

Fondos de desarrollo del mercado para Socios de HP

Versión del 2do trimestre de 2014



Módulo 1: Introducción a los Fondos de desarrollo del mercado (MDF)

Al finalizar este módulo, usted será capaz de...



Explicar qué son los Fondos de desarrollo del mercado.



Enumerar los beneficios de administrar sus Fondos de desarrollo del mercado.



Describir el proceso de alto nivel de los Fondos de desarrollo del mercado.

Introducción



Descripción general:

HP está adoptando un proceso de MDF globalmente uniforme en nuestra plataforma Unison para permitir a nuestros Socios administrar más eficazmente sus fondos, actividades y reclamos de los MDF.



¿Qué son los Fondos de desarrollo del mercado?

Fondos provistos a Socios elegibles para subsidiar los costos de algunas actividades de marketing que impulsan la demanda de productos, servicios y soluciones HP.

MDF es un proceso de colaboración entre Socios y HP:



Establezca objetivos de beneficio mutuo con HP



Defina y planifique actividades focalizadas

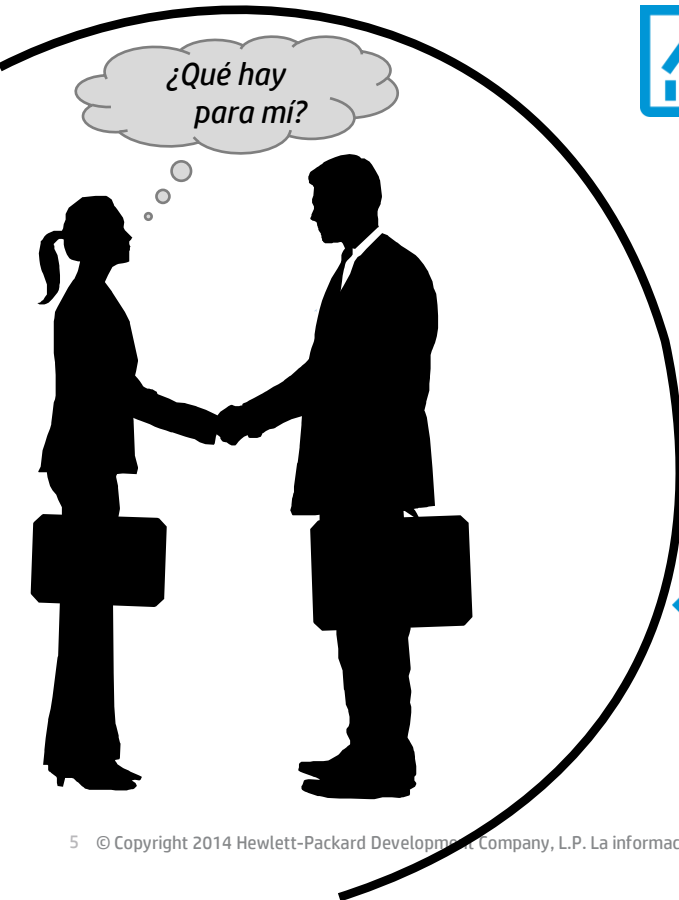


Ejecute actividades aprobadas



Reciba reembolso financiero de HP por las actividades declaradas

Beneficios para el Socio



Asignación estratégica de los fondos

- Mayor utilización de los fondos
- Fondos alineados a los objetivos de negocios
- Visibilidad clara del uso de MDF



Mayor flexibilidad y productividad

- Menos pasos para ingresar a la actividad
- Período de ejecución semestral
- Mejores capacidades de información



Interacción simplificada

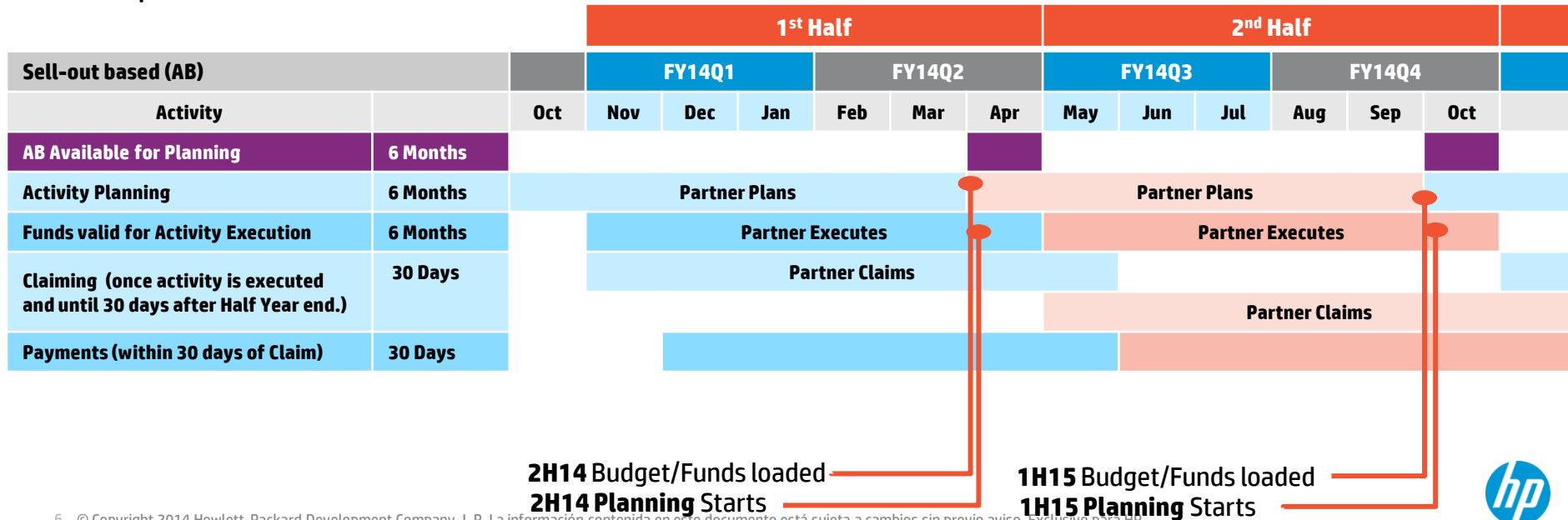
- Vinculación entre la planificación de los negocios y las actividades de MDF
- Pautas del programa y procesos estandarizados para mejorar el proceso de MDF de extremo a extremo.

