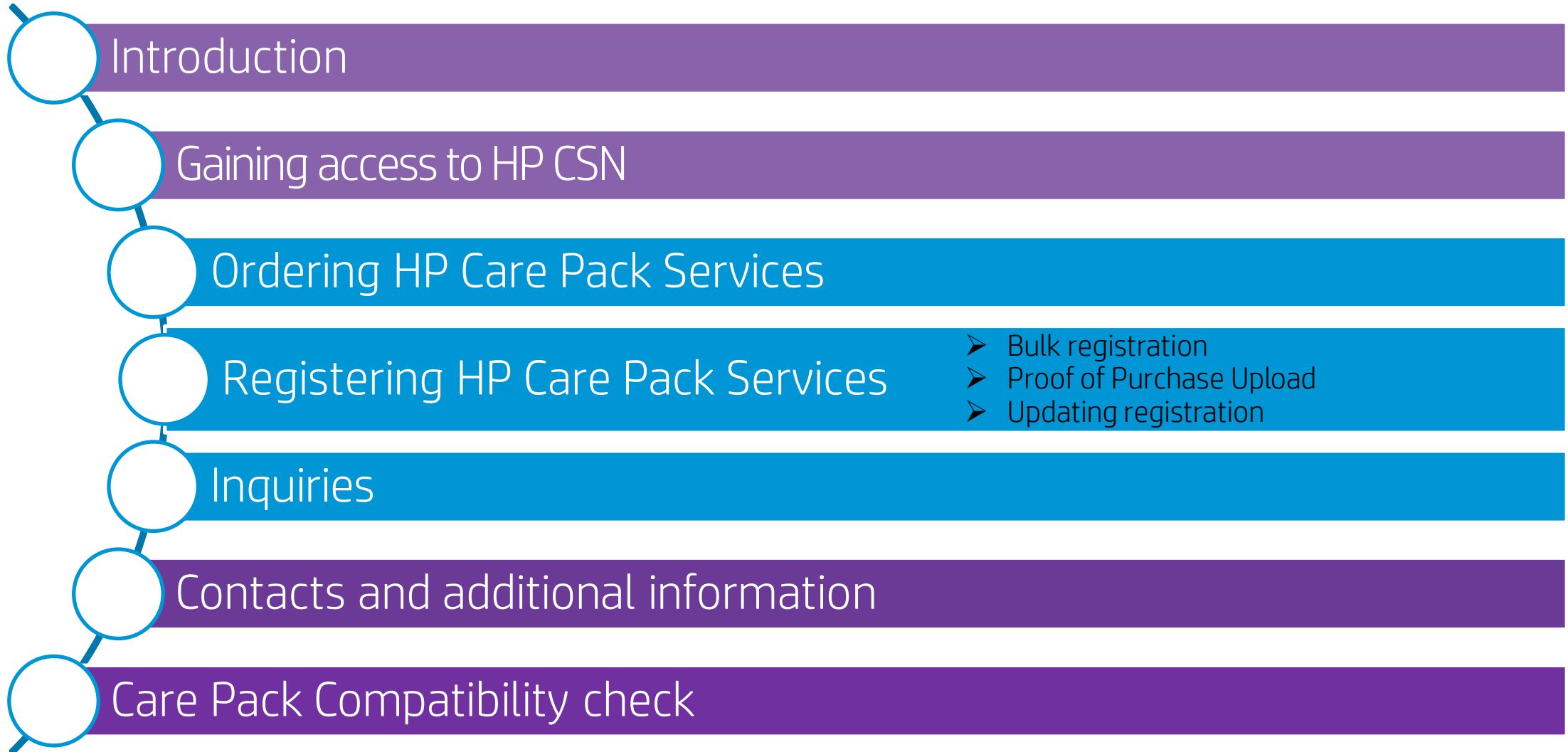


# HP Inc. Channel Services Network Distributor Training steps

Jan 2021



# Agenda

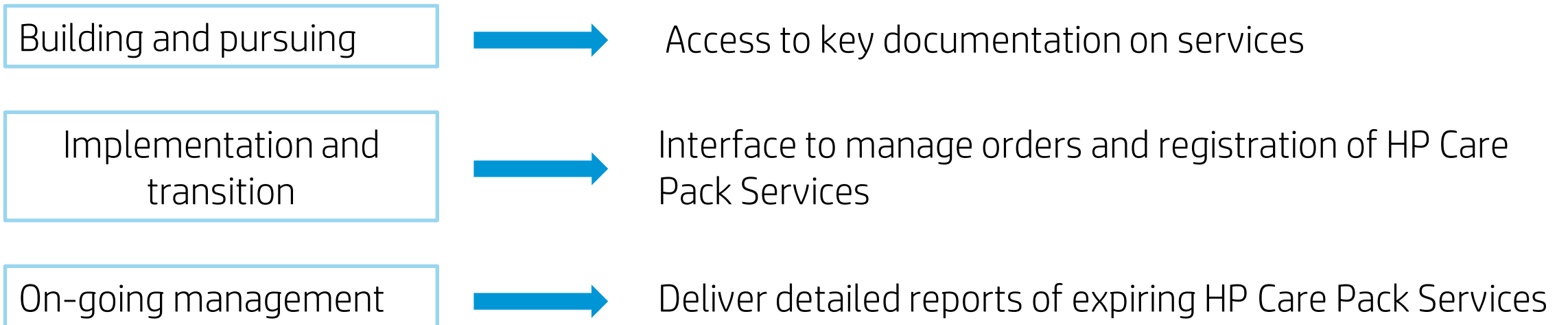


# What's the HP Channel Services Network?

Web-based application designed for partner management of HP Care Pack Services orders



Support in all phases:



# User access and functionalities

	Distributor	2 <sup>nd</sup> tier Reseller
Place orders	X	
Assign orders	X	
View and access orders	X	X
Register HP Care Pack Services	X	X
Extract reports	X	X

# Gaining access to HP CSN

# Obtaining Access to HP CSN



## Your questions:

1. What to do if I am not part of the CSN Community?
2. Whom to contact in order to obtain access?
3. What information do I need to provide?



## Our answers:

1. Partner should create HP ID by accessing CSN tool ( Refer the attachment)
2. HP ID should be shared to support team for creating CSN profile
3. Specific information must be provided, such as company name, mailing address, contact name, phone number, fax number and contact email address.



## Useful tips:

1. Only one user profile per company
2. Share access in between user

\*the e-mail addresses for all three regions countries, for assistance in creating a new HP CSN account, registration errors or updates are attached at the end of this ppt.

# Access CSN from Partner Portal

From the [Partner Portal](#), HP Channel Service Network tool is only a few steps away:

1. Enter the portal using your credentials
2. Hover over the “[Services & Support](#)” tab
3. Under “[Services Delivery](#)” navigate to “[HP Channel Services Network](#)”
4. Use to “[Go](#)” button to be access HP Channel Service Network tool.

## HP Channel Services Network

About HP Channel Services Network



Related Tools

Rate this tool



Additional login required

No

Platform compatibility



The HP Channel Services Network is a virtual, global community made up of HP customers, HP service channel partners and HP. It provides you opportunities to enhance business capabilities to sell and deliver global IT services through a Web-based management system. Utilising the expertise and resources of partners, the HP Channel Services Network ensures that HP customers receive state-of-the-art IT solutions more efficiently, skilfully and competitively.



# Access Care Pack Registration training steps from Partner Portal

From the [Partner Portal](#), training documentation is few steps away:

1. Enter the portal using your credentials
2. Hover over the “[Services & Support](#)” tab
3. Under “[Services Delivery](#)” navigate to “[Care Pack Registration](#)”
4. Use Warranty Check link and training materials.

**Warranty Check**



Find product warranty and HP Care Pack coverage information, including start and end date and service descriptions for HP products. To search for a specific product, you will need the serial number or product number.

[Link to Warranty check](#)

**Guide to HP Inc. Channel Services Network (CSN)**

This guide will show you how to:

- Use the CSN tool
- Check Care Pack compatibility
- Register an HP Care Pack Service
- Update information
- Get inquiries.

