

Pay For Print

Save money and time with
automated supplies management

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hit PRINT

HP Pay For Print is a utility-based supplies management solution that automates and simplifies supplies procurement processes whilst providing critical business reporting on printing behavior and improving the ROI on your printing fleet. This document gives end customers a comprehensive overview of the HP Pay For Print solution, and provides technical specifications for implementing and using the service.

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HP Pay For Print – Program introduction

Organizations today generate a huge volume of print output, which has resulted in increased expenses and inefficiencies related to day-to-day printing.

Keeping an organization supplied with toner and ink cartridges would appear to be a straightforward task. In reality, tracking, inventorying and procuring print supplies for use by many different printers located in different parts of a building – or even in separate buildings – is a time-consuming and labor-intensive process.

To help customers more efficiently manage their print inventory, HP created the Pay For Print program – a fully automated supplies reordering service.

In addition to simplified supplies replenishment, the program significantly reduces an organization's printing costs and provides extensive monitoring features for a better overview of printer performance.

Program objectives

HP Pay For Print is a service for HP commercial customers who want to more easily and efficiently procure print supplies. It is also ideal for customers with different types and brands of printers who want the visibility to assess and optimize their printing fleet and manage their printing expenditure more proactively.

Program benefits

The HP Pay For Print program offers users four main benefits: efficiency, transparency, cost savings and flexibility.

Increased efficiency in ordering printer supplies:

- Automated reordering and delivery reduces hassle and the potential for ordering or stocking errors.
- Sophisticated reporting capabilities enable printer fleet optimization.

Transparency of costs and usage:

- One consolidated invoice per period provides transparency on supplies consumption and improves cash-flow planning.
- Continuous real-time online monitoring and reporting of pages printed and cartridge levels help customers understand consumption patterns. This allows for **cost comparisons** between **different device types** in the fleet and allows for easy, non-disputable departmental cross-charging.

Cost savings and better budget planning:

- Automated alerts and simplified reordering, invoicing and shipping eliminate manual intervention and errors, which could result in costly printer downtime.
- Just-in-time delivery reduces storage space and fixed capital, leading to better cash-flow planning and bottom-line improvements.
- Price protection saves customers money, whether the regular selling price for supplies goes up or down during the contract period.

A high degree of flexibility:

- Full flexibility to add, change or discontinue devices.
- Full flexibility to change deployment of individual devices regardless of the page volumes they print.
- No print volume commitment during contract period.

PFP – An overview

Functional overview

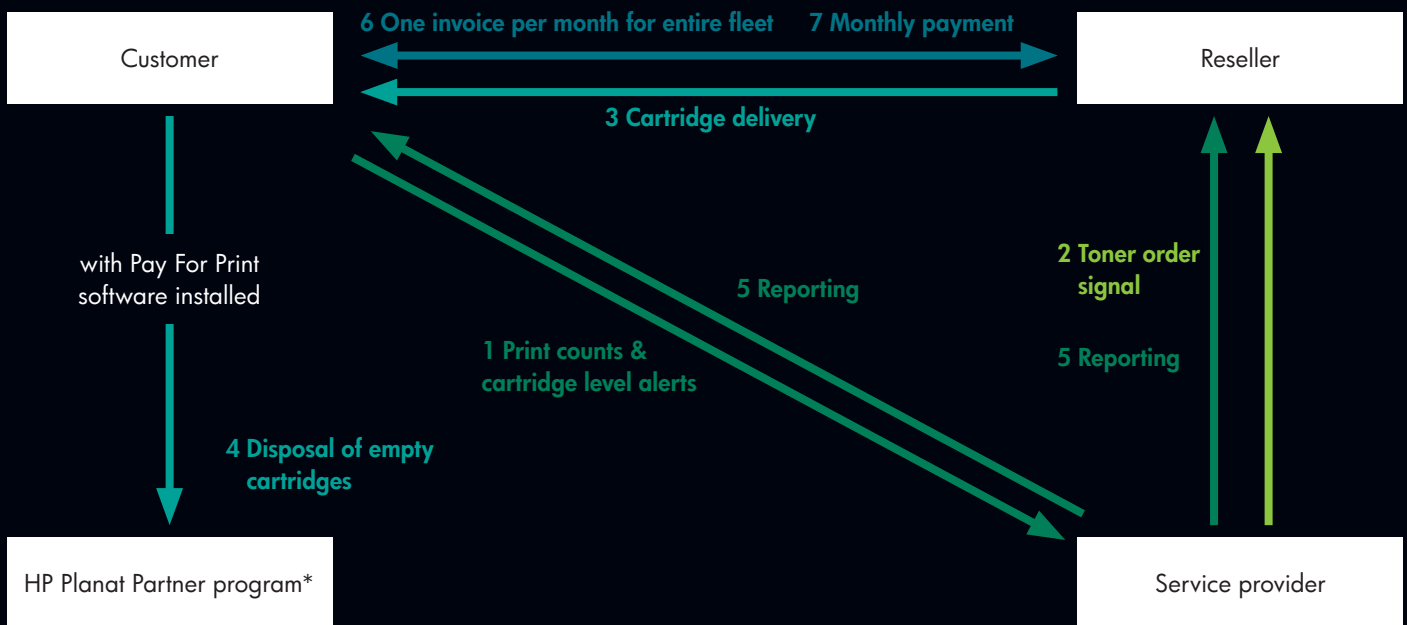
There are four main parties involved in Pay For Print: **HP**, the **customer**, the HP Pay For Print **authorized partner**, and the HP-appointed Pay For Print **service provider**. The setup is as follows:

HP is the proprietor of Pay For Print and defines the framework and general program infrastructure. HP also supervises the service provider and organizes the disposal of empty cartridges through the HP Planet Partner program.*

The **HP Pay For Print authorized partner** is responsible for the initial contractual agreement with the customer and setup, as well as the delivery and invoicing of cartridges.

The **service provider** operates at the back end of the process and collects printing data, generates detailed printing usage statistics, and facilitates monthly reports and invoices.

Figure 1: HP Pay For Print functional process



Operational structure

Initial setup: The customer and the HP Pay For Print authorized partner agree to the terms of the contract (standard term is 12 months) and customer information and contract terms are registered on the HP Pay For Print intranet.

The HP authorized partner installs the Data Collection software on the customer's print server, which detects customers' networked printers. Customers select the devices for inclusion in the HP Pay For Print contract. The service provider tests connections and confirms successful setup of customer devices.

Ongoing operations: When the fill level of a cartridge reaches a low of 20%, the service provider receives a **toner- or ink-low notification** and orders the applicable cartridge through the customers' HP Pay For Print authorized partner. Customers receive the replacement delivery within **48 hours**. Environmentally conscious **take-back and return** of empty cartridges is provided through the HP Planet Partner program.*

The customer is able to **review reports on printing behavior**, usage and costs for all networked printers included on the contract. This guarantees full transparency on current fill levels, fleet utilization and page counts for each device over time.

Customers receive a consolidated monthly invoice for the previous month's usage levels.

* Only available in countries where the HP Planet Partner program is in place

Figure 2: HP Pay For Print operational process



Customer investment

Unlike other “pay for use” programs on the market, HP Pay For Print builds on customers’ existing hardware fleets. This provides maximum customer flexibility and allows for easier implementation.

Additionally, HP Pay For Print relieves organizations from virtually all costs and involvement related to supplies ordering and delivery.

