



Logistic Services

HP Deployment Services

Service benefits

- Delivery to your dock with proactive delivery notification prior to delivery
- Consolidated and customised delivery options
- Waste removal and other special requests
- Fixed price

Service overview

HP Deployment Services provide customers with a comprehensive PC-related services portfolio that delivers truly business-ready PCs to IT departments and end users. Logistic Services are an essential element of comprehensive Deployment Services that cover the distribution, delivery, installation, data migration and PC Deployment project management. With help from HP, companies can reduce the amount of time IT teams spend on roll-out and refresh projects so they can focus more on core strategic work.

- Door/Dock Delivery Service
- Inside Delivery Service
- Home Delivery Service
- Campus Delivery Service
- Unpacking and Waste Removal Service
- Consolidated Delivery Service
- Customised Pallet Service
- Special Equipment and Requests Services
- Day/Time Delivery Service

Specifications

Door/Dock Delivery Service

HP Door/Dock Delivery Service provides the delivery of units from the factory to the door or dock at the shipping address of a customer. The service is provided by basic shipping and not consolidated delivery and is limited to normal business days and hours. HP will provide proactive delivery notifications prior to delivery. Track, trace and proof of delivery are also included in the service. The service can be ordered with or without an appointment.

Inside Delivery Service

HP Inside Delivery Service provides the delivery of units to a customer's designated or specified work environment. The work environment may include, but is not limited to, a cubicle, office, lab or room. The exact location will be specified by the customer. Each delivery will generate an invoice (or multiple invoices per customer order). And basic delivery lead times apply unless specific customer terms and conditions exist. This service does not include product installation activities.

Home Delivery Service

HP Home Delivery Service delivers units from the factory to the addresses of the customer's employees, with advance permission from the customer. The service is provided by basic shipping and not consolidated delivery and is limited to normal business days and hours. HP will provide proactive delivery notifications prior to delivery. Track, trace and country-specific carrier proof of delivery are also included in the service. See page 4 for mandatory customer prerequisites for Home Delivery.

Campus Delivery Service

HP Campus Delivery Service provides delivery to multiple specified locations or buildings on the same large customer site on the same date, using details given in the customer shipping address. The service will prevent consolidation on the same pallet of the shipment with other shipments to the same customer site on the same date.

Unpacking and Waste Removal Service

HP Unpacking and Waste Removal Service includes the unpacking of all HP products delivered to the customer's location and the disposal of any associated waste.

HP will check the shipment against the packing list, unpack all products delivered to an on-premises customer-designated location and remove packaging materials. This service is only available with HP Inside Delivery Service.

Consolidated Delivery Service

HP Consolidated Delivery Service provides the consolidation and delivery of all products from a single order to the location specified by the customer. This service only applies to hardware PC platform units and their accompanying monitors, docks, keyboards and mice, and it is charged accordingly. One unique delivery will be made to the customer's location for products originating from different HP manufacturing locations. Delivery consolidation may result in a longer order-to-delivery time frame.

Customised Pallet Service

HP Customised Pallet Service enables shipments to be palletised to accommodate the customer's location specifications and access constraints (e.g. limited height, type of pallet, lift size). HP will deliver HP products on a unique pallet size or in a unique format. The customer can choose between industrial (100 cm x 120 cm) or European (80 cm x 120 cm) pallet sizes or choose a pallet size based on a specific height. HP can customise the pallet to a specific height limit (e.g. less than 140 cm).

Special Equipment and Requests Services

HP Special Equipment and Requests Services provide end-to-end solutions that meet customer work environment specifications. Associated SKUs include:

- **Special equipment:**

HP can provide special equipment for moving HP products from the truck unloading site to the customer's location (e.g. truck lift, crane or external lift). HP can also accommodate inside/desk delivery of specific basic service-level requests (e.g. use of a floor covering to protect the customer's work environment).

- **Forklift:**

A delivery vehicle will bring a forklift truck to the customer's location for unloading of the shipment. Carrier to contact the customer prior to delivery for specification of access restrictions.