Document	File size	Language	Action
 <a href="#">Distributor's guide to the HP Inc Channel Service Network (CSN).pdf</a>	3,546.2 KB	English (US)	<a href="#">Download</a>
 <a href="#">Reseller's guide to the HP Inc Channel Service Network (CSN).pdf</a>	3,034.6 KB	English (US)	<a href="#">Download</a>



# Log in HP CSN

## HP Inc. Channel Services Network

[Contact HP CSN](#)  
[Become a HP partner](#)

[HP CSN overview](#)  
[How customers benefit](#)  
[Partner programs](#)  
[Features & benefits](#)

[Useful links](#)  
[HP newsroom](#)  
[HP parts store](#)  
[HP Care Pack services](#)  
[HP services](#)

### HP partner testimonial

"We wanted to work with a reliable company that had a genuine interest in working with us and was as concerned about our problems as we were."  
[> read more](#)

David Daikeler  
Customer Service and IT  
Manager  
Byers' Choice Ltd.  
[Byers' choice](#)



### Please Login

User id:

Password:

[login problems?](#)



Tip: turn off any pop up blockers

# HP CSN – Home page (1)

Contact HP CSN My favorites Tools Useful links Profile Logout

Speedcode **MAIN**

-  Message center
-  FAQ
-  Change profile
-  Printable version

## HP Inc. Channel Services Network

Welcome

- HP Care Pack services
- Warranty Entitlement
- Unit configuration
- HP part catalog
- HP parts store
- Technical information
- Documentation
- Service Media Library Page

### service delivery

### service sales

### Programs, training & documentation

### Reporting & administration



#### Entitlement

- > Warranty Entitlement
- > Unit configuration
- > Verify warranty

#### Parts ordering & claims

- > HP part catalog

#### Technical support

-  Support tools & information

#### Additional resources

- > Service Media Library Page
- > HP Unison Partner Portal

#### What's new

- > Check message of the day

# HP CSN – Home page (2)

Contact HP CSN My favorites Tools Useful links Profile Logout

## HP Inc. Channel Services Network


hp care pack services

Speedcode **ELFM**

- Message center
- FAQ
- Parent page
- Change partner
- Printable version

### Welcome to the HP Care Pack Services tool

With the need in an increasingly complex world to make it easy for partners to find and select the appropriate services to apply to hardware, HP Services is driving the way forward with eSelling. eSelling has some important advantages for HP and HP Services. It promotes ease of doing business, both for the partners and their customers. Ease of selling – ease of buying – speed – world-wide access – always available. These are the attributes that partners will find so appealing when they search out and select services online.



HP Care Pack services links

- HP Care Pack home
- Catalog
- View cart
- Ordering
- Registration
- Bulk registration
- Bulk ordering
- Bulk Assignment
- Update registration
- Inquiries
- Related links
- Bulk registration template
- Bulk ordering template
- Bulk order and register Template
- Bulk assignment template
- Care Pack user manual
- Cancel HP Care Packs
- Alert

1

Navigation pane

2

Speed codes



# Navigating using Speed codes

Contact HP CSN My favorites Tools Useful links Profile Logout

**Speedcode**

Type here the Speed code

**HP Inc. Channel Services Network**

hp care pack services

- Message center
- FAQ
- Parent page
- Change partner

Speed code	Page Access
ELFM	HP Care Pack Services Home Page
ELFC	Find an HP Care Pack
ELFR	Register an HP Care Pack
ELFT	Update an HP Care Pack
ELFI	Inquiries
ELFB	Bulk Registration
ELFO	Order an HP Care Pack Service



# Ordering and Assigning HP Care Pack Services

# Order HP Care Pack Services (1)

Contact HP CSN My favorites Tools Useful links Profile Logout

Speedcode **ELFO**

## HP Inc. Channel Services Network

hp care pack services


Welcome, \_\_\_\_\_

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- Ordering**
- Registration
- Bulk registration
- Bulk ordering
- Bulk Assignment
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- Inquiries
- Related links
- Bulk registration template
- Bulk ordering template
- Bulk order and register Template
- Bulk assignment template
- Care Pack user manual
- Cancel HP Care Packs
- Alert



The graphic shows a hand holding a blue HP logo, with the text 'hp Care Pack SERVICES' overlaid on a background of binary code and a blurred person's face.

Click "Ordering"  
or  
ELFO speed code




## Order HP Care Pack Services (2)

**Enter HP Care Pack Product Number and Quantity**

HP Care Pack Product Number	Quantity	Promotional Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

**next** **add row**



- Enter HP CP Product number
- Enter quantity
- Enter the promotional code if you have one
- Click “Next”

# Order HP Care Pack Services (3)

**Order Information**

Partner Name: H  
Sold To: 01400  
Bill To: 01400  
Ship To: 01400  
Special Instructions:

P.O. Number \*   
Alternate P.O. Number   
Payer: 01400

**Order Assignment**

Order Assigned To:  Reseller  End Customer

**Customer Information** search clear all

Customer Type:  Company  Individual User

Company Name:   
Department:   
First Name \*:   
Last Name \*:   
Email:   
Telephone \*:   
Fax:

Address 1:   
Address 2:   
City:   
State/province:   
Postal Code/Zip:   
Country: Select Country

[preview order](#)

Enter P.O. Number and decide if you want to assign the order to a reseller or end customer



**Order Preview**

**Order Information**

Partner Name: **COMPCENTER**  
Sold To: **36312**  
P.O. Number: 23807-22  
Alternate P.O. Number:   
Ordered By: Leau  
Ordered Date: 12.09.2013

**Pricing Information**

	HP Care Pack Product Number	HP Care Pack Product Description	Quantity	Promotional Code	Unit Price	Net Price
<input checked="" type="checkbox"/>	H7688PE	HP 1y PW Nbd LI4345/4100/M4345MFP Supp	1	N/A	GBP 448.00	GBP 448.00
<input checked="" type="checkbox"/>	U8065E	HP 5y 4h 13x5 DL36x(p) HW Support	1	N/A	GBP 1,506.00	GBP 1,506.00
<input checked="" type="checkbox"/>	U4428E	HP 3y ADP PickupReturn Notebook Only SVC	3	N/A	GBP 102.00	GBP 306.00

Any discounts associated with an eligible promotional discount code will be applied at the time of invoicing.  
By proceeding with this order, you are agreeing to the [Terms and Conditions](#) available on this web site.  
In some cases placing the order may take a moment. Please be patient and allow the process to complete. Clicking the **place the order** button more than once will result in duplicate orders.

[add more packs](#) [back to order entry](#) [place the order](#)

Verify that everything is correct before you place the order



# Order HP Care Pack Services (4)

**Order Confirmed**

**Order Information**

Order Number	EM1	2
Partner Name	COM	R
Sold To	3	2
P.O. Number	23	2
Alternate P.O. Number		
Ordered By	LD	u
Ordered Date	12.09.2013	

**Pricing Information**

HP Care Pack Product Number	HP Care Pack Product Description	Quantity	Promotional Code	Unit Price	Net Price
<a href="#">H7688PE</a>	HP 1y PW Nbd LJ4345/4100/M4345MFP Supp	1	N/A	GBP	GBP
<a href="#">U8065E</a>	HP 5y 4h 13x5 DL36x(p) HW Support	1	N/A	GBP	GBP
<a href="#">U4428E</a>	HP 3y ADP PickupReturn Notebook Only SVC	3	N/A	GBP	GBP

[place another order](#)   [register care pack](#)   [email to customer for registration](#)   [assign this order](#)

Please note down the Order Number

→ Click on “e-mail to customer for registration” if you want to take this action

To register other HP Care Pack Services, click on “register care pack”

To continue placing orders, click on “place another order”

To assign the order to a reseller or end customer, click on “assign this order”



# Assign an order (1)

## Assignment information

### Reseller's assignment

Order Information

Order Number EM1 2  
Sold To 36 2  
Alternate P.O. Number 23 7-22

Order Assignment

Order Assigned To :  Reseller  End Customer

Reseller Information list clear all

Reseller User ID \*   
Contact Name   
Contact Phone   
Contact Email   
Email Order Details   
Additional Emails

Fill out

preview assignment

The Reseller needs to have a CSN account.

The Reseller User ID is mandatory.

If a Reseller does not have a CSN account, **DO NOT** assign to End Customer with the Reseller's details.

### End customer's assignment

Order Information

Order Number EM1 4  
Sold To 3 2  
Alternate P.O. Number 43 6

Order Assignment

Order Assigned To :  Reseller  End Customer

Customer Information search clear all

Customer Type  Company  Individual User

Company Name \*  Address 1   
Department  Address 2   
First Name \*  City   
Last Name \*  State/province   
Email \*  Postal Code/Zip   
Telephone \*  Country  Select Country   
Fax

Fill out

preview assignment

Company name, Name, Email and Telephone number are mandatory fields.

Only **End Customer information**, not reseller information.

# Assign an order (2)

Assignment preview and confirmation

Verify that everything is correct before you confirm the assignment

**Preview Assignment**

---

**Order Information**


Order Number	EM1	4
Sold To	3	2
Alternate P.O. Number	43	6

---

**Customer Information**

Company Name	XYZ Corp.
Department	Suite 999
Customer Name	Jim Technology
Address	123 Any Street London,England - 1 m2m3m GREAT BRITAIN
Email	jim.technology@customer.com
Phone	555.555.5555

[back](#) [confirm assignment](#)



# Assign an order (3)

## Successful assignment

Contact HP CSN My favorites Tools Useful links Profile Logout Speedcode

---

**HP Inc. Channel Services Network** Message center  
FAQ  
Parent page  
Change profile  
Printable version

assign order

**Welcome, Sweden Distributor** Sweden

---

HP Care Pack services links **Assignment Confirmed** ← This is your assignment confirmation message  
HP Care Pack home  
Catalog  
View cart  
Ordering  
Registration  
Bulk registration  
Bulk ordering  
Bulk Assignment  
Update registration  
Inquiries  
Related links  
Bulk registration template  
Bulk ordering template  
Bulk order and register  
Template  
Bulk assignment template  
Care Pack user manual  
Cancel HP Care Packs  
Alert

Order Information	
Order Number	<b>EM10000606</b>
Sold To	<b>880102649</b>
Alternate P.O.Number	12344

Reseller Information	
Reseller User ID	SWEDENRESE3118
Contact Name	<b>Sweden Reseller</b>
Contact Phone	13214345343
Contact Email	george.cautis@hp.com
Additional Emails	<input type="text"/>

# Registering HP Care Pack Services

1. Single Registration
2. Bulk registration
3. Proof of Purchase Upload
4. Updating registration

# Remember

If an HP Care Pack Service is not registered...



