

Logistics Services

HP Deployment Services

Service overview

HP Deployment Services provide customers with a comprehensive PC-related services portfolio that delivers business-ready PCs to IT departments and employees, either at the office or at the employee's home. Logistics Services are an essential element of comprehensive HP Deployment Services that includes delivery, installation, data migration and PC deployment project management.¹ With help from HP, companies can reduce the amount of time IT teams spend on roll-out and refresh projects, so they can focus more on core, strategic work.

Service benefits

- A smooth delivery experience tailored to your schedule, whether at your business or at home
- Delivery to your dock with proactive delivery
- Notification prior to delivery
- Consolidated and customised delivery options
- Waste removal and other special requests
- Flexible options with Packages and Dynamic Catalogue
- Fixed price for predictable costs

Ordering options

HP Packaged Deployment Services (EMEA ONLY):

HP ESSENTIAL DELIVERY

HP Essential Delivery Service provides the delivery of units from the factory to the door or dock at the ship-to address of a customer. The service is provided by standard shipment and not consolidated delivery and is limited to normal business days and hours. HP will provide proactive delivery notifications prior to delivery. Track, trace and proof of delivery are also included in the service. The service can be ordered with or without an appointment.

HP PREMIUM DELIVERY SERVICE

Experience a seamless delivery service that goes beyond the essentials. From factory to your door or dock, with notifications, tracking and proof of delivery. Plus, add up to four tailored logistics services for an effortless delivery experience. The included logistics services choices are: HP Standard Delivery, HP Consolidated Delivery Service, HP Customised Pallet Service, HP Day/Time Delivery Service, HP Pre-alert with Booking Slot Timed Service, HP Special Equipment Service, HP Forklift Service, HP Delivery Site Not on Ground Floor Service, HP Carrier Unloading Service and HP Two People at Delivery Service.

HP PREMIUM+ DELIVERY SERVICE

Discover the effortless HP Premium+ Delivery Service. Your order arrives smoothly, with proactive notifications and tracking. Plus, enjoy unlimited logistical services tailored to your needs, making delivery a breeze from factory to your doorstep or dock. The unlimited logistics services include any options listed under HP Premium Delivery Service as well as the following: HP Campus Delivery, HP Inside Delivery, and HP Unpacking and Waste Removal Service.

HP Dynamic Catalogue Services

If you need greater control over logistic operations, implement HP Dynamic Catalogue Services. With “à la carte” service options, you have the freedom to select specific services based on your unique requirements. Customers may choose any of the individual packaged services as standalone services. This option is typically utilised for HP customers with online catalogue ordering (B2Bm, B2Bi). The services available include:

- Door Dock/Standard Delivery Service
- Inside Delivery Service
- Home Delivery Service
- Campus Delivery Service
- Unpacking and Waste Removal Service
- Consolidated Delivery Service
- Customised Pallet Service
- Day/Time Delivery Service
- Pre-alert with Booking Slot Timed Service
- Forklift Service
- Delivery Site not on Ground Floor Service
- Carrier Unloading Service
- Two People at Delivery Service
- Special Equipment and Requests Services

Specifications

DOOR DOCK/STANDARD DELIVERY SERVICE²

Door Dock/Standard Delivery Service provides the delivery of units from the factory to the door or dock at the ship-to address of a customer. The service is provided by standard shipment and not consolidated delivery and is limited to normal business days and hours. HP will provide proactive delivery notifications prior to delivery. Track, trace and proof of delivery are also included in the service. The service can be ordered with or without an appointment.

INSIDE DELIVERY SERVICE

HP Inside Delivery Service provides the delivery of units to a customer's specified work environment. The work environment may include, but is not limited to, a cubicle, office, lab or room. The exact location will be specified by the customer. Each delivery will generate an invoice (or multiple invoices per customer order). The standard delivery lead time applies unless specific customer terms and conditions exist. This service does not include product installation activities.

HOME DELIVERY SERVICE

HP Home Delivery Service provides the delivery of units from the factory to the addresses of the customer's employees, with advance permission from the customer. The service is provided by standard shipment, not consolidated delivery, and is limited to normal business days and hours.

Additional supporting services include signature upon receipt of shipment and notifications from the delivery carrier of the shipment status and delivery. On-demand communication options with the carrier also allow customer employees to coordinate logistics including delivery location and time or to schedule³ a holiday hold.

CAMPUS DELIVERY SERVICE

HP Campus Delivery Service provides delivery to multiple specified locations or buildings on the same large customer site on the same date, using details given in the customer shipping address. The service will prevent consolidation on the same pallet of the shipment with other shipments to the same customer site on the same date.

UNPACKING AND WASTE REMOVAL SERVICE⁴

HP Unpacking and Waste Removal Service includes the unpacking of all HP products delivered to the customer's location and the disposal of any associated waste. HP will inventory the shipment against the packing list, unpack all products delivered to an on-premises customer-designated location and remove packaging materials. This service is only available with HP Inside Delivery Service.

