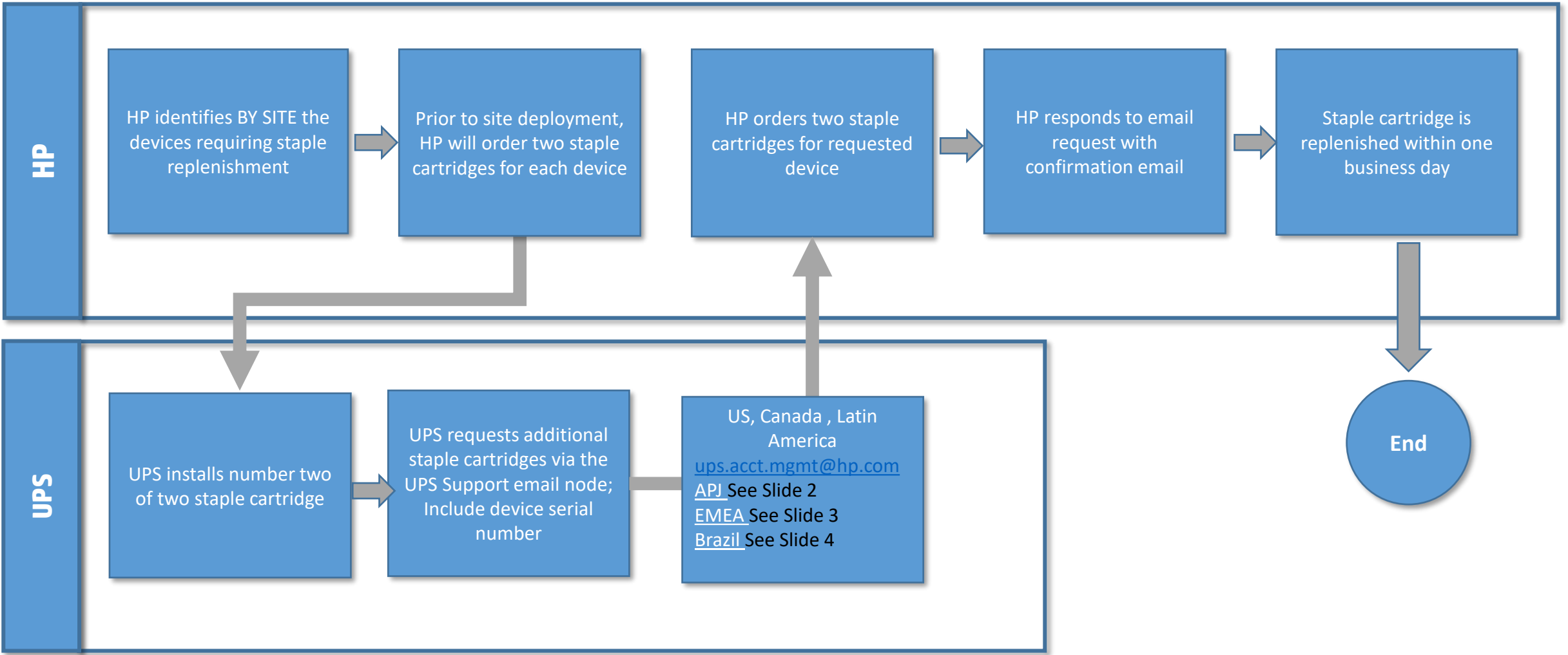




UPS Staple Cartridge Replenishment Process



APJ HPSupport Center for B/F and Manual Toner Request



Country	HP Email Id for Manual Toner Request	HP Email Id for B/F Request
Australia	hpsptoner@hp.com	apj.ups@hp.com
New Zealand	hpsptoner@hp.com	
China	cnsuppliesorder@hp.com	
Taiwan	hptwtoner@hp.com	
Korea	Hpkppu@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	mps.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



Microsoft Excel
Worksheet

EMEA: vas.ups@hp.com

Support Center Brazil



Brazil

simpresgrs@hp.com

And

servicedeskposvendas@simpres.com.br

Staple Replenishment Email for initial Order

Dear UPS customer,

Welcome to your HP Managed Print Services!

We have ordered (2) staple cartridges for your new HP printer.

Once you insert the last cartridge into the printer, please send an email to

US, Canada and Latin America - ups.acct.mgmt@hp.com

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

APJ – See Slide 2

EMEA – see Slide 3

including the S/N# of your printer and we will be happy to place a new order for you.



For more information about your printer visit the Training Portal <http://www.hpusertraining.com/ups/portal>.

If you have any questions, please let us know.

HP Inc. Company