IT'S NOT  
ACTIVE



CUSTOMER NOT  
ENTITLED

# Register HP Care Pack Services (1)

Contact HP CSN My favorites Tools Useful links Profile Logout

Speedcode **ELFR**

## HP Inc. Channel Services Network

hp care pack services


Welcome, |

### Welcome to the HP Care Pack Services tool

With the need in an increasingly complex world to make it easy for partners to find and select the appropriate services to apply to hardware, HP Services is driving the way forward with eSelling. eSelling has some important advantages for HP and HP Services. It promotes ease of doing business, both for the partners and their customers. Ease of selling – ease of buying – speed – world-wide access – always available. These are the attributes that partners will find so appealing when they search out and select services online.

HP Care Pack services links

- HP Care Pack home
- Catalog
- View cart
- Ordering
- Registration**
- Bulk registration
- Bulk ordering
- Bulk Assignment
- Update registration
- Inquiries
- Related links
- Bulk registration template
- Bulk ordering template
- Bulk order and register Template
- Bulk assignment template
- Care Pack user manual
- Cancel HP Care Packs
- Alert



The graphic shows a hand holding a blue HP logo. In the background, there is a blurred image of a person's face and the text 'hp Care Pack SERVICES' with binary code (0s and 1s) overlaid.

Click "Registration" or ELFR Speed code

# Register HP Care Pack Services (2)

To register the HP Care Pack ordered, please enter either the Order Reference No, the Purchase Order No., the User ID or the Date Range.

Order Reference No

From Date

P.O. Number

To Date

User ID

**Fill out**

**search**

Sales Order	P.O. Number	Sold To	Assigned To	Reseller P.O.	Date Created	Registration Status
AM02005397	xzXz	013006	Y2651	xzXz	9/4/2013	Incomplete
AM02005441	hmbmb	013006			9/5/2013	Incomplete
AM02005491	05091307	013006			9/6/2013	Incomplete
AM02005494	zdsd	013006			9/6/2013	Incomplete
AM02005495	05091312	013006			9/6/2013	Incomplete
AM02005498	423	013006	Y2651		9/6/2013	Incomplete
AM02005510	POvij	013006			9/6/2013	Incomplete
AM02005515	POsrtest	013006			9/6/2013	Incomplete
AM02005355	test124	013006			9/3/2013	Incomplete
AM02005384	test098	013006	Y2651		9/4/2013	Incomplete
AM02005412	TEST FINANCE 090313	013006			9/2/2013 5:00:00 PM	Complete
AM02005505	7653	013006			9/6/2013	Incomplete
AM02005365	test1267	013006			9/4/2013	Incomplete
AM02005399	XCZXZX	013006			9/4/2013	Incomplete
AM02005459	3	013006			9/5/2013	Incomplete

first previous next last

SearchResults 1 to 15 of 146





# Register HP Care Pack Services (3)

**order information**

**registration information**

---

**Order Header**

Order Reference No: AM 2    Special Instructions \*

P.O. Number: SCA 6

Partner Name:

Sold To: 01 0

\* You can enter support details in the special instructions space.

---

**Order Detail**

HP Care Pack Product Number	HP Care Pack Product Description	Quantity	Show
UM963E	HP 3 year Pickup and Return Service for 1 year warranty Envy Notebook	1	<input checked="" type="checkbox"/>

Verify that everything is correct



**order information**

**registration information**

---

**Customer Details**    » customers registered against this order    search    clear all

Note: All the fields below in \* are mandatory for registration.

**Customer Type**

Company     Individual User

Company Name \*     Address 1 \*

Department     Address 2

First Name \*     City \*

Last Name \*     State/Province \*

E-Mail     Postal Code/Zip \*

Telephone \*     Country \*

Fax

**Fill out**

---

**Registration Details**    » preview    » store

Note: model number and product number are different; the product number is needed for your HP Care Pack registration. The product number and/or serial number data that you enter may be automatically corrected for you.

Select all	HP Care Pack Product No.	Care Pack Serial No.	Product Serial No.	Product Number	Product Purchase Date
<input checked="" type="checkbox"/>	U4414E	XT 58	CN C	XV036LA	11.03.2014 <input type="text"/>
<input type="checkbox"/>	U4414E	XW 25	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	U4414E	X5 7C	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	U4414E	X5 84	<input type="text"/>	<input type="text"/>	<input type="text"/>

**preview**    **store**

Note: You can now fill out the PPD field



# Register HP Care Pack Services (4)

**Preview Registration**

Order Information	
Order Number	AM02005652
Partner Name	
Sold To	01400
P.O. Number	SCAS198236
Remarks	

Customer Information	
Company	XYZ Company
Department	
Customer Name	Janis Star
Address	123 Any Street Belleville, ON - K4T 6N9 CA
Telephone	262-373-3889
Fax	
E-Mail	janis.star@xyz.com

Product Registration Info				
HP Care Pack Product No.	HP Care Pack Product Desc.			
UM963E	HP 3 year Pickup and Return Service for 1 year warranty Envy Notebook			
Serial No.	Product Number	Care Pack Serial No.	Product Description	Status
5CH13803NG	LY079UA	X5B78ZRC6394		Not Registered

Please **check** the Product Serial Numbers are applicable to the HP Care Pack Services you plan to register. In case there is a discrepancy observed, your registration can be cancelled by the system.

[back](#) [confirm care pack registration](#)



**Care Pack(s) Registered**

Order Information	
Order Number	AM02005652
Partner Name	
Sold To	01400
P.O. Number	SCAS198236
Remarks	

Customer Information	
Company	XYZ Company
Department	
Customer Name	Janis Star
Address	123 Any Street Belleville, ON - K4T 6N9 CA
Telephone	262-373-3889
Fax	
E-Mail	janis.star@xyz.com

Product Registration Info				
HP Care Pack Product No.	HP Care Pack Product Desc.			
UM963E	HP 3 year Pickup and Return Service for 1 year warranty Envy Notebook			
Serial No.	Product Number	Care Pack Serial No.	Product Description	Status
5CH13803NG	LY079UA	X5B78ZRC6394		Registered

Please **check** the Product Serial Numbers are applicable to the HP Care Pack Services you plan to register. In case there is a discrepancy observed, your registration can be cancelled by the system.

[register another](#) [view certificate](#) [e-mail registration](#)

To send a copy of certificate to the customer, click on "e-mail registration"

To view your certificate click on "view certificate"

To register another HP Care Pack select "register another"



# View certificate through your CSN account (1)

## Care Pack Certificate

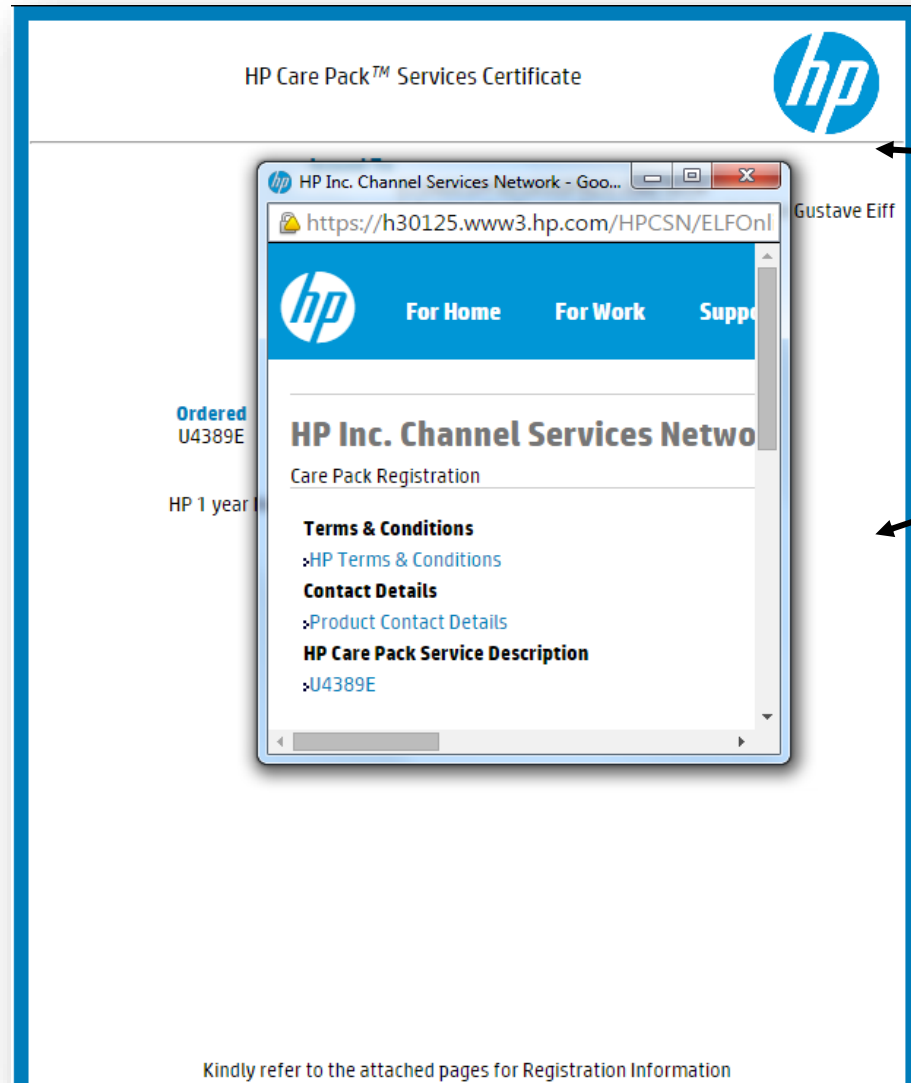
### How would you like to print your Registration Certificate(s)?

