



HP Planet Partners Program User Sign-up Guide - Hardware

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Introduction

What is it?

The HP Planet Partners Program for Hardware is an initiative to provide HP customers a way to dispose of used computing equipment in a socially and environmentally responsible manner.

The program offers to take back end of end-of-life HP computing and printing products such as: printers, scanners, fax machines, personal computers, laptops, monitors, handheld devices and associated external components such as cable, mouse and keyboards.

How does it work?

- Customer to perform self-registration at the HP Planet Partners Program website at <http://www.hp.com/recycle> (Select Country, followed by “Business Equipment”).
- Upon filling in the required information into the profile page, the customer will be able to submit the collection request selecting the actual pickup address. Note that customer can add multiple pickup addresses in the profile page.
- HP Planet Partners Program coordinator will then liaise with the customer to advice on the pickup of the HP hardware products.

After submitting the registration, the Portal will send an email containing the customer’s account information such as the customer’s login username and password to the customer’s registered email account.

The products returned through this program will undergo a multi-phase recycling process that reduces them to raw materials such as plastics and metals.

Please refer to Appendix A for the sign up & collection process.

How can you help?

Follow the registration process and ensure that you read and accept the terms and conditions of the Program such as:

- Minimum collection volume is 500kg.
- Only HP branded products are returned. Non-HP products are not accepted (subject to some conditions).
- Products are properly packed in compliance with applicable legal requirements for safe transportation.
- Products should not have been dismantled, re-assembled or contaminated bio chemically or by radiation. Broken display monitors will not be accepted.
- Deletion of all confidential and proprietary data is done before disposal.
- Products collected will not be returned after it leaves Customer’s premises.

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 from the drop-down
- 1c. Click on the icon for Business Equipment



2. Accessing the Hardware Planet Partners Program Form

User will be directed to the country recycling page.

2a. Click on “Enterprise”.

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

2c. Terms and Conditions of the Program are found in the country page.

HP Planet Partners Program

Enterprise 2a



HP provides easy, secure, and responsible ways to retire your IT products.

HP Planet Partners celebrates 25 years.

Learn more

Enterprise Business & Public Sector

2b

To request for this service, click **here** to fill in a request form on HP's partner website. First-time customers will need to do a self-registration. Please read the Terms & Conditions below or on the form carefully before submitting a request.

HP's appointed logistics service provider will contact you to arrange a pickup schedule. The pickup will be carried out within 5 working days from your submission in general.

Further Resources

[Supplies Recycling](#)

[Planet Partners Return & Recycling Program - Global](#)

[Sustainability Home](#)

Terms & Conditions 2c

User will then be directed to HP's Partner Website to access the Hardware Planet Partners Program Form.

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

3a. Click on “Sign Up”.



The Product Take-Back Form

Sign Up 3a

FAQs

Contact us

The Product Take-back Solution

Login ID:

Password:

Language:

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

3b. On the “Sign Up Form”, fill in all the required mandatory information in the fields marked with exclamation mark. Scroll up and down to access the complete 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.

Subject: RE: Your Registration with HP Planet Partners Program

This is a system generated email, please write to hp-ptb@teckwah.com.sg if you have queries on your collection request.

Dear XXX

Thank you for participating in the HP Planet Partners Program!

Please find below your Login ID and password to access our online application form..

Login ID xxx@gmail.com
Password: password

If you have any further query, please send an email to hp-ptb@teckwah.com.sg quoting your Login ID listed above.

For more information on HP Recycling Program, please visit www.hp.com/recycle
For collection request and/or recycling bin request, please login through <http://hp-recycle.vinfiniti.biz/mainHome.action?language=EN>

Best regards,
HP Planet Partners Program

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”.

