



**Hewlett Packard**  
Enterprise

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# Hewlett Packard Enterprise Channel Services Network Partner Reseller Guide to the Hewlett Packard Enterprise Support Services Tool June 2016

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The purpose of this guide is to help you better understand the Hewlett Packard Enterprise fixed support services (previously known as Fixed Care Packs) ordering, assignment and registration tool within the Hewlett Packard Enterprise Channel Services Network.

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# Hewlett Packard Enterprise Fixed Support Services Tool Overview

## Section 1

In this increasingly complex world, partners need an easy way to find and select the appropriate services to compliment the sale of hardware. Hewlett Packard Enterprise Services is driving the way forward with eSelling. The advantages of eSelling are important to Hewlett Packard Enterprise, Hewlett Packard Enterprise Services, our partners, and customers. eSelling promotes:

- Ease of doing business
- Ease of selling
- Ease of buying
- Speed of doing business
- Worldwide access to products and service
- Constant availability to information about products and services

Partners discover even more positive attributes as they search out and select services online, including:

- **Representation** — Up-front representation of services included with all applicable products
- **Accuracy** — Accurate service information
- **Consistency** — Consistent location to find services when selecting products on the Web

The HP Enterprise fixed support services tool benefits reseller by enhancing the hassle-free support services purchase experience, where everything is taken care of at the time of purchase. There is no need to wait for a packaged service to be delivered; it is available instantly. What is more, the electronic HP Enterprise fixed support services tool has a positive environmental impact; eliminating the use of paper goods, storage, and movement of physical stock.

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## Minimum System Requirements

### Section 2

Hewlett Packard Enterprise Channel Services Network has been tested and supports Internet Explorer 8.0 and higher on Microsoft Windows platforms as well as other browsers like; Firefox, Chrome and Safari.

Please contact <http://www8.hp.com/us/en/contact-hp/contact.html> if you have any additional questions regarding browser requirements or compatibility issues while using HP Enterprise CSN.



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#### Notes

You do not have to specify any particular security settings under Internet Options. HP Enterprise CSN does not make use of any Active-X controls, so the application works fine even at high security settings.

HP Enterprise recommends that you delete all Temporary Internet Files regularly and with each new release of HP Enterprise CSN.

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# Starting the System

## Section 3

### 3.1 Launching HP Enterprise CSN

The HP Enterprise fixed support services tool is located within the HP Enterprise CSN system. To access HP Enterprise CSN, go to <http://csn.hpe.com/>.



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#### Notes

To access the system you must be a member of the HP Enterprise CSN virtual community.

If your company is currently a Hewlett Packard Enterprise Authorized Reseller or Service Provider, but IS NOT a member of the HP Enterprise CSN community, go to <http://csn.hpe.com/> to apply for membership.

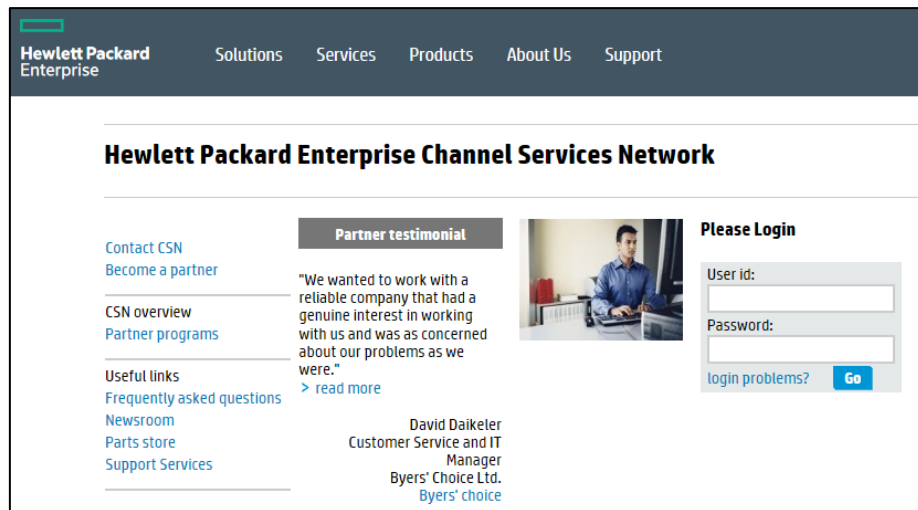
If your company is currently a Hewlett Packard Enterprise Authorized Reseller or Service Provider and IS a member of the HP Enterprise CSN community, please contact your company's HP Enterprise CSN Administrator to add an additional user or location.

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## 3.2 HP Enterprise CSN Login Procedure

- Step 1** Enter a valid “user id”.
- Step 2** Enter a valid “password”.
- Step 3** Click the “Go” button.

### Hewlett Packard Enterprise Channel Services Network Login Screen



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By entering a user id and password and following the login procedure, you are agreeing to the conditions mentioned below.

PLEASE REVIEW THE TERMS AND CONDITIONS SET FORTH BELOW PRIOR TO GAINING ACCESS TO THE HEWLETT PACKARD ENTERPRISE NETWORK.

Only those persons authorized by Hewlett Packard Enterprise may use this network and only for legitimate business purposes. If you are not an authorized user, please disconnect now.

Hewlett Packard Enterprise has the capability and reserves the right to audit ALL computers and systems, including the file contents of such systems and computers, which are connected to the Hewlett Packard Enterprise network. This message serves as notification of this fact to you. By completing the login process, you are consenting to such audits. If you object, discontinue the login process now. No further warning or notice will be given.