- Print Certificate(s) for entire order
- Print Certificate(s) for each customer location/ID
- Print one Certificate for each Care Pack Serial Number
  
- Print Service Provider information on the Certificate(s)
  
- Print Certificate(s) in Letter (8.5 x 11") - default is A4 (8.27 x 11.69").

[show certificate](#)



# View certificate through your CSN account (2)



2 windows open

HP Care Pack Services Certificate and Registration information

HP Terms & Conditions, Product contact details and HP Care Pack description

Make sure you print all these documents

# 2. Bulk Registration

# Bulk Registration (1)

## 3 Simple Steps to Follow

1



Download and  
complete template

2



Upload template

3



Once system has registered  
it sends a confirmation email

# Bulk Registration (2)

## 1. Download the template

Contact HP CSN My favorites Tools Useful links Profile Logout Speedcode **ELFR**

---

### HP Inc. Channel Services Network

hp care pack services

[Message center](#)  
[FAQ](#)  
[Parent page](#)  
[Change partner](#)  
[Printable version](#)


**Welcome,** \_\_\_\_\_

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**HP Care Pack services links**

- [HP Care Pack home](#)
- [Catalog](#)
- [View cart](#)
- [Ordering](#)
- [Registration](#)
- [Bulk registration](#)
- [Bulk ordering](#)
- [Bulk Assignment](#)
- [Update registration](#)
- [Inquiries](#)
- Related links**
- [Bulk registration template](#)
- [Bulk ordering template](#)
- [Bulk order and register Template](#)
- [Bulk assignment template](#)
- [Care Pack user manual](#)
- [Cancel HP Care Packs](#)
- [Alert](#)



The banner features a hand holding a blue HP logo, with the text 'hp Care Pack SERVICES' overlaid on a background of binary code.

Click "Bulk registration template"



# Bulk Registration (3)

## 1. How to Fill Excel template

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	MANDATORY FIELD	MANDATORY FIELD	MANDATORY FIELD	MANDATORY FIELD		MANDATORY FIELD			MANDATORY FIELD	MANDATORY FIELD	MANDATORY FIELD	MANDATORY FIELD	MANDATORY FIELD	MANDATORY FIELD		MANDATORY FIELD	Manda for Hard
2	Reference Number (Ex:AMI)	Unit Serial Number	Product Number	HP CarePack Product Number	Title/First name	Surname	Company Name	Department	Street Name & Number	Post/Zip Code	Town/City	State	Country	Tele #	Fax #	Email	Product DD-
3	EMI08080808	CND5211NCM	J4T67EA	U4414E	MR. Doe	John	ABCCompany		Address 1	222222	Dublin		Ireland	555.555.555		<a href="mailto:John@ABCCompany.com">John@ABCCompany.com</a>	
4	EMI08080809	CND5211NN7R	J4T67EA	U4414E	MR. Doe	John	ABCCompany		Address 2	222223	Dublin		Ireland	555.555.556		<a href="mailto:John@ABCCompany.com">John@ABCCompany.com</a>	
5	EMI08080810	CND5211NV6	J4T67EA	U4414E	MR. Doe	John	ABCCompany		Address 3	222224	Dublin		Ireland	555.555.557		<a href="mailto:John@ABCCompany.com">John@ABCCompany.com</a>	
6																	

- A new template must be downloaded and completed every time a new bulk registration is required.
- It must be saved as Excel format.
- For every HP Care Pack Service order line, complete all fields where the column heading states “Mandatory fields”, adding an email address as well.
- Ensure no blank spaces are entered in the template.
- Opening two templates at the same time using Internet Explorer will cause a page error.
- When opening a template or report, it is highly recommended that it be saved to the submitter’s hard drive.



# Bulk Registration (4)

## 2. Upload template

Select "Bulk registration"

Contact HP CSN My favorites Tools Useful links Profile Logout

Speedcode **ELFM**

Message center  
FAQ  
Parent page  
Change partner  
Printable version

HP Inc. Channel Services Network

hp care pack services

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- Bulk order and register Template
- Bulk assignment template
- Care Pack user manual
- Cancel HP Care Packs
- Alert

hp Care Pack SERVICES

With this functionality you can bulk register your existing orders of all type( bulk, online and EDI orders)

### Upload File for Bulk Registration

Country

File Name

**Important Note: Starting November 13th 2016, Please upload xls extension file. The template can be downloaded from left navigation links.**

- If the mandatory fields are not populated, a notification will be sent to submitter with error message.
- An email confirming the bulk uploads, as well as details regarding status of your bulk uploads, will be sent upon system completion.

# Bulk Registration (5)

## 2. Simple validation of the info on the Bulk templates

→ User will be notified, after uploading the bulk file, if certain mandatory fields were not filled in:

### Example for Bulk Registration:

HP Care Pack services links With this functionality you can bulk register your existing orders of all type( bulk, online and EDI orders)

[HP Care Pack home](#)

[Catalog](#)

[View cart](#)

[Ordering](#)

[Registration](#)

[Bulk registration](#)

[Bulk ordering](#)

[Bulk Assignment](#)

[Update registration](#)

[Inquiries](#)

[Related links](#)

[Bulk registration template](#)

[Bulk ordering template](#)

[Bulk order and register](#)

[Template](#)

[Bulk assignment template](#)

[Care Pack user manual](#)

[Cancel HP Care Packs](#)

[Alert](#)

#### Upload File for Bulk Registration

File Name \*  No file chosen

\* Please fill the Mandatory and/or missing fields highlighted below and upload the file again

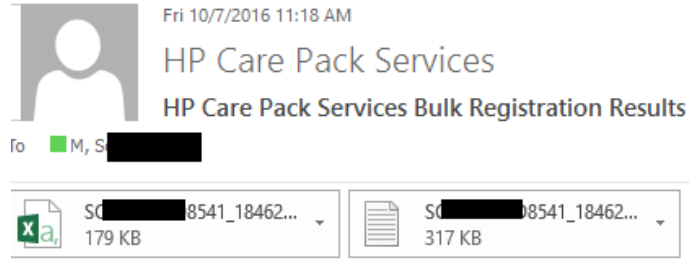
Mandatory Field	Mandatory Field	Mandatory Field	Mandatory Field	Mandatory Field	Mandatory Field			Mandatory Field	Mandatory Field	Mandatory Field		Mandatory Field		
CSN Order Reference Number	Unit Serial Number	Product Number	HP CarePack Product Number	Title/First name	Surname	Company Name	Department	Street Name & Number	Post/Zip Code	Town/City	State	Country	Tele #	Fax #
.....	CNU32.....		U4414E			HPI	CSS		560022	EC		INDIA		
		E3Q22JQ				HPI	CSS	SW						

**Important Note: Starting November 13th 2016, Please upload xls extension file. The template can be downloaded from left navigation links.**



# Bulk Registration (7)

## 3. Confirmation email



Once system has registered  
it sends a confirmation email

PLEASE DO NOT REPLY TO THIS MESSAGE AS IT IS SYSTEM GENERATED AND REPLIES WILL NOT BE SEEN.

Dear Partner,

The attached Excel spreadsheet contains the results of your HP Care Pack Services bulk registration upload. The content of the results file (SORNAAUD8541\_1846230\_\_Output.csv) is also visible at the bottom of this email for those that may have trouble opening the file.

All line items have been uploaded successfully unless noted in the 'Error' heading within the results content.  
If errors occurred, correct the line item(s) and upload only the corrected items. Do not upload the entire file again.

We have also included your original uploaded file for your reference.

Thank you,

HP Care Pack Services Team.

