

HP Care Pack Central (CPC) 2.0

Frequently asked questions (FAQ)



Table of contents

FAQs on

- 1 HP CPC 2.0
- 2 General usage questions

HP CPC 2.0

What is HP Care Pack Central 2.0 (CPC 2.0)?

HP CPC 2.0 is the improved version of HP Care Pack Central. It is a web-based lookup tool that presents a user-friendly hierarchy, allowing intuitive navigation of the HP Care Packs related to a product family or service level (for standalone HP Care Pack). HP CPC has been available globally to all HP channel partners, HP internal users, and the public since 2010. HP CPC 2.0 was introduced in March 2022.

Why has HP introduced HP CPC 2.0?

HP has developed HP CPC 2.0 in response to feedback and requests from internal sales managers and HP channel partners. HP's objective is to make it easy and fast to find the recommended HP Care Packs eligible with the hardware and software you're selling, while improving upon the design and technology of CPC's predecessor tool.

Why has HP introduced the new modular experience inside HP CPC 2.0?

The Care Pack Modular experience has been introduced in the navigation to facilitate the selection of multiple options offered under the Break and Fix Services compatibles with the hardware selected. Once you select the hardware you can either navigate through the recommended Essential, Premium and Premium Plus services or "build your own services" to select the base Break and Fix services, the additional service options, and the collateral standalone services.

What enhancements does the HP CPC 2.0 tool have compared to the previous version?

There are several important features in the tool, such as:

- Enhanced flexible search to provide results with added modifiers (i.e., #ABA to SKU numbers).
- Streamlined, user-friendly front end with a clean and modern look.
- Multi-country search (along with list pricing, Terms & Conditions, and datasheets for multiple countries).
- Guided search experience for users to better find the top recommended Care Pack for their selected hardware.
- Different search result list experiences can be quickly toggled between for user preference (Card View, List View, Table View).

What enhancements does the new modular experience add to the Legacy HP CPC2.0 flow?

- Modular and Easy selection of the right bundle of Break and Fix Services compatible with a hardware platform or hardware SKU for a specific period.
- Visibility in separate lines of the services complementing the Break and Fix Services.

How do I access HP CPC 2.0?

HP CPC 2.0 can be accessed via cpc2.ext.hp.com.

Which Care Packs can be explored from HP CPC 2.0?

HP CPC 2.0 is available for PC commercial, consumer, print, and graphics Care Packs.

When will HP CPC 2.0 navigate to the new modular experience?

The new modular experience is available for HP Commercial PC HW products and only for single-country searches. The other products and multi-country searches will navigate to Legacy HP CPC 2.0.

Who should use HP CPC 2.0?

Anyone who needs to find HP Care Pack Services that are available for different countries, or get additional information for a Care Pack such as a datasheet, marketing messaging, or pricing. In addition, HP CPC 2.0 includes an intuitive drop-down menu when the actual product number is not known.

General Usage Questions

What is a HP Care Pack Service?

HP Care Packs are single, non-configurable product numbers associated with available services, typically intended for volume business. There are hundreds of HP Care Pack Services available for upfront sales where the price and content of these packages are fixed for service level and duration for a designated group of products.

Country/Language Selection:

What is the difference between country and language preferences?

The country selected determines which Care Pack services are valid for a given product in that country. The country setting also determines which country terms & conditions will be provided, as well as what currency to display. Language preference affects titles, descriptions, facet names, and messages. It is to aid users for whom English is not their primary language. For example, one can filter on Mexico offers, but have them displayed in Spanish or Portuguese.

Why can't I find certain countries?

Most countries are able to be selected. However, some small countries have been grouped at a higher level for management purposes. Please contact your HP representative to identify the correct group. In addition, some select countries are on trade embargo lists, which restrict our ability to sell and support products in that country, and as such are not listed.

Is HP CPC 2.0 available in local languages?

Yes. Local languages can be selected from a drop-down list in the upper right corner of HP CPC 2.0's pages. Take into account English is the default language when translations are not available for a particular country.

Does the selected language determine the country for the HP Care Pack Services search?

No. Ensure to use the separate country drop-down in the upper right corner of the HP CPC 2.0 home page to select the specific country for which you wish to understand the HP Care Pack Services available for. For example, you can choose French (or English) as your language while selecting Canada to find HP Care Pack Services available for sale in Canada.

Search Features:

How do I find HP Care Pack Services?

