HP

HP Supplies Planet Partners Program
User Sign Up Guide
Appendix : A

Table of Contents

Updated on: 22 Sep 2014

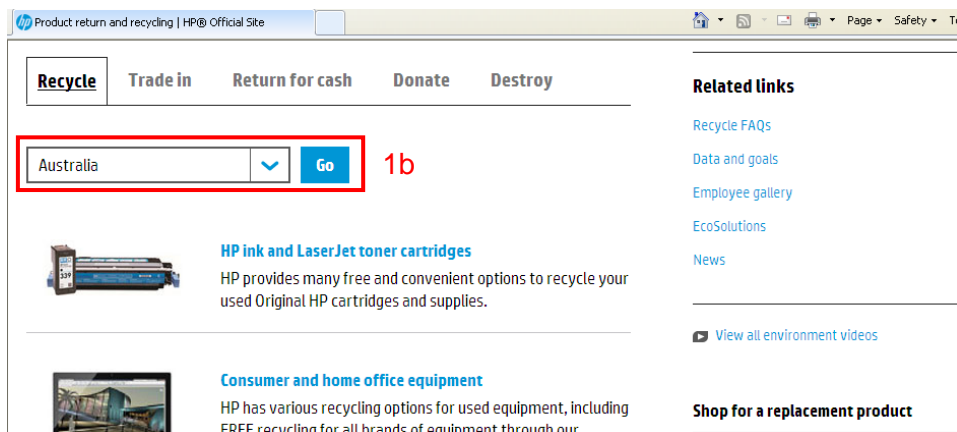# Appendix A: Sign Up and Collection Process

A1- Sign Up Process

1. Accessing HP Planet Partners Program Website

   1a. Go to www.hp.com/recycle.
   1b. Select your country page on the drop-down under "HP ink and LaserJet toner cartridges" and click "Go".
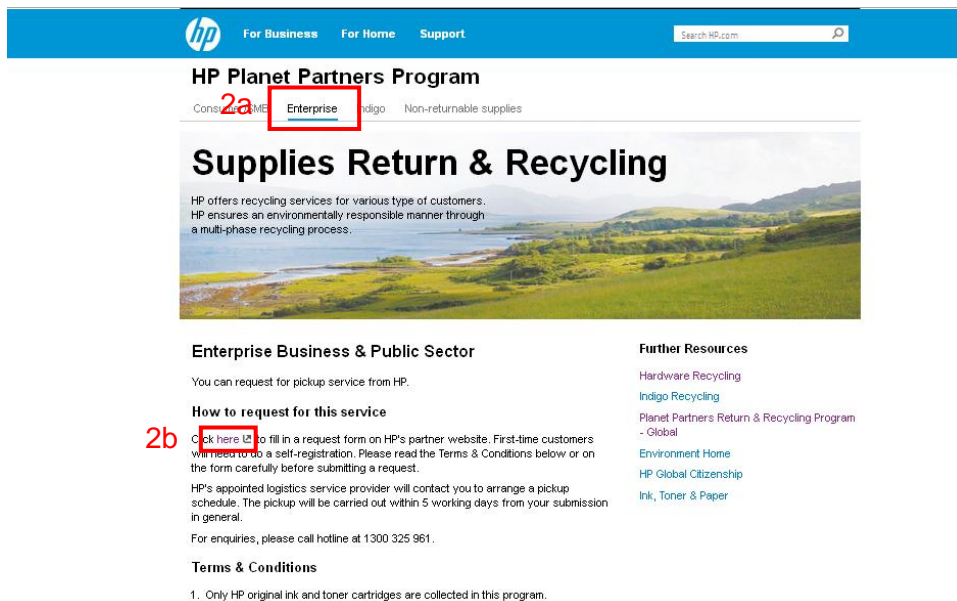

2. Accessing the Supplies Planet Partners Program Form

   After selecting the country page, user will be directed to the country recycling page.

   2a. Click on "Enterprise".
   2b. Under the "Enterprise" page, look for "click here" and click on it.

   User will then be directed to the page "Leaving HP.com".