Line Number	Order Number	Serial Number	Product Id	Care Pack Part Number	Error Info
1	API003 [redacted]	5C [redacted] SF	D9S35AV	U4414E	Information: Line Registered
2	API003 [redacted]	5C [redacted] G3	N9G25EP	U4414E	Information: Line Registered
3	API003 [redacted]	5C [redacted] 6V	K6D91UC	U4414E	Information: Line Registered
4	API003 [redacted]	5C [redacted] 3B	K6D91UC	U4414E	Information: Line Registered
5	API003 [redacted]	5C [redacted] FX	K8V59EP	U4414E	Information: Line Registered



# Bulk Registration Error Messages

## Top Error Messages

Error Code	Error Messages	Explanation
REG017	The supplied Fixed Care Pack cannot be registered without an end-customer email address	This error is due to Missing End customer email address
REG022	The supplied Product Number "{0}" is not recognized.	This error is due to Invalid Product Number provided during bulk registration
REG024	The supplied Product Number "{0}" is not compatible with the supplied Fixed Care Pack	This error is due to wrong Fixed Care Pack for the available HW
REG030	Unable to accept this registration because the Hardware Product Number cannot be validated against the Warranty Systems	This error is due to Invalid Serial Number provided during bulk registration
REG033	This Fixed Care Pack has previously been deactivated and is no longer usable or available for registration	This error is due to Serial Number already canceled in the system
REG041	The supplied Hardware product details cannot be validated due to Weak Warranty. To complete HP Care Pack registration, please contact HP and provide Hardware Proof of Purchase	This error is due to Invalid Product Number provided during bulk registration



# Bulk Registration Template guidelines (1)

- This functionality allows the registration of several HP Care Pack services at once, saving valuable time and resources. It is especially helpful when registration of large volumes of HP Care Pack services is required.
- New templates are available in Excel format.
- Opening two templates at the same time using Internet Explorer will cause a page error. When you open a template or report, it is highly recommended that you save it to your hard drive.
- Character Limits by template column: **(Exceeding the limit will cause a registration failure.)**
  - COMPANY\_NAME: 160
  - FIRST\_NAME: 30
  - LAST\_NAME: 30
  - ADDRESS1: 160
  - DEPARTMENT NAME OR SUITE NUMBER: 20
  - CITY: 50
  - STATE: 40
  - ZIPCODE: 20
  - PHONE: 20
  - FAX: 20
  - EMAIL\_ADDRESS: 50
  - TAXID: 20
- During Bulk registration, process 5000 line items within one file. **Do not exceed the limit as this will cause registration failure.**



## Bulk Registration Template guidelines (2)

- Fill the mandatory information in the template and ensure that **no blank spaces are entered** after the Unit serial number, Product number, HP Care Pack Product Number, etc., in the template.
- Product Purchase Date should be updated in the format DD-MMM-YYYY whenever applicable. **Other formats will cause file invalid and registration failure.**
- After the completed template has been uploaded, a confirmation email confirming the bulk uploads will be sent, as well as details regarding status of the bulk uploads within 2 to 3 hours of uploading the file.
- The file will state, by line item, if any line items were not successfully processed and why.
  - In the case of errors, correct any items and upload **only** those corrected line items for reprocessing.
  - **Do not upload the entire file again.**
- User has the possibility to check the upload status on a tracking page (ELFI) under “Get Bulk Upload status report”

# 3. Proof of Purchase Upload

# What is Proof of Purchase ( POP )

## General Information

- POP is an **invoice** document that shows when the **Hardware was purchased by the end customer**
- Allows for a **proper alignment of the factory warranty** which in return **will align with the Care Pack service period.**
- The POP must contain:
  - The date of the invoice:
    - the Care Pack support begins on the date of initial purchase (Product Ship Date) of the product to be supported and will terminate at the end of the specified number of years of purchased service.
  - The Hardware Serial Number and Product Number:
    - needs to be validated in order to register the Care Pack with the correct details



# What is Proof of Purchase ( POP )

## What is new

- Effective May 13th, the submission of the proof of purchase document(s) is required for the Care Pack registration validation.
  - ✓ The current improvement allows customers to upload the POP to align the Care Pack support period with HW invoice date
- The CSN system will notify the users when it is required to upload Proof Of Purchase (POP) as per below warning message:

## HP Channel Services Network

 [Printable version](#)

### Registro de Servicios HP Care Pack

---

Warning: FCPRCCDE16: PHC6B06450: C5J91A: A proof of purchase document is needed for this product. Please upload this within the next 30 days. If the proof of purchase document is not uploaded within 30 days, HP will apply the original warranty start date.

Warning: FCPRCCDE16:

# Upload functionality of Proof of Purchase (POP) document

## Upload POP –Step 1

- **Distributors** have the possibility to directly upload the Proof of Purchase (POP) document using the available link on the left navigation ( Upload Proof of Purchase ) under HP Care Pack services links in CSN system.
  - Upload the document **by the Sales order Number** or **by the Hardware Serial Number and Product Number**

## Upload Proof of Purchase (1)

Contact HP CSN My favorites Tools Useful links Profile Logout Speedcode **ELPP**

**HP Channel Services Network**  
Upload Proof of Purchase  
Welcome, Dorin Tutui (0140034265) Canada

Message center  
FAQ  
Parent page  
Change partner  
Printable version

HP Care Pack services links  
HP Care Pack home  
Catalog  
View cart  
Ordering  
Registration  
Bulk registration  
Bulk ordering  
Bulk Assignment  
Update registration  
**Upload Proof Of Purchase**  
Inquiries  
Access administrative tools  
Related links  
Bulk registration template  
Bulk ordering template  
Bulk order and register Template  
Bulk assignment template  
Care Pack user manual  
Cancel HP Care Packs

**Proof of Purchase**

**Upload Proof Of Purchase**

By Sales order Number  
 By Hardware Serial Number and Product Number

Sales Order Number \*

**Continue**

Click "Upload Proof of Purchase" or ELPP speedcode

The submission of the proof of purchase document(s) is needed for Care Pack registration validation

# Upload functionality of Proof of Purchase (POP) document

## Upload POP –Step 2

- Select the hardware for which you want to upload the POP
- Upload the Proof of purchase (delivery note, invoice, installation note) in the following formats: [.jpg](#), [.png](#), [.gif](#), [.bmp](#), [.jpeg](#), [.tiff](#) & [PDF](#).
- To upload the POP, click on “Browser” and select the document.

**Upload Proof of Purchase by Sales Order number**

Valid proof of purchase would be a copy of a delivery note, invoice, installation note or similar  
Please upload only .jpg, .png, .gif, .bmp, .jpeg, .tiff extension file  
If same POP document to be applied for multiple Hardware Products, please select "Check here to submit same POP for all hardware products".  
Default POP upload limited to 40 Hardware Products for each upload attempt. More POP can be uploaded again via "Continue to upload POP".

Select all	Serial Number	Product Number	Email	POP Status	POP Image
<input checked="" type="checkbox"/>	C [REDACTED] D	[REDACTED] ET	[REDACTED]@ [REDACTED].com	Pending	[REDACTED]

Check here to submit same POP for all hardware products

[Back](#) [Submit POP](#)

# Upload functionality of Proof of Purchase (POP) document

## Upload POP –Step 3

- For multiple Hardware found on the same POP, please select “**check here to submit same POP for all hardware products**” and click “Browse...” to upload the equivalent POP for all the hardware products in the order:



The screenshot shows a web form with the following elements:

- A checkbox with the label "Check here to submit same POP for all hardware products" which is checked.
- A file input field with a "Browse..." button next to it.
- Two blue buttons: "Back" and "Submit POP".

- To complete the upload , please click on “Submit POP”

# Upload functionality of Proof of Purchase (POP) document

## Confirmation page

- Once the upload is completed, the following confirmation will appear:

**Upload Proof of Purchase by Sales Order number**

Valid proof of purchase would be a copy of a delivery note, invoice, installation note or similar  
Please upload only .jpg, .png, .gif, .bmp, .jpeg, .tiff extension file  
If same POP document to be applied for multiple Hardware Products, please select "Check here to submit same POP for all hardware products".  
Default POP upload limited to 40 Hardware Products for each upload attempt. More POP can be uploaded again via "Continue to upload POP".

Serial Number	Product Number	Email	POP Status
██████████0	██████████	██████████@████.com	POP012: Thank you. The proof of purchase document has been successfully loaded.

[Continue to upload POP](#)

**Navigation Menu:**  
HP Care Pack services links  
HP Care Pack home  
Catalog  
View cart  
Ordering  
Registration  
Bulk registration  
Bulk ordering  
Bulk Assignment  
Update registration  
Upload Proof Of Purchase  
Inquiries  
Access administrative tools  
Related links  
Bulk registration template  
Bulk ordering template  
Bulk order and register  
template  
Bulk assignment template  
Care Pack user manual  
Cancel HP Care Packs  
Alert

# Upload functionality of Proof of Purchase (POP) document

## End Customer perspective

- **End customers** will be able to upload the Proof of Purchase (POP) using the registration link existing in the e-mail registration, following the below steps:
- 1<sup>st</sup> Page ( after clicking on the registration link ):

## HP Channel Services Network

### HP Care Pack Services Registration

Dear Customer,

Thank you for purchasing HP Care Pack Services  
You can activate your purchase by registering with a valid activation number  
Please enter the valid activation number below and then click on submit

Activation Number \*

**Submit**

- 2<sup>nd</sup> Page :

## HP Channel Services Network

### HP Care Pack Services Registration

#### Order Detail

HP Care Pack Product No.	HP Care Pack Product Description
U4414E	HP 3y NextBusDayOnsite Notebook Only SVC

#### What do you want to do?

- On-line Registration
- Bulk Registration
- Upload Proof Of Purchase

With this you can upload proof of purchase Image

**Upload POP**

# Display functionality of Proof of Purchase Document

## Display Proof of Purchase

- **Distributors** will have the possibility to view the POP uploaded, by clicking on “Display Proof of Purchase based on Hardware Serial number ”:
  - Please visit the **Inquiries** page in CSN, click on “Display Proof of Purchase based on Hardware Serial Number and Product Number”, and provide with the Hardware Serial Number and the Product Number :

