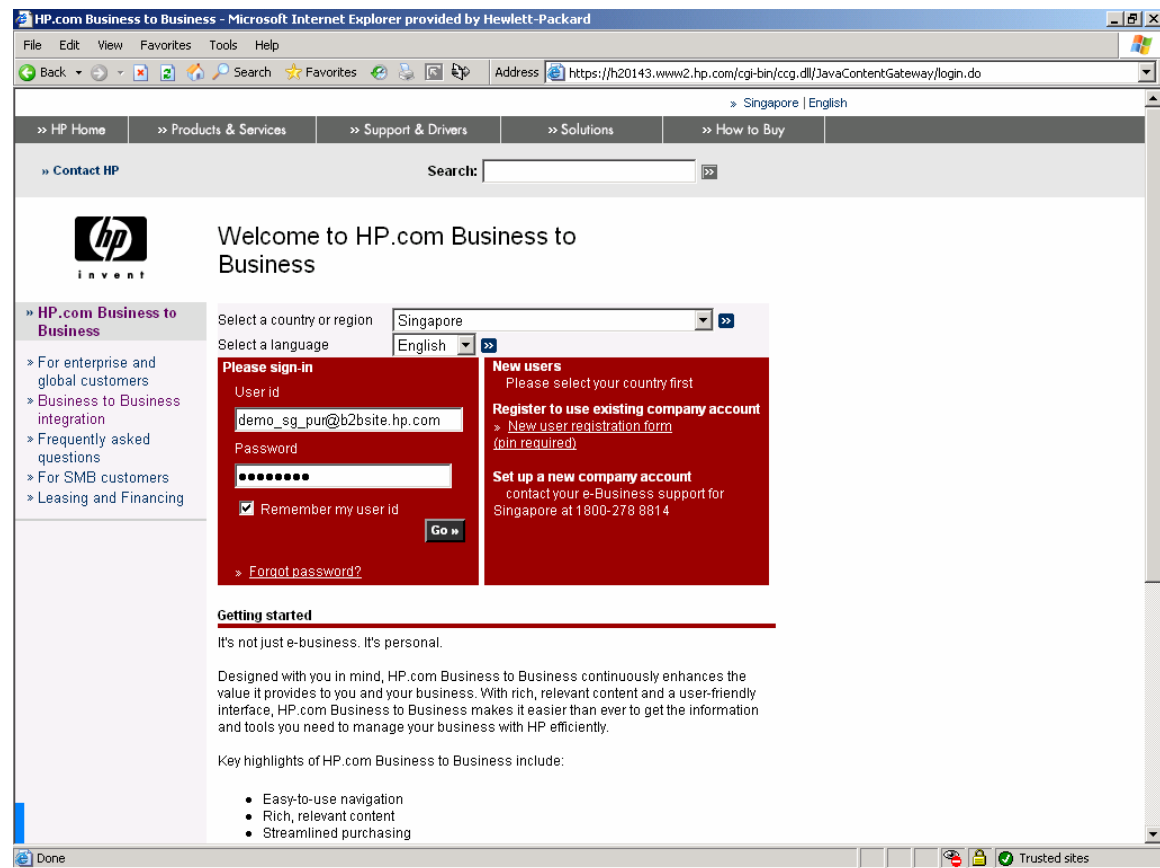# HP.com Business to Business User Guide



# Users Reference guide

The following outline will provide you with a quick reference to the HP B2BPortal features and capabilities. The first step in the outline is to Login to your HP B2BPortal.

If you are an HP.com Business to Business user, you will need to access the HP B2BPortal site, from the following URL: http://www.hp.com/go/ebusiness