The screenshot shows the HP Planet Partners Profile page. On the left is a navigation menu with the HP logo and the following items: Menu, Supplies Take-Back, Hardware Take-Back, Supplies Request List, Hardware Request List, and Profile (which is highlighted). The main content area is titled 'Profile' and contains three sections: 'Account Management' with fields for Login ID, New Password, and Confirm New Password; 'Requestor Information' with fields for Customer Type, Salutation (dropdown), Full Name, and Telephone Number; and 'Collection Details' with fields for Company Name, Pickup Address, Country, State/Province/Region (dropdown), and City/District* (dropdown). At the bottom of the form, there is a red-bordered button labeled 'Add Multiple Collection Addresses' and an 'Update' button. A red '3e' is placed to the right of the 'Add Multiple Collection Addresses' button. Below the form, a red error message reads 'The form is incomplete'.

User will 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.

3h. Click on the “submit” button once you have verified that the information keyed is accurate.

hp Add Multiple Collection Addresses

Menu
Supplies Take-Back
Hardware Take-Back
Supplies Request List
Hardware Request List
Profile

Address

Company Name	Pickup Address	Postal Code	Country	State/Province...	City
HP					
He					
He					
An					
Wi					
Wi					
Wi					
Wi					
ME					
HP					
HS					
HS					
HS					
Eri					
Cit					
Cit					
Cit					
Sh					
OK					
OK	ADA Manila	8th flr ASFANA	1714	Philippines	Parañaque

3f Add New 3f Selected Delete Selected Filter By

Company Name:

Pickup Address:

Country: Singapore

State/Province/Region:

City/District *: 3g

Postal Code:

Contact Name:

Contact Number:

Contact Email:

Alternate Contact Name:

Alternate Contact Number:

Alternate Contact Email:

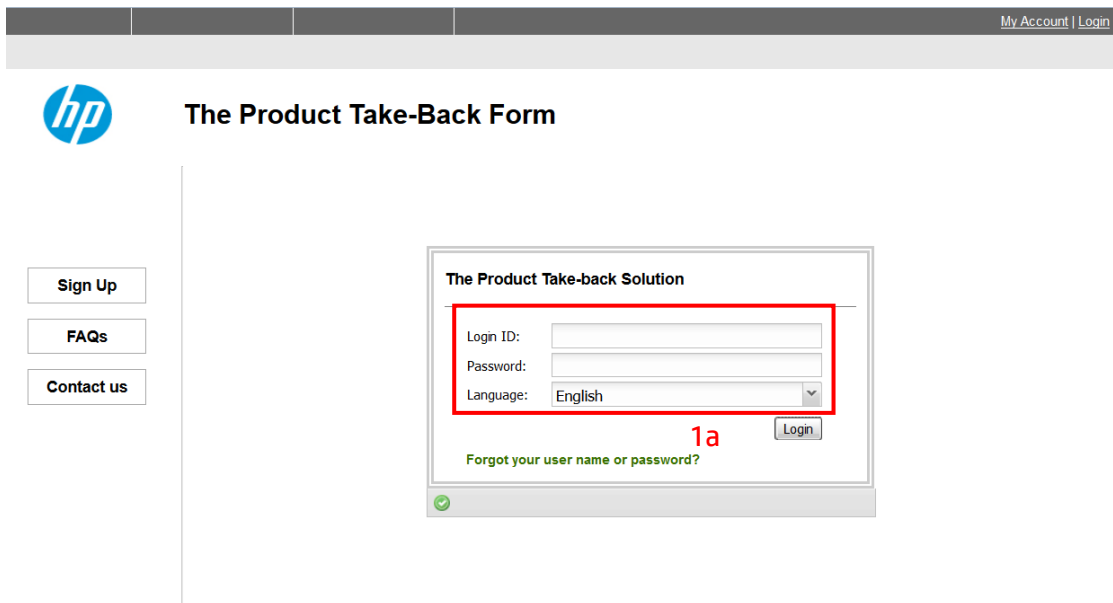
* For cities that are not listed, kindly email your query to: hp-ptb@teckwah.com.sg

3h Submit Close

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 Hardware Planet Partners Program form. Note that you must have a user account in order to raise a pickup request.