Additionally, Hewlett Packard Enterprise reserves the right to inspect, without further notice, all electronic communications, data, and information stored or transmitted on the Hewlett Packard Enterprise network. Hewlett Packard Enterprise also reserves the right to add necessary files to and modify the configuration of any connected computer or system to ensure both the security and integrity of the Hewlett Packard Enterprise network. Misuse of the Hewlett Packard Enterprise network is prohibited. Misuse includes:

1. Making unauthorized copies of software licensed to Hewlett Packard Enterprise, or acquiring such;
2. Placing or using unauthorized software on any computer or system on the Hewlett Packard Enterprise network;
3. Transmitting or forwarding proprietary data for other than legitimate Hewlett Packard Enterprise business; and
4. Attempting or gaining access to systems or productivity units to which you have not been granted access.

Hewlett Packard Enterprise will pursue legal remedies against any person who misappropriates or misuses the Hewlett Packard Enterprise network to the full extent of the law. Any violation of this policy will result in appropriate sanctions, up to and including termination of business relationship. By completing the login process, you are consenting to the above terms of usage for the Hewlett Packard Enterprise network. If you object, discontinue the login process now. No further warning or notice will be given.

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### 3.3 Login Error Messages

If you do not enter a valid HP Enterprise CSN user id or password, the following error message displays:

**ERROR:** Invalid Passport user ID or password. For help, please click the below "login problems" link.

At this point, make sure that you are typing the correct user id and password. If you are certain that you are typing the correct information and still cannot login, click the "login problems?" option or contact your company's Hewlett Packard Enterprise CSN Administrator for additional help.



#### Note

Please keep in mind that the password is case sensitive.

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# HP Enterprise Fixed Support Services Tool Home Page

Section 4

## 4.1 Using the Home Page and Navigation Bar

The first step to understanding and using the HP Enterprise fixed support services tool, is locating it.

**Step 1** Login to HP Enterprise CSN.

**Step 2** From the HP Enterprise CSN console page, the menu page appears.

### HP Enterprise CSN Console Page – Reseller Menu View

**Standard Navigation Bar on All HP Enterprise Fixed Support Services Tool**

**Menu Options for Resellers**

**Fixed Support Services links**

- Registration
- Bulk registration
- Update registration
- Inquiries
- Bulk registration template
- Fixed Support Services user manual

**Channel Services Network is Hewlett Packard Enterprise's online resource center featuring tools and information that power partner success.**

- > Care Pack registration**  
Register Care Pack Services and create registration certificates.
- > Bulk registration**  
Register Care Pack Services from one simple file upload.
- > Update registration**  
Update Care Pack services registration information.
- > Inquiries**  
Search for information on Care Pack services orders and registrations.

**Show e-Carepaq Links**  
Click [here](#) to find out more about Channel Services Network.

# Fixed Support Services Registration

## Section 5

Congratulations on your recent fixed support services purchase. The next step is to register the fixed support services, so your customer can begin enjoying all the benefits.

### Bold Data Entry Fields

Throughout the HP Enterprise fixed support services tool, you will notice that some data entry fields are bold, while others are not. Bold fields are required for processing. Please complete all bold fields as applicable.

## 5.1 Registering Fixed Support Services

**Step 1** From the HP Enterprise fixed support services tool home page, choose the “registration” option from the menu page.



### Note

At this point, the Registration page appears.

### Fixed Support Services Registration Screen

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 Number	From Date *
<input type="text"/>	<input type="text"/>
P.O. Number	To Date *
<input type="text"/>	<input type="text"/>

**Step 2** To register the fixed support services ordered, please enter at least one of the following:

- Order Reference Number



### Note

The order reference number is the reference number provided at order creation and should be provided by the distributor. (Example: EME0045678)

You can also use the P.O. number query function if you do not have the order reference number.

- P.O. Number
- Date Range (From Date – To Date)

**Step 3** Click the “search” button.

At this point, a list of fixed support services orders appears.

### HPE Support Services Registration – Order List

Reference No.	Alternate PO Reference	Date
<a href="#">AM03707651</a>	elfdotnet IE 11	04.23.2014
<a href="#">AM03707652</a>	testing elfdotnet	04.23.2014
<a href="#">AM03707762</a>	20784083	04.23.2014
<a href="#">AM03707765</a>	856uhh	04.23.2014
<a href="#">AM03707766</a>	2348ty20gh	04.23.2014
<a href="#">AM03708787</a>	6383he45h	04.25.2014
<a href="#">AM03708801</a>	U3J56747HB	04.25.2014
<a href="#">AM03709465</a>	398gyd	04.28.2014

Search Results 1 to 8 of 8

[First](#) [Previous](#) [Next](#) [Last](#)

**Step 4** Locate the appropriate order and click the hyper-linked reference number.



#### Note

At this point, the Order Information and Registration Information tabs appear. The Order Information tab is the default.

### Order Information Tab – Registration

Order Information	Registration Information			
<b>Order Header</b>				
Order Reference No	AME0275989	Special Instructions *	<input type="text"/>	
P.O. Number	1-58475	* You can enter support details in the special instructions space.		
Partner Name	<input type="text"/>			
Sold To	<input type="text"/>			
<b>Order Detail</b>				
	HP Care Pack Product Number	HP Care Pack Product Description	Quantity	Show
	719064-B21		1	<input checked="" type="checkbox"/>
	512485-B21	HP iLO Adv 1-Svr incl 1yr TS&U SW	1	<input checked="" type="checkbox"/>
	U7AE5E	HPE 3Y FC 24x7 DL380 Gen9 SVC	1	<input checked="" type="checkbox"/>
<b>Configuration Section</b>				
<b>Care Pack Parts List</b>		<b>Hardware Parts List</b>		
<input type="text" value="U7AE5E"/>		719064-B21 <input checked="" type="checkbox"/>		
		512485-B21 <input type="checkbox"/>		

**Step 5** Review the Order Header and Order Detail information carefully, to ensure you are registering the correct fixed support services.