To access the portal, use your appropriate Username (E-Mail address) and Password, which was provided to you during the Online Registration Process.
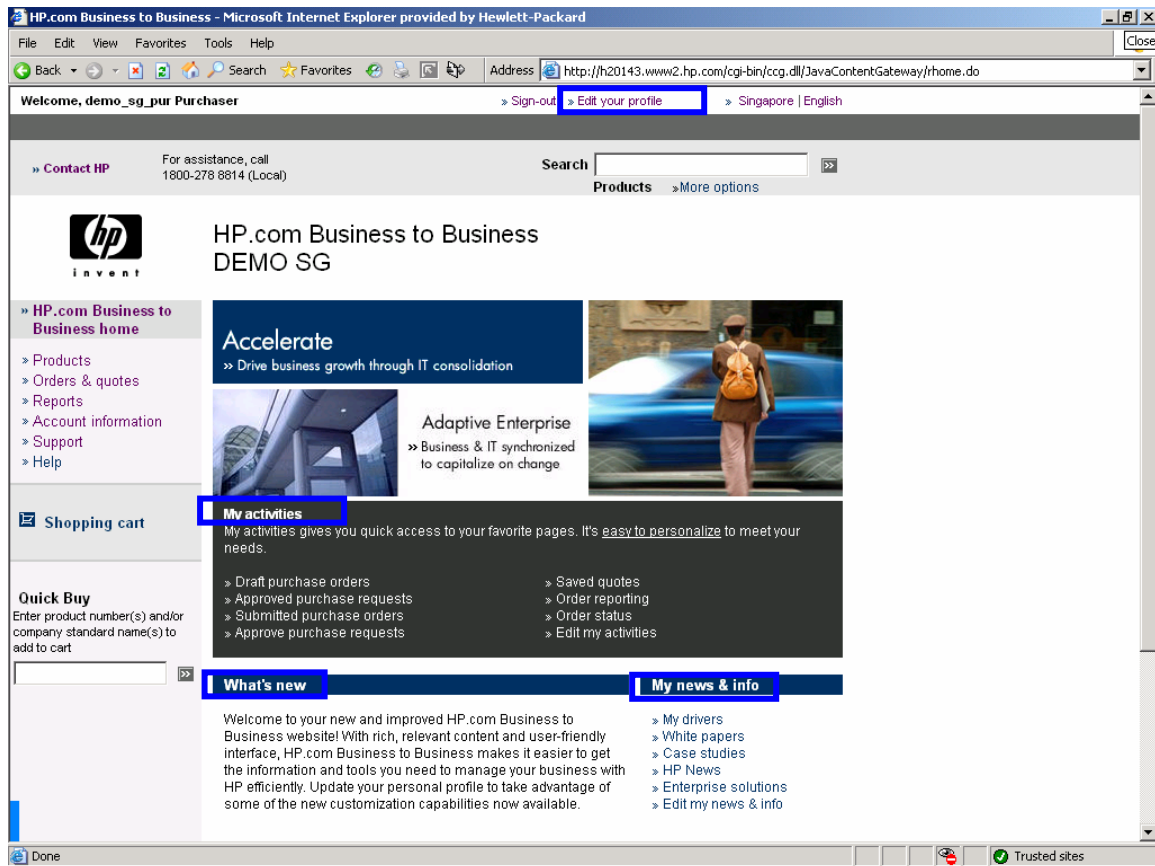
## Information Site

You will then able to access the HP B2B Portal home page. Within the home page, you can access several areas or links, the important ones are as explained below:

- "**My activities**" area allows users to add/delete up to 10 quick links. The quick links can either be link standard order and quotes or account documents.
- "**What's new**" area includes the welcome message, the 5 most recent targeted message texts, and the 5 most recent new account documents from the account team.
- "**My news & Info**" area provides the most up-to-date driver information, white papers, case studies, HP news, and solutions related to the user's account and profile.
- "**Edit your profile**" link takes user to their profile information to personalize the homepage and change password.
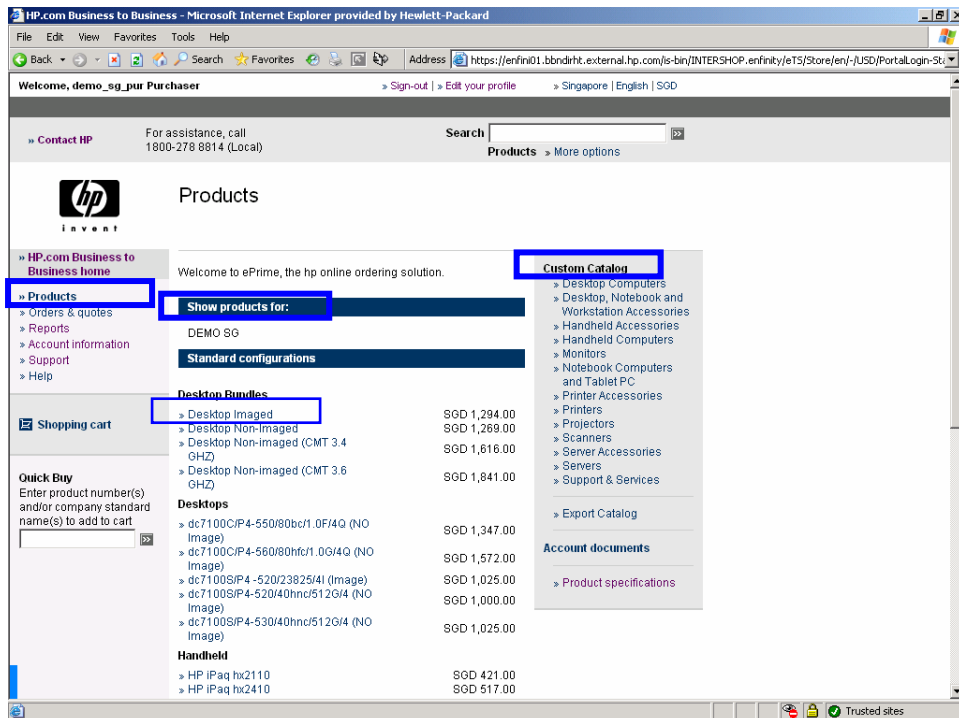
## Purchasing Process

