

Get started at www.hp.com/recycle

Select:

- 1 Region
- 2 Country
- 3 Program
(Business equipment)

The screenshot shows the HP Planet Partners Product Return & Recycling website. At the top, there's a banner with the text "HP PLANET PARTNERS PRODUCT RETURN & RECYCLING" and a sub-headline "We collect used products for resale and recycling in 76 countries and territories worldwide." Below the banner, the heading "HP Planet Partners" is followed by a short paragraph: "Our product repair, reuse, and recycling programs are part of the effort to create a more circular, low-carbon economy. Find your local recycling program here." A button labeled "COVID-19: HP RECYCLING STATUS" is visible. The main content area features a "RECYCLE" section with filters for "REGION" and "COUNTRY". The "REGION" filter is set to "United States". Below the filters, there are four product categories: "ORIGINAL HP INK AND TONER CARTRIDGES AND SAMSUNG TONER CARTRIDGES", "CONSUMER AND HOME OFFICE EQUIPMENT", "BUSINESS EQUIPMENT" (which is highlighted with a box and a circled '3'), and "LARGE FORMAT PRINTING MATERIALS".

Next steps

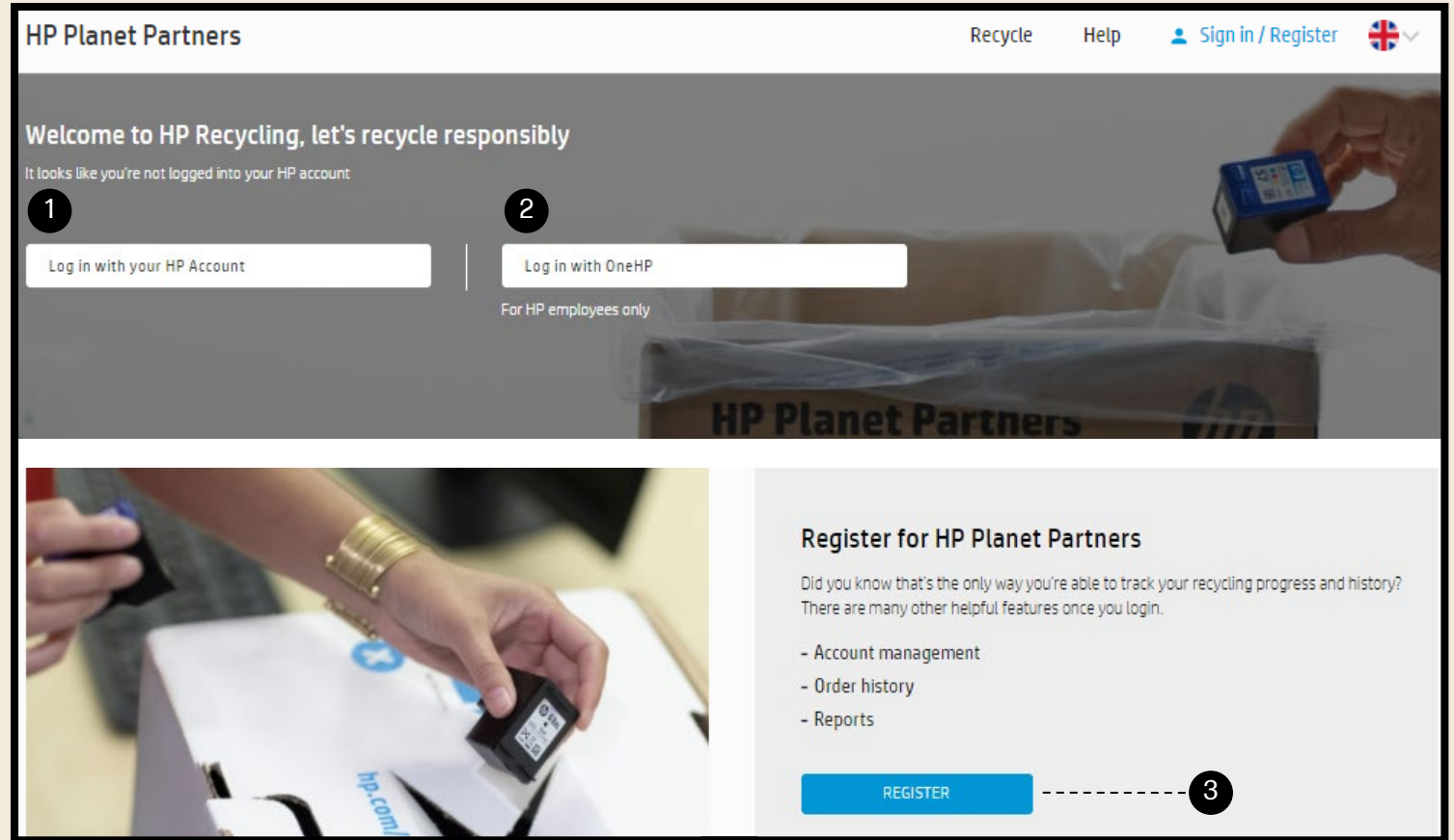
- 1 You can access Hardware Recycling Platform directly using the link: <https://hardware-recycle.ext.hp.com/ui/index.html>
- 2 If the customer has an account sign in. If not, create a new account
- 3 Select the country from where you are placing an order
- 4 Start placing an order by clicking “Business Recycling Programs”