### HP Care Pack services links

- [HP Care Pack home](#)
- [Catalog](#)
- [View cart](#)
- [Ordering](#)
- [Registration](#)
- [Bulk registration](#)
- [Bulk ordering](#)
- [Bulk Assignment](#)
- [Update registration](#)
- [Upload Proof Of Purchase](#)
- [Inquiries](#)**
- [Access administrative tools](#)
- [Related links](#)
- [Bulk registration template](#)
- [Bulk ordering template](#)
- [Bulk order and register Template](#)
- [Bulk assignment template](#)
- [Care Pack user manual](#)
- [Cancel HP Care Packs](#)
- [Alert](#)

Search

### What do you want to do?

- Get Registration Report in excel format
- Get Orders Detail Report in excel format
- Get the sales orders placed within a Date Range and/or by the P.O.Number
- Perform an inquiry on the Sales Order Number
- Find the registration information based on Serial Number
- Get the registration information based on Care Pack Serial Number
- Get Registrations Expiring in a date range report
- Get Bulk Upload Status report
- Display Proof of Purchase based on Hardware Serial number and Product number**
- Get Product Mapping Information

Serial number \*

Product number \*

Search

# Display functionality of Proof of Purchase Document

POP Open

The POP will be displayed in the right pane :

HP Care Pack services links

[HP Care Pack home](#)

[Catalog](#)

[View cart](#)

[Ordering](#)

[Registration](#)

[Bulk registration](#)

[Bulk ordering](#)

[Bulk Assignment](#)

[Update registration](#)

[Upload Proof Of Purchase](#)

[Inquiries](#)

[Access administrative tools](#)

[Related links](#)

[Bulk registration template](#)

[Bulk ordering template](#)

[Bulk order and register](#)

[Template](#)

[Bulk assignment template](#)

[Care Pack user manual](#)

[Cancel HP Care Packs](#)

Date: 05/10/2017

---

**Invoice To**

**Customer Contact**

Email

For any order queries, please contact  
Rhiannon Ballance

Phone

Email

**Deliver To**

**Insight Order No**

Your Acc No

Previous Acc No

Your VAT No

Your PO No

Your Ref No

Payment Terms

**Invoice Due Date**

Currency

7970454

04/11/2017

GBP

Quantity	Product Code	Product Description	Unit Cost	Net Total	VAT Rate	VAT	TOTAL
1	0006516794	<span style="background-color: yellow;">HP 430 G4 i5-7200U 4GB 500GB W10P64</span> Manu. Part#:Y7Z43ET#ABU Date shipped: 05/10/2017 Ship from: GB <span style="background-color: yellow;">Serial number : 5CD724CGZP</span>	519.99	519.99	20.00		
1	0003922960	Samsung SSD 850 EVO 250GB Manu. Part#:MZ-75E250B/EU Date shipped: 05/10/2017 Ship from: GB	75.40	75.40	20.00		



# Error messages and their signification

Warning Message	Action To Be Taken
<p><b>FCPRCCDE14:</b> The registration request was accepted with a service date derived from HP warranty data. Please contact HP should you need assistance</p>	<p>In this case, please verify the start date of the care pack and, if necessary, please contact the care pack registration team and also provide a valid proof of purchase, so they could proceed further with the requested amendment</p>
<p><b>FCPRCCDE16:</b> A proof of purchase document is needed for this product. Please upload this within the next 30 days. If the proof of purchase document is not uploaded within 30 days, HP will apply the original warranty start date.</p>	<p>In this case, just follow the pop upload instructions.</p>
<p><b>FCPRCCDE17:</b> A product purchase date has already been provided for this product, and therefore this request will not be processed. Please contact HP should you need assistance.</p>	<p>The action “required” but not mandatory is similar to the first one : “please verify the start date of the care pack and, if necessary, please contact the care pack registration team and also provide a valid proof of purchase, so they could proceed further with the requested amendment</p>

# HW Product Purchase Date(PPD) Process

## Notification mail triggering logic

The end customer will receive the notification mail after 30 days, if the registration is performed using the registration link by the customer or the partner.

The Partner will get the notification mail after 30 days, if the registration is performed using the partner's credentials in CSN

If the Care Pack Operations team uploads the CSN bulk upload template on behalf of partners then the notification e-mail will be triggered to the end customer.

# HP Care Pack – Product Purchase Date Reset

## Automatic email sent when Product Purchase Date is reset

If the POP is not uploaded within 30 days' from the registration moment, the customer is notified via e-mail that registration date will be reset to HP original warranty start date, so he should contact the Care Pack registration team, provide with the valid POP, and ask them to modify the Care Packs' date accordingly.

**To:** The Email address of the user that submitted the PPD. This can be found on the user profile, from the new data item "PPD User ID"

**Subject:** HP Care Pack - Product Purchase Date Reset

### Body:

*Dear Customer,*

*On the {PPD Submit Timestamp} a product purchase date was provided during activation of product number {HW product number} and product serial number {HW Serial Number}, against HP Care Pack serial number {Pack Serial number}.*

*At that time you were asked to upload a proof of purchase document within {n} days, but unfortunately our records show that no proof of purchase document has been received, and so we have now had to update the HP Care Pack start and end dates using the original HP product warranty start date.*

*\*\*1{If you are satisfied for the original HP warranty dates to be used, then please arrange for the appropriate certificate to be re-printed or re-emailed}*

*Should you require assistance in re-applying a product purchase date, please contact HP.*

*Thank you,*

*<sup>51</sup> HP Care Pack Services Team.*



# Proof of Purchase Audit Rejection email template

## Automatic email sent when POP upload is Rejected

If the delivered POP failed to pass the internal HP audit, the Care Pack's date was updated and the document rejected so you are invited to upload a valid POP to set up the correct start / end date of Care Pack.

To: {POP Submit email address from Data items}

Subject: Proof of Purchase Audit Rejection

Body:

Dear Customer,

On the {POP Submit Timestamp} you uploaded proof of purchase for product number {HW product number} and product serial number {HW Serial Number} against Care Pack serial number {Pack Serial number}.

Unfortunately your upload has failed to pass an internal audit, and so we have now updated the Care Pack start and end dates, such that they are now based on our standard warranty start date.

Should you require assistance in re-submitting proof of purchase and re-applying a product purchase date, please contact HP via the normal channel.

Optional sentence, deepening on ELF configuration

If update to the standard warranty dates is acceptable, please be sure to re-print the affected certificate

Thank you,

HP Care Pack Services Team.

# HW PPD FAQ:

## 1. Is it possible to upload the PDF file in CSN?

Yes, System will accept PDF,jpg, .png, .gif, .bmp, .jpeg, .tiff as file extension.

## 2. Can we upload same POP for multiple HW products?

Yes, you could do this by selecting :

- Upload Proof of purchase button in left navigation pane or use the speed code ELPP
- Select -By Hardware Serial number and product number option & Click continue
- Select “Check here to submit same POP for all hardware products” check box at the bottom of the page to upload one POP for multiple HW products.

**Note:** Default POP upload limited to 40 Hardware Products for each upload attempt. More POP can be uploaded again via "*Continue to upload POP*"

# HW PPD FAQ:

## 3. How will the customer / partner be notified to upload the POP ?

Users will be notified during registration by CSN if a POP is required to be uploaded via a warning message as per below:

### HP Channel Services Network

 Printable version

Registro de Servicios HP Care Pack

Warning: FCPRCCDE16: PHC6B06450: C5J91A: A proof of purchase document is needed for this product. Please upload this within the next 30 days. If the proof of purchase document is not uploaded within 30 days, HP will apply the original warranty start date.

Warning: FCPRCCDE16:

## 4. How should one upload the POP in CSN?

Distributor or reseller can login to CSN using their credentials and select the “*upload proof of purchase*” option available in the left navigation pane or then could use the speed code “*ELPP*”.

Customer can make use of registration link to upload the POP, registration link will not expire.

Also, the upload can also be done during registration. On the same page with the POP warning message there is a box that would allow users to upload the POP.

# HW PPD FAQ:

5. Is there any notification which might advise Customer/Partner if it's something wrong with the Invoice already uploaded as requested during the registration process?

Yes, internal audit will be performed on each upload and the POP upload will be rejected when a valid POP is not uploaded. In this case customer or partner will be notified via automatic email from CSN.

6. POP document was successfully uploaded, as the system required, but I am getting an e-mail which notifies me that it was rejected. What is the issue?

POP uploaded doesn't pass HP internal audit and hence it was rejected. You need to upload a valid POP with correct HW details & Date.

7. Does Care Pack team can upload the POP on behalf of customer or partners?

No, Care pack team is not authorized to upload the POP

8. Why end users are receiving emails stating they HW is not linked to an extended warranty?

POP is not uploaded within 30 days' time frame, hence customer are notified via e-mail that registration date will be reset to HP original warranty start date.

# HW PPD FAQ:

## 9. How to stop notification mail triggering to customers / partners?

Notifications mails cannot be stopped. This could be arrested by educating the partners to upload the POP and if it is required we need to provide training.

## 10. Can we upload multiple POP for the same order at same time? What is the limit?

Yes, multiple POP can be uploaded by selecting HW serial# and product# option. You can upload 40 HW product at the same time and again you can extend it by selecting “Continue to upload POP” option to upload more POP.

## 11. What does POP011 message means?

Customers will receive POP011 error message when POP upload is rejected, because the PPD enhancement was performed after 30 days. In such cases, customer will need to engage Care pack team to get the registration amended.