#### Notes

The “Show” check box under the Order Detail section of the page only appears if the order contains hardware and services. Check the “Show” box if you want the line items visible for configuring the hardware to the service. The configure feature is not available if the order does not contain hardware.

The configure feature allows you to link fixed support services to a hardware product, if applicable. The configure feature is not available if the order does not contain hardware.

**Step 6** Enter any applicable support details in the Special Instructions Parts List section.



#### Important Note!

When services and hardware are sold together on the same order, HP Enterprise CSN allows you to configure the hardware to the appropriate service. Steps 7a and 7b are not applicable when the order does not contain hardware.

**Step 7a** Under the Configuration Section, select the appropriate fixed support services from the Care Pack Parts List drop down menu.



#### Note

The Configure Section of the screen will not appear if the order does not contain hardware.

**Step 7b** Check the appropriate parts under the Hardware Parts List to link with the fixed support services selected in Step 7a.

**Step 8** Click the Registration Information tab.

At this point, Registration Information page appear.

### Registration Information Tab – Customer and Registration Details (displayed using two images)

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 * Select the country
Fax	TaxId

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.  
The product Purchase Date field is disabled for Post Warranty (ends in PE) and Software Care Packs.

Fixed support services marked \*\*1 need to be further processed by Hewlett Packard Enterprise, for this registration to be fully entitled. Please note that this can take several days to complete.

Select all	HP Care Pack Product No.	Assigned Name	Care Pack Serial No.	Product Serial No.	Product Number	Product
<input type="checkbox"/>	U0QP1E**1	AGIL3491	X3QZ9TC5HB62	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	U0QP1E**1	AGIL3491	XBL85CV72594	<input type="text"/>	<input type="text"/>	<input type="text"/>

<
>

preview
store

### Registration Information Tab – Product Registration Details (continued)

Product Serial No.	Product Number	Product Purchase Date	Preferred Service Provider (If no PSP is selected then HP will)
CNU324B6YS	E3Q22UP	11.13.2013	Select PSP
			Select PSP
			Select PSP

Notice the scroll bar that allows you to view all the fields for

preview store

#### Step 9 Enter the Customer Details.



##### Notes

Customer Details represent the company name, address and contact information of the customer which will interact with Hewlett Packard Enterprise to receive support. This is where the equipment is located.

The “>>search” option allows you to automatically populate the Customer Information fields by entering search criteria in one or more of the required fields. If a match for the information is not found, the system will alert you.

Initially, the customer list holds no data, but each time you enter new Customer Information the system saves the data for future use.

#### Step 10 Under Registration Details, check the box of the fixed support services you want to register. Alternatively, you can check the box directly under “Select all” to register all fixed support services listed.



##### Notes

Fixed support services that include some proactive deliverables (like Proactive Care support) or software support, need to be further processed by Hewlett Packard Enterprise, for this registration to be fully entitled. These fixed support services are identified with \*\*1 beside the fixed support services part number.

Click the “store” button to save the Customer Details and Registration Details, in order to complete the registration later.

#### Step 11 Enter the Product Serial Number and Product Number for each fixed support services ordered.



### Notes

Notice the + sign to the right of the Care Pack Services Serial No. Based on hardware information availability, + sign will display the product serial number and product number as hyperlinks. Click the appropriate link to automatically populate the Product Serial Number and Product Number text boxes.

The Configure Section and associated + sign are not available if the order does not contain hardware.

A hardware product number is not necessary when the unit has a 12-digit serial number.

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**Step 12** If required; enter the Product Purchase Date. This represents the date the customer purchased the hardware that is to be supported by the fixed support services.

---



### Notes

This field is optional. If you do not enter product purchase date, this will default to the product purchase date recorded in Hewlett Packard Enterprise systems.

The product purchase date cannot be more than 90 days from the Hewlett Packard Enterprise recorded product purchase date. If the date entered is more than 90 days from the Hewlett Packard Enterprise recorded product purchase date, the fixed support services will be registered and the system will use the Hewlett Packard Enterprise recorded date to set the fixed support services period. A warning message to this effect will appear on the screen.

This Product Purchase Date field will be available for In-warranty fixed support services. It will not be available for software only or post-warranty fixed support services.

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**Step 13** Select your company as the Preferred Service Provider (PSP) for each fixed support services ordered.

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### Note

This field is optional. If you do not choose a PSP, the default provider is Hewlett Packard Enterprise. Also, the ability to choose a PSP is not an option for all users or fixed support services. Notice that this field is not accessible and grayed out if the option is not available to you.

---

Order Information Screen Selection Fields

Field	Type	Definition
<b>Customer Details</b>		
>>search	List button	The ">>search" option allows you to automatically populate the Customer Information fields by entering search criteria in one or more of the required fields. If a match for the information is not found, the system will alert you. Initially, the customer list holds no data, but each time you enter new Customer Information the system saves the data for future use.
>>clear all	Clear button	Click this button to clear all data entered under Customer Information.
Customer Type	Button	Select the company or individual for customer type. <b>Note:</b> Bold fields must be completed to execute the order. The required fields may be different depending on the customer type you choose.
Company Name	Text field	Enter the company name. <b>Note:</b> Required field for customer type: company.
Department	Text field	Enter the appropriate department.
First Name	Text field	Enter the first name of the contact person. <b>Note:</b> Required field for both customer types: company and individual.
Last Name	Text field	Enter the last name of the contact person. <b>Note:</b> Required field for both customer types: company and individual.
Email	Text field	Enter the email address for the contact person. <b>Note:</b> Required field for customer type: company.
Telephone	Text field	Enter the telephone number for the contact person. <b>Note:</b> Required field for both customer types: company and individual.
Fax	Text field	Enter the fax number for the contact person.
Address 1	Text field	Enter the address.
Address 2	Text field	Enter the address.
City	Text field	Enter the city.
State/province	Text field	Enter the state or province.
Postal Code/zip	Text field	Enter the postal or zip code.
Country	Drop down menu	Select the appropriate country.
TaxId	Text field	Enter the customer tax identification. <b>Note:</b> Only required for Russia.