The screenshot shows the HP Planet Partners website. The top navigation bar includes the HP logo, the text "HP Planet Partners", and links for "Recycle", "Help", and "Sign in / Register" (with a user icon and a dropdown arrow). A "Sign in / Register" button is also visible in the left sidebar. The main content area is titled "Select to start" and features two cards. The left card, "BUSINESS RECYCLING PROGRAMS", includes an image of electronic waste and a description: "Recycling services for commercial customers, including pickup, free recycling and certificate of destruction for used equipment." The right card, "HP PC DEVICE RECOVERY SERVICE", includes an image of a woman holding a tablet and a description: "HP Device Recovery Service is a complete PC service solution that includes the secure and sustainable repurposing of end-of-use devices and provides residual value back to you." Numbered callouts are placed on the page: 1 points to the "Sign in / Register" button in the top right; 2 points to the "Sign in / Register" button in the left sidebar; 3 points to the US flag dropdown menu in the top right; and 4 points to the "BUSINESS RECYCLING PROGRAMS" card.

Sign in or create account

If the customer has an account

- 1 For HP customers or partners
- 2 For HP employees only, when placing the order on behalf of the customer
- 3 To create a new account



Sign in

If the customer has an account:

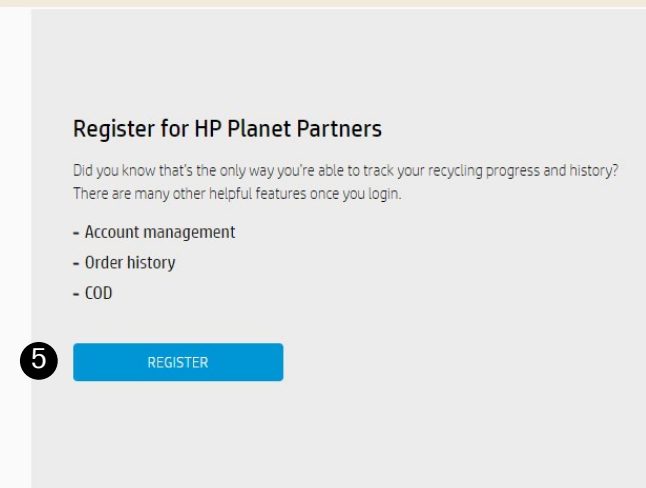
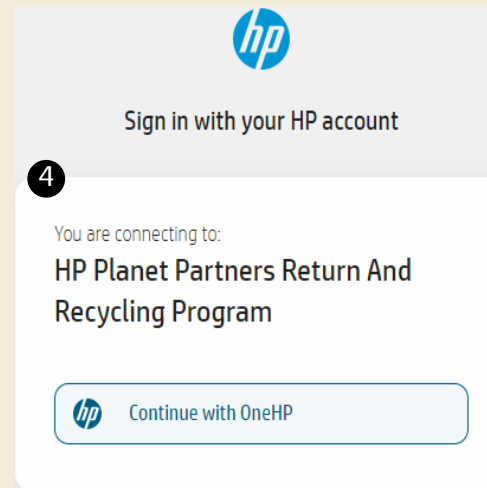
