



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

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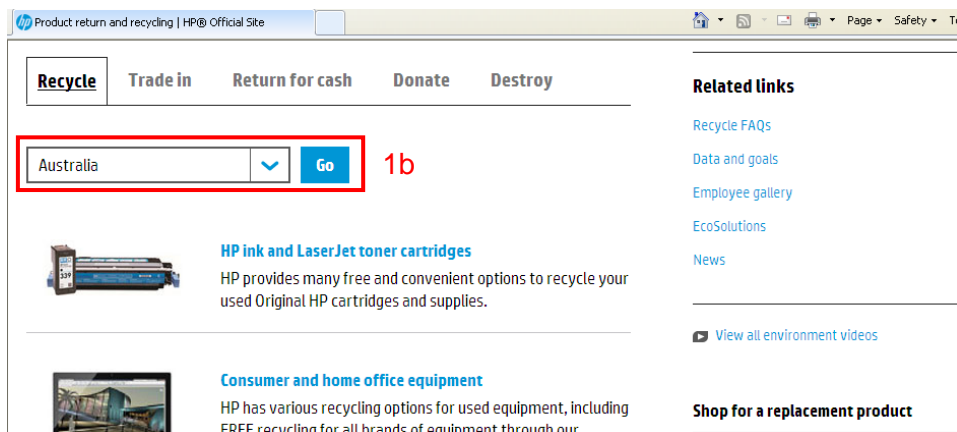
## Appendix A: Sign Up and Collection Process

### A1- Sign Up Process

#### 1. Accessing HP Planet Partners Program Website

1a. Go to [www.hp.com/recycle](http://www.hp.com/recycle).

1b. Select your country page on the drop-down under “HP ink and LaserJet toner cartridges” and click “Go”.