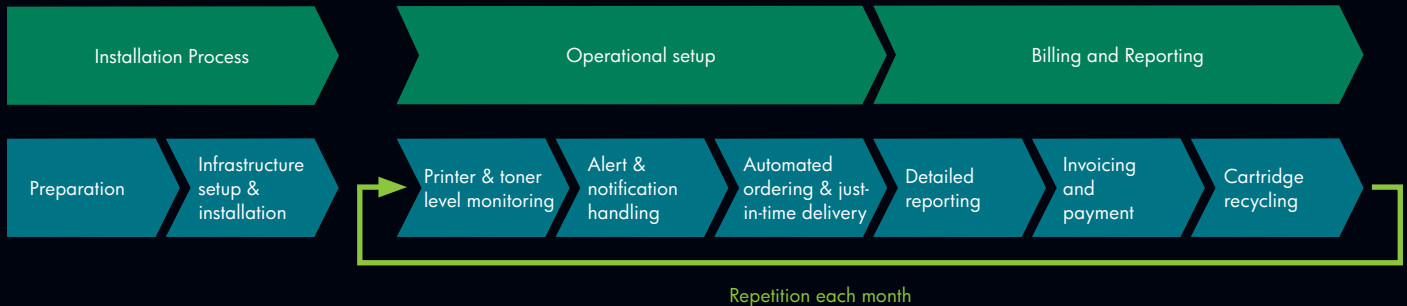
Implementation cost: Implementation of HP Pay For Print is free of charge to customers.

Implementation effort: A Pay For Print installation typically takes from one to three hours. Installations are executed by the HP Pay For Print authorized partner.

Operational effort: HP Pay For Print does not require any operational intervention by the customer for print supplies replenishment and cartridge disposal.

PFP – Process execution specifications

Figure 3: HP Pay For Print implementation process



PFP implementation

The HP Pay For Print environment consists of a web-based infrastructure (managed by the service provider), and the Data Collection Agent (DCA). **The Data Collection Agent** is connected to the customer's networked printers. It gathers usage data, such as pages printed and supplies used, and reports the information to the HP Pay For Print portal, where the information can then be accessed by customers.

HP PFP Data Collection Agent Checklist and Installation Requirements

Please use the following guide to ensure you are meeting all installation requirements prior to installing the HP PFP Data Collection Agent.

Network requirements:

- TCP/IP configured
- Port 443 (HTTPS), or port 80 (HTTP), or port 21/20 (FTP) must be open for automatic transmission of collected data

System requirements:

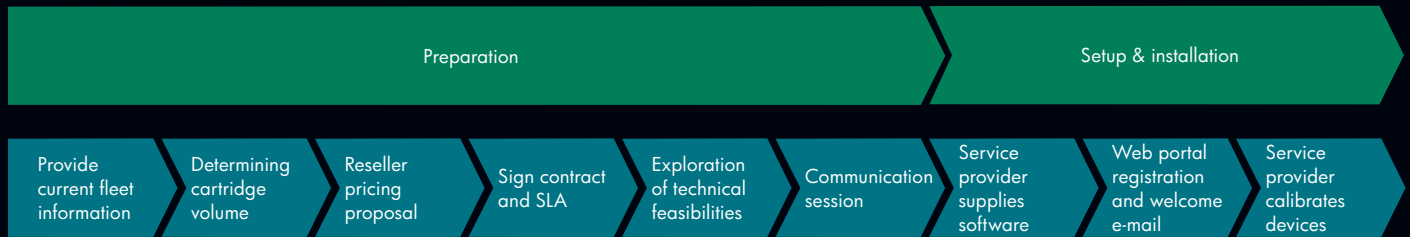
- Hardware: Non-dedicated server powered on 24 hours a day, 7 days a week. If a server is not available, the Data Collection Agent can be installed on a desktop computer system powered on 24 hours a day, 7 days a week, but this method carries a risk of transmission difficulties.
- Operating system: Windows XP, Windows Server 2003, or Windows Vista
- Network card: 100 Mbit or higher (system must have only one active network card)
- RAM: 256 MB or higher
- Microsoft .NET Framework 2.0 installed
- Internet connected browser

Virtualization software support:

If you want to install the DCA on a virtual machine, the following virtualization software will support the installation:

- Microsoft Virtual Server 2005
- VMWare GSX

Figure 4: HP Pay For Print implementation workflow



Preparation, setup and installation – determining volume requirements

The HP Pay For Print authorized partner will assist customers in determining their annual cartridge volume and provide a quote. After the contract and the Service Level Agreement (SLA) have been signed, the HP authorized partner will provide customers with log-in details to the HP Pay For Print portal:

www.pay-for-print.com

Technical setup:

After signing the contract, the customer will receive a welcome package from the service provider, including software and license key.