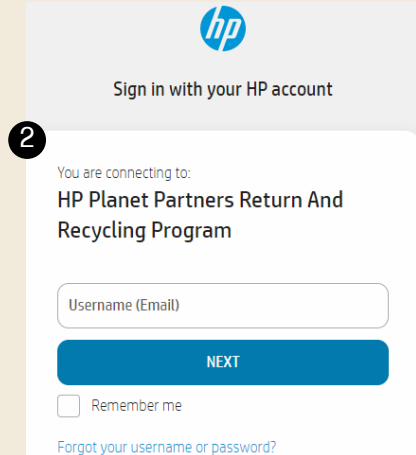
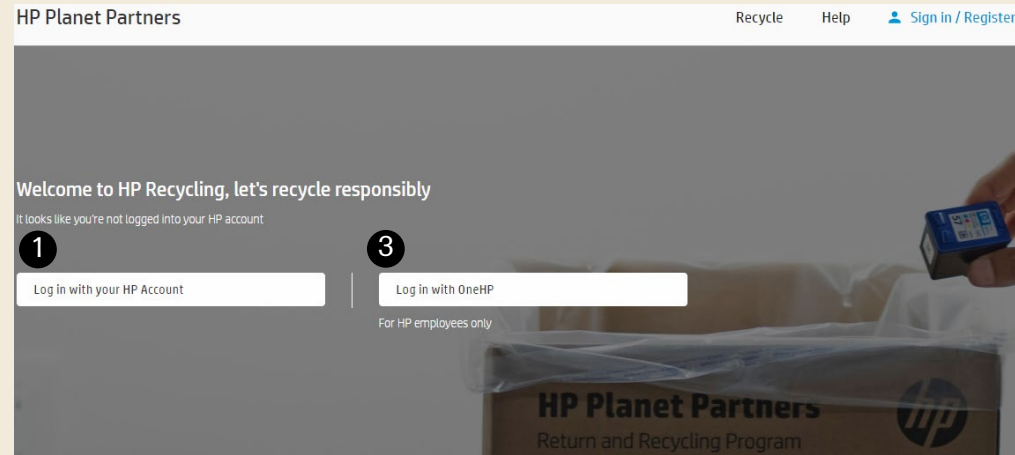
- 1 For HP customers or partners
- 2 Log in with username and password (sign in with HP account).

HP employees

- 3 HP employee log in
- 4 Log in with one HP credentials

If the customer doesn't have an account

- 5 To create a new account



Create account

- 1 Fill in customer information including password
- 2 Choose country
- 3 Complete the Captcha action
- 4 Select if the customer wants to receive updates from HP
- 5 Read the HP Privacy Statement
- 6 Select SIGN UP to finish the registration

An e-mail will be sent to the email address provided to confirm the registration

The screenshot shows the 'Create your HP account' form. It includes a blue header with the title and a sub-header 'One account connects you to all of your HP applications'. The form fields are: 1. First name (input field), 2. Last name (input field), 3. Email address (input field, with a note 'This will be your username'), 4. Password (input field with a strength indicator 'Medium' and an eye icon), 5. Confirm password (input field with an eye icon), 6. Country (dropdown menu showing 'United States'), 7. Captcha (checkbox 'I'm not a robot' with a '3' next to it), 8. Privacy preference (checkbox 'HP may email me with personalized offers, support updates, and event news.'), 9. Terms and conditions (checkbox 'By clicking SIGN UP, you agree to HP Privacy Statement.'), and 10. SIGN UP button.