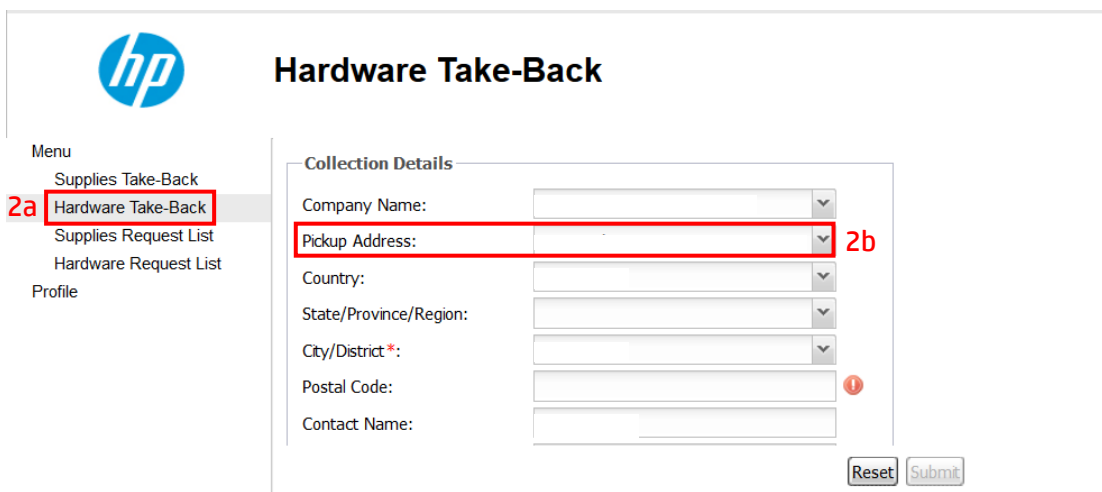
1a. At the log in page, user needs to enter his Email ID and Password before proceeding to click on "Login".



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

2a. Select and click on "Hardware Take-Back". The user information will auto populated.

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



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

- i. Fill in the quantity information next to the hardware type that you will be returning.
- ii. Fill in the required information under “Packaging Details”.

2ci

2cii

- iii. Click on “I agree to the Terms and Conditions” after completing all information in the form.
- iv. Clicks “Submit” for the request to be processed.

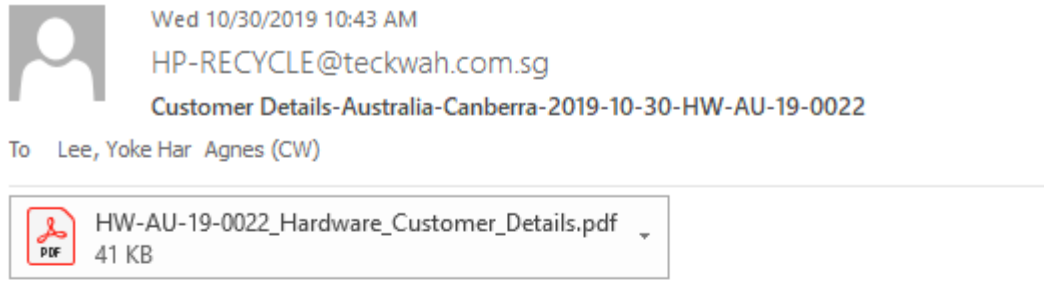
2ciii

2iv

February 2020

3. User will receive an automated email attached with a packing list after the Hardware 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.



Dear **agnes**,

Thank you for participating in the HP Planet Partners Program!

Your recycling pick-up is being scheduled. Please note your request Reference No. **HW-AU-19-0022**.

Company Name: **Teckwah Test AU**
Name of Contact: **agnes**
Customer Type: **HP Channel Partners**
Pickup Address: **Teckwah Test AU**
State/Province/Region: **Australian Capital Territory**
City/Districts: **Canberra**
Country: **Australia**
Postal Code: **2345**
Contact No: **1345**
Email Address: yoke-har-agnes1@hp.com
Alternative Contact:
AltContact No:
AltContact Email:
Additional Requirement:

We acknowledge your commitment to a sustainable future and look forward to your continued support.