**Order Information Screen Selection Fields (continued)**

<b>Registration Details</b>		
preview	Button	Once all registration information is entered, click this button to view the registration information.
store	List button	Click this button to save the Customer Details and Registration Details, in order to complete the registration at a later time.
Select all	Check box	Check the box next to the fixed support services you want to register. <b>Note:</b> To select all fixed support services, check the box directly under "Select all".
HP Care Pack Service Product No.	Text field	This field automatically populates.
Care Pack Serial No.	Text field	This field automatically populates.
Product Serial No.	Text field	Enter the product serial number.
Product Number	Text field	Enter the product number. <b>Note:</b> A hardware product number is not necessary when the unit has a 12-digit serial number.
Product Purchase Date	Date selection	Enter or select the Product Purchase Date. <b>Note:</b> If you do not enter a date, the default is the Hewlett Packard Enterprise recorded product purchase date.
Preferred Service Provider	Drop down menu	Select a Preferred Service Provider for each fixed support services ordered. <b>Note:</b> If you do not choose a PSP, the default is Hewlett Packard Enterprise. This field is not accessible and grayed out if the option is not available to you.

**Step 14** Click the "preview" button to view the registration information.

At this point, the Preview Registration page appears.

**Preview Registration Screen**

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**Preview Registration**

Order Information	
Order Number	AM02005652
Partner Name	
Sold To	01400
P.O. Number	SCA5198236
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](#)

Notice that status is "Not Registered" at the preview step.

**Step 15** Review the registration information carefully. If all of the information is accurate, click the "confirm care pack registration" button to complete the registration.

At this point, the message "Care Pack(s) Registered" appears at the top of the page.



**Important Note!**

Fixed support services that include some proactive deliverables (like Proactive Care support) or software support need to be further processed by Hewlett Packard Enterprise, for this registration to be fully entitled. Please note that this can take several days to complete.



**Note**

To change Customer Details or Registration Details, click the "back" button.

### HPE Support Services Registration Screen

**Care Pack(s) Registered**

Order Information	
Order Number	<b>AM02005652</b>
Partner Name	
Sold To	<b>01400</b>
P.O. Number	SCAS198236
Remarks	

Customer Information	
Company	<b>XYZ Company</b>
Department	
Customer Name	<b>Janis Star</b>
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](#)

Notice that status is "Registered" at the registered

**Step 16** To register other fixed support services, click the "register another" button. To forward an email with a link to print the certificate, click the "e-mail registration" button. To print the fixed support services registration certificate, click the "view certificate" button.

At this point, printing options for the fixed support services registration certificate appear.

---

## Printing Options for Fixed Support Services Registration Certificate

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](#)



---

### Notes

The Print Service Provider Information on the Certificate(s) option only applies if you chose a Preferred Service Provider at the time of registration.

The assignment of a Preferred Service Provider is not an option available to all users. This option must be enabled in the user's profile. For more information, please contact your company's Hewlett Packard Enterprise CSN administrator.

---

**Step 17** Choose the preferred printing options.

**Step 18** Click the "show certificate" button.

At this point, the fixed support services registration certificate appears.

## HP Enterprise Fixed Support Services Registration Certificate

Hewlett Packard Enterprise		HPE Support Services Certificate	
<b>Issued To</b> Joe Smith Joe Smith Recording 255 5th Ave Raleigh CA UNITED STATES			
<b>Contact For Service</b> HEWLETT PACKARD ENTERPRISE			
<b>Ordered</b> UU096E	<b>Quantity</b> 2		
<b>Service Description</b> HP BCS Customer Support Team Day Svc			
Kindly refer to the attached pages for Registration Information For details, see Terms and Conditions document			
<b>This Certificate is your official proof of purchase</b> Please keep it for your records			
Page 1 of 2		Page 2 of 2	

Hewlett Packard Enterprise		Registration Information		
Product Serial No.	Product Number	Product Description	HPE Support Services Serial Number	Expiry Date
			XSPF2G98C346	10/28/2016
			XFQ6TSC38495	10/28/2016



### Notes

Each certificate includes information about the customer, the hardware product, the service, and the Preferred Service Provider, if selected.

To print the certificate, use your browser print option.

---

# Bulk Registration

## Section 6

### 6.1 Registering Using Bulk Upload

This functionality allows you to register several fixed support services at once, saving you valuable time and resources. This form is for registering fixed support services that have already been ordered, but not yet registered. It is especially helpful if you need to register large volumes of fixed support services.

#### **Bold Data Entry Fields**

Throughout the HP Enterprise fixed support services tool, you will notice that some data entry fields are bold, while others are not. Bold fields are required for processing. Please complete all bold fields as applicable.

#### **Bulk Registration Template Guidelines**

After you upload the completed template, you will receive an email confirming the bulk upload with details regarding the status. The file will state, by line item, if any line items were not successfully processed and why. In this case, correct any items and upload only those corrected line items for reprocessing. **DO NOT UPLOAD THE ENTIRE FILE AGAIN!**

**Step 1** From the HP Enterprise fixed support services tool home page, choose the “bulk registration template” option from the left navigation bar and complete, at minimum, the required information fields.

**Step 2** Enter, at least, the required information fields.



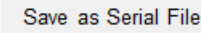
#### Notes

Bulk templates are universal for all regions. However, some fields might be mandatory in one region, but not in another. See the “How to Use This Template” tab within the template for more information.

An example of the Bulk Registration template is on the next page.