Half Year Model

Half Year Funding Model:

MDF will be driven in two cycles of six months each and follows:

- HP leadership's directive
- HP Partners' desire to have greater flexibility to use MDF funds and/or a more significant half year deposit.



Proceso de MDF de alto nivel

El proceso de los MDF de alto nivel incluye cinco etapas. Estas son:



Etapas de planificación y asignación de fondos

Los MDF comienzan con la planificación de colaboración de objetivos e iniciativas y la proyección de las necesidades de financiación.



Durante la etapa de Planificación, sus objetivos de negocios e iniciativas estratégicas de HP para el año se definen con su Gerente de negocios del socio.



Se ponen a disposición los fondos y deben aprovecharse para las actividades aprobadas ejecutadas en el semestre fiscal de HP.

Comprobación de conocimientos

1. Algunos beneficios del proceso mejorado de los MDF son:

- A. Interacciones simplificadas
- B. Mayor flexibilidad y productividad
- C. Asignación estratégica de los fondos
- D. Todas las opciones anteriores

2. Verdadero o falso. Los MDF son fondos provistos a Socios elegibles para financiar sus actividades de marketing que impulsan la demanda de productos, servicios y soluciones HP.

- A. Verdadero
- B. Falso

Módulo 2: Creación y presentación de una solicitud de actividad

Al finalizar este módulo, usted será capaz de...



Ir al Global Partner Portal.



Crear, actualizar y presentar una solicitud de actividad.



Importar actividades masivas.



Presentar actividades masivas para su aprobación.

Solicitudes de actividad

Los socios crean y presentan actividades en el Global Partner Portal.



Introducción



Descripción general:

En este módulo, analizaremos cómo navegar en el Global Partner Portal para crear, actualizar y presentar una solicitud de actividad. Se analizarán las etapas para importar y presentar actividades en forma masiva.



Punto clave:

Si no puede acceder al Global Partner Portal, comuníquese con el administrador del Partner Portal de su compañía.

The screenshot shows the HP Partner Portal interface. At the top, there is a navigation bar with the HP logo and links for My Business, Products, Pricing & Promotions, Marketing, Programs, Training, and Support. Below the navigation bar is a large banner area. On the left, it says "Welcome to the HP Partner Portal" with a background image of a woman sitting on a green sofa using a laptop. On the right, there is a call to action: "Do you like the new design? We listened to your comments help us make it even better." with a "Take survey" button. Below the banner is a "Tools" section with a dropdown menu showing "Popular Tools" selected. Under "Popular Tools", there is a list of tools: Introduction, Marketing Development Fund (MDF), Marketing Depot, Global Product Catalogue, PartnerOne Leads Program, Joint Business Planning, and Distributor-VPA Financial Benefits. To the right of the tools is a "News & Events" section with a sub-header "HP Among Top 5 Best Companies to Partner With". Below this, there is a "HP Unison Platform" announcement with the text "HP's increased commitment to the channel" and an image of two people. At the bottom right, there is a "New release" section for "HP Sales Certified - Converged infrastructure (2014)" with a "Register now" button. The HP logo is visible in the bottom right corner of the screenshot.



Acceso a los MDF en el HP Global Partner Portal

Siga estos pasos para acceder a los MDF.

USA-English

hp Partner Portal

User ID

Password

Sign-in »

1. Introduzca

Register
Forgot Password
Forgot User ID
Contact HP

GRRR
where did
that link go

CHAT LIVE
Offline
Mon-Fri 7am-7pm CST

HP partnerships
Americas HP ServiceOne Program
Americas Self-Maintainer Program
Become a Canadian HP Partner
Become a US HP Partner
HP's OEM Program
HP AllianceONE Partner Program
HP Source Sales
IPG Solutions Developer Program
Software

Useful resources
Canada PartnerOne Program Brochure
U.S. PartnerOne Program Brochure
Fast Attach
HP Channel Services Network (CSN)

Acceso a los MDF en el HP Global Partner Portal

Siga estos pasos para acceder a los MDF.