Best regards,
HP Planet Partners Program Team

To modify or cancel your request or for any other query, please write to us at hp-ptb@teckwah.com.sg quoting your Reference No.

Fig 3a- Automated Job Email notification sample

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 hardware products are collected.



			
HP Planet Partners Program Packing List - Hardware			
Request ID	HW-AU-19-0022		
Date of Request	2019-10-30		
Company Name	Teckwah Test AU		
Name of Contact	agnes		
Pick-Up Address	Teckwah Test AU		
State/Province/Region	Australian Capital Territory		
City/Districts	Canberra		
Country	Australia		
Postal Code	2345		
Contact No.	1345		
Email Address	yola-har-agnes@hp.com		
Alt Contact Name			
Alt Contact No.			
Alt Contact Email			
No of box(es)	0	No of pallet(s)	0
Additional Remarks			
Equipment Description	Qty	Equipment Description	Qty
Desktop Computer:	22	Server Rack:	0
Laptop Computer:	0	Server:	0
Monitor:	0	Others:	0
Printer Device:	0		
By signing this form:			
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 do not contain broken CRTs and LCDs.			
3) The customer declares that the products have not been exposed to radiation, chemicals or biochemical substances.			
4) The customer acknowledges that the equipment will not be returned once the equipment has been removed from the Customer's premise.			
5) The customer confirms that to the best of his knowledge, cartridges have been removed from the printers.			
Customer		Logistics Provider	
Transfer From:		Received By:	
Date:		Date:	
Signature:		Signature:	
Logistics Provider		Recycler	
Transfer From:		Received By:	
Date:		Date:	
Signature:		Signature:	
Total weight(Kg):		Total weight(Kg):	

Fig 3b – Packing List sample

4. User can also review their request status.

4a. At the user profile page, click on “Hardware Request List”.

hp **Hardware Request List**

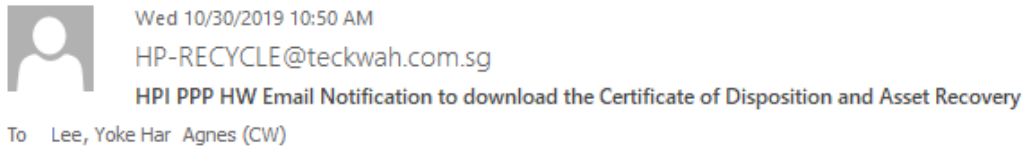
Menu
Supplies Take-Back
4a Hardware Take-Back
Supplies Request List
Hardware Request List
Profile

Request ID	Date Of Request	Status	Contact Name	City	Date of Collection	
1	HW-SG-17-00000223	2017-06-13	COLLECTED	Sam	Singapore	2017-06-15
2	HW-SG-17-00000030	2017-01-26	RECYCLED	Chandra	Singapore	2017-02-09
3	HW-SG-17-00000029	2017-01-26	RECYCLED	Sam	Singapore	2017-02-09
4	HW-SG-17-00000028	2017-01-26	RECYCLED	Sam	Singapore	2017-02-07