Password must be at least 8 characters and contain characters from at least 3 of the following groups: uppercase, lowercase, numerals and symbols

Email verification

- 1 Write the verification code sent to the email address provided.
- 2 Select Verify to finish the account registration.
- 3 Edit the email provided during the registration.
- 4 Resend the verification code to the email address.

hp

Verify *****@***

✉

We sent a verification code to *****@****. If you don't receive the code, confirm your email is correct, check your spam folder, or resend the code.

1 Verification code

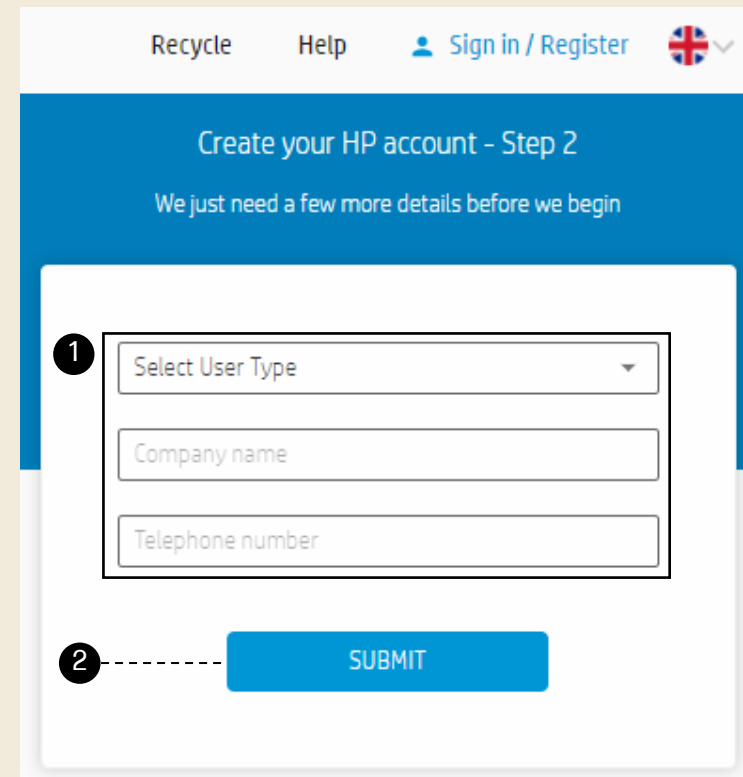
2 VERIFY

3 Edit email

4 Didn't receive the verification code?

Final signup step

- 1 Fill the account and company information.
- 2 Select Submit to finish the account creation.



The screenshot shows the final step of creating an HP account. At the top, there are links for 'Recycle', 'Help', and 'Sign in / Register' with a UK flag. The main heading is 'Create your HP account - Step 2' with a sub-heading 'We just need a few more details before we begin'. A red box highlights the 'Select User Type' dropdown, 'Company name' text input, and 'Telephone number' text input, with a '1' in a red circle next to it. Below this, a '2' in a red circle is connected by a dashed line to a blue 'SUBMIT' button.

Weight Category Thresholds

The following table displays the weight average thresholds by category on which the system will make calculations to create the order.

| Category Name | Weight (in lbs) | Weight (in Kg) |
|-----------------------|--|----------------|
| Desktop Printers | 50 | 22.68 |
| Floor Standing | 292 | 132.45 |
| Large-format printers | 171 | 77.56 |
| Industrial Printers | 4400 | 1995.80 |
| Desktops | 20 | 9.07 |
| Laptops | 5.75 | 2.61 |
| Tablets | 1 | 0.45 |
| LCD | 22 | 9.98 |
| CRT | 60 | 27.22 |
| Other | Please provide a general description and estimate weight or size and number of boxes | |

Place an order

- 1 Read the Terms and Conditions specific for your region.
- 2 Select if the equipment is owned by HP.
- 3 Choose the hardware products being recycled.
- 4 Choose the number of products per category being recycled.
- 5 Click "Next step" to continue the recycling process. If the customer does not have an account created, it will be redirect to a create account page.