There are multiple ways to find HP Care Pack Services in HP CPC:

- If you know the exact hardware or software product number for which you'd like to find HP Care Pack Services, you can enter the hardware or software number in the search box.
- If you know a specific Care Pack Service SKU number and want to know the specific HP hardware or software that it supports, you can enter the Care Pack SKU number and click on the Hardware tab in the Care Pack details page.

- If you know the hardware product name, you can also look that up by typing the name of the goods. The system will return matching products as you type, which you can highlight and select at any time.
- If you know the serial number of the product, you can type it into the search box and the eligible Care Pack Services will be displayed (dependent on warranty availability).
- Through the Select my Device section, you can select a Device Type and subsequent Product Family from the drop-down menus.

Note : it is recommended that either the hardware product number or serial number is used in searching to ensure accurate results.

How does search-by-product-name work?

As you type the name of a product (i.e., Probook), HP CPC 2.0 will check a table of known product names and display them. The more relevant characters you type, the greater the likelihood that the intended product will be displayed. As you enter more characters, CPC will continue to filter for the best match. If you are not getting a good match, try just the model number (i.e., 3100).

What do I get when I search by a product serial number?

When searching by serial number, HP CPC will check the warranty database to determine the product warranty start and end dates. If more than one product is found with the same serial number, the user will be requested to select the intended product. Simultaneously, the system will check which offers are available based on the known warranty start and end dates and display only those eligible Care Pack Services.

Why can I no longer find certain select product categories within the Select My Device drop-down search section?

The product categories shown under the Browse By Product Category section reflect only those hardware product categories applicable to the HP CPC 2.0 instance. For enterprise products, such as HP Proliant, please use the Hewlett Packard Enterprise CPC instance.

Can I search for a list of multiple products at one time?

Bulk lookup functionality is not available in the current version of HP CPC 2.0 but has been requested as a future enhancement.

Can I do a multi-country search?

Yes, multi-country search is available for a standard search. Currently, you will need to select only a single country for the Guided Search Experience. The user will navigate to Legacy HP CPC 2.0 when using the multi-country search.

I entered a valid SKU that I have used before, but HP CPC 2.0 displays a “No Results Found” error?

The search can only provide results associated with PC commercial, consumer, print, or graphics products and services applicable to the HP CPC 2.0 instance at this time. If the product and/or service being searched is associated with enterprise products or services, such as Foundational Care Services, please use the Hewlett Packard Enterprise CPC instance.

Care Pack Results:

Can I filter the CP results displayed for a selected product?

Yes. By using the Refine By feature on the Care Pack results page, you can limit, or filter on, the offers displayed. HP CPC 2.0 will filter the results based on your selected values and provide outcomes of the HP Care Pack Services that meet your criteria.

What's the logic behind the 'Refine By' feature?

The Refine Result feature is supported by Care Pack facets. Care Pack facets are a set of values associated with the Care Pack that defines its unique attributes. Facets are used as part of the Refine By feature to help the user quickly filter offers to identify the right services that meet the customers' support requirements.

How can I best use the 'Refine By' feature?

Within the Refine By section, you can click on the arrows to show all the eligible values available. You can select one or multiple values under each facet type and CPC will update the Care Packs displayed that match the values selected. You may notice when selecting values under some facets, that some value may disappear after making a different selection – this is because no Care Packs with those values exist in combination with the other filters you have set.

Is there a sort order to offers?

At a high level, CPC shows preferred SKUs (our most popular offers) for single-country selection only. The "Sort by" drop-down feature can be used to organize results either by Alphabetical, Recommended, List Price (high to low), and List Price (low to high).

Can I compare HP Care Pack Services?

Yes. Click on the check boxes located left of the individual offers, and then click the Compare button located on the right side above the offers. Note that you can compare only up to 4 offers at a time.

What do the prices associated with a HP Care Pack Service reflect?

All prices featured on the HP CPC 2.0 tool are 'HP list prices' shown in the local currency, and exclude any applicable overseas custom duty or sales taxes. Note: The actual purchase price may vary depending on the channel purchased from and applicable VAT and other taxes that may be applicable for that country.

What do I do if the incorrect HP Care Pack Services are displayed for my country?

Please contact the HP Care Pack support team to investigate and resolve this. Click the "Submit Issue" link on the home page to do so.

Miscellaneous:

Where do I find the datasheets and terms & conditions?

Datasheets and the terms & conditions can be accessed within the "Files" tab under a Care Pack SKU result.

How do I export the results?

Click on the export button, select the desired export format, and then open, save, or save and open the generated file. A copy will be put onto your machine if you've asked for the results to be saved.

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