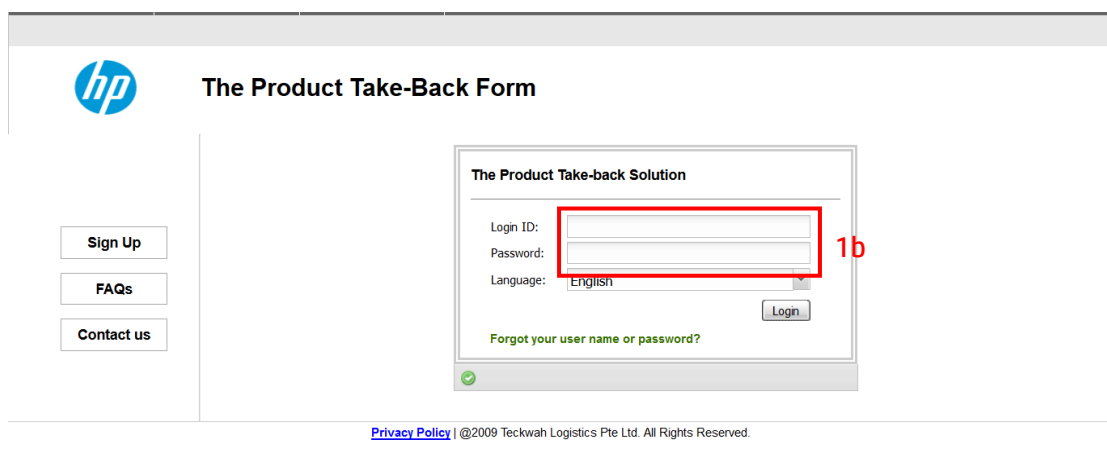
A3 – Download of Certificate of Destruction Process

1. Customers can write in to request for Certificate of Disposal. An email notification will be sent to customers when the certificate is ready.

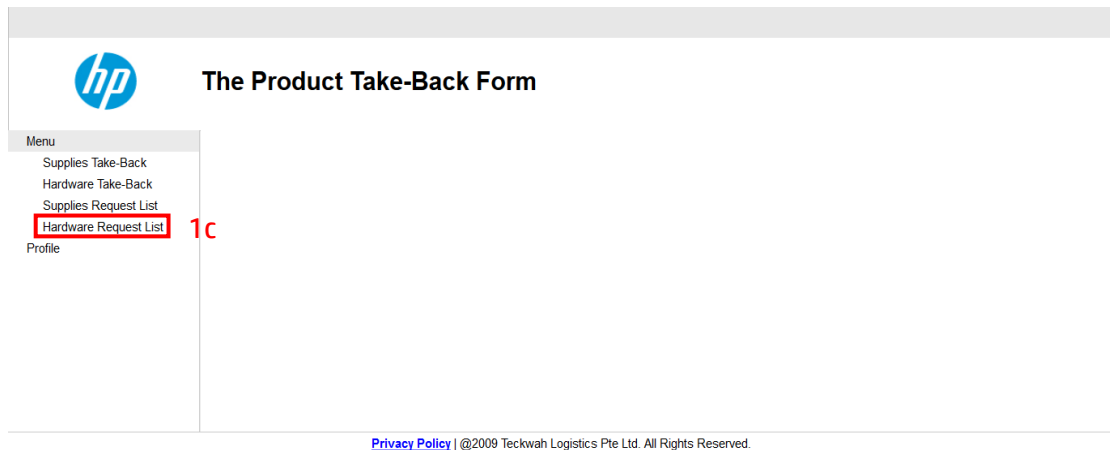
- 1a. On the email notification, click on to “here”.



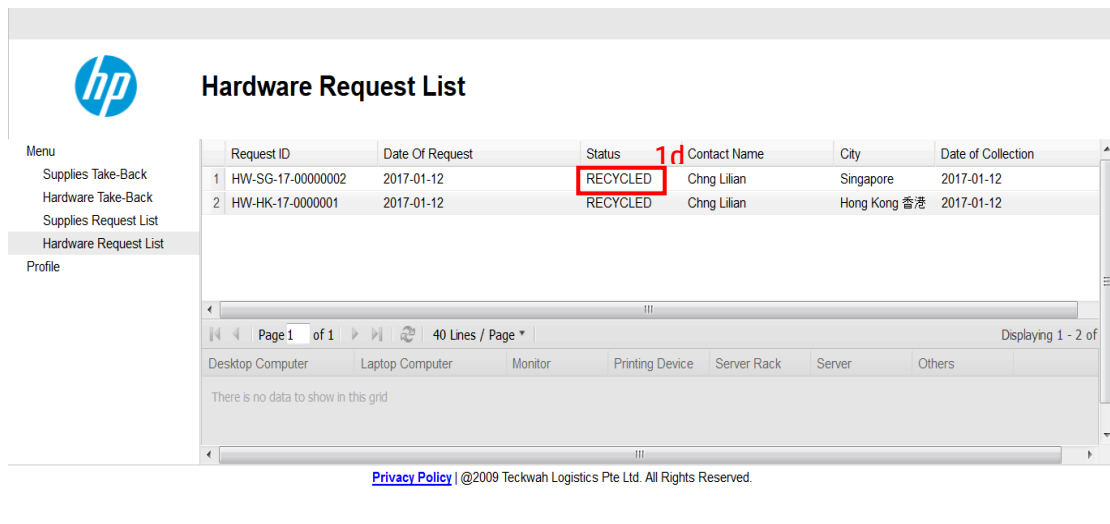
- 1b. Login to the Portal using your registered email address and password.