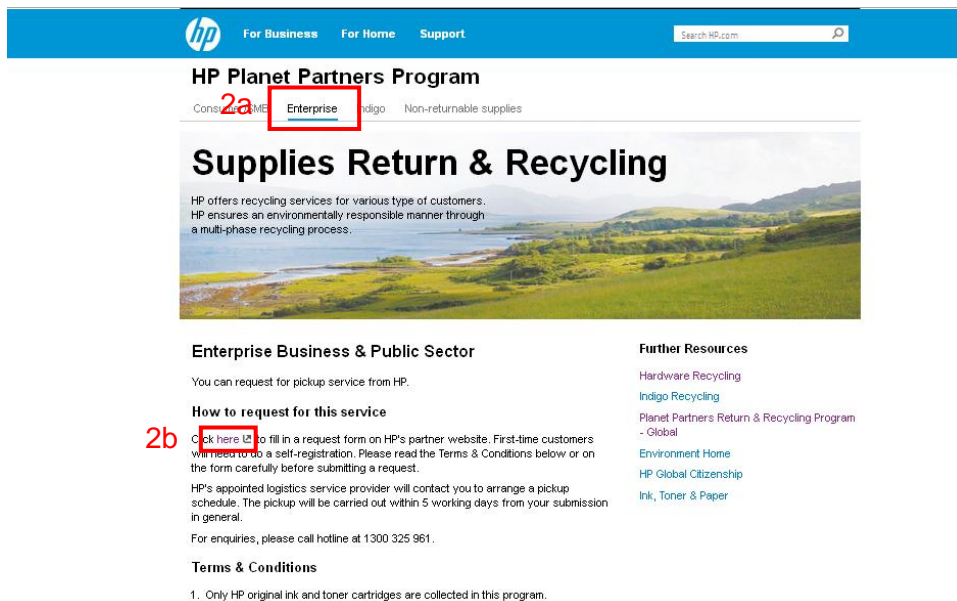


#### 2. Accessing the Supplies Planet Partners Program Form

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

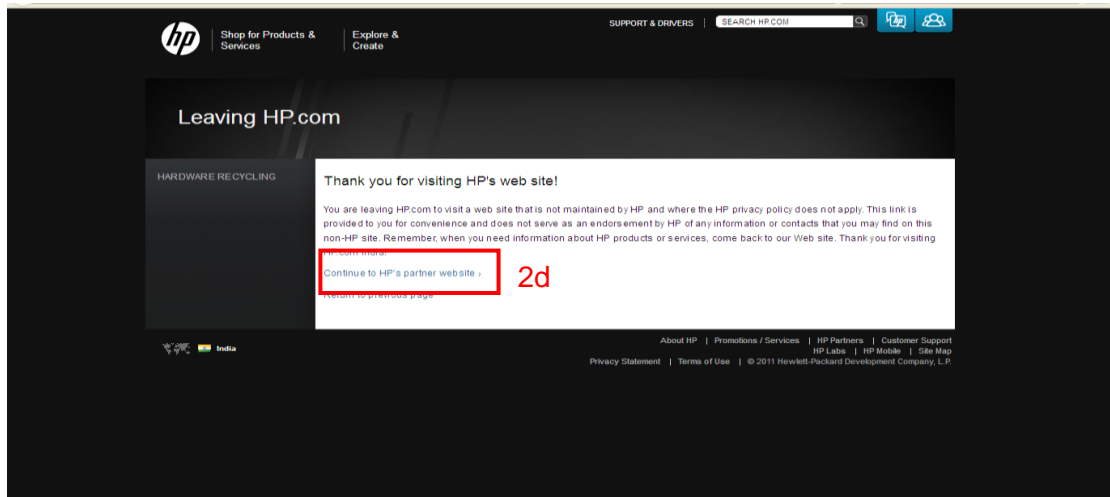
2a. Click on “Enterprise”.

2b. Under the “Enterprise” page, look for “click here” and click on it.



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

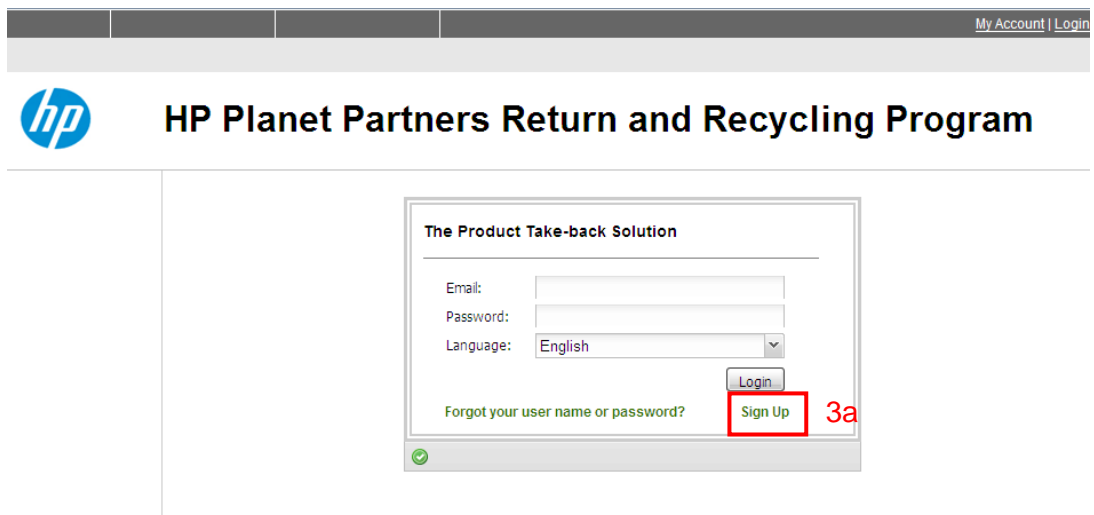
2d. Click on “Continue to HP’s partner website”--- the user will then be directed to HP’s Partner Website to access the Supplies Planet Partners Program Form.



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.