Customers may install the software on their own with the assistance of the HP Pay For Print help desk or have the authorized partner do the installation. The HP authorized partner will also register the customer for the online reporting and monitoring tool. The service provider will calibrate and test the functionality of the devices.

The Data Collection Agent monitors print usage, generates alerts and automates the supplies reordering process. Once the tool is installed, it establishes a connection to the customer’s printers and the HP Pay For Print main tool (web portal).

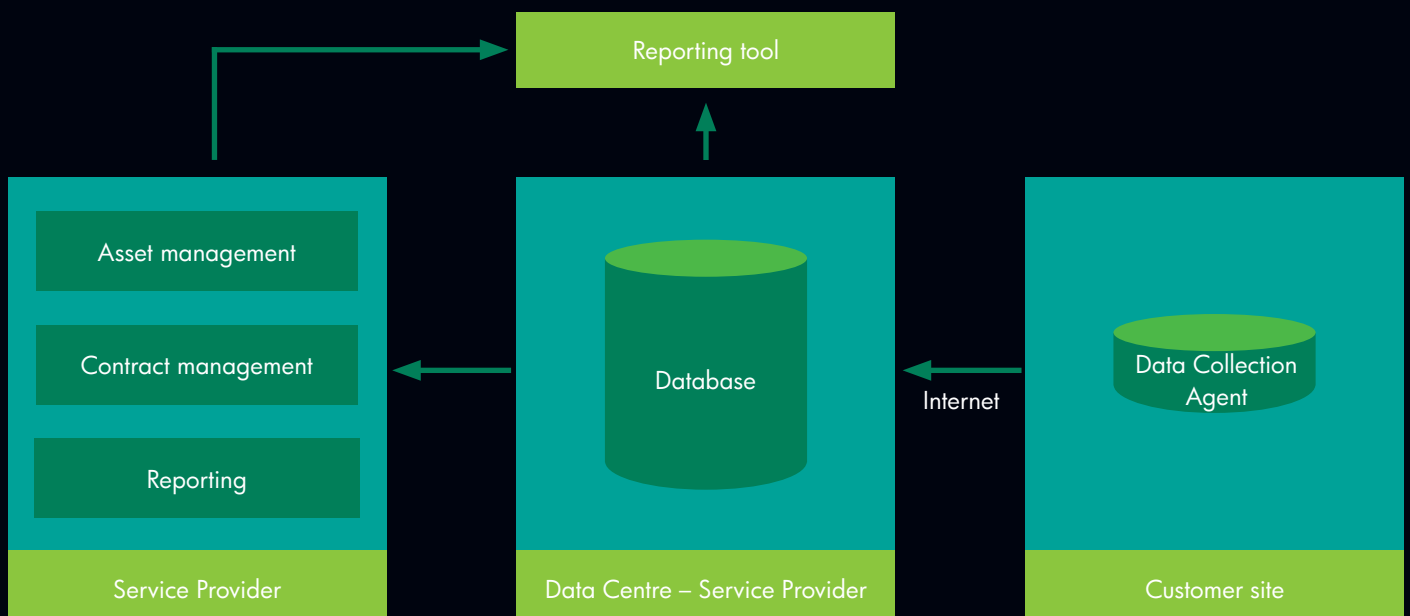
Customers need to confirm with the help desk that all printers found by the Data Collection Agent match the contracted printers. Any wrong printers should be removed or missing ones added.

After the help desk has confirmed receipt of the correct data, the customer must sign the acceptance form, including the contracted printer list, according to the HP Pay For Print terms and conditions. The acceptance form notes the cartridge fill level at the beginning of the contract.

On the date the acceptance form is signed, the contract becomes valid and the supplies subscription automation starts.

The HP Pay For Print authorized channel partner will organize a **review session 1 to 2 weeks after** the startdate to ensure full operation of the HP Pay For Print service.