2d. Click on "Continue to HP's partner website"--- the user will then be directed to HP's Partner Website to access the Supplies Planet Partners Program Form.
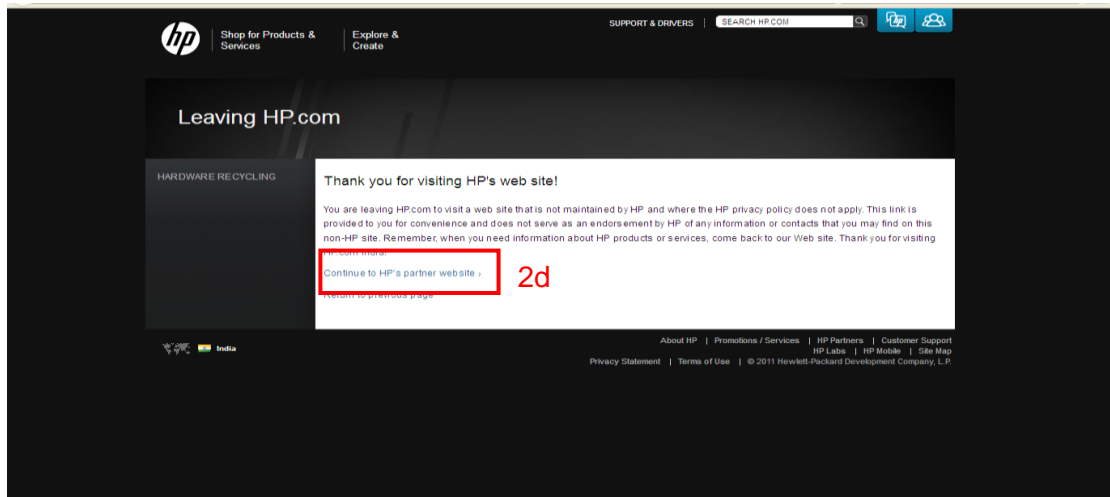
3. Signing for the Supplies Planet Partners Program Form

Customer who is first time participating in the Planet Partners Program must complete the sign up process to create user account. This is a one-time sign up process.

3a. Click on "Sign Up".
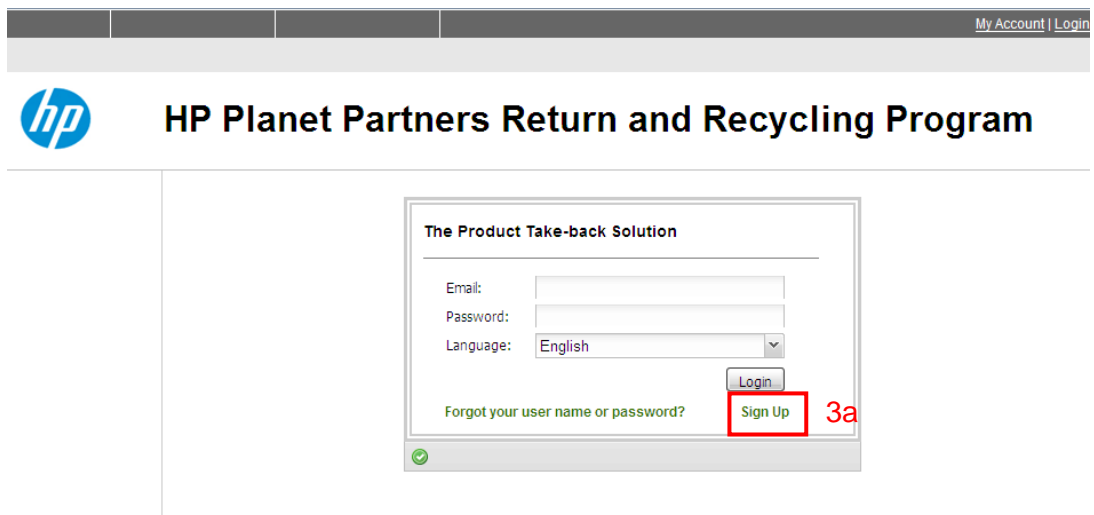
3b. On the "Sign Up Form" fill in all the required mandatory information in those fields marked with exclamation mark. Scroll up and down to access the form.