CONSOLIDATED DELIVERY SERVICE

HP Consolidated Delivery Service provides the consolidation and delivery of all products from a single order at the same time to the location specified by the customer. This service only applies to hardware PC platform units and their accompanying monitors, docks, keyboards and mice, and it is charged accordingly. One unique delivery will be made to the customer location for products originating from different HP manufacturing locations. Delivery consolidation may result in a longer order-to-delivery time.

CUSTOMISED PALLET SERVICE

HP Customised Pallet Service enables shipments to be palletised to accommodate the customer's location specifications and access constraints (e.g. limited height, type of pallet, lift size). HP will deliver HP products on a unique pallet size or in a unique format. The customer can choose between industrial (100 cm x 120 cm) or European (80 cm x 120 cm) pallet sizes or choose a pallet size based on a specific height. HP can customise the pallet to a specific height limit (e.g. less than 140 cm).⁵

DAY/TIME DELIVERY SERVICE

HP Day/Time Delivery Services allows customers to specify conditions on when they are willing to accept delivery. Services include:

- Non-working Day Delivery provides for the scheduling and support of basic delivery services of HP products to the customer on a non-standard HP business day. This service helps the customer avoid business disruption (e.g. financial institutions or IT server rooms). HP will provide delivery on non-standard business days (e.g. Sunday delivery).⁶
- Day/Time Delivery provides delivery to customer on a specific workday (Monday to Friday) and time (between 08:00-17:00, or a special time). The customer will select a delivery time in advance from a pre-determined set of times available from HP.
- Delivery Any Day to a customer any day of the week between 08:00-17:00, or a special time. Overall key differentiators for HP Logistics Services include fixed pricing, global reach and local touch.⁷

PRE-ALERT WITH BOOKING SLOT TIME SERVICE

It is required for customers to contact the carrier prior to delivery. The customer will advise on the booking slot date/time (within normal business hours), and the carrier provides additional information (e.g. name/licence of the driver). Customers should accept delivery within three working days of being contacted by the carrier.

FORKLIFT SERVICE

A delivery vehicle will bring a forklift to customer's location for unloading of the shipment. Carrier to contact the customer prior to delivery for specification of access restrictions.

DELIVERY SITE NOT ON THE GROUND FLOOR SERVICE

Delivery to a location that is not on the ground floor of the shipping location.

Carrier to contact the customer prior to delivery for specific details regarding the access constraints.

CARRIER UNLOADING SERVICE

Delivery vehicle driver to unload shipment by themselves at the customer's location.

TWO PEOPLE AT DELIVERY SERVICE

HP will arrange for a maximum of two people to unload the shipment at the delivery address. The carrier will contact the customer prior to delivery for specification of access restrictions.

SPECIAL EQUIPMENT AND REQUESTS SERVICES

HP Special Equipment and Requests Services provide end-to-end solutions that meet customer work environment specifications. HP can provide special equipment to deliver HP products from the truck unloading site to the customer's location (e.g. lift, crane or external elevator). HP can also make accommodations for inside/desk delivery of specific basic service-level requests (e.g. use of a floor covering to protect the customer's work environment).

Special considerations

GENERAL SERVICES

Each service is negotiated at a fixed price per unit or on a per-order basis according to the customer's catalogue and the nature of each service.

CAMPUS DELIVERY SERVICE

- This service can be associated with HP Installation Services if the customer wants to move delivered hardware to an interim storage or staging area prior to the delivery of assets to point-of-use locations (e.g. cubicle, office, lab or room).
- This service is not available with Door/Dock Delivery, Home Delivery, Inside Delivery, Stock Express, or Unpacking and Waste Removal.

HOME DELIVERY SERVICE

- Home Delivery is not available with Inside Delivery, Campus Delivery, Consolidated Delivery, or Unpacking and Waste Removal.

UNPACKING AND WASTE REMOVAL SERVICE

- This service does not include the disposal of old equipment.
- This service can only be ordered when the Inside Delivery Service is also ordered.
- This service does not provide installation or plug-in services.
- Waste removal is limited to empty boxes, cartons, inserts and cushions.

DELIVERY DAY AND TIME SERVICES

Only one of the following services can be selected per order:

- Non-working day delivery service
- Pre-alert with Booking Slot Timed Service
- Day/Time Delivery
- Delivery any day

LOGISTICS SERVICES OTHER THAN INSIDE DELIVERY AND UNPACKING AND WASTE REMOVAL SERVICES

- Each activated service will be quoted and charged.

Customer responsibilities

SITE AND PRODUCT ACCESS

The customer must ensure access to the building, floor and individual cubicles, offices, labs or rooms where Logistics Services will be delivered on the date and time that the delivery is scheduled. Furthermore, the customer will provide working space and facilities within a reasonable distance of the products, as well as access to and use of information, customer resources and facilities, as is reasonably determined necessary by HP, to provide Logistics Services for the products and to allow the HP service agent to help with the delivery of the new units. Customer resources include a site representative and contact to identify the cubicles, offices, labs and rooms where the services are to take place. The customer's receiving location (e.g. door or dock) must be in the same building as the customer's location for the Inside Delivery and Unpacking and Waste Removal Service.