Click on the "Products" link on the left navigation to get to the product catalog. If you have a login which enables you to purchase for different countries, you will be prompted to choose the proper region, before you access the product catalog.

The products are divided in two sections, Standard Configurations and Custom Catalog. In Standard Configurations you can find all the hard or soft bundled products. In Custom Catalog you can find all Standalone products.
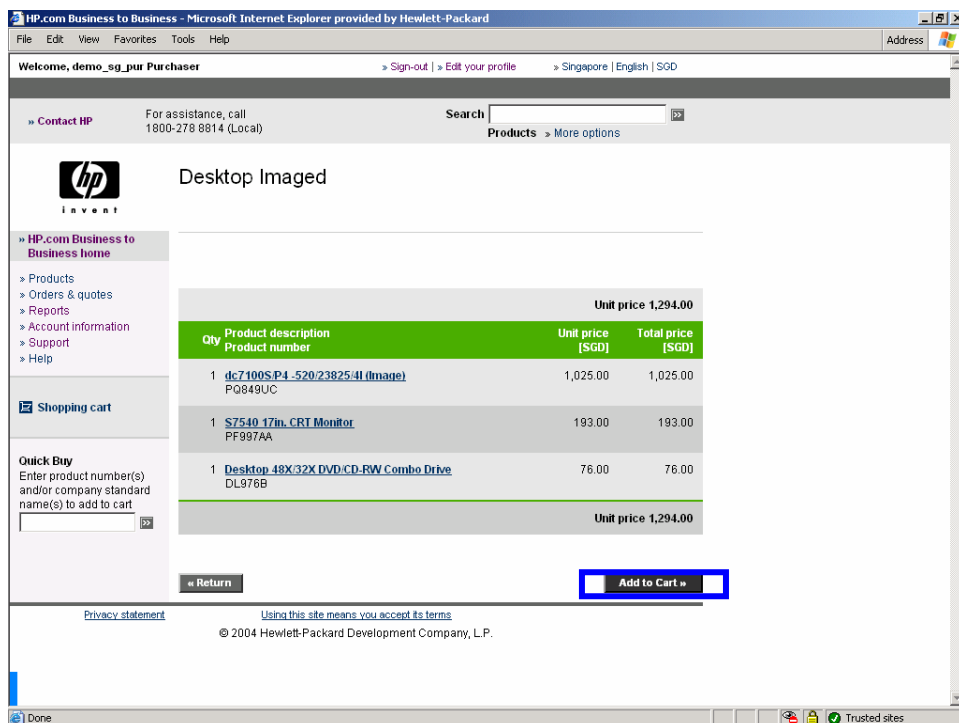