3c. Click "Submit" after completion of all information.

3d. After completion of the sign up form, user will receive an automated email notification with the Login ID and Password. Below is an example.
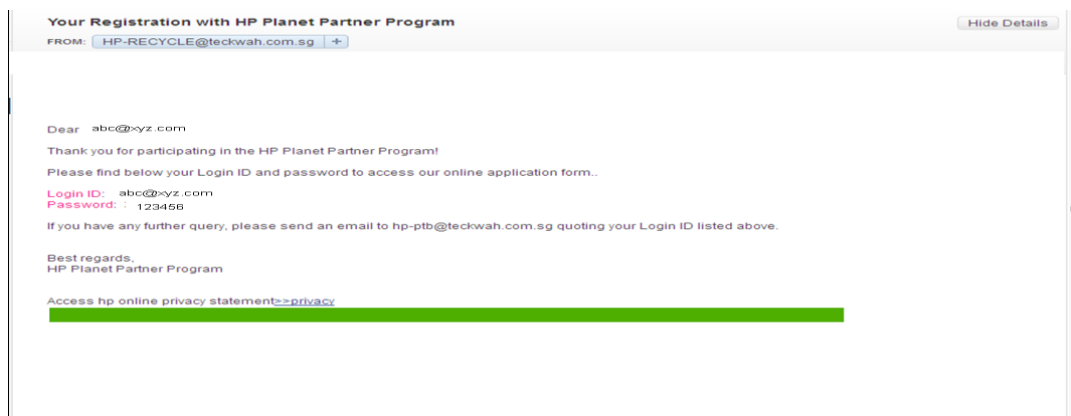
If the user has multiple/different addresses participating in the HP Planet Partners Program, these locations have to be registered as well.

3e. Click on "Add Multiple Collection Address".

User will now be directed to the "Add Multiple Collection Addresses".

3f. Click on "Add new".
3g. Fill up the required information in the pop up box shown and click "submit" after completion. All fields marked with exclamation mark are mandatory fields.

A2- Collection Process

1. User can go directly to HP partner's website at http://hp-recycle.vinfiniti.biz/mainHome.action?language=EN to access the Supplies Planet Partners Program form. Note that you must have a user account in order to raise a pickup request.

   1a. At the log in page, user will need to enter his Email ID and Password before proceeding to click on "Login".

2. User fills up details in the Supplies Planet Partners Program form to trigger a pickup request.

2a. Select and click on "Supplies Takeback". The user information will auto populate the information that created in the sign up process.

2b. If user is requesting for other sign up locations under the same user account, click on "Pick Up Address" in the form to choose the correct address accordingly.

2c. Scroll down to the page to fill in the required information.

   i. Fill in the quantity information next to the supplies type that you will be returning.

   ii. Customer can have the option to request for supplies recycling box by indicating the required quantities next to the field: " Number of recycling bins required

   iii. Click on "I agree to the Terms and Conditions" after completing all information in the form.

   iv. User then clicks on "Submit" for the request to be processed.

Updated on: 22 Sep 2014

3. User will receive an automated job email attached with a packing list after the Supplies Planet Partners Program form is submitted.
Refer to Fig 3a for a sample of the automated job email. Every request will be marked with a system generated job ID for reference.