My Acc

**hp** Sign Up

**General Information**

Email:  ⓘ

Password:  ⓘ

Password Confirmation:  ⓘ

**Requestor Information**

Customer Type:  ⓘ

Salutation:  ⓘ

Full Name:  ⓘ

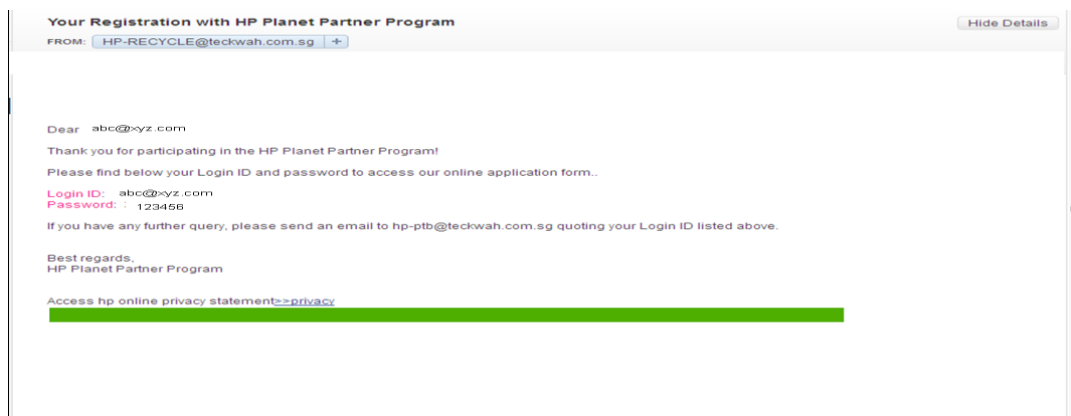
Telephone Number:  ⓘ

3c

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infiniti

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”.

yoke-har-agnesl@hp.c

**hp** Profile

Menu

- Supplies Takeback
- Hardware Takeback
- Supplies Request List
- Hardware Request List
- Profile

**Requestor Information**

Customer Type:

Salutation:

Full Name:

Telephone Number:

Reference Code\*:

\* HP Account Manager (HP Customer) / Location Code (HP Internal) / Charge Code (HP Partner)

**Collection Details**

Company Name:

3e

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.

Pickup Address	Country	City	Contact Name	Contact No	Contact Email	Alternative Con...	Alte
1	25 Pandan cre...	Australia	Agnes Lee	68729534	yoke-har-q		

## 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”.

My Account | Login

## HP Planet Partners Return and Recycling Program

**The Product Take-back Solution**

Email:

Password:

Language: English

1a

[Forgot your user name or password?](#) [Sign Up](#)

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.

The screenshot shows the HP Supplies Takeback web form. The user's email address 'yoke-har-agnesl@hp.cc' is visible in the top right corner. The HP logo is on the left. The main heading is 'Supplies Takeback'. A left-hand menu is labeled '2a' and has 'Supplies Takeback' highlighted with a red box. The form is divided into two main sections: 'Requestor Information' and 'Collection Details'. The 'Requestor Information' section contains fields for Salutation (Miss.), Full Name (Agnes Lee), Telephone Number (61111111), and HP Account Manager. The 'Collection Details' section contains fields for Company Name (ABC Company), Pickup Address (highlighted with a red box and labeled '2b'), Country (Australia), and City (BRISBANE). There are 'Reset' and 'Submit' buttons at the bottom right of the form.

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

- Fill in the quantity information next to the supplies type that you will be returning.
- 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
- Click on “I agree to the Terms and Conditions” after completing all information in the form.
- User then clicks on “Submit” for the request to be processed.

The screenshot shows the HP Supplies Takeback web form, scrolled down to the 'Packaging Details' section. The HP logo is on the left. The main heading is 'Supplies Takeback'. A left-hand menu is labeled '2a' and has 'Supplies Takeback' highlighted with a red box. The 'Packaging Details' section contains fields for Number of Toner Cartridges (25), Number of Ink Cartridges (10), Number of Recycling Bins Required (0), Number of Indigo Cartridges (10), and Number of IHPS Printheads. A red box highlights these fields, labeled '2ci & cii'. Below the fields, there is a note: '\* Minimum pickup quantity is 20 Ink Cartridges or 10 Toner Cartridges or 30 Indigo Cartridges or 30 IHPS Printheads or 1 Recycling Bin'. Another note says '\* Please click [here](#) to see a list of non-returnable supplies'. There are 'Reset' and 'Submit' buttons at the bottom right of the form. At the bottom of the page, there is a footer with links for 'About Teckwah | Privacy Policy | Contact Us | ©2009 Teckwah Logistics Pte Ltd. All Rights Reserved.' and a logo for 'powered by inifiniti'. The browser's address bar shows 'Done' and 'Internet'.

hp **Supplies Takeback**

Menu  
Supplies Takeback  
Hardware Takeback  
Supplies Request List  
Hardware Request List  
Profile

Terms and Conditions:

4. Location for pickup must be within major cities.
5. Indigo Returns is only available for Singapore and Australia. Minimum pickup quantity is 30 pieces of Indigo Cartridges
6. Cartridges for pickup must be packed properly in bags or boxes.
7. Collection is provided by HP or its designated agencies.
8. Returned cartridges will be subject to verification and qualification.
9. Collected cartridges that have left the customer's premises will not be returned back.
10. HP reserves the right to ask customers to provide additional proof of purchase if necessary.
11. HP reserves the rights to change these Terms and Conditions.