# 4. Updating registration

# Update registration (1)

Contact HP CSN My favorites Tools Useful links Profile Logout

**Speedcode** ELFT

## HP Inc. Channel Services Network

hp care pack services


Welcome,

**Welcome to the HP Care Pack Services tool**

With the need in an increasingly complex world to make it easy for partners to find and select the appropriate services to apply to hardware, HP Services is driving the way forward with eSelling. eSelling has some important advantages for HP and HP Services. It promotes ease of doing business, both for the partners and their customers. Ease of selling – ease of buying – speed – world-wide access – always available. These are the attributes that partners will find so appealing when they search out and select services online.

HP Care Pack services links

- HP Care Pack home
- Catalog
- View cart
- Ordering
- Registration
- Bulk registration
- Bulk ordering
- Bulk Assignment
- Update registration**
- Inquiries
- Related links
- Bulk registration template
- Bulk ordering template
- Bulk order and register Template
- Bulk assignment template
- Care Pack user manual
- Cancel HP Care Packs
- Alert



Click "Update registration" or ELFT speed code



# Update registration (2)

## 1. Search for the registration that needs updating

Choose a search option:

- Hardware serial number
- HP Care Pack Service serial number

Search by Serial Number (with adding product number)

search

What do you want to do?

Find the registration information based on **Product Serial Number**

Get the registration information based on **Care Pack Serial Number**

Product Serial Number \*

Product Number \*

search

Search by HP Care Pack Service Serial Number

search

What do you want to do?

Find the registration information based on **Product Serial Number**

Get the registration information based on **Care Pack Serial Number**

Care Pack Serial Number \*

search

Search result screen

Care Pack Serial Number	HP Care Pack Product No.	Order Reference No.
<a href="#">X4</a>	<a href="#">62</a>	U6W64E
		EM10 9

Click on the hyperlinked serial number

# Update registration (3)

## 2. Do the necessary changes

### Customer detail screen

Customer Detail			
Company Name	TEST T2	Address 1	236276 street
Department		Address 2	
First Name *	JP	City *	city
Last Name *	MACHIN	State/Province *	QC
E-Mail	JP.MACHIN@HP.COM	Postal Code/Zip *	H4R 6H6
Telephone *	2622773849	Country *	Canada
Fax		Update all HP Care Packs on this order that are registered with these customer details <input type="checkbox"/>	
Registration Detail			
HP Care Pack Product No. *	UE332E	Prod Serial No. *	2UA2511W5J
Care Pack Serial No. *	XX54CW6Y79B2	Product No. *	C5L93U5
Order Detail			
Order Ref No. *	AM03708965	P.O. Number *	3738
Partner Name *			
Sold To *	0140000074	PSP *	
reset		submit	



- Update customer details
- Click Submit



Note: you cannot update hardware information

# Inquiries



# Inquiries (1)

Contact HP CSN My favorites Tools Useful links Profile Logout

**Speedcode**

## HP Inc. Channel Services Network

hp care pack services


Welcome, [View my profile](#) [View my account](#)

**Welcome to the HP Care Pack Services tool**

With the need in an increasingly complex world to make it easy for partners to find and select the appropriate services to apply to hardware, HP Services is driving the way forward with eSelling. eSelling has some important advantages for HP and HP Services. It promotes ease of doing business, both for the partners and their customers. Ease of selling – ease of buying – speed – world-wide access – always available. These are the attributes that partners will find so appealing when they search out and select services online.

HP Care Pack services links

- [HP Care Pack home](#)
- [Catalog](#)
- [View cart](#)
- [Ordering](#)
- [Registration](#)
- [Bulk registration](#)
- [Bulk ordering](#)
- [Bulk Assignment](#)
- [Update registration](#)
- [Inquiries](#)
- [Related links](#)
- [Bulk registration template](#)
- [Bulk ordering template](#)
- [Bulk order and register Template](#)
- [Bulk assignment template](#)
- [Care Pack user manual](#)
- [Cancel HP Care Packs](#)
- [Alert](#)



Click "Inquiries" or ELFI speed code

# Inquiries (2)

Get the sales orders placed within a date range by the PO number

**Search**

---

## What do you want to do?

- Get Registration Report in excel format
- Get Orders Detail Report in excel format
- Get the sales orders placed within a Date Range and/or by the P.O.Number
- Perform an inquiry on the Sales Order Number
- Find the registration information based on Serial Number
- Get the registration information based on Care Pack Serial Number
- Get Registrations Expiring in a date range report
- Get Bulk Upload Status report
- Display Proof of Purchase based on Hardware Serial number and Product number

Please enter a date range and/or po number for the search criteria.

PO/alternate PO number

From date

To date

Select order status:

Active orders

Archived orders

**Search**

**Fill out**

search		results							
Sales Order	P.O. Number	Sold To	Assigned To	Reseller P.O.	Date Created	Registration Status	Email Activity		
AM 9	38 6	01400		565-44t	9/12/2013	Incomplete			
AM 4	53 7	01400	COMPV0001	Test	9/11/2013	Incomplete			
AM 2	9 3	01400	ACDEX0001	0986959	9/16/2013	Complete			

SearchResults 1 to 3 of 3



# Inquiries (3)

Get the sales orders placed within a date range by the PO number cont.

**Order Information**  
Reference Number **AM02005649**  
Partner Name **H**  
Sold To **01400**  
P O Number 38914786  
Ordered By H

**Order Assigned To**  
Customer Name **Joe Smith**  
Assigned P.O. **565-44t**  
Company Name **Joe Company**

**Detail Order Information**

HP Care Pack Product No.	HP Care Pack Product Desc.	Qty.	Unit Price	Net Price	Order Number	Promotional Code
U4414E	HP 3 year Next business day Onsite Notebook Only Service	4	CAD 89.38	CAD 357.52		

**Registration Information**  
**These parts have not been registered because they have not been associated to any Customer/Serial No.**

HP Care Pack Product No.	Serial No	Product Number	Care Pack Serial No	Status
U4414E			X8YSQWKC4275	Not Registered
U4414E			X7KVFDC459B3	Not Registered
U4414E			XG4JV8LT32C9	Not Registered
U4414E			XF9NM652DC84	Not Registered

[back to list](#)   [register care pack](#)   [e-mail to customer for registration](#)  
[email order confirmation](#)   [archive order](#)  
[back to inquiries](#)





# Inquiries (4)

**Search**


---


**What do you want to do?**

- Get Registration Report in excel format
- Get Orders Detail Report in excel format
- Get the sales orders placed within a Date Range and/or by the P.O.Number
- Perform an inquiry on the Sales Order Number
- Find the registration information based on Serial Number
- Get the registration information based on Care Pack Serial Number
- Get Registrations Expiring in a date range report
- Get Bulk Upload Status report
- Display Proof of Purchase based on Hardware Serial number and Product number

---

Please enter the date range criteria for the search

From date \*  

To date \*  

**Search**

## Get a Registration Report in Excel format

- Excel file
- It shows the HP Care Pack Service details (expiration date)

Note: Only Care Pack orders which have been assigned to you will be displayed

## Get orders Detail Report in Excel format

- Excel file
- It identifies the HP Care Pack Services orders by Purchase Order Number and their registration status, which can show as:
  - Complete - registered
  - Partial – partially registered
  - Incomplete – not registered



# Inquiries (5)

**Search**

---

**What do you want to do?**

- Get Registration Report in excel format
- Get Orders Detail Report in excel format
- Get the sales orders placed within a Date Range and/or by the P.O.Number
- Perform an inquiry on the Sales Order Number
- Find the registration information based on Serial Number
- Get the registration information based on Care Pack Serial Number
- Get Registrations Expiring in a date range report
- Get Bulk Upload Status report
- Display Proof of Purchase based on Hardware Serial number and Product number

Perform an inquiry on the Sales Order Number

- Enter HP Sales order number

Find the registration information based on Serial Number

- Enter the Product Serial number and the Product Part number

Get the registration information based on Care Pack Serial number

- Enter the HP Care Pack Services Serial number

Get Registrations Expiring in a date range report

- HP Care Pack Services expiring within the next 90 days

# Inquiries (6)

**Search**

**What do you want to do?**

- Get Registration Report in excel format
- Get Orders Detail Report in excel format
- Get the sales orders placed within a Date Range and/or by the P.O.Number
- Perform an inquiry on the Sales Order Number
- Find the registration information based on Serial Number
- Get the registration information based on Care Pack Serial Number
- Get Registrations Expiring in a date range report
- Get Bulk Upload Status report
- Display Proof of Purchase based on Hardware Serial number and Product number

---

Please select Bulk Upload Type, Status and from date/to date range for the search.