Once a particular bundle is selected ie "Desktop Imaged", you will be able to see the details of the desktop items.
You can add these item to the shopping cart by clicking on the "Add To Cart" button, you will then be brought to the "Shopping Cart" page.
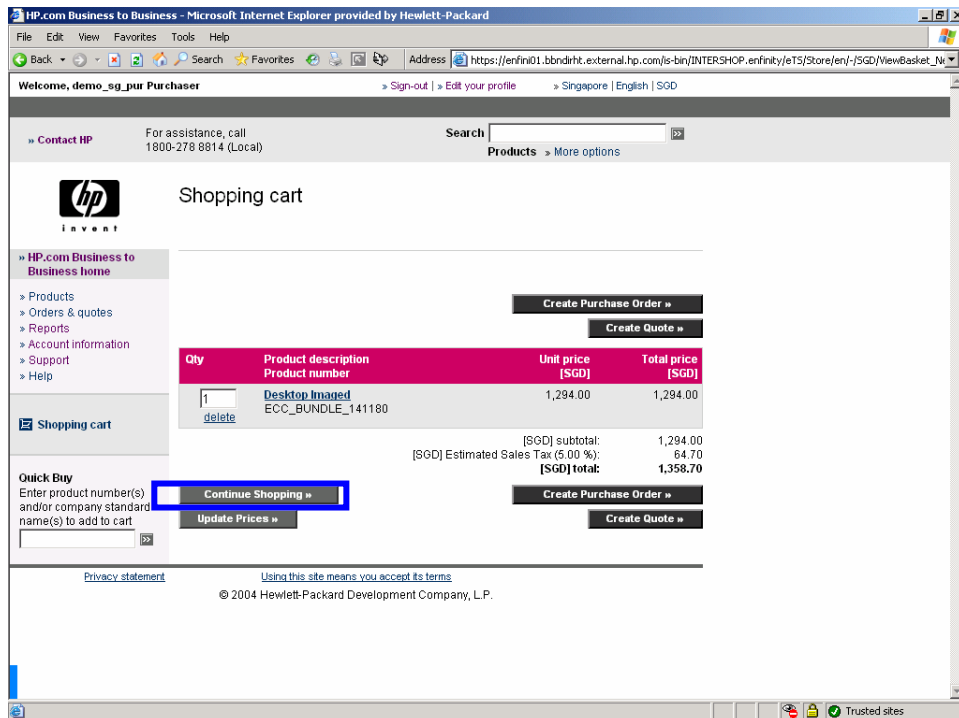
In the shopping cart page, quantities can be updated within the shopping basket window. At this point, you may proceed to create an purchase order or continue shopping in another product.