I agree to the Terms and Conditions

Reset Submit 2civ

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Done Internet

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.

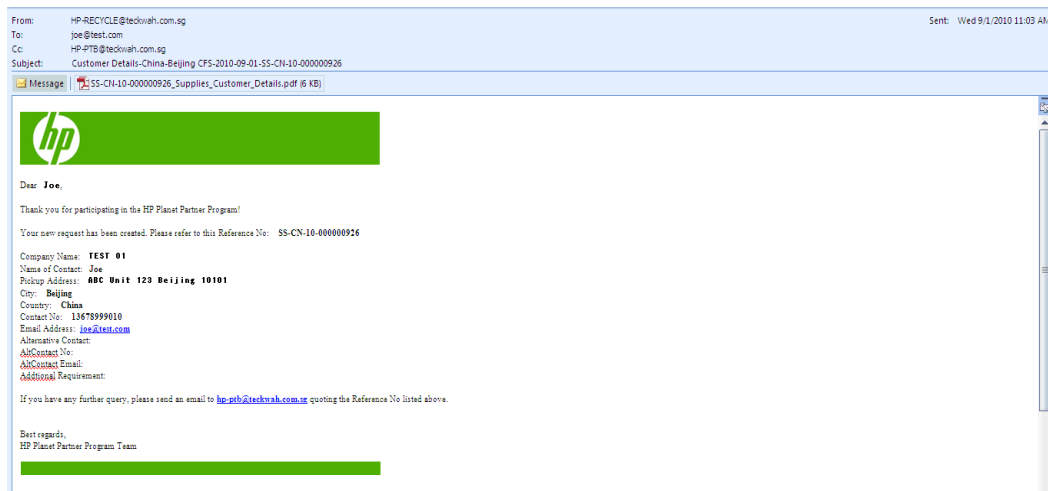




Fig 3a- Automated Job Email notification sample

Fig 3b- Packing List Sample

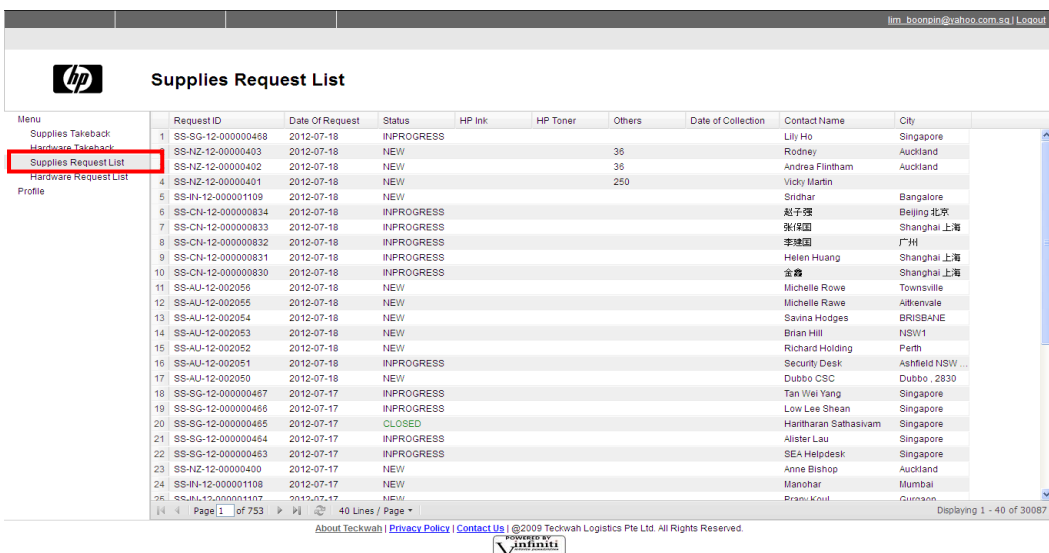


# HP Supplies Planet Partners Program User Sign-Up Guide

 	
<b>HP Planet Partners Programme Packing List-Supplies</b>	
Job ID: SS-SG-09-000001590	
<b>COLLECTION DETAILS</b>	
Company Name	Test Teckwah
Name of Contact	Eddy Yang
Pick-Up Address	Pandan
City	Singapore
Country	Singapore
Contact No.	6872 8241
Email Address	eddy_yang@teckwah.com.sg
AltContactName	Test
AltContactNo.	Test
Add Remarks	
<b>Product Description</b>	<b>Qty</b>
Ink Cartridges	0
Toner Cartridges	11111111
<b>By signing this form:</b>	
1) The customer transfers the full title of the products included in this packing list to the recipient.	
2) The customer declares that the products is not leaking or damaged	
3) The customer declares that the products have not been exposed to radiation, chemicals or biochemical's.	
4) The customer confirms that to the best of his knowledge, cartridges have been removed from the printers.	
<b>From Customer to Logistics Provider:</b>	
Transfer From:	Received By:
Date:	Date:
Signature:	Signature:
Company Stamp:	Company Stamp:
<b>From Logistics Provider to Recycler:</b>	
Transfer From:	Received By:
Date:	Date:
Signature:	Signature:
Company Stamp:	Company Stamp:


4. User can also review their request status.

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



Request ID	Date Of Request	Status	HP Ink	HP Toner	Others	Date of Collection	Contact Name	City