---

**Bulk Registration Template (displayed using two images)**

		<u>MANDATORY FIELD</u>	<u>MANDATORY FIELD</u>					<u>MANDATORY FIELD</u>
<u>MANDATORY FIELD</u>	<u>FIELD</u>	<u>FIELD</u>	<u>MANDATORY FIELD</u>	<u>MANDATORY FIELD</u>	<u>MANDATORY FIELD</u>			<u>MANDATORY FIELD</u>
CSN Order Reference Number	Unit Serial Number	Product Number	HP CarePack Product Number	Title/First name	Surname	Company Name	Department	Street Name & Number
AM01234501	CA56NU554F	ABC261	U432T4E	John	Jones	Test1		123 Any Street
AM67890044	CSU547SDE2	ABC994	H65424E	Joe	Smith	Test2		321 Any Street
AM05372381	SAE27GWE4	ABC42T	U52GWE	Janine	Toms	Test3		426 Any Street

**Bulk Registration Template (continued)**

<u>MANDATORY FIELD</u>	<u>MANDATORY FIELD</u>		<u>MANDATORY FIELD</u>						
<u>FIELD</u>	<u>FIELD</u>		<u>FIELD</u>						
Post/Zip Code	Town/City	State	Country	Tele #	Fax #	Email	Product Purchase Date DD-MMM-YYYY	Preferred Service Provider ID	TaxId
ABC123	London	ON	CANADA	323-426-2727		<a href="mailto:IT@test1.com">IT@test1.com</a>	23-Oct-14		
ABC123	London	ON	CANADA	432-272-5426		<a href="mailto:IT@test2.com">IT@test2.com</a>			
ABC123	London	ON	CANADA	578-744-7489		<a href="mailto:IT@test3.com">IT@test3.com</a>	11-Nov-14	Provider	



**Important Notes!**

You must use the “Save as Serial File” button embedded within the bulk template to save this file.

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.

---

**Step 3** Enter the Order Reference number.



**Notes**

The order reference number is the reference number provided at the end of an on-line order. (Example: EME0000123).

If you are unsure of your Order Reference Number, use the inquiries functionality to pull up the order by Date Range and/or P.O. Number and make a note of the associated Order Reference Number.

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**Step 4** If required; enter the Product Purchase Date. This represents the date the customer purchased the hardware that is to be supported by the fixed support services.



**Note**

This field is optional. If you do not enter product purchase date, this will default to the product purchase date recorded in Hewlett Packard Enterprise systems.

The product purchase date cannot be more than 90 days from the Hewlett Packard Enterprise recorded product purchase date. If the date entered is more than 90 days from the Hewlett Packard Enterprise recorded product purchase date, the fixed support services will be registered and the system will use the Hewlett Packard Enterprise recorded date to set the fixed support services period. A warning message to this effect will appear on the screen.

This Product Purchase Date field will be available for In-warranty fixed support services. It will not be available for software only or post-warranty fixed support services.

---

**Step 5** If appropriate, enter a Preferred Service Provider (PSP).



**Note**

If you add your company's PSP ID to some fixed support services, your company will be recognized as the service provide for all these fixed support services.

This field is optional. If you do not enter a PSP ID, the default provider is Hewlett Packard Enterprise.

The ability to choose a PSP is not an option for all users or fixed support services. This field will be disregarded if the option is not available.

---

**Step 6** Use the "Save as Serial File" button, which is embedded in the Excel template, to save the file.



- Step 7** Return to the Bulk Registration page of HP Enterprise CSN.
- Step 8** Enter the file name of the Bulk Registration template completed earlier.
- Step 9** Choose the “Bulk registration” option from the left navigation bar.

At this point, the Bulk Registration page appears.

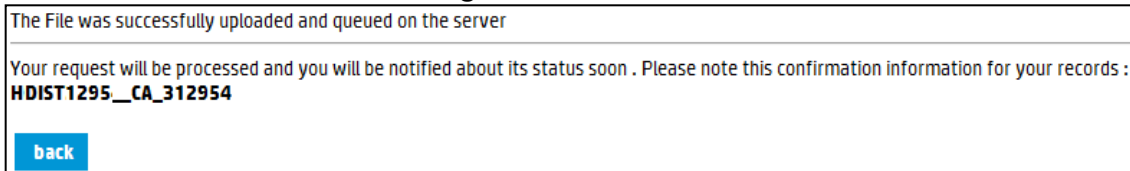
### Bulk Registration – File Upload Screen



- Step 10** Click the “Browse...” button to retrieve the bulk ordering file saved earlier.
- Step 11** Click the “upload file” button.

At this point, a Bulk Registration Confirmation message displays.

### Bulk Registration Confirmation



- Step 12** Record the confirmation information for your records.



#### Important

You will receive an email confirming the bulk upload with details regarding status. The file will state, by line item, if any line items were not successfully processed and why. In this case, correct any items and upload only those corrected line items for reprocessing. **DO NOT UPLOAD THE ENTIRE FILE AGAIN!**



#### Important Note!

Fixed support services that include some proactive deliverables (like Proactive Care support) or software support need to be further processed by Hewlett Packard Enterprise, for this registration to be fully entitled. Please note that this can take several days to complete.

# Update Registration

## Section 7

This functionality allows you to update the customer information for any registered fixed support services. Should the customer move locations, or even move the registered hardware to a different location, it is critical that you update the customer information so they receive the proper service.

### 7.1 Updating Registrations

**Step 1** From the HP Enterprise fixed support services tool home page, choose the “Update registration” option from the left navigation bar.

At this point, the Registration search page appears. Different search fields appear, depending on the search option you choose.

#### Update Registration Screen – Search by Serial Number (with Product Number)

The screenshot shows a search interface with a 'search' label in a box at the top left. Below it is a large empty search input field. Underneath is the heading 'What do you want to do?' followed by two radio button options: 'Find the registration information based on Product Serial Number' (which is selected) and 'Get the registration information based on Care Pack Serial Number'. A horizontal line separates this from the input fields. There are two input fields: 'Product Serial Number \*' and 'Product Number \*'. At the bottom left is a blue 'search' button.