SCHEDULE A PICKUP

Select the type(s) of hardware products that you want to recycle.











Before you proceed, please read the following documents carefully:

- 1 Terms and Conditions

- 2 Is this equipment owned by HP?
Typical answer is No; select Yes only if HP holds the title to or ownership of the equipment.

- Yes
 No

3 Choose the hardware products you would like to recycle?

| | | |
|--|---|--|
| <input type="checkbox"/>  Desktop Printers QTY 0 | <input type="checkbox"/>  Floor Standing QTY 0 | <input type="checkbox"/>  Large-format printers QTY 0 |
| <input type="checkbox"/>  Industrial Printers QTY 0 | <input type="checkbox"/>  Laptops QTY 0 | <input type="checkbox"/>  Desktops QTY 0 |
| <input type="checkbox"/>  Tablets QTY 0 | <input type="checkbox"/>  LCD QTY 0 | <input type="checkbox"/>  CRT QTY 0 |
| <input type="checkbox"/>  Others Enter details below to recycle other products like keyboards, mouse, hard drive, etc. Enter name, e.g. keyboards Total weight (in lbs) 0 TOTAL QTY 0 | | |

5 NEXT STEP

Place an order (1)

- 1 Choose who will coordinate the shipping of the Hardware return
 - a. Arranged by customer (requestor). Requestor coordinates and pays for transportation.
 - b. Arranged by HP's Planet Partners Service.
 - i Select if it is necessary for HP to consolidate the specific material you are recycling.
 - ii Select if HP will be providing packaging to return the specific Hardware (at additional cost).
- 2 Select the specific options of IT asset disposal proof is needed in the specific order.
 - a. Certificate of Destruction (free of charge).
 - b. Serial Number Audit (at additional cost).
 - i Select which Hardware product of the specific order requires the Serial Number Audit.
- 3 See the packaging instructions and how to package properly the Hardware.
- 4 Select Back if it is needed to change or add something in the previous steps
- 5 Select Next Step to continue with the current order

SCHEDULE A PICK UP

1 Who will provide shipping?

- HP will coordinate the shipping.
- I (customer) will provide shipping (the ship-to address will be provided to HP after I have accepted the quote).

i Do you require HP to consolidate your material?

- Yes, I need HP to consolidate my material (the vendor will contact you for more details).
- No, my equipment is prepared for shipment on the ground floor.

ii Will HP be providing packaging (palletizing and shrink-wrapping)?

- Yes, I need HP to provide packaging materials or packaging services (the vendor will contact you for more details).
- No, my equipment is already packed.

2 Do you need proof of IT asset disposal? We offer different reporting options to fit your needs.

- Certificate of Destruction (FREE)
- Serial Number Audit

i Please select for which products you need Serial Number Audit:

- Desktop Printers

3 [Click here to learn how to package your hardware](#)

4 [Back](#)

5 [NEXT STEP](#)

Recycling Summary

| | |
|-------------------|--------|
| Desktop Printers | QTY: 1 |
| SHIPPING MATERIAL | |
| total weight (kg) | 22.88 |

Place an order (2)

- 1 Add contract information for this specific order
- 2 Select if the customer wants to be updated on HP recycling news and offers.
- 3 Select if the customer wants to receive surveys to help improve the recycling experience.
- 4 Fill the information of the pickup address
- 5 Select if the customer wants to save the address for future orders.
- 6 Select if the customer agrees with the HP privacy statement.
- 7 See the packaging instructions and how to package properly the Hardware.
- 8 Select Back if it is needed to change or add something in the previous steps
- 9 Select Next Step to continue with the current order

The screenshot shows a web form titled "Address" with the sub-header "Let us know where to collect your hardware for recycling." The form is divided into several sections:

- Contact information ***: Includes a "First name" field with "Ignacio" and a "Last name" field with "Lbch test 2". Below this are three checkboxes: "Keep me updated on HP recycling news and exclusive offers (optional)", "I want to receive surveys to help improve the recycling experience (optional)", and "Pick up address *".
- Address fields**: Includes "Company name" (123456), "Company tax ID", "Street address", "Apt, Suite, etc (optional)", "Town/City", "Telephone number" (1234156789), "Country" (United Kingdom), "Province/Region (optional)", and "Postcode".
- Recycling Summary**: A sidebar on the right showing "Desktop Printers" with a quantity of 1 and a "Shipping Material" section with a "Total weight (kg)" of 22.88.
- Footer**: Includes a "Save this address for future use (optional)" checkbox, a "Agree to HP privacy statement" checkbox, a "Click here to learn how to package your hardware" link, a "Back" button, and a "Next Step" button.

Numbered callouts 1 through 9 are overlaid on the form, corresponding to the steps in the adjacent list. Callout 1 points to the "First name" field, callout 2 to the first checkbox, callout 3 to the second checkbox, callout 4 to the "Pick up address *" section, callout 5 to the "Save this address..." checkbox, callout 6 to the "Agree to HP privacy statement" checkbox, callout 7 to the "Click here to learn..." link, callout 8 to the "Back" button, and callout 9 to the "Next Step" button.

Place an order (3)

- 1 Review that your information is correct
- 2 Click the CAPTCHA button.
- 3 See the packaging instructions and how to properly package the Hardware.
- 4 Select Back if it is needed to change or add something in the previous steps.
- 5 Select Save Quote to continue placing the order at another time
- 6 Select Confirm Order to finish the order request.
- 7 Select Cancel if the customers wants to erase the current order and start a new one.

Order Summary

Please check and confirm your order details. We appreciate your partnership, Ignacio Ltxh test 2!

1 Full name
Ignacio Ltxh test 2 test

Email
ltxhstest2@robot-mail.com

Company name
123456

Pick up address *
Ignacio Ltxh test 2 test
121 Ledbrooke Grove, 12
London, Greater London W11 1PN
United Kingdom
1234156789

Estimated Total Cost
EUR 221.00

2 I'm not a robot

3 [Click here to learn how to package your hardware](#)

4 [Back](#)

5 [SAVE QUOTE](#)

6 [CONFIRM ORDER](#)

7 [CANCEL](#)

Recycling Summary

Desktop Printers
QTY: 1

ESTIMATED QUOTE SUMMARY

Recycling Cost
NO CHARGE

Logistics Cost
EUR 188.00

Reporting Cost
EUR 33.00

Place an order (4)

- 1 Download PDF with the details of the order placed
- 2 Select "Sign Out" to exit the order request
- 3 Select the "Back to Recycling Home" icon to go back to the welcome page and start a new request

Order confirmation No. UHWRGB67580413Y0

Your pick up order has been placed and an email confirmation has been sent to you.