- **Delivery site not on ground floor:**

Delivery to a location that is not on the ground floor of the shipping location. Carrier to contact the customer prior to delivery for specification of access restrictions.

- **Carrier unloading service:**

Delivery vehicle driver to unload shipment by themselves at the customer's location.

- **Two people at delivery:**

Provides for delivery by two people in order to unload the shipment at the delivery address. The carrier will contact the customer prior to delivery for specification of access restrictions.

Day/ Time Delivery Services:

HP Day/Time Delivery Services allows customers to specify conditions for when they are willing to accept delivery. SKUs include:

- **Non-working day delivery service**

Provides for the scheduling and support of basic delivery services for HP products to the customer on a non-standard HP business day. This service helps the customer avoid business disruption (e.g. financial institutions or IT server rooms). HP will provide delivery on non-standard business days (e.g. Sunday delivery). Non-standard business day delivery requires a specific agreement with the customer prior to the order being placed.

- **Pre-alert with booking slot timed**

Provides for customer contact prior to delivery. The customer will advise on the booking slot date/time (within normal business hours), and the carrier provides additional information (e.g. name/licence of the driver). It has been agreed that customers should accept delivery within three working days of contact from the carrier.

- **Day and time delivery**

Provides delivery to customer on a specific work day (Monday through Friday) and time (hourly 08:00–17:00 or a special time). Customer selects an option in advance from a pre-determined set.

- **Delivery any day**

Delivers to a customer any day of the week, hourly 08:00–17:00 or a special time.

Overall key differentiators for HP Logistics Services include fixed pricing, HP platform breadth, global reach and local touch. These services only apply to hardware PC platform units and their accompanying monitors, docks, keyboards and mice and are charged accordingly; for accompanying accessories, this service will be executed but not charged for separately.

Sustainability

Optimising product transportation

To improve efficiency, cut costs and reduce negative environmental impacts, HP endeavours to optimise its logistics network by consolidating shipments, identifying new routes and shipping directly to customers or local distribution centres. HP requires its product transportation suppliers to use the **Global Logistics Emissions Framework** to standardise emission calculations. To drive progress across the industry and beyond, HP is working with the Clean Cargo Working Group, Green Freight Asia, the International Air Transport Association, the United Nations Climate & Clean Air Coalition, and the US Environmental Protection Agency (EPA) SmartWay programme. HP continues to use SmartWay partners for 100% of its products shipped by truck in the United States and Canada. The programme improves road transportation efficiency and reduces GHG emissions.¹

Special considerations

General Services

- Each service is negotiated at a fixed price per unit or on a per-order basis according to the customer's catalogue and the nature of each service.

Door/Dock Delivery

- This service cannot be selected with Inside Delivery, Home Delivery, Campus Delivery, Stock Express or Unpacking and Waste Removal.

Inside Delivery Service

- This service cannot be selected with Door/Dock Delivery, Home Delivery, Campus Delivery or Stock Express.
- This service can be associated with HP Installation Services if the customer wants to move delivered hardware to an interim storage or staging area prior to the delivery of assets to point-of-use locations (e.g. cubicle, office, lab or room).

Home Delivery Service

- This service is approved until 31 October 2021; future extensions will be reviewed in September 2021.
- This service requires customer email approval from Customer Account Executive (e.g. Procurement lead or CIO) in which:
 1. The customer approves devices being delivered to their employees' home addresses and in what countries home deliveries will occur.
 2. The customer accepts multiple invoices for the multiple individual orders placed in a month.
 3. The customer agrees to complete the Home Delivery order template for all ongoing home orders.
- This service cannot be selected with Door/Dock Delivery, Inside Delivery, Campus Delivery, Stock Express or Unpacking and Waste Removal.

Campus Delivery Service

- This service cannot be selected with Door/Dock Delivery, Home Delivery, Inside Delivery, Stock Express or Unpacking and Waste Removal.