#### Update Registration Screen – Search by Care Pack Serial Number

The screenshot shows a search interface with a 'search' label in a box at the top left. Below it is a large empty search input field. Underneath is the heading 'What do you want to do?' followed by two radio button options: 'Find the registration information based on Product Serial Number' and 'Get the registration information based on Care Pack Serial Number' (which is selected). A horizontal line separates this from the input fields. There is one input field: 'Care Pack Serial Number \*'. At the bottom left is a blue 'search' button.



**Note**

To update the registration, you must first search for the proper fixed support services. You can search by hardware serial number (with product number) or by the fixed support services serial number. Different data entry search fields appear, depending on the search option you choose.

---

**Step 2** To search for the proper fixed support services registration information, enter the serial number (with product number) or the fixed support services serial number.

**Step 3** Click the “search” button.

At this point, the Customer Detail, Registration Detail, and the Order Detail for the fixed support services appear. You cannot update or modify the information in the Registration Detail or Order Detail sections.

### Update Registration – 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 *	
<input type="button" value="reset"/>		<input type="button" value="submit"/>	



#### Note

Information about hardware cannot be modified at the user level. For example, if fixed support services are registered to a unit serial number that turns out to be DOA (Dead on Arrival), the registration information must be updated to reflect the serial number of the replacement unit. In this instance, contact your Regional HP Enterprise fixed support services contact person or support line.

---

**Step 4** Update the Customer Detail as needed, and then click the “submit” button. Click the “reset” button to erase any changes made and to restore the original customer information.

Once you submit the changes, the message “Registration Updated” appears above the Customer Details section.



---

**Note**

The reset function cannot be used after the submit function.

---

---

## Partner Inquiries

### Section 8

This function allows you to query several different reports for fixed support services. Report options include:

- 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.
- Find Registrations Expiring in a date range report.



#### Notes

Any inquiry that requires a date range (From Date – To Date) is limited to a maximum 45 days in range.

It does not matter the date chosen for the query start (From Date), but the range cannot extend more than 45 days from that date.

The end date (To Date) cannot extend past today's date.

The “Get **Registration Expiring** in a **date range** report” is limited to a 90 days date range that can be any time in the past or the future. This report will return the results to the email address indicated in the Email ID field.

---

**Step 1** From the HP Enterprise fixed support services tool home page, choose the “inquiries” option from the left navigation bar.

At this point, the Inquiries page appears.

## Partner Inquiries Screen

**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.Nnumber
- 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

---

Please enter the date range criteria for the search

From date \*  

To date \*  

**Search**

**Step 2** Choose the preferred query option and proceed to Step 3 of the appropriate section, depending on the query option chosen.



### Notes

To get Registration Report in excel format, proceed to section 8.1.

To get Orders Detail Report in excel format, proceed to section 8.2.

To get the sales orders placed within a Date Range and/or by the P.O. Number, proceed to section 8.3.

To perform an inquiry on the Sales Order Number, proceed to section 8.4.

To find the registration information based on Serial Number, proceed to section 8.5.

To get the registration information based on Care Pack Serial Number, proceed to section 8.6.

To find Registrations Expiring in a date range, proceed to section 8.7.

## 8.1 Get Registration Report in Excel Format

**Step 3** Choose the Get Registration Report in Excel format option.

**Partner Inquiries Screen – Registration Report**

**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.Nnumber
- 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

---

Please enter the date range criteria for the search

From date \*  

To date \*  

**Search**

**Step 4** Enter a start date (From date) and an end date (To date) for the query.

**Step 5** Click the “search” button.

At this point, the Registrations report opens in a separate Excel spreadsheet.



### Notes

You can open or save the spreadsheet.

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.



**Registration Report in Excel Format (displayed on two pages)**

Report For Registrations Between 04.21.2014 and 04.28.2014								
Order Number	Ordered Date	Company Name	End User Name	Care Pack Serial Number	Serial Number	Product Number	Product Purchase Date	Care Pack Expiration Date
AM03708972	4/25/2014	Data Systems	Lyne Doland	X87YST5CB964	2UA2511W5G	C5L93US		01/06/2016
AM03708552	4/24/2014	Technologies Inc	Mark Settler	XGNB9HMC6438	2UA2511W3Z	C5L93US		01/06/2016
AM03708553	4/24/2014	Computer Svcs	Joanne Merrier	XG5WP7N62CB9	2UA2511W4S	C5L93US		01/06/2016
AM03708553	4/24/2014	Computer Svcs	Joanne Merrier	XNL4P97C6328	2UA2511W4G	C5L93US		01/06/2016

**Registration Report in Excel Format (continued)**

HP Care Pack Product Number	HP Care Pack Product Description	Last Modified Date	Created User	Cancelled Care Pack	Physical Care Pack	PSP Name
UE332E	HP 3 year Next Business Day Onsite plus Defective Media Retention Desktop Only Service	4/28/2014	AEELF0001	No	No	
UE332E	HP 3 year Next Business Day Onsite plus Defective Media Retention Desktop Only Service	4/24/2014	HCO04357	No	No	PSPRESN
UE332E	HP 3 year Next Business Day Onsite plus Defective Media Retention Desktop Only Service	4/24/2014	AGENT862	No	No	
UE332E	HP 3 year Next Business Day Onsite plus Defective Media Retention Desktop Only Service	4/24/2014	AGENT862	No	No	

## 8.2 Get Orders Detail Report in Excel Format

**Step 3** Choose the Get Orders Detail Report in Excel format option.

**Partner Inquiries Screen – Orders Detail Report**

**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

---

Please enter the date range criteria for the search

From date \*

To date \*

**Step 4** Enter or select a start date (From date) and an end date (To date) for the query.

**Step 5** Click the “search” button.

At this point, the Orders Detail Report opens in a separate Excel spreadsheet.