Figure 5: Technical process structure



PFP – In execution

Notifications and alerts

Cartridge-low alert: After receiving the toner- or ink-low alert at the 20% cartridge fill level, the HP Pay For Print service provider orders the applicable cartridges from the customer's HP Pay For Print authorized partner for delivery to the customer within 48 hours.

Network loss alert: An alert is automatically sent to the HP service provider in the event of the loss of a network connection to a device. If the connection – which may be lost because of maintenance execution, device relocation or building construction – is not re-established within 48 hours, the customer will be contacted to either confirm removal of the device from the HP Pay For Print service or to re-establish network connections.

Other alerts:

Alert 1: Printer error

A printer was removed or failed to communicate.

Alert 2: New detected printer

A new printer was added.

Alert 3: Your network connection is lost

The network failed to communicate.

Alert 4: Data transfer corrupt

Alert 5: Cartridge fill level is not equal counter (yield)

The print volume is not in line with the amount of toner used.

* Only available in countries where the HP Planet Partner program is in place

Cartridge delivery and disposal

Delivery: After a printer sends the ink- or toner-low notification, the required product is delivered within 48 hours to the designated location.

We're making it easier to return cartridges: The HP Planet Partner program* is integrated in the HP Pay For Print solution. HP Planet Partner* provides environmentally friendly take-back and disposal to return your empty HP print cartridges. The pickup of empty cartridges will be organized by HP for you.

Billing and reporting

Billing: Customers can decide whether they want to be invoiced based on a per usage (Pay For Print) or per shipment (Pay For Print Light) model. The “usage” model bills customers on actual cartridge usage in percentages. Pay For Print Light charges customers for cartridges shipped per month. In both models, customers receive one consolidated invoice monthly for the previous month’s supplies.

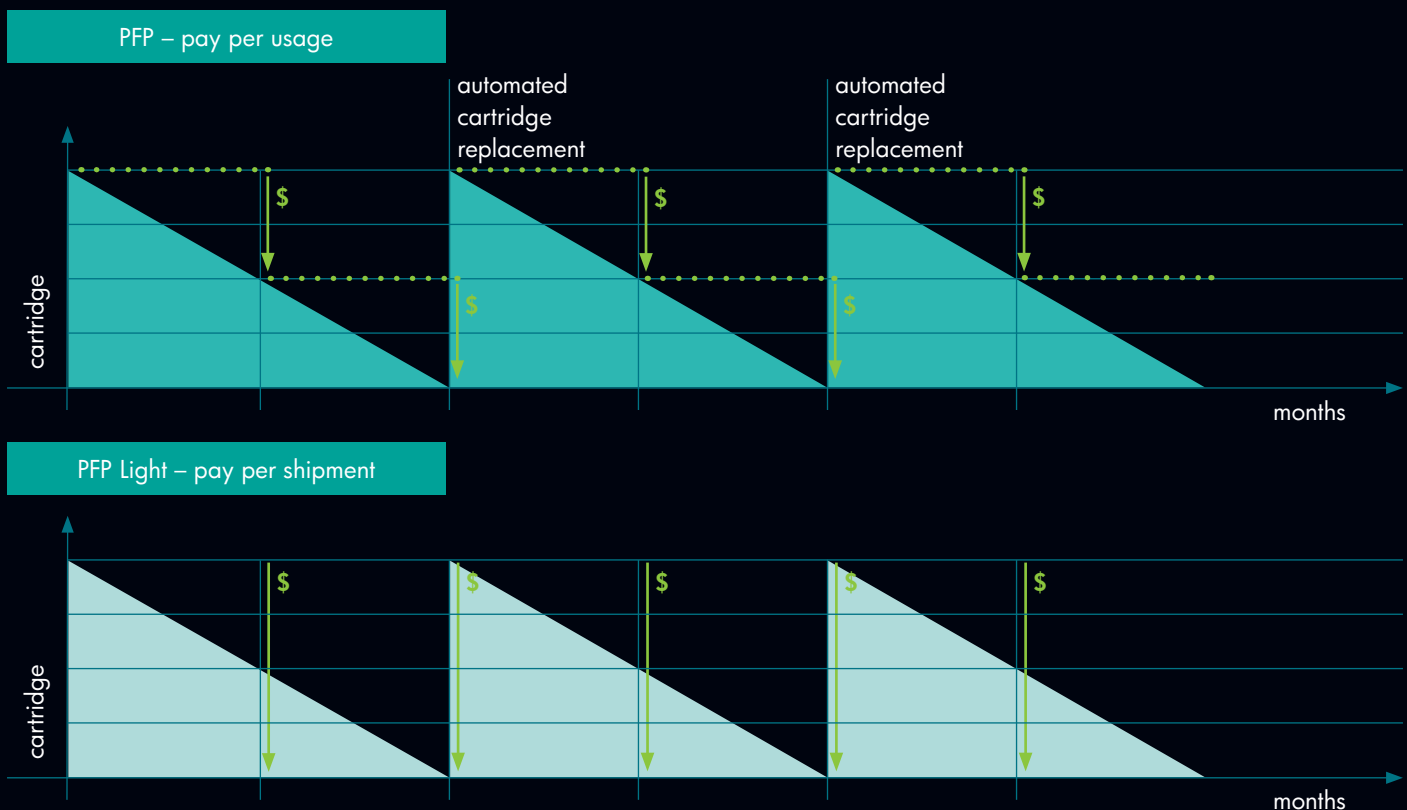
HP Pay For Print offers price protection on print supplies. This means price increases of Original HP print supplies have no effect on the HP Pay For Print contract pricing conditions, while price decreases are passed on to customers in full.