To continue to shop, please click on the "Continue Shopping" button, to back to the "Products" page.
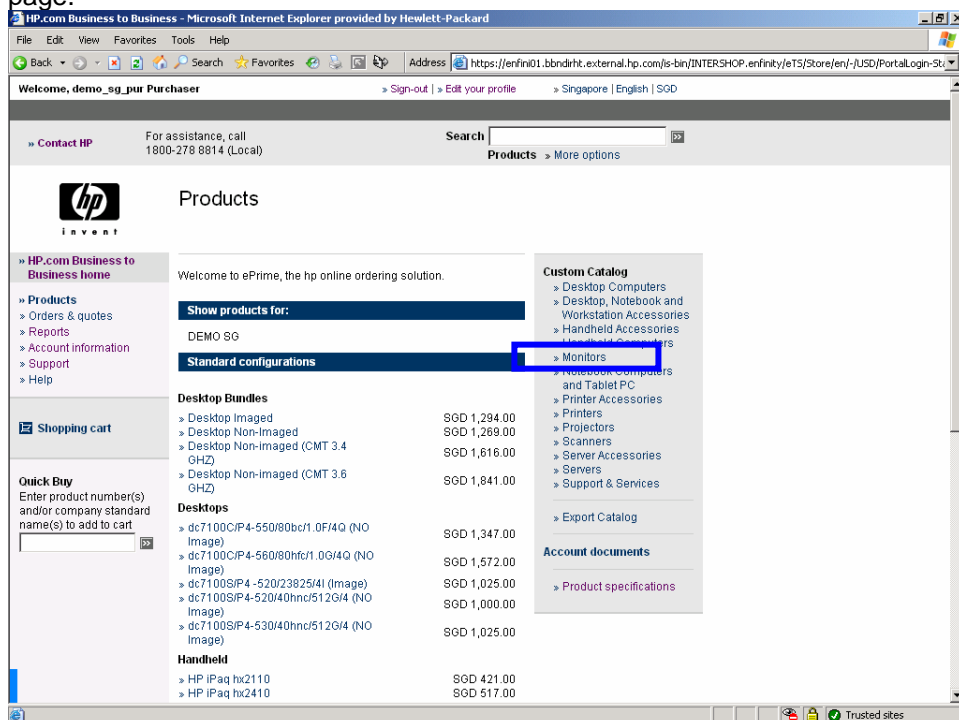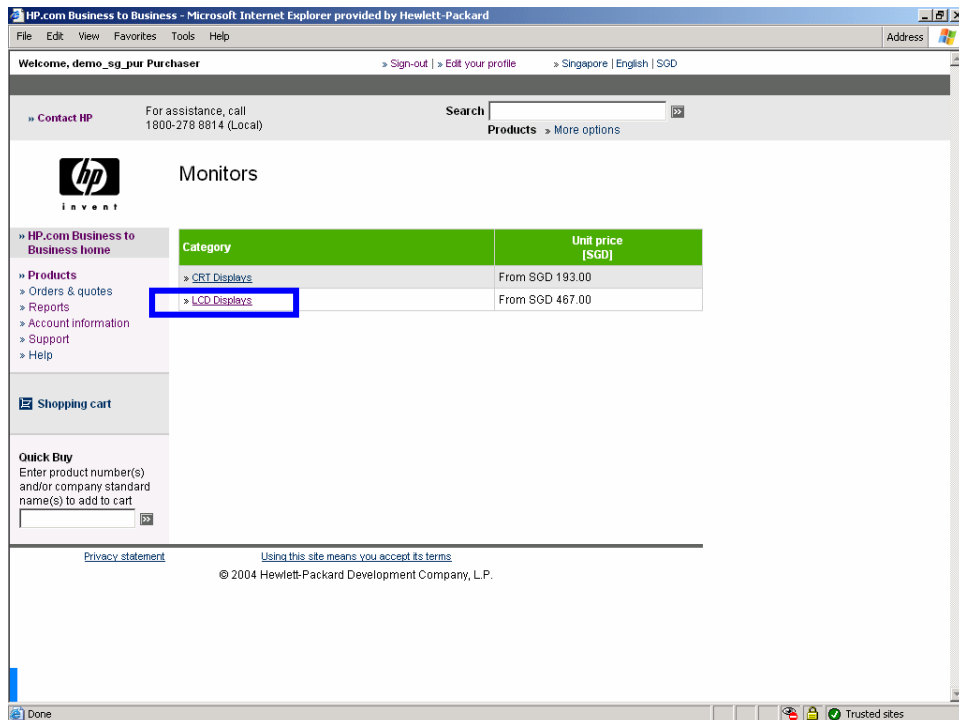
Choose a Custom Catalog category to purchase a standalone item like "Monitor".
Then select a category like "LCD Displays".
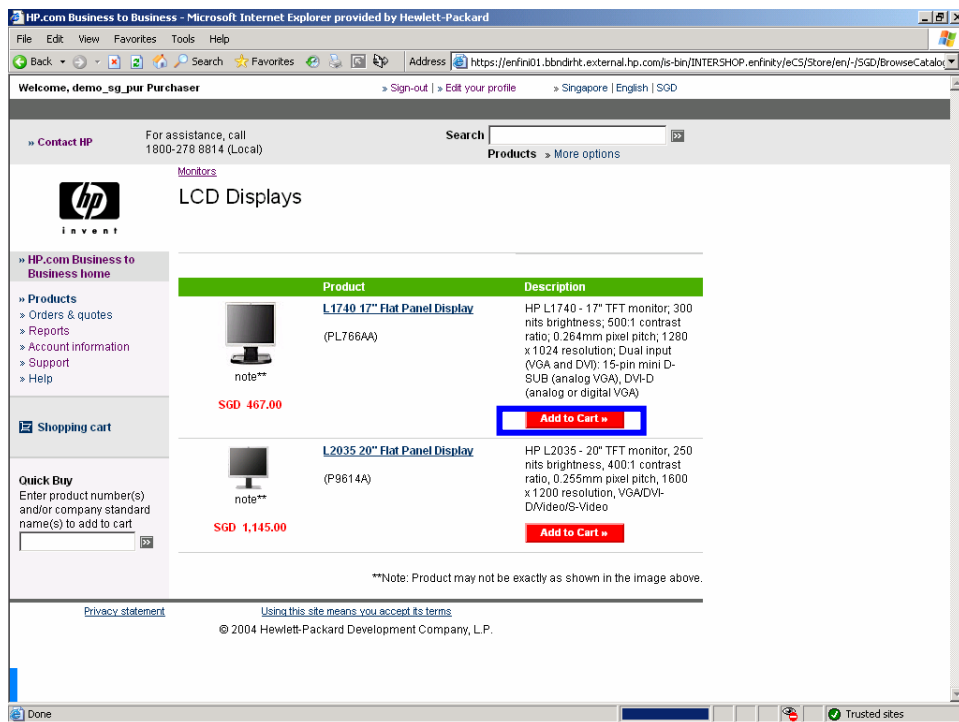


Once selected, you will be shown the available options for the LCD monitors. You may add these items to your cart by clicking the "Add to cart" button, which will bring you back to the shopping cart.