<input checked="" type="radio"/> Order	<input checked="" type="radio"/> Pending	From date	<input type="text"/>	<input type="button" value="v"/>
<input type="radio"/> Assignment	<input type="radio"/> Processed			
<input type="radio"/> Registration	<input type="radio"/> All	To date	<input type="text"/>	<input type="button" value="v"/>

**Search**

User have the possibility to check the upload status on a tracking page (ELFI)

# Inquiries (7)

**Search**

---

**What do you want to do?**

- Get Registration Report in excel format
- Get Orders Detail Report in excel format
- Get the sales orders placed within a Date Range and/or by the P.O.Number
- Perform an inquiry on the Sales Order Number
- Find the registration information based on Serial Number
- Get the registration information based on Care Pack Serial Number
- Get Registrations Expiring in a date range report
- Get Bulk Upload Status report
- Display Proof of Purchase based on Hardware Serial number and Product number

---

Serial number \*

Product number \*

**Search**

User are able to view the uploaded proof of purchase document(s) using the Inquiries page

# Contacts and additional information

# HP CSN Contact list - AMS

Country	Mailbox
Latin American Countries	<ul style="list-style-type: none"><li>• <a href="mailto:adminfcplac@hp.com">adminfcplac@hp.com</a></li><li>• <a href="mailto:fcplac.escalations@hp.com">fcplac.escalations@hp.com</a></li><li>• <a href="mailto:LAC-ElfpacSupport@hp.com">LAC-ElfpacSupport@hp.com</a></li></ul>
The United States & Canada	<ul style="list-style-type: none"><li>• <a href="mailto:srq@hp.com">srq@hp.com</a></li><li>• <a href="mailto:srq.escalations@hp.com">srq.escalations@hp.com</a></li></ul>

# HP CSN Contact list - APJ

Country	Mailbox
Asia Pacific Countries	<a href="mailto:pps_carepack_ap@hp.com">pps_carepack_ap@hp.com</a>
Japan	<a href="mailto:Hp_Care_Pack_Japan@hp.com">Hp_Care_Pack_Japan@hp.com</a>
China (Indirect registration mailbox)	<a href="mailto:HP_Carepack_Comm@hp.com">HP_Carepack_Comm@hp.com</a>
Indonesia	<a href="mailto:PPS_CarePack_ID@hp.com">PPS_CarePack_ID@hp.com</a>
Thailand	<a href="mailto:PPS_CarePack_TH@hp.com">PPS_CarePack_TH@hp.com</a>

# HP CSN Contact list - EMEA

Country	Mailbox
Albania	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
Armenia	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>
Austria	<a href="mailto:carepack.at@hp.com">carepack.at@hp.com</a>
Azerbaijan	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>
Belarus	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>
Belgium and Luxembourg	<a href="mailto:carepackadmin.belux@hp.com">carepackadmin.belux@hp.com</a>
Bosnia-Herzegovina	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
Bulgaria	<a href="mailto:carepack.bulgaria@hp.com">carepack.bulgaria@hp.com</a>
Croatia	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
Czech Republic	<a href="mailto:carepackcz@hp.com">carepackcz@hp.com</a>
Denmark	<a href="mailto:dk-ecarepack.support@hp.com">dk-ecarepack.support@hp.com</a>
Finland	<a href="mailto:fi.registration@hp.com">fi.registration@hp.com</a>
France	<a href="mailto:elfpackadminfrance@hp.com">elfpackadminfrance@hp.com</a>
Germany	<a href="mailto:hpcarepackadminger@hp.com">hpcarepackadminger@hp.com</a>
Georgia	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>
Greece and Cyprus	<a href="mailto:carepackgreece@hp.com">carepackgreece@hp.com</a>
Hungary	<a href="mailto:emeacarepackhungary@hp.com">emeacarepackhungary@hp.com</a>
Israel	<a href="mailto:carepack.israel@hp.com">carepack.israel@hp.com</a>
Italy	<a href="mailto:carepackit@hp.com">carepackit@hp.com</a>
Kazakhstan	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>
Kosovo	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
Kyrgyzstan	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>
Macedonia	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
Malta	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>

Country	Mailbox
MEMA	<a href="mailto:carepackadmin.mema@hp.com">carepackadmin.mema@hp.com</a>
Moldova	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
Montenegro	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
Netherlands	<a href="mailto:ecarepacksupport-nl@hp.com">ecarepacksupport-nl@hp.com</a>
Norway	<a href="mailto:carepackno@hp.com">carepackno@hp.com</a>
Poland	<a href="mailto:poland.carepack@hp.com">poland.carepack@hp.com</a>
Russia	<a href="mailto:carepack_russia@hp.com">carepack_russia@hp.com</a>
Spain and Portugal	<a href="mailto:carepackadmin.spain@hp.com">carepackadmin.spain@hp.com</a>
Sweden	<a href="mailto:swedencarepack@hp.com">swedencarepack@hp.com</a>
Switzerland	<a href="mailto:hpcarepack.ch@hp.com">hpcarepack.ch@hp.com</a>
Romania	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
South Africa	<a href="mailto:rsacarepacks@hp.com">rsacarepacks@hp.com</a>
Serbia	<a href="mailto:carepack.see@hp.com">carepack.see@hp.com</a>
Slovakia	<a href="mailto:slovakia.carepack@hp.com">slovakia.carepack@hp.com</a>
Slovenia	<a href="mailto:carepack.slovenia@hp.com">carepack.slovenia@hp.com</a>
Tajikistan	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>
Turkey	<a href="mailto:carepack.turkey@hp.com">carepack.turkey@hp.com</a>
Turkmenistan	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>
UK and Ireland	<a href="mailto:postsales.carepackregistration@hp.com">postsales.carepackregistration@hp.com</a>
Ukraine	<a href="mailto:ukraine.carepack@hp.com">ukraine.carepack@hp.com</a>
Uzbekistan	<a href="mailto:carepack_cis@hp.com">carepack_cis@hp.com</a>





# More information – User Guides

## [HP Inc. Channel Services Network](#)

1. Enter [HP CSN](#) using your credentials
2. Navigate to the “Service Sales” tab
3. Select “HP Care Pack services”
4. Select “Care Pack user manual”  
(from the left screen navigation bar)
5. Access the [User Guides](#)

Contact HP CSN My favorites Tools Useful links Profile Logout

### HP Inc. Channel Services Network

hp care pack services

Welcome,

#### HP Care Pack Tool User Guides

Select the user guide that best represents your Country or Region

**World Wide**

- Distributor's User Guide
- Reseller's User Guide
- Korean User's Guide

HP Care Pack services links

- HP Care Pack home
- Catalog
- View cart
- Ordering
- Registration
- Bulk registration
- Bulk ordering
- Bulk Assignment
- Update registration
- Inquiries
- Related links
- Bulk registration template
- Bulk ordering template
- Bulk order and register
- Template
- Bulk assignment template
- Care Pack user manual
- Cancel HP Care Packs
- Alert

# Compatibility Check Care Pack Central

# Search by SKU PN or Care Pack PN

You can check which care packs are available for an existing SKU platform (by searching for the PN) in a specific country.

- Scenario:

You need to see which CarePack you can sell in a country for SKUP3E59EP (840platform).

1. GotoCarePackCentral(CPC)

[http://cpc.ext.hp.com/portal/site/cpc/?action=clearHierarchy&lang=en\\_US](http://cpc.ext.hp.com/portal/site/cpc/?action=clearHierarchy&lang=en_US)

2. Select the country in which the care pack will be sold(separatequeryforeachcountry!)

3. Enter product number or description (in this case the SKUPN)

## HP Care Pack Central

Select Country

Welcome to the **Personal Computers and Printers** HP Care Pack Central site which allows you to quickly and easily identify Care Pack Services for your HP personal computing and printer products.

**If you are looking for Hewlett Packard Enterprise products (e.g. Proliants, Enterprise Software, Storage) please click [here](#).**

### Quick Links

[Web-basierte S](#)

[Häufig gestellt](#)

[Ts&Cs \(AGB\)](#)

[HP Care Service](#)

[Check Your Pro](#)

### Find My Product

Enter Hw/Sw number, serial number, product model name, Care Pack sku

[How to find your product model number, product number, or serial number](#)

# Search by SKU P Nor Care Pack PN 1/2

You have all types of Carepack services for that SKU in the chosen country:  
Filters on the left hand side can be used to narrow the search.

## Care Pack Services For: P3E59EP - HP EliteBook 840 I5-5300U 14 8GB/240 PC

### Refine Results

- Service Type
- Eligible Options
- Duration
- Response Time
- Coverage Window
- Warranty Coverage

### \* Preferred

[Compare](#)

Select	CP SKU	Care Pack Description	Price (EUR)
<input type="checkbox"/>	<b>U4414E*</b>	HP 3 year <a href="#">Next business day onsite</a> Notebook Only Service	<b>121</b>
<input type="checkbox"/>	<b>U4418E*</b>	HP 3 year <a href="#">Travel Next Business Day onsite</a> Notebook Only Service	<b>170</b>
<input type="checkbox"/>	<b>UC279E*</b>	HP 3 year <a href="#">Nextbusday onsite</a> with <a href="#">Accidental Damage Protection</a> Gen 2 Notebook only <a href="#">SVC</a>	<b>236</b>

See Additional Eligible HP Care Pack Services

# Search by product category 2/2

If you don't have a SKU PN - First select the country search by product category  
e.g. „HP Personal Computing“ → HP Business Notebooks → Elitebook 7xx/8xx & Zbook family

## Browse By Product Category

HP Display

HP Printing and Imaging

HP Graphics Printers

HP Personal Computing

HP Software

HP 3D Printing

## HP Personal Computing

HP Business Desktop PCs

HP Business Desktop PCs - previous series

HP Business Notebooks

(make sure to select the product with the right warranty)

## HP EliteBook 7xx/8xx/HP Zbook Mobile WS Series

HP EliteBook 7xx/8xx/HP Zbook Mobile WS Series 1/1/0 Warranty

HP EliteBook 7xx/8xx/HP Zbook Mobile WS Series 3/3/0 Warranty

Thank you!