Tools

[Popular Tools](#)
[Pricing](#)
[Marketing](#)
[Configuration](#)


[-] Introduction

2. Haga clic [Introduction](#) offers you easy access and a comprehensive overview of the core functionality in Partner Portal

- [+ Marketing Development Fund \(MDF\)](#)
- [+ Marketing Depot](#)
- [+ Global Product Catalogue](#)
- [+ PartnerOne Leads Program](#)
- [+ Joint Business Planning](#)
- [+ Distributor-VPA Financial Benefits](#)

News & Events

HP Among Top 5 Best Companies to Partner With



HP Unison Platform
HP's increased commitment to the channel

[Popular Tools](#)
[Pricing](#)
[Marketing](#)
[Configuration](#)

[+ Introduction](#)

[-] **Marketing Development Fund (MDF)**

PartnerOne rewards the achievements of qualified partners with additional benefits and resources to help drive demand for HP products, services, and solutions. Market Development Funds is one of these benefits.

PartnerOne MDF is a plan-based, results-oriented, demand generation program that derives its success from a robust marketing planning process with targeted objectives to drive measurable results.

The Business Planning Application (BPA) provides online, real-time access to PartnerOne marketing plans and Market Development Funds (MDF) in a single repository, specific to each partner's relationship with HP.

3. Haga clic [More Info](#)

Acceso a los MDF en el HP Global Partner Portal

Siga estos pasos para acceder a los MDF.

Market Development Funds



Overview

PartnerOne rewards the achievements of qualified partners with additional benefits and resources to help drive demand for HP products, services, and solutions. Market Development Funds is one of these benefits.

PartnerOne MDF is a plan-based, results-oriented, demand generation program that derives its success from a robust marketing planning process with targeted objectives to drive measurable results.

The Business Planning Application (BPA) provides online, real-time access to PartnerOne marketing plans and Market Development Funds (MDF) in a single re specific to each partner's relationship with HP.

Resources

[Global Partner Conference \(GPC\) MDF Reimbursement Information](#)
[1H14 MDF On Demand Training](#)
[1H FY14 Planning & Claiming Snapshots](#)
[MDF Audit Proof of Performance \(POC\) Requirements](#)

Need help?

For assistance submitting a claim or using the tool, send an email to: HPMarketingProgramSupport@hp.com or call the Partner Support Center.
 Canada 1-800-668-7670, Select language then option 1
 USA 1-888-629-6914, Select Option 4 then option 2

Access instructions

When you click the **Access Now** button below, a new window will open and you will be directed to the **Business Planning Application**. (Access does not require a secondary login.)

HP Partner Chat

Partner Chat is available Monday-Friday 7:00 am to 7:00 pm CST

También puede encontrar recursos adicionales y actualizaciones del programa en la página Fondos de desarrollo del mercado.

Access now

4. Haga clic

CHAT LIVE
Online

Descripciones del estado de la actividad

Hay once estados de actividad posibles como se describe a continuación.

Estado	Descripción del estado (donde se mostrará el estado)
Actividad no presentada guardada	La actividad se ha guardado o reabierto pero no presentado
Actividad en espera de aprobación	La actividad ha sido presentada a HP para su aprobación
Actividad aprobada	La actividad ha sido aprobada por HP
Reclamo no presentado guardado	La actividad aprobada tiene un reclamo correspondiente que se ha guardado
Reclamo en espera de aprobación	El reclamo correspondiente se ha presentado para su aprobación
Procesamiento de pagos	El reclamo correspondiente ha sido aprobado
Pagado	El reclamo correspondiente ha sido pagado por HP
Actividad rechazada	La actividad ha sido rechazada por HP
Reclamo rechazado	La actividad con un reclamo correspondiente ha sido rechazada por HP
Vencida	<ul style="list-style-type: none"> • La actividad ha sido creada pero no aprobada al final del período de ejecución • La actividad se crea pero no se presenta al final del período de planificación • El reclamo de la actividad se crea pero no se presenta antes de la fecha de vencimiento del reclamo • El Reclamo rechazado no ha sido presentado nuevamente en el plazo de nueva presentación especificado por HP
Cancelada	<ul style="list-style-type: none"> • La actividad ha sido cancelada por un Socio • El reclamo de la actividad ha sido cancelado por el Socio



Comprobación de conocimientos

1. Verdadero o falso. Si el estado de la actividad es Actividad en espera de aprobación esto significa que la actividad ha sido guardada o reabierta pero no presentada.

- A. Verdadero
- B. Falso

2. Verdadero o falso. Los socios siempre reciben una notificación por correo electrónico cuando se aprueba su actividad.

- A. Verdadero
- B. Falso

Módulo 3: Reclamos

Al finalizar este
módulo, usted será
capaz de...



Analizar una descripción general de la etapa de reclamo.