PROJECT MANAGEMENT

Overall project management is provided by the customer or ordered as a separate managed service from HP or a third party. HP or its authorised service provider will schedule an appointment with one person per site. It will be the responsibility of the customer to contact or inform its end users. If the customer's project management or deployment coordination is performed in non-English speaking countries, and those resources act as appointment contacts for HP or its local authorised service providers, the customer's contact will either possess native language (site-specific) skills (written and spoken) or be able to speak, read and write English.

ASSET SECURITY

The customer will ensure that all locations provide an adequate level of security and that any quarantine capabilities are consistent with its own internal security standards. HP assumes no liability in case of loss, and so on, for assets placed in the customer-designated decommission location.

SITE ACCESS

Access to the collection point needs to be clear of obstacles (e.g. restricted access, locked doors, etc.). It is the customer's responsibility to provide special equipment such as forklifts and stair walkers, as well as their respective operators, if not ordered with the logistics services. If lifts are present, the customer will help with lift access for the movement of units across different floors. The customer must inform HP or its authorised service provider about required clearance levels or passports to access military or public areas, laboratories or other restricted, high-security areas.

General responsibilities

HAZARDOUS ENVIRONMENT

The customer must notify HP if it is discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone Deployment Services until the customer remedies such hazards.

The customer needs to ensure that equipment is free from contamination by chemicals, biological agents or other substances that are not integral to the original new equipment or otherwise associated with a normal office environment.

AUTHORISED REPRESENTATIVE

The customer must have a representative present when HP service engineers are providing Deployment Services at the customer's site. The customer's representative will either possess native language (site-specific) skills (written and spoken) or be able to speak, read and write English.

SPECIFIC REQUIREMENTS

The customer must fulfil the above responsibilities for the specific services acquired.

CONFIDENTIALITY

The customer is responsible for the security of its proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such on disclosure, or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorised use or disclosure for 3 years from the date of receipt or (if longer for such period as the information remains confidential). These obligations do not cover information that: i) was known or becomes known to the receiving party without duty of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a government agency.

PERSONAL INFORMATION⁸

Each party must comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information ("PII") of the customer in providing services. If HP has access to the customer's PII stored on a system or device belonging to the customer, such access will likely be incidental and the customer will remain the data controller of its PII at all times. HP will use any PII to which it has access strictly for the purpose of providing the services ordered. The customer is responsible for the security of its proprietary and confidential information, including PII.

General provisions

ORDER CANCELLATION

The customer may cancel orders for this service prior to appointment booking delivery at no charge.

OPERATIONAL HOURS

Logistics Services are performed during local standard HP business hours on standard business days excluding local public holidays unless HP Non-working Day Delivery Service is ordered.

SUBCONTRACTING

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorised service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

GEOGRAPHIC COVERAGE

These services may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

Sustainability

OPTIMISING PRODUCT TRANSPORTATION

To improve efficiency, cut costs and reduce negative environmental impacts, HP endeavours to optimise its logistics network by consolidating shipments, identifying new routes and shipping directly to customers or local distribution centres. HP requires its product transportation suppliers to use the Global Logistics Emissions Framework to standardise emission calculations. To drive progress across the industry and beyond, HP is working with the Clean Cargo Working Group, Green Freight Asia, the International Air Transport Association, the United Nations Climate & Clean Air Coalition and the US Environmental Protection Agency (EPA) SmartWay programme. HP continues to use SmartWay partners for 100% of its products shipped by truck in the United States and Canada. The programme helps improve road transportation efficiency and helps reduce GHG emissions.⁹

Ordering information

Logistics Services are available to customers who order HP hardware.

Logistics Services can be, but do not necessarily have to be, ordered in tandem with other Installation Services.

Learn more at hp.com/go/deployment



1. Custom contract required.
2. This service cannot be selected with Inside Delivery, Home Delivery, Campus Delivery, Stock Express or Unpacking and Waste Removal.
3. HP may accommodate Customers' request(s) for any rescheduling of a Logistic Service provided. Rescheduling may be subject to additional fees/costs.
4. This service is only available with HP Inside Delivery Service.
5. Must be proactively set up with regional logistics.
6. Non-standard business day delivery requires a specific agreement with the customer prior to an order's submission.
7. These services are applicable only to hardware PC platform units and their accompanying monitors, docks, keyboards and mice, and are charged accordingly. For accompanying accessories, this service will be executed but not charged as a separate service fee.
8. HP and its Partners will use applicable security controls to protect the Personally Identifiable Information (PII) data it stores for the purposes of delivering the services ordered. For access to the HP Privacy Statement please visit HP Privacy Statement.
9. Sustainable Impact Report <https://h20195.www2.hp.com/v2/GetDocument.aspx?docname=c06040843>

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers may have additional statutory rights according to applicable local laws and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.