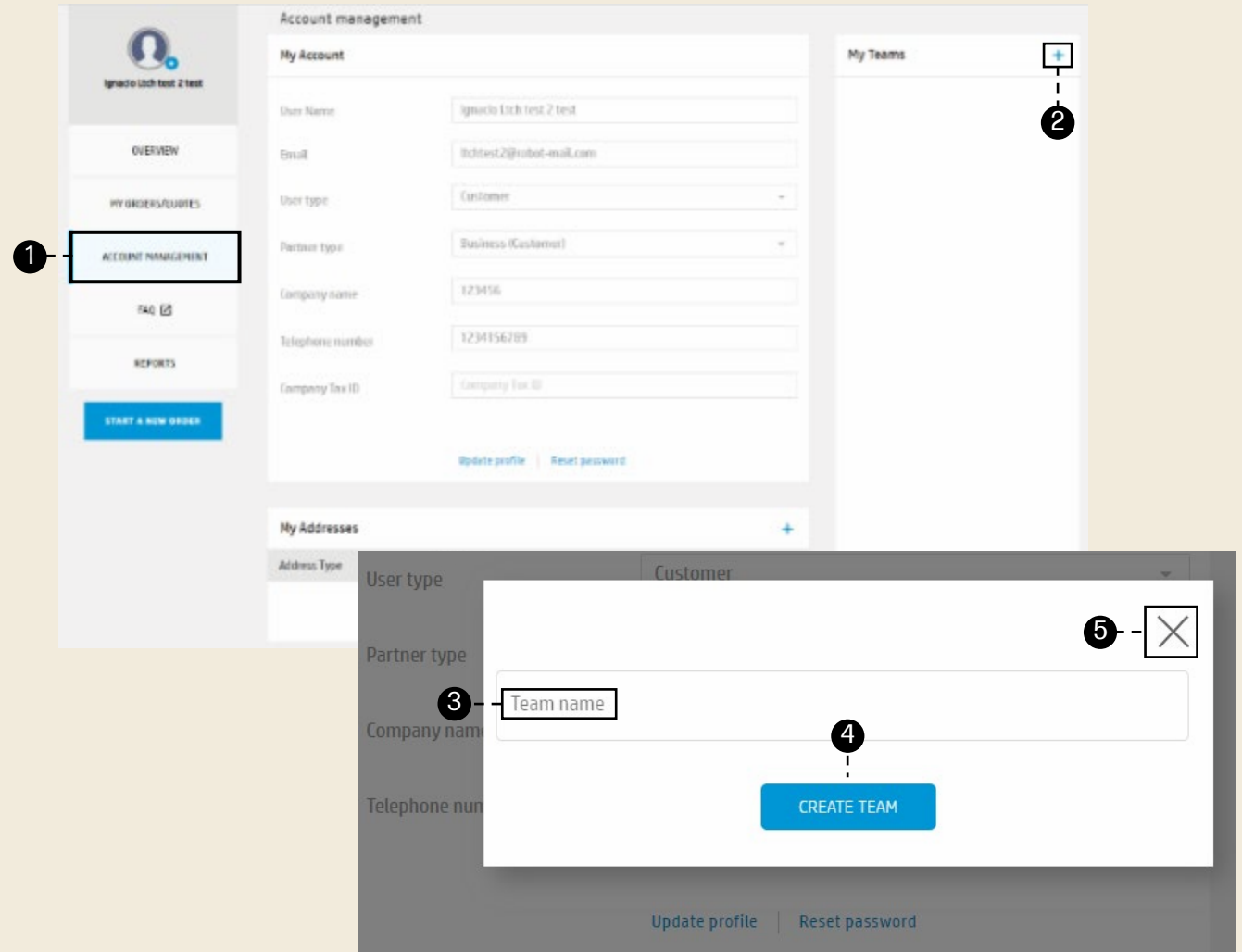
| | | | |
|--|---|------------|------------------------------|
| Ignacio Ltch test 2 test | Order confirmation No. UHWRGB67580413Y0 | 1 | Download PDF |
| 121 Ladbroke Grove , 12 London, Greater | Recycling Summary | | |
| London W11 1PN United Kingdom | Desktop Printers | QTY 1 | |
| Telephone number: 1234156789 | Quote Summary | | |
| Company name: 123456 | Recycling Cost: | NO CHARGE | |
| Click here to learn how to package your hardware | Logistics Cost: | EUR 188.00 | |
| | Reporting Cost: | EUR 33.00 | |
| | Total Cost: | EUR 221.00 | |

2 [SIGN OUT](#)

3 [BACK TO RECYCLING HOME](#)

Create a team (1)