File    Edit    View    Favorites    Tools    Help                                    Address

Welcome, demo_sg_pur Purchaser          » Sign-out  | » Edit your profile          » Singapore | English | SGD

» Contact HP          For assistance, call          Search
                      1800-278 8814 (Local)                        Products  » More options

## Shopping cart

**» HP.com Business to Business home**

» Products
» Orders & quotes
» Reports
» Account information
» Support
» Help

**📧 Shopping cart**

**Quick Buy**
Enter product number(s) and/or company standard name(s) to add to cart

                                                                    Create Purchase Order »
                                                                              Create Quote »

| Qty | Product description<br>Product number | Unit price<br>[SGD] | Total price<br>[SGD] |
|---|---|---|---|
| 1<br>delete | **Desktop Imaged**<br>ECC_BUNDLE_141180 | 1,294.00 | 1,294.00 |
| 1<br>delete | L1740 17" Flat Panel Display<br>PL766AA | 467.00 | 467.00 |

|  |  | [SGD] subtotal: | 1,761.00 |
|  |  | [SGD] Estimated Sales Tax (5.00 %): | 88.05 |
|  |  | **[SGD] total:** | **1,849.05** |

Continue Shopping »                              Create Purchase Order »

Update Prices »                                          Create Quote »

(1 item remaining) Opening page ViewBasket_New-Add at enfini01.bbndirht.external.hp.com (secure Web site)...          Trusted sites

You can still amend the quantity or delete the items at the shopping cart. When your shopping is completed, simply select "Create Purchase Order" to proceed to the next screen.

You will be brought to the Checkout pages where you will have to enter all the related information about your order.

Here you will have to enter your specific information.
**Account Information**
Please provide following information:
- Order Information – Purchase Order Name and Number
- Personal Information – pre-populated to your login information
- E-Mail Notification – add additional email address if you need to notify another user of this order.

Click on "Continue" button to go the next page.

## Shipping Information

Please provide following Information:

- Shipping Address (You can overwrite the default shipping information or select from a list of already created addresses by choosing "Select Alternate").

If your address is not listed, you can request for new ship-to location)

- Requested delivery date – you can indicate your preferred delivery date but will still follow HP SLA of delivery time accordingly.

Click on "Continue" button to go the next page.

## Billing Information

By default, there will be a corresponding Bill-to address and is not editable. If the system doesn't come up with the correct one, click on the "Select Alternate" button. The system will come up with all available Bill-to addresses. Please contact your HP Contact , in case you can't find your specific Bill-to Address.

Click on "Continue" button to go the next page.

The last step is to submit your Purchase Order to HP. Before doing this, you can review your order details on the last screen. If there is information which needs to be changed, select the "Edit" button to return to the proper window.

You can also save and submit the PO later on. Once the PO is submitted you will receive an order confirmation via e-Mail and HP Order Desk team will also receive a copy of your order.
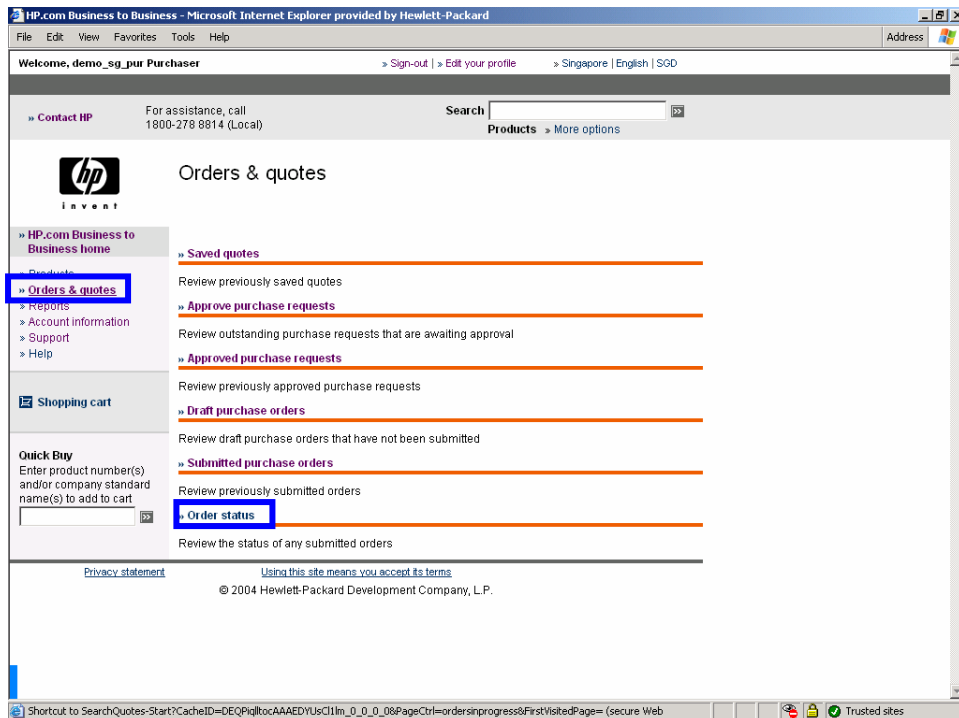
## Orders Information