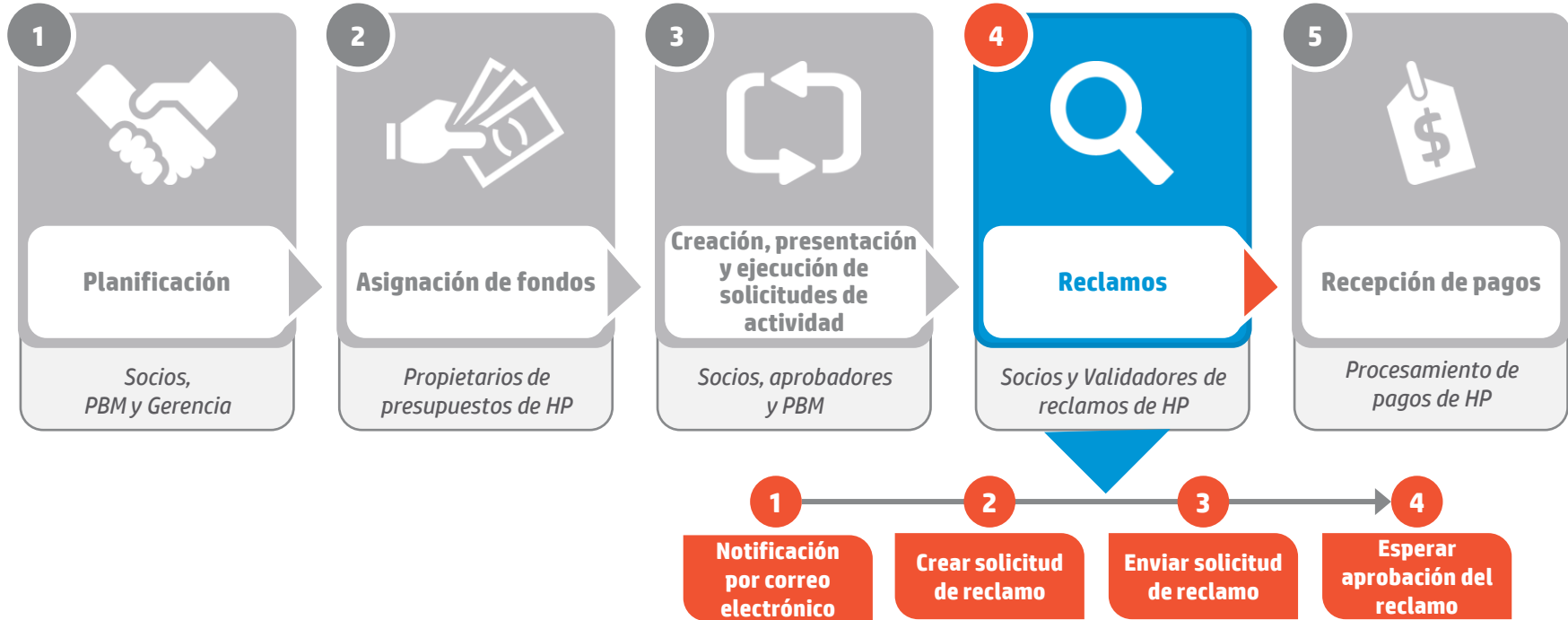
Crear un reclamo.



Adjuntar la documentación de prueba del reclamo pertinente y presentar un reclamo.

Etapa de reclamo

El proceso de reembolso del reclamo se ha simplificado y estandarizado.



Recepción de una notificación por correo electrónico

Se enviará un recordatorio por correo electrónico para presentar un reclamo en la fecha de finalización de la actividad así como también 30 días después de la fecha de finalización de la actividad.

----- Forwarded Message -----

From: HP <sfdc.support@hp.com>

To: "r7_uat_mdf_ca_dis_01@pproap.com" <r7_uat_mdf_ca_dis_01@pproap.com>

Cc: "sfdc.notifications@hp.com" <sfdc.notifications@hp.com>

Sent: Wednesday, January 1, 2014 1:10 AM

Subject: Sandbox: HP MDF - Action Required - Please submit your Claim

Dear R7 R7_UAT_MDF_CA_DIS_01

Our records show that your activity 00005017 was scheduled to be completed on Wed Jan 01 00:00:00 GMT 2014 . Please submit your Claim within the next 30 days. Please consolidate your Proof of Performance documents and submit a Claim as soon as possible.

If your activity has not actually been completed, please navigate to your activity and update the Activity End Date.

You can find a link to the Proof of Performance documents within the Activity record.

<http://hp--TEST.cs9.my.salesforce.com/a7EK0000008SXdMAM>

For any additional details you can find information and support contacts for the MDF program listed [here](#)

HP MDF Team



Módulo 4: Informes

Al finalizar este
módulo, usted será
capaz de...



Definir los informes de MDF
disponibles



Ejecutar y exportar los informes
disponibles para ver la
información útil

Informes de MDF disponibles



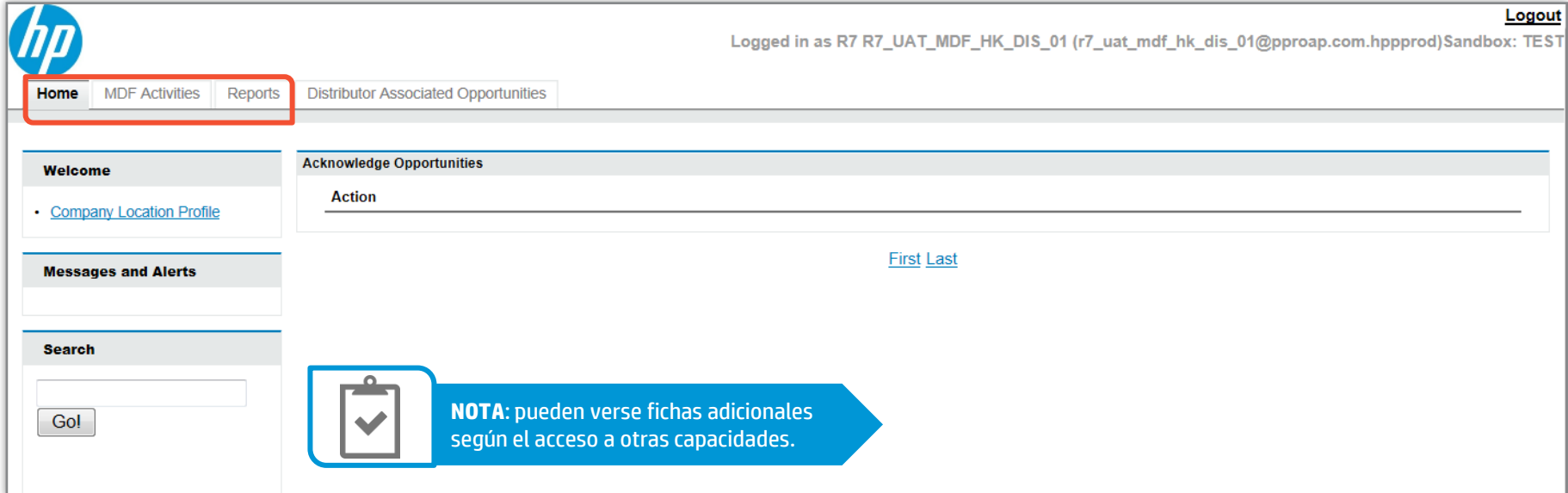
Descripción general:

Los informes de MDF están a su disposición en la ficha Informes en el Global Partner Portal. Puede exportar estos informes o verlos en línea. Estos informes le permiten rastrear: uso del fondo, actividades abiertas, actividades para reclamar y un resumen de los reclamos con los detalles correspondientes.

Nombre del informe	Descripción
Resumen del consumo de los fondos de MDF	Resumen del consumo de los fondos por parte de BG y GBU.
Fondos de MDF con las actividades asociadas H1	Lista de fondos y actividades asociados con los detalles del primer semestre.
Fondos de MDF con las actividades asociadas H2	Lista de fondos y actividades asociados con los detalles del segundo semestre.
Fondos de MDF con las actividades asociadas FY	Lista de fondos y actividades con detalles asociados para el año fiscal.
Detalles de las Actividades de MDF	Lista de mis actividades y detalles (inicio, finalización, fechas de presentación/aprobación, estado, tipo, inversión de HP solicitada, co-inversión del Socio, costo de la actividad e inversión total).
Estado de Actividades de MDF	Lista de mis actividades agrupadas por estado, BG y GBU con cantidad de actividades y costo total de la actividad.
Actividades de MDF a ejecutar	Actividades aprobadas en los últimos 30 días.
Actividades de MDF a reclamar	Lista de mis actividades a reclamar.
Informe de pagos de MDF	Lista de mis reclamos y detalles de pagos correspondientes agrupados por BG.

Navegación en el Global Partner Portal

Haga clic en la ficha Actividades de MDF ubicada en el ángulo superior izquierdo de la página.



The screenshot displays the Global Partner Portal interface. At the top left is the HP logo. In the top right corner, it says "Logged in as R7 R7_UAT_MDF_HK_DIS_01 (r7_uat_mdf_hk_dis_01@pproap.com.hpprod)Sandbox: TEST" and a "Logout" link. Below the logo, there are navigation tabs: "Home", "MDF Activities", "Reports", and "Distributor Associated Opportunities". The "MDF Activities" tab is highlighted with a red box. On the left side, there are sections for "Welcome" (with a link to "Company Location Profile"), "Messages and Alerts", and "Search" (with a search input field and a "Go!" button). The main content area is titled "Acknowledge Opportunities" and contains an "Action" field. Below this, there are links for "First" and "Last". A blue callout box with a clipboard icon and a checkmark contains the text: "NOTA: pueden verse fichas adicionales según el acceso a otras capacidades."

Ficha Actividades de MDF

Las actividades pueden crearse, editarse y presentarse desde la ficha **Actividades de MDF**.

hp

Logged in as R7 R7_UAT_MDF_HK_DIS_01 (r7_uat_mdf_hk_dis_01@pproap.com.hpprod) Sandbox: TE5

Home **MDF Activities** Reports Distributor Associated Opportunities

Welcome

- Company Location Profile

Messages and Alerts

Search

Go!

Current Half
Current Half
Previous Half

Create New MDF Activity Review and Submit Activity for Approval Mass Upload Activities

Execution Period:01/10/2013 To 31/03/2014 Planning Period:01/11/2013 To 30/04/2014 Claiming Period:01/12/2013 To 31/05/2014

Action	Activity ID	Activity Name	Status	Business Group	Activity Type	Fund Classification	Requested HP Investment
<input type="checkbox"/>	00026585	testAPJRouting7	Activity Awaiting Approval	Printers & Personal Systems (In-Store Marketing Activities	Computing,Printing,Supplies	HKD 7000
<input type="checkbox"/>	00026584	testAPJRouting5	Activity Awaiting Approval	Enterprise (EG)	In-Store Marketing Activities	TS - Consulting,TS - Support	HKD 7000
<input type="checkbox"/>	00026576	testAPJRouting5	Activity Awaiting Approval	Enterprise (EG)	In-Store Marketing Activities	BCS,HPN	HKD 7000
<input type="checkbox"/>	00020953	Test 4	Activity Awaiting Approval	Printers & Personal Systems (Advertising - Digital	Computing,Graphic Solutions,S	HKD 8000
<input type="checkbox"/>	00020892	Test Activity13	Activity Awaiting Approval	Enterprise (EG)	Training	Cloud Agile	HKD 1000

hp

Ficha Actividades de MDF: Filtrado y clasificación de las actividades

Puede filtrar y clasificar sus actividades con la función de Búsqueda. Por ejemplo: busque las actividades por su estado y BG como se muestra aquí.

Current Half ▾

[Create New MDF Activity](#)
[Review and Submit Activity for Approval](#)
[Mass Upload Activities](#)

Execution Period: 01/10/2013 To 31/03/2014 Planning Period: 01/11/2013 To 30/04/2014 Claiming Period: 01/12/2013 To 31/05/2014

❏	Action	Activity ID	Activity Name	Status	Business Group	Activity Type	Fund Classification	Requested IIP Investment	Partner Name	Primary Location	Market Development Period ▾	Basic Relation
				Activity	EG							
❏		00021496	Activitynew2	Activity Awaiting Approval	Enterprise (EG)	Advertising - Digital	TS - Consulting	HKD 5000	MICROWARE LIM	70195865	FY14.1H	RESELL
❏		00021488	Activitynew1	Activity Awaiting Approval	Enterprise (EG)	Advertising - Digital	Storage	HKD 5000	MICROWARE LIM	70195865	FY14.1H	RESELL



Puede ajustar el ancho de la columna con el cursor de mano que aparece en las columnas al lado de los campos de nombres.

Creación de una solicitud de actividad

La planificación comienza con la creación de una solicitud de actividad.

hp

Logged in as R7 R7_UAT_MDF_HK_DIS_01 (r7_uat_mdh_hk_dis_01@pproap.com.hppprod)Sandbox: TEST [Logout](#)

Home **MDF Activities** Opportunities

Welcome Current Half ▾

- [Company Location Profile](#)

Messages and Alerts

Search

[Create New MDF Activity](#) [Mass Upload Activities](#)

Execution Period:01/10/2013 To 31/03/2014 Planning Period :01/11/2013 To 30/04/2014 Claiming Period :01/12/2013 To 31/05/2014

Action	Activity ID	Activity Name	Status	Business Group
<input type="checkbox"/>	.00020953	Test 4	Activity Awaiting Approval	Printers & Personal Systems
<input type="checkbox"/>	.00026585	testAPJRouting7	Activity Awaiting Approval	Printers & Personal Systems
<input type="checkbox"/>	.00026584	testAPJRouting5	Activity Awaiting Approval	Enterprise (EG)
<input type="checkbox"/>	.00026576	testAPJRouting5	Activity Awaiting Approval	Enterprise (EG)
<input type="checkbox"/>	.00020892	Test Activity13	Activity Awaiting Approval	Enterprise (EG)

Ingreso de las detalles de la actividad

Complete los campos obligatorios. Ingrese la fecha de inicio y finalización exactas para

New Request Activity

Request Activity Edit Save Cancel

Enter Activity Details: Please populate the fields below to provide detail about the Activity being requested. Note, all fields with a red bar are required for saving an Activity record.

Partner Account [Red Bar]

Activity Name:

Activity Type:

[Proof of Performance Descriptions and Examples](#)

Activity Description:

Business Group:

Strategic Initiative:

Activity Start Date: [2/19/2014] [Red Bar]

Activity End Date: [2/19/2014] [Red Bar]

Primary PBM:

Primary Partner User:

Status: Saved Not-Submitted Activity

Requested HP Investment: [Red Bar]

Partner Co-Investment:

Activity Metric 1: [Red Bar]

Activity Goal 1: [Red Bar]

Activity Metric 2:

Activity Goal 2:

Receive Approval Notifications: [Red Bar]

Nota: los campos obligatorios se indican con una barra roja.

SUGERENCIA: la fecha de inicio de la actividad debe ser mayor o igual a hoy por lo que la planificación es muy importante.

Seleccione esta casilla de verificación para recibir Notificaciones de aprobación de la actividad

Activity. If you would like to request additional funds, select add more and populate the amount to be applied to the activi

Selección del Gerente de negocios del socio principal

Elija el PBM primario correspondiente para la aprobación.

New Request Activity

Request Activity Edit Save

Enter Activity Details: Please populate the fields below to provide detail about

Partner Account

Activity Name

Activity Type

[Proof of Performance Descriptions](#)

Activity Description

Business Group

Strategic Initiative

Activity Start Date

Activity End Date

Primary PBM

Primary Partner User [R7 R7_UAT_MDF_US_RES_01](#)

Requested Funds: Please choose which Fund or Funds you wish to leverage for this Activity. If you would like to request additional funds, select add more and populate the amount to be applied to the activi

https://hp--test--c.cs9.visual.force.co...

https://hp--test--c.cs9.visual.force.com/apex.

PBM Users Search

Name

You can use "*" as a wildcard next to other characters to improve your search results.

PBM Users
Adam Proulx
Alejandra Campos
Allan Doehler

by record.

Saved Not-Submitted Activity

Solicitud de fondos

Seleccione el o los fondos correspondientes y el monto que se aplicará a la actividad.

Requested Funds: Please choose which Fund or Funds you wish to leverage for this Activity. If you would like to request additional funds, select add more and populate the amount to be applied to the act

Fund Name	Fund Classification	Total Funds Remaining	Amount Applied to Activity
USFY1H14 AB Computing - Reseller	Computing	3200.00	10000.0
US_PPS_Grap	Graphic Solutions	7402.00	0.0
US_PPS_Print	Printing	99700.00	0.0
Request Fund	--None--		0.0

2. Introduzca

1. Seleccione

Add More

Requested HP Investment = USD 10000.0

Total Requested = USD 10000.0

Attachments

File Name	Description
Choose File No file chosen	
Choose File No file chosen	

Guardado de la solicitud de actividad

Asegúrese de haber ingresado toda la información con exactitud. Haga clic en el botón

New Request Activity

Request Activity Edit Save Cancel *Haga clic*

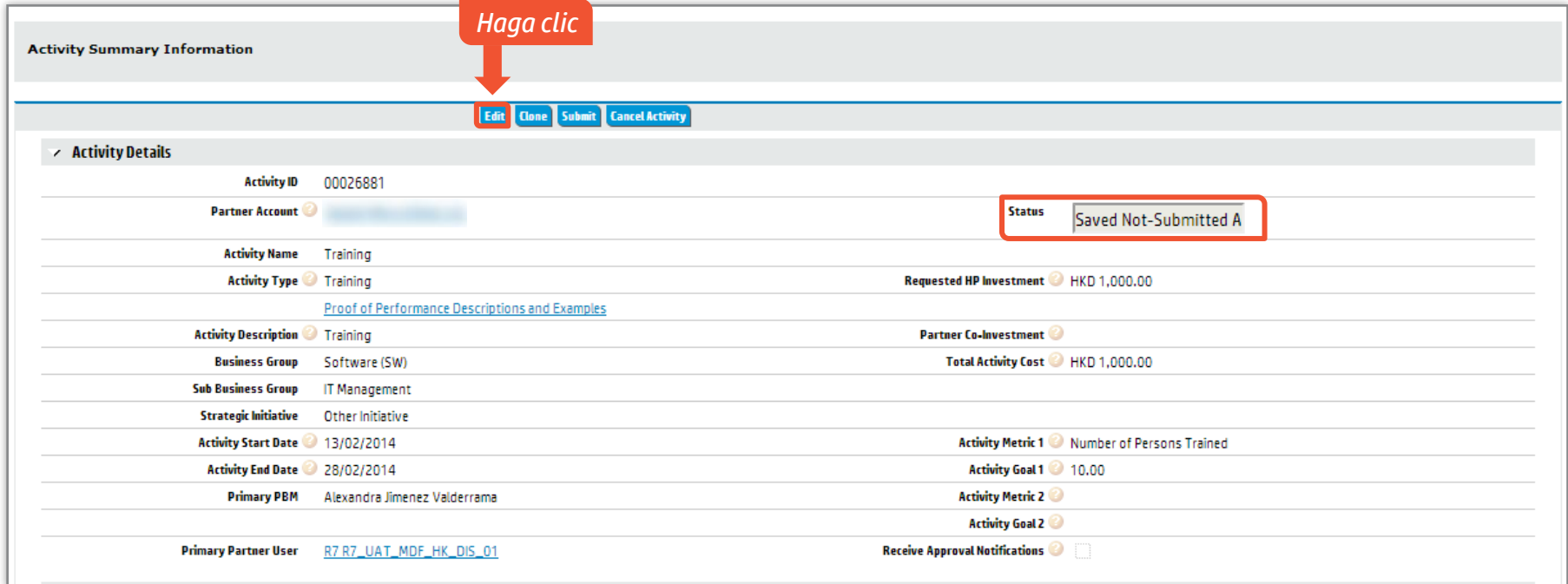
Enter Activity Details: Please populate the fields below to provide detail about the Activity being requested. Note, all fields with a red bar are required for saving an Activity record.

<p>Partner Account </p> <p>Activity Name <input type="text" value="Take Dell"/></p> <p>Activity Type <input type="text" value="Advertising - Television/Radio/Cinema"/></p> <p>Activity Description Proof of Performance Descriptions and Examples <input type="text" value="Drive penetration"/></p> <p>Business Group <input type="text" value="Printers & Personal Systems (PPS)"/></p> <p>Strategic Initiative <input type="text" value="Drive SMB & Mid Market acquisitions and new Opportunities"/></p> <p>Activity Start Date <input type="text" value="2/19/2014"/> <input type="text" value="[2/19/2014]"/></p> <p>Activity End Date <input type="text" value="2/28/2014"/> <input type="text" value="[2/19/2014]"/></p> <p>Primary PBM <input type="text"/></p> <p>Primary Partner User R7.R7.UAT.MDF.US.RES_01</p>	<p>Status <input type="text" value="Saved Not-Submitted Activity"/></p> <p>Requested HP Investment <input type="text" value="10,000"/></p> <p>Partner Co-Investment <input type="text"/></p> <p>Activity Metric 1 <input type="text" value="Number of Customers Touched"/></p> <p>Activity Goal 1 <input type="text" value="100000"/></p> <p>Activity Metric 2 <input type="text" value="--None--"/></p> <p>Activity Goal 2 <input type="text"/></p> <p>Receive Approval Notifications <input type="checkbox"/></p>
--	--

Requested Funds: Please choose which Fund or Funds you wish to leverage for this Activity. If you would like to request additional funds, select add more and populate the amount to be applied to the activity.

Actualización de una solicitud de actividad

Puede actualizar una solicitud de actividad antes de enviarla al hacer clic en el botón **Editar**.



Activity Summary Information

Haga clic

Edit **Clone** **Submit** **Cancel Activity**

Activity Details

Activity ID	00026881	Status	Saved Not-Submitted A
Partner Account			
Activity Name	Training		
Activity Type	Training	Requested HP Investment	HKD 1,000.00
	Proof of Performance Descriptions and Examples		
Activity Description	Training	Partner Co-Investment	
Business Group	Software (SW)	Total Activity Cost	HKD 1,000.00
Sub Business Group	IT Management		
Strategic Initiative	Other Initiative		
Activity Start Date	13/02/2014	Activity Metric 1	Number of Persons Trained
Activity End Date	28/02/2014	Activity Goal 1	10,00
Primary PBM	Alexandra Jimenez Valderrama	Activity Metric 2	
		Activity Goal 2	
Primary Partner User	R7 R7_UAT_MDF_HK_DIS_01	Receive Approval Notifications	<input type="checkbox"/>

Presentación de la solicitud de actividad

Asegúrese de que todos los datos sean exactos antes de hacer clic en el botón **Enviar**.

Activity Summary Information

Haga clic
↓

Edit Clone Submit Cancel Activity


Activity Details

Activity ID	00026881		
Partner Account	[Redacted]	Status	Saved Not-Submitted A
Activity Name	Training		
Activity Type	Training	Requested HP Investment	HKD 1,000.00
	Proof of Performance Descriptions and Examples		
Activity Description	Training	Partner Co-Investment	
Business Group	Software (SW)	Total Activity Cost	HKD 1,000.00
Sub Business Group	IT Management		
Strategic Initiative	Other Initiative		
Activity Start Date	13/02/2014	Activity Metric 1	Number of Persons Trained
Activity End Date	28/02/2014	Activity Goal 1	10,00
Primary PBM	Alexandra Jimenez Valderrama	Activity Metric 2	
		Activity Goal 2	
Primary Partner User	R7 R7_UAT_MDF_HK_DIS_01	Receive Approval Notifications	<input type="checkbox"/>

Solicitud de actividad presentada para aprobación














Una vez presentada, el estado de la actividad cambia a Actividad en espera de aprobación.

Activity Summary Information

 **Nota:** no puede editar una solicitud de actividad presentada.

[Close](#)

Activity Details

<p>Activity ID 00026881</p> <p>Partner Account </p> <p>Activity Name Training</p> <p>Activity Type  Training</p> <p>Proof of Performance Descriptions and Examples</p> <p>Activity Description  Training</p> <p>Business Group Software (SW)</p> <p>Sub Business Group IT Management</p> <p>Strategic Initiative Other Initiative</p> <p>Activity Start Date  13/02/2014</p> <p>Activity End Date  28/02/2014</p> <p>Primary PBM Alexandra Jimenez Valderrama</p> <p>Primary Partner User R7 R7_UAT_MDF_HK_DIS_01</p> <p>Receive Approval Notifications </p>	<p style="border: 2px solid red; padding: 2px;">Status Activity Awaiting Apprc</p> <p>Requested HP Investment  HKD 1,000.00</p> <p>Partner Co-Investment </p> <p>Total Activity Cost  HKD 1,000.00</p> <p>Activity Metric 1  Number of Persons Trained</p> <p>Activity Goal 1  10.00</p> <p>Activity Metric 2 </p> <p>Activity Goal 2 </p> <p>Claim Here Not Available to Claim</p>
--	--

Requested Funds

Fund Name	Fund Classification	Fund Allocated To Activity
	IT Management	HKD 1,000.00

Attachments

Related JBP Actions

[Relate a JBP action](#)

Edición de una solicitud de actividad aprobada

Solo pueden editarse algunos campos sin reabrir la solicitud de actividad.

Activity Summary Information

Activity Details

Activity ID 00026957

Partner Account

Activity Name **R8_ProfilesVisibility_TS001_APJ_approved_MSA**

Activity Type Advertising - Digital

Activity Description R8_ProfilesVisibility_TS001_APJ_approved_MSA

Business Group Printers & Personal Systems (PPS)

Strategic Initiative Grow Partner Managed Print solutions

Activity Start Date 14/02/2014

Activity End Date 14/02/2014

Primary PBM

Primary Partner User [R8_R8_MDF_SG_MSA](#)

Status **Activity Approved**

Requested HP Investment MYR 500.00 (HKD 1,199.69)

Partner Co-Investment

Total Activity Cost MYR 500.00 (HKD 1,199.69)

Activity Metric 1 Circulation

Activity Goal 1 1.00

Activity Metric 2

Activity Goal 2

Receive Approval Notifications

[Proof of Performance Descriptions and Examples](#)

Requested Funds

Fund Name	Fund Classification	Fund Allocated To Activity
FY14 1H_MY_IB_Computing_Distributor	Computing	MYR 500.00 (HKD 1,199.69)

Attachments

Related JBP Actions

[Relate a JBP action](#)

Reapertura de una actividad aprobada

Si reabre una actividad aprobada, necesitará volver a presentar su actividad para su aprobación.

Haga clic

Activity Summary Information

[Edit](#)
[Clone](#)
[Re-Open](#)
[Cancel Activity](#)

Activity Details

Activity ID 00020796
 Partner Account [\[Redacted\]](#)

Status Activity Approved
 Activity Name Test_train

Requested HP Investment HKD 