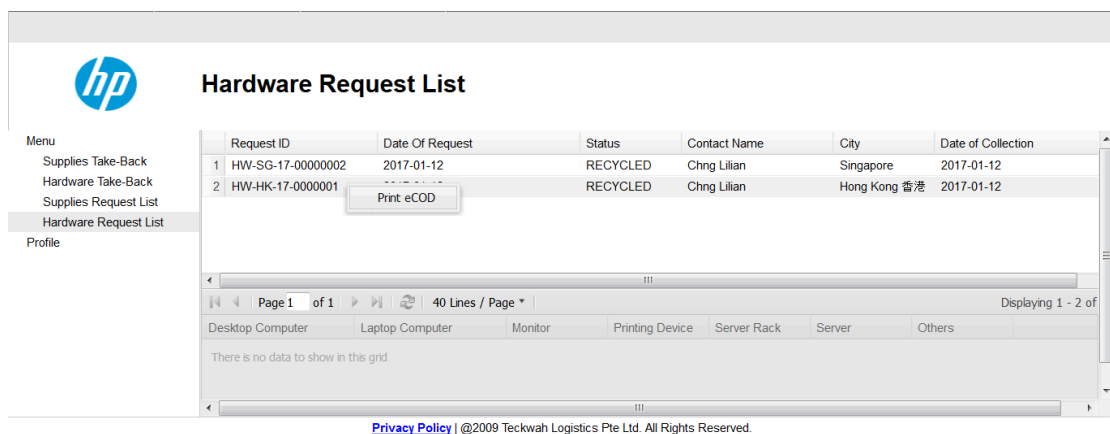
1c. Select “Hardware Request List”.



1d. Select the Request ID to generate the Certificate of Destruction. The Certificate of Destruction is only ready if the status is “RECYCLED”.



1e. Right click & select “Print eCOD”.



- Once the eCOD is generated, you may proceed to print or save it.



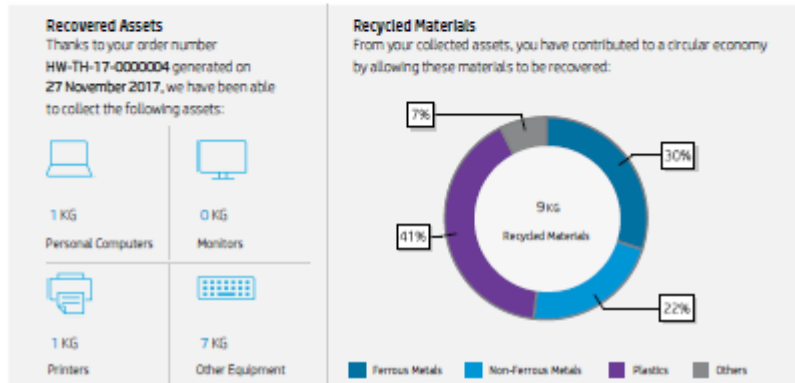
Certificate of Disposition

ThailandCompany

At HP we keep reinventing our products and operations to show our commitment not only to our customers, but to sustainability, too.

Materials and energy are limited. By reinventing the way we design, produce, and deliver our products, products, we are working to decouple our growth from consumption and transition toward low-carbon, resource-efficient circular economy.