1 SS-SG-12-00000468	2012-07-18	INPROGRESS					Lily Ho	Singapore
2 SS-NZ-12-00000403	2012-07-18	NEW			36		Rodney	Auckland
3 SS-NZ-12-00000402	2012-07-18	NEW			36		Andrea Flintham	Auckland
4 SS-NZ-12-00000401	2012-07-18	NEW			250		Vicky Martin	
5 SS-IN-12-000001109	2012-07-18	NEW					Sridhar	Bangalore
6 SS-CN-12-000000834	2012-07-18	INPROGRESS					赵子琛	Beijing 北京
7 SS-CN-12-000000833	2012-07-18	INPROGRESS					张保国	Shanghai 上海
8 SS-CN-12-000000832	2012-07-18	INPROGRESS					李建国	广州
9 SS-CN-12-000000831	2012-07-18	INPROGRESS					Helen Huang	Shanghai 上海
10 SS-CN-12-000000830	2012-07-18	INPROGRESS					金鑫	Shanghai 上海
11 SS-AU-12-002056	2012-07-18	NEW					Michelle Rowe	Townsville
12 SS-AU-12-002055	2012-07-18	NEW					Michelle Rowe	Adrianvale
13 SS-AU-12-002054	2012-07-18	NEW					Savina Hodges	BRISBANE
14 SS-AU-12-002053	2012-07-18	NEW					Brian Hill	NSW1
15 SS-AU-12-002052	2012-07-18	NEW					Richard Holding	Perth
16 SS-AU-12-002051	2012-07-18	INPROGRESS					Security Desk	Ashfield NSW
17 SS-AU-12-002050	2012-07-18	NEW					Dubbo CSC	Dubbo, 2830
18 SS-SG-12-00000467	2012-07-17	INPROGRESS					Tan Wei Yang	Singapore
19 SS-SG-12-00000466	2012-07-17	INPROGRESS					Low Lee Shean	Singapore
20 SS-SG-12-00000465	2012-07-17	CLOSED					Haritharan Sathasivam	Singapore
21 SS-SG-12-00000464	2012-07-17	INPROGRESS					Alistar Lau	Singapore
22 SS-SG-12-00000463	2012-07-17	INPROGRESS					SEA Helpdesk	Singapore
23 SS-NZ-12-00000400	2012-07-17	NEW					Anne Bishop	Auckland
24 SS-IN-12-000001108	2012-07-17	NEW					Manohar	Mumbai
25 SS-IN-12-000001107	2012-07-17	NEW					Prankrout	Gurgaon

### 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