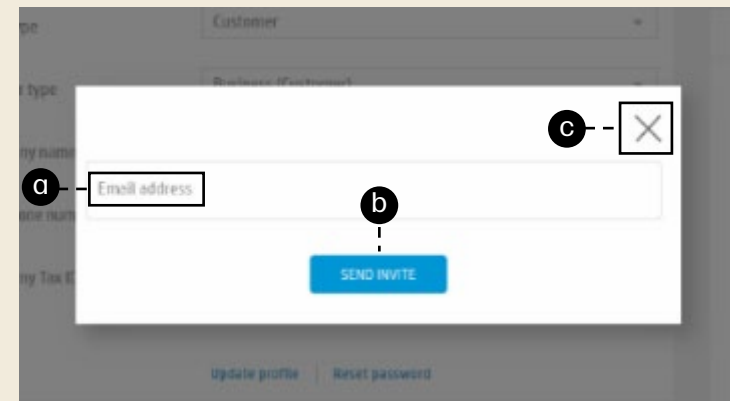
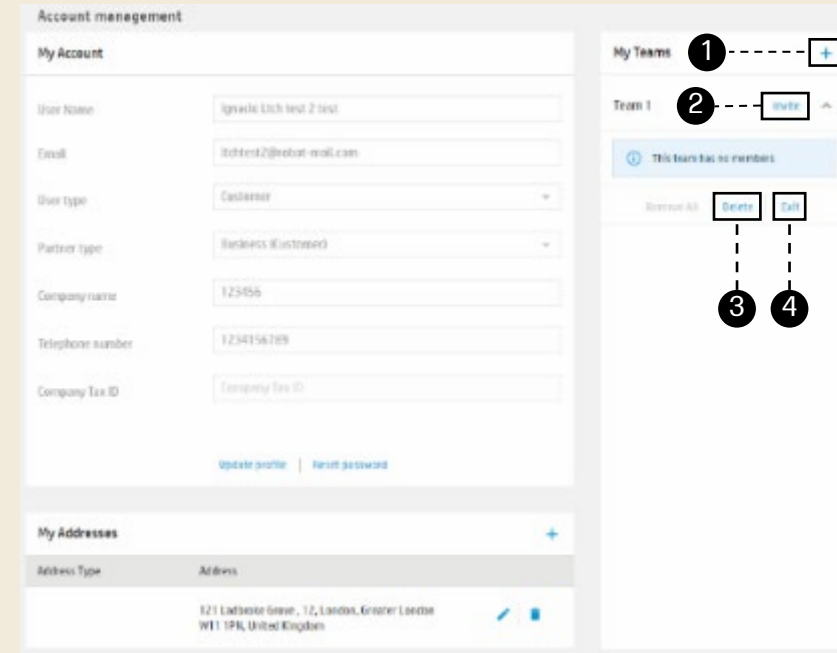
- 1 Select Account Management to create a new team
- 2 Select My Teams
- 3 Type in the name of the team
- 4 Select Create Team
- 5 Cancel Team Creation and Return to previous page



Create a team (2)

OPTIONS:

- 1 Add another team
- 2 Invite participants to a team
 - a Enter the email address (Note that only existing accounts can be invited into a team)
 - b Click: Send invite
 - c Return to previous page
- 3 Delete a selected team
- 4 Exit a selected team



Review orders/quotes

OPTIONS:

- 1 Select My Orders/Quotes to access your dashboard.
- 2 Filter your data by recent and/or Team
- 3 Check your orders, status, certificates and reports
- 4 Export your reports.

The screenshot shows the 'My orders/quotes' dashboard. On the left is a navigation sidebar with 'MY ORDERS/QUOTES' selected. The main area has a filter bar with 'Show: Latest', 'View: 10 per page', and 'Team:'. Below is a table with columns: Order Number, Date Ordered, Company name, Address, Status, and Certificates/Reports. An 'EXPORT REPORTS' button is on the right. The table is currently empty, displaying 'No orders to show'. Numbered callouts 1-4 point to the sidebar, filter bar, table header, and export button respectively.

| Order Number | Date Ordered | Company name | Address | Status | Certificates/Reports |
|-------------------|--------------|--------------|---------|--------|----------------------|
| No orders to show | | | | | |

Thank you for recycling responsibly



Contact a Connection Account Manager for more information.

Business Solutions
1.800.800.0014

Enterprise Solutions
1.800.369.1047

Public Sector Solutions
1.800.800.0019

www.connection.com/hp