Unpacking and Waste Removal Service

- This service does not include the disposal of old equipment.
- This service can only be ordered when the Inside Delivery Service is also ordered.
- This service does not provide installation or plug-in services.
- Waste removal is limited to empty boxes, cartons, inserts and cushions.

Delivery time/day services

- Only one of the following services can be selected per order:
 - Non-working day delivery service
 - Pre-alert with booking slot timed
 - Day and time delivery
 - Delivery any day

Logistic Services other than Inside Delivery and Unpacking and Waste Removal Services

- Each activated service will be quoted and charged.

Customer responsibilities

Site and product access

The customer must provide access to the building, floor and individual cubicles, offices, labs or rooms where Logistic Services will be delivered on the date and time that the delivery is scheduled. Furthermore, the customer must provide working space and facilities within a reasonable distance of the products as well as access to and use of information, customer resources and facilities as is reasonably determined necessary by HP to provide Logistic Services for the products and to allow the HP service agent to help with the delivery of the new units.

Customer resources include a site representative and contact to identify the cubicles, offices, labs and rooms where the services are to take place.

The customer's receiving location (e.g. door or dock) must be in the same building as the customer's location for the Inside Delivery and Unpacking and Waste Removal Service.

Project management

Overall project management is provided by the customer or ordered as a separate managed service from HP or a third party. HP or its authorised service provider will schedule an appointment with one person per site. It will be the responsibility of the customer to contact or inform its end users.

If the customer's project management or deployment coordination is performed in non-English speaking countries, and those resources act as appointment contacts for HP or its local authorised service providers, the customer's contact must either possess native-language (site-specific) skills (written and spoken) or be able to speak, read and write English.

Asset security

The customer must ensure that all locations provide an adequate level of security and that any quarantine capabilities are consistent with its own internal security standards. HP assumes no liability in case of damage, theft, fire and so on for assets placed in the customer-designated decommission location.

Site access

Access to the collection point needs to be clear of obstacles (e.g. restricted access, locked doors, etc.). It is the customer's responsibility to provide special equipment such as forklifts and stair walkers as well as their respective operators if these are not ordered with the Logistics Services. If lifts are present, the customer must help with lift access for the movement of units across different floors.

The customer must inform HP or its authorised service provider about required clearance levels or passes to access military or public areas, laboratories and so on.

General responsibilities*Hazardous environment*

The customer must notify HP if it is discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone Deployment Services until the Customer remedies such hazards.

The Customer needs to ensure that equipment is uncontaminated by chemicals, biological agents or other substances that are not integral to the original new equipment or otherwise associated with a normal office environment.

Authorised representative

The customer must have a representative present when HP service engineers are providing Deployment Services at the customer's site.

The customer's representative must either possess native-language (site-specific) skills (written and spoken) or be able to speak, read and write English.

Specific requirements

The Customer must fulfil the above responsibilities for the specific services acquired.

Confidentiality

The customer is responsible for the security of its proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such on disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorised use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without duty of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

Personal data

Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to the customer's personally identifiable information ("PII") when providing services. If HP has access to customer PII stored on a system or device belonging to the customer, such access will likely be incidental and the customer will remain the data controller of customer PII at all times. HP will use any PII to which it has access strictly for the purpose of providing the services ordered. The customer is responsible for the security of its proprietary and confidential information, including PII.

General provisions

Order cancellation

The customer may cancel orders for this service prior to appointment booking delivery at no charge.

Service delivery

Services must be received/executed in the country in which the order was placed.

Operational hours

Logistic Services are provided during local standard HP business hours on standard business days excluding local public holidays unless the HP Non-working Day Delivery Service is ordered.

Subcontracting

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorised service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

Geographic coverage

These services may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

Ordering information

Logistic Services are available to customers who order HP hardware.

Logistic Services can be but do not necessarily have to be ordered in tandem with Installation Services.

Learn more

hp.com/go/deployment

Sign up for updates
hp.com/go/getupdated



Share with colleagues

¹2019 Sustainable Impact Report p. 43 <https://h20195.www2.hp.com/v2/GetDocument.aspx?docname=c06601778>

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with an HP product.

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