Your contribution to the circular economy through use of the HP Planet Partners is outlined below.



Environmental Equivalences

By participating in HP Planet Partners, the impact of your actions provides:

Enough energy to run a TV for more than **1** year


All materials received by HP's Recycling Partners are processed according to Local, State and Federal laws and in accordance with HP's global recycling standards.

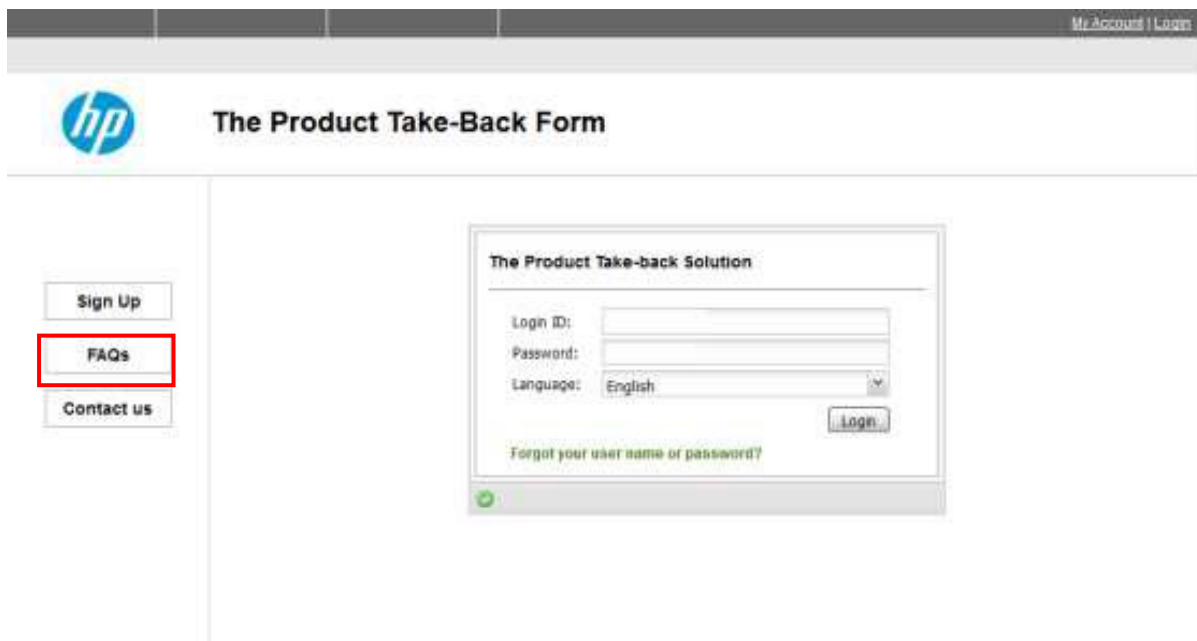
Issued this on 02 July 2018

Lynn LOH
Head of Environmental Management
HP PPS Asia Pacific Pte Ltd

HP Inc. is not liable for this report to be flawed due to you the potential positive environmental impact you can create when you use HP Planet Partners return and recycling program for hardware. While HP follows these values are representative of the materials that can be reclaimed from your products, the values are estimates that reflect potential (not actual) recycling rates. The values in this report are based on the volume and product categories of your returns and externally recognized conversion factors for the types of materials that such products typically contain. Please note that the information displayed in this report is provided for discussion and informational purposes only. HP makes no representations or warranties with respect to this information. This information should not be used for the purpose of reporting actual recycling rates or other rates to any third party.

A4- Logistics Escalations

- For any logistics issues that the customer encountered, requestor may contact Teckwah Logistics Helpdesk at hp-ptb@teckwah.com.sg for assistance.
- In general, the common logistics issues that customer will encounter 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).
- From Internet Explorer (), 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>)
- User may also click onto the “FAQ” button on the login page of the Portal for assistance to the usual queries or issues frequently encountered.



- 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