If you need to find the status of the your orders placed online or offline, follow the steps below:

### View the Status of your Order Online

You can actively search for Order Status information online. Select on the left navigation the link "Orders & quotes" and click on "Order status" on the bottom of the screen. This will bring you to the Order Status and Reporting page.
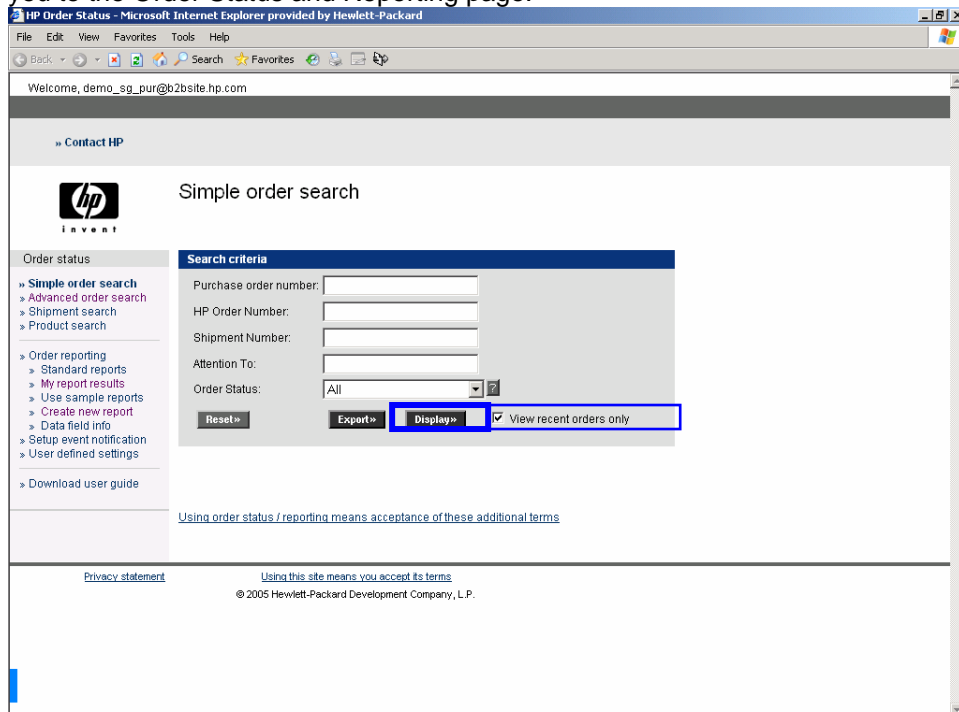


On the "Simple Order Search" page, you will be able to find all related information about your order. This also includes the expected delivery date. If your order was submitted more then a month ago, make sure the "View recent orders only" check box is deactivated.

Click on the Display button, it will show the order status summary which include customer PO number, order date, actual/planned delivery/ship dates, status etc.

For order details, click on the "HP Order #" hyperlink to see the order in details.

For the planned delivery dates, it will reflect the last planned date. By clicking on the "Planned Delivery Date" hyperlink, pops up the "Delivery Date History" window that will lists out the history of the delivery changes.