Refer to Fig 3b for a sample of the packing list attached to the automated mail. User to ensure logistics vendor signed off the packing list when the used HP original ink and toner cartridges are collected.
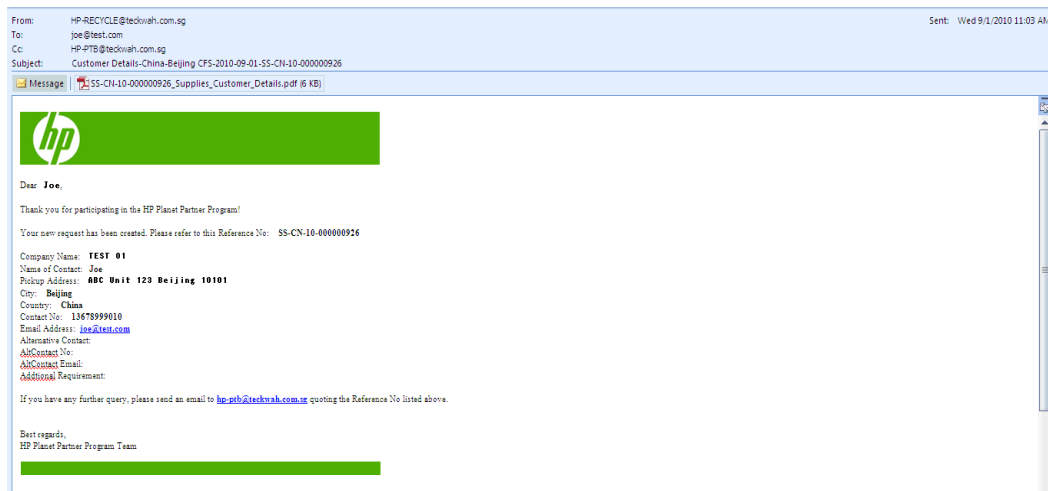

Fig 3a- Automated Job Email notification sample

Fig 3b- Packing List Sample
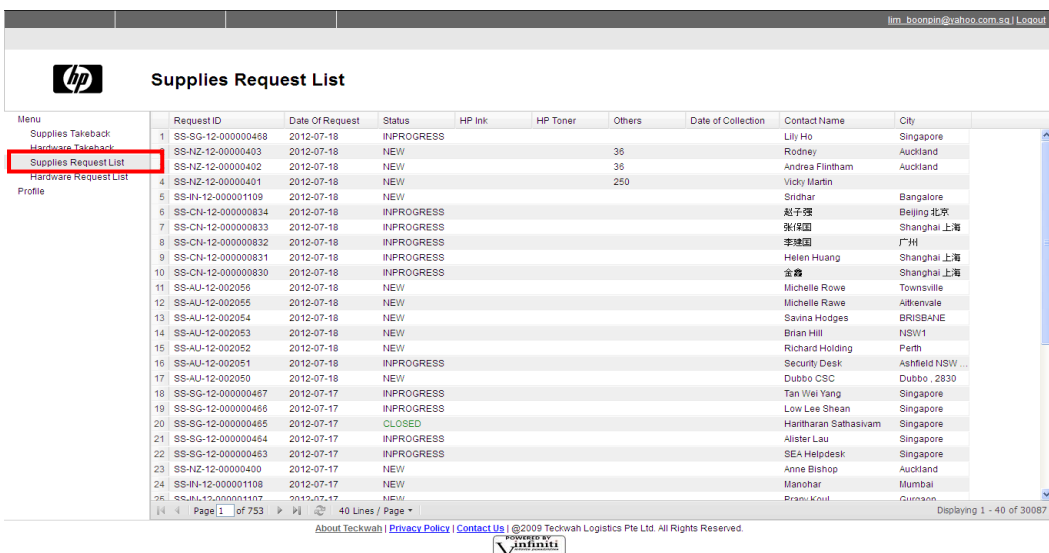
4. User can also review their request status.

4a. At the user profile page, click on "Supplies Request List".

A3- Logistics Escalations

- For any logistics issues that the customer encountered, he may contact Teckwah Logistics Helpdesk at **hp-ptb@teckwah.com.sg** for assistance.

- In general, the common logistics issues that customer will encountered are:
  - Collection request city is not listed in the drop down list.
  - No response from logistics provider after collection request had been submitted.
  - Change in pick up details.
  - No email notification received after request had been submitted.
  - Collection did not take place as scheduled by Logistics Service Provider (LSP).
- For user using Internet Explorer ( ) search engine, user may encounter site display problem or system response issue due to view compatibility issue. You may rectify this problem with IE by fixing the display problems with its Compatibility View (please see the following url: **http://windows.microsoft.com/en-SG/internet-explorer/use-compatibility-view#ie=ie-11**

- For any escalation that are sent to the helpdesk, please provide the below information to facilitate the team in providing the necessary assistance.
  - Job reference ID
  - Company Name/ Pick Up location details
  - Date of Request