Reporting: Customers obtain maximum benefits from the HP Pay For Print program when they make use of the reporting feature. HP authorized partners can help customers interpret the data generated and explain how the information can help in terms of fleet optimization.

The following reports are available:

- 1. Reporting – Devices in contract:** Up-to-date overview all your printing devices serviced by HP Pay For Print
- 2. Reporting – Fill level of every cartridge per device:** Transparency on actual cartridge fill level on device in real-time level
- 3. Reporting – Contract volume with timing:** Up-to-date transparency over development of printing volume (overall and on device level) during the HP Pay For Print contract period
- 4. Invoice reporting:** A monthly report within your invoice with history of printing costs (overall and on device level) on monthly basis over the duration of the HP Pay For Print contract

Figure 6: HP Pay For Print purchase – payment cycle



Service and security

Service: During business hours, a help desk is available to help customers troubleshoot problems. Failures of the HP Pay For Print tool are resolved by the service provider, in most cases, even before customers are aware of the problem. In exceptional cases, the HP Pay For Print authorized partner provides on-site service. Failures are addressed within eight business hours (9:00 am–5:00 pm Mon–Fri).

Security, confidentiality and data privacy: During the program period, the customer has full visibility and control over the exchange of data between the service provider's DCA and the remote service provider's data collection server. The customer can restrict access to the data exchange in accordance to contract terms and agreements.

The service provider's reporting portal provides additional, auditable information on the overall print volumes, contractual information and toner levels for the different devices covered under the Pay For Print contract, as well as data used for pricing and invoicing. Access to the password-protected web portal is controlled by the service provider. The user name and password information is provided only by the service provider.

Secure network settings: DCA support secure http (https).

The service provider's Data Collection Agent uses the collected data and customer data that's been provided during the installation to create a text file. The text file is sent through FTP, http or https. The size of the text file depends on the number of printers. Its initial size is approximately 5 KB, each printer adding approximately 0.6 KB to the file.

The service provider's Data Collection Agent and the gathered data is automatically monitored 24 hours a day, seven days a week by the service provider. Feedback is given to the customer via e-mail in case irregularities are observed.

Contractual setup and Contact

HP Pay For Print is designed, managed and controlled by HP. The program is executed by HP authorized partners. Customers sign up for HP Pay For Print services through an agreement with their authorized partner. This partner is responsible for contract fulfillment and execution in accordance with the terms and conditions of the program. The HP Pay For Print contract is agreed for a period of one year. This contract is for printer consumables only, and does not include printer hardware.

To find out more about the HP Pay For Print program, customers should contact their HP authorized partner.

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