The "Order Status" field will show the current status of the order. Clicking on the "Order Status" hyperlink pops up a window that will lists the history of the status changes along with the date when the status changed.
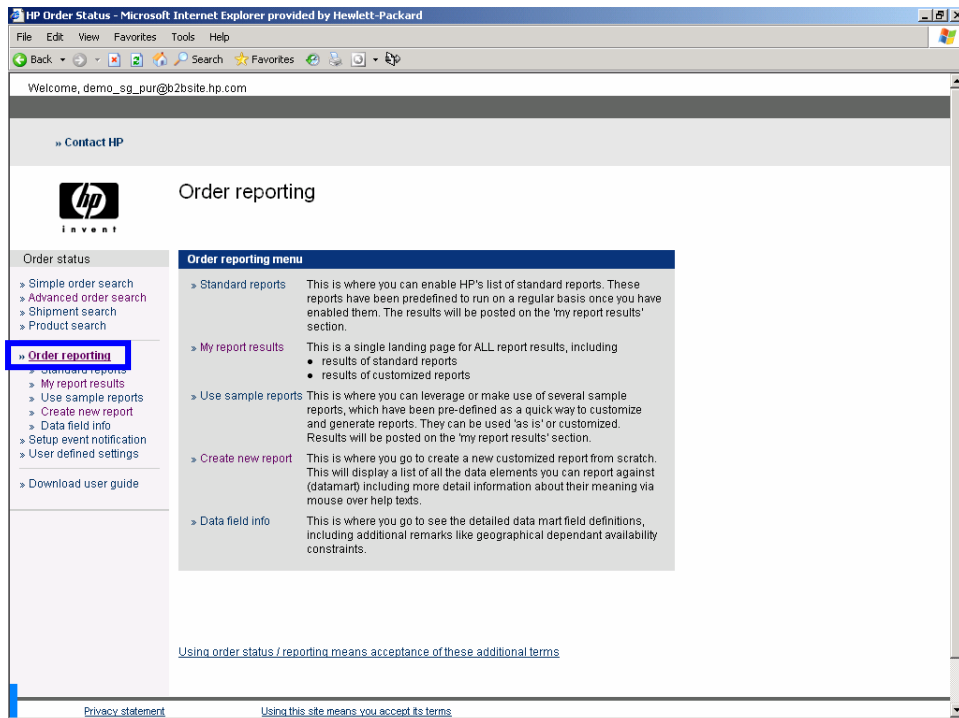
On the "Order Reporting" page, you will be able to generate Standard reports, use sample reports or create customized reports. The sample reports include orders placed/shipped for past one month or backlog orders.

You can schedule the reports on a daily, weekly or monthly basis and send the reports via email to yourself or other users.
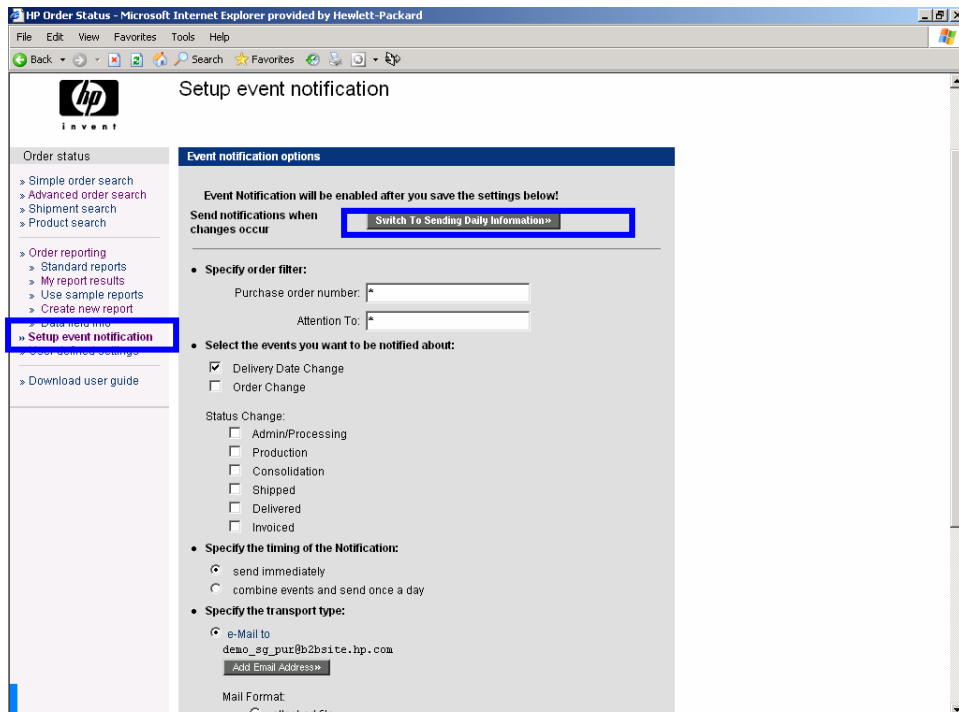


On the "Setup Event Notification" page, you will be able receive email alerts of your orders when there's changes like delivery date change, shipped, delivered etc. You can select either event-based or daily based information.

By default, this feature is disabled.