### Note

You can open or save the spreadsheet.

### Orders Detail in Excel Format

Report For Sales Order Between 04.21.2014 and 04.25.2014								
Order Number	Alternate P.O. Number	Order Quantity (HP Care Pack Services)	HP Care Pack Product Number	HP Care Pack Product Description	Created Date	Created User	Back End Order Number	Status
AM03708972	3892YTGHS	1	UE332E	HP 3 year Next Business Day Onsite plus Defective Media Retention Desktop Only Service	4/25/2014	ING3266		Complete
AM03707651	elfdotnet IE 11	1	U5864PE	HP 1 year Post Warranty Next business day Onsite Desktop Only Hardware Support	4/23/2014	AELF0001		Incomplete
AM03707652	testing elfdotnet	1	UM037PE	HP 1 year Post Warranty 4 hour 24x7 ProLiant ML570 G4 Hardware Support	4/23/2014	AELF0001		Incomplete
AM03707652	testing elfdotnet	1	UX757PE	HP 1y PW 4h24x7 w/DMR ML570 G4 HW Supp	4/23/2014	AELF0001		Incomplete
AM03707762	20784083	2	U4414E	HP 3 year Next business day Onsite Notebook Only Service	4/23/2014	AELF0001		Incomplete
AM03707765	856uhh	1	U4414E	HP 3 year Next business day Onsite Notebook Only Service	4/23/2014	AELF0001		Incomplete
AM03707766	2348ty20gh	2	UM037PE	HP 1 year Post Warranty 4 hour 24x7 ProLiant ML570 G4 Hardware Support	4/23/2014	HCODIST4568		Incomplete
AM03708554	T1 - T2	2	UE332E	HP 3 year Next Business Day Onsite plus Defective Media Retention Desktop Only Service	4/24/2014	HCODIST4568		Cancelled
AM03708787	6383he45h	2	UE332E	HP 3 year Next Business Day Onsite plus Defective Media Retention Desktop Only Service	4/25/2014	HCODIST4568		Partial



**Note**

The status column refers to the registration status of the order, not the order itself.

## 8.3 Get the Sales Orders Placed Within a Date Range and/or by the P.O. Number

**Step 3** Choose the Get the Sales Orders Placed within a Date Range and/or by the P.O. Number option.

### Partner Inquiries Screen – Sales Orders by Date Range and/or P.O. Number

The screenshot shows a web interface for searching sales orders. At the top is a search bar. Below it, under the heading "What do you want to do?", there are seven radio button options. The third option, "Get the sales orders placed within a Date Range and/or by the P.O. Number", is selected. Below the options, a prompt asks the user to enter search criteria. There are three input fields: "PO/alternate PO number" (a text box), "From date" (a date picker set to 04.21.2014), and "To date" (a date picker set to 04.25.2014). Underneath, there is a section for "Select order status:" with two checkboxes: "Active orders" (checked) and "Archived orders" (unchecked). A blue "Search" button is located at the bottom left of the form.

**Step 4** Enter the P.O. number or a start date (From date) and an end date (To date) for the query.



#### Note

The P.O. number can be a Tier 1 P.O. number, a customer P.O. number or a Tier 2 reseller alternate P.O. number.

**Step 5** Select Active orders, Archived orders, or both.



#### Note

Once you archive an order, the order is hidden from you for administrative ease, but you can always unarchive or search for archived orders, if necessary.

**Step 6** Click the “search” button.

At this point, a list of sales orders appears.

### List of Sales Orders by PO and/or Date Range

Search		Results	
Sales Order	Reseller P.O.	Date Created	Registration Status
<a href="#">AM03708972</a>	3892YTGHS	25-APR-14	Complete
<a href="#">AM03707651</a>	elfdotnet IE	23-APR-14	Incomplete
<a href="#">AM03707652</a>	testing	23-APR-14	Incomplete
<a href="#">AM03707762</a>	20784083	23-APR-14	Incomplete
<a href="#">AM03707765</a>	856uhh	23-APR-14	Incomplete
<a href="#">AM03707766</a>	2348ty20gh	23-APR-14	Incomplete
<a href="#">AM03708552</a>	Chrome T1	24-APR-14	Complete
<a href="#">AM03708553</a>	T2	24-APR-14	Complete
<a href="#">AM03708554</a>	T1 - T2	24-APR-14	Cancelled
<a href="#">AM03708787</a>	6383he45h	25-APR-14	Partial
<a href="#">AM03708801</a>	U3J56747HB	25-APR-14	Partial
<a href="#">AM03708887</a>	T2 Reg	24-APR-14	Complete
<a href="#">AM03708965</a>	383839	25-APR-14	Complete
<a href="#">AM03708967</a>	44967	25-APR-14	Complete
<a href="#">AM03709465</a>	398gyd	28-APR-14	Incomplete

SearchResults1To150f18

[First](#) [Previous](#) [Next](#) [Last](#)

To sort by heading, click any hyper-linked heading.

To view the sales order, click any hyper-linked sales order number.



#### Note

To sort the list by heading click the hyper-linked heading itself.

**Step 7** Click the hyper-linked sales order number to view the details of the order.

At this point, the sales order appears



**Note**

The sales order number is the reference number provided at the end of an on-line order. (Example: EME0000123).

**Sales Order Detail Screen**

Order Information						
Reference Number	AM03707652					
Partner Name	HCORP					
P O Number	testing					
Order Assigned To						
Customer Name	A					
Assigned P.O.	testing					
Company Name	CA					
Detail Order Information						
HP Care Pack Product No.	HP Care Pack Product Desc.	Qty.	Unit Price	Net Price	Promotional Code	
UX757PE	HP 1y PW 4h24x7 w/DMR ML570 G4 HW Supp	1	N.A.	N.A.	N.A.	
UM037PE	HP 1 year Post Warranty 4 hour 24x7 ProLiant ML570 G4 Hardware Support	1	N.A.	N.A.	N.A.	
Registration Information						
<b>These parts have not been registered because they have not been associated to any Customer/Serial No.</b>						
HP Care Pack Product No.	Serial No.	Product Number	Care Pack Serial No.	Status		
UX757PE			XKC56082Z347	Not Registered		
UM037PE			X6C8J397W524	Not Registered		
<a href="#">Back to list</a> <a href="#">Register care pack</a> <a href="#">E-mail to Customer for Registration</a>						
<a href="#">Back to inquiries</a>						

**Step 8** Use the function buttons at the bottom of the page to execute the preferred next step.

## 8.4 Perform an Inquiry on the Sales Order Number

**Step 3** Choose the Perform an Inquiry on the Sales Order Number option.

**Partner Inquiries Screen – Sales Order 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.Nnumber
- 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

---

Sales order number \*

**Search**

**Step 4** Enter the Sales order number.



**Note**

The sales order number is the reference number provided at the end of an on-line order. (Example: EME0000123).

**Step 5** Click the “search” button.

At this point, the Order Information and Registration Information sections appear.

### Sales Order Detail Screen

Order Information					
Reference Number	AM03707652				
Partner Name	HCORP				
P O Number	testing				
Order Assigned To					
Customer Name	A				
Assigned P.O.	testing				
Company Name	CA				
Detail Order Information					
HP Care Pack Product No.	HP Care Pack Product Desc.	Qty.	Unit Price	Net Price	Promotional Code
UX757PE	HP 1y PW 4h24x7 w/DMR ML570 G4 HW Supp	1	N.A.	N.A.	N.A.
UM037PE	HP 1 year Post Warranty 4 hour 24x7 ProLiant ML570 G4 Hardware Support	1	N.A.	N.A.	N.A.
Registration Information					
<b>These parts have not been registered because they have not been associated to any Customer/Serial No.</b>					
HP Care Pack Product No.	Serial No.	Product Number	Care Pack Serial No.	Status	
UX757PE			XKC56D82Z347	Not Registered	
UM037PE			X6C8J397W524	Not Registered	
<a href="#">Register care pack</a> <a href="#">E-mail to Customer for Registration</a>					
<a href="#">Back to Inquiries</a>					

**Step 6** Use the function buttons at the bottom of the page to execute the preferred next step.



## 8.5 Find the Registration Information Based on Serial Number

**Step 3** Choose the Find the registration information based on Serial Number option.

**Partner Inquiries Screen – Serial 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

---

Serial number \*

Product number \*

**Search**

**Step 4** Enter the serial number and product number.



**Note**

You must enter a product number, along with the serial number.

**Step 5** Click the “search” button.

At this point, a list of fixed support services registered to this serial number appears.

**Registrations for this Serial Number**

**Search**      **Results**

---

HP Care Pack S.No	Care Pack Part No.	Sales Order No.
X87YST5CB964	UE332E	AM03708972

SearchResults 1 To1 Of 1

**Step 6** Click the hyper-linked Fixed Support Services Serial Number.

At this point, the Registration Information appears.

### Registration Information Screen

Registration Information	
Care Pack Serial No.	X87YST5CB964
Serial No.	2UA2511W5G
Product Number	CSL93US
Serial No. Description	HP 8300E SFF i53470 500G 4.0G 28 PC
HP Care Pack Product No.	UE332E
Customer Name	LD
Company	TEST
Department	address1
Address	city , qc - H5T 2E4 CA
Telephone	426-276-3838
Fax	
E-Mail	l@hp.com
Hardware Purchase Date	

[back to inquiries](#) [Back to List](#)

## 8.6 Get the Registration Information Based on Fixed Support Services Serial Number

**Step 3** Choose the Get the registration information based on Care Pack Serial Number option.

**Partner Inquiries Screen – Care Pack Serial 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.Nnumber
- 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

---

Care pack serial number \*

**Step 4** Enter the Fixed Support Services Serial Number in the “Care pack serial number” field.

**Step 5** Click the “search” button.

At this point, the Registration Information for the fixed support services appears.

## Registration Information Screen

Registration Information	
Care Pack Serial No.	X87YST5CB964
Serial No.	2UA2511W5G
Product Number	C5L93US
Serial No. Description	HP 8300E SFF I53470 500G 4.0G 28 PC
HP Care Pack Product No.	UE332E
Customer Name	L
Company	TEST
Department	
Address	address1
Telephone	city , qc - H5T 2E4 CA
Fax	426-276-3838
E-Mail	l@hp.com
Hardware Purchase Date	

[back to inquiries](#)

## 8.7 Get Registrations Expiring in a date range

**Step 3** Choose the Find registrations expiring within the Next 90 days option.

**Partner Inquiries Screen – Expiring in Next 90 Days**

**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.Nnumber
- 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

---

Please fill the inputs to get the Registrations Expiring report to your email.

From date \*

To date \*

Email id \*



### Notes

The “From” and “To” dates are defaulted to a 90 days period that starts with today’s date. The Email Id is defaulted to the email address associated with the account used for logging in the tool.

The period cannot be more than 90 days, but can be any period in the future or past.

The report will be sent to the email id indicated.

**Step 4** Change or select different dates as required as well as update the email id if necessary.

**Step 5** Click the “search” button.

At this point, a message appears at the top of the screen to indicate the report will be sent via email.

**Step 6** Once the email is received click to open the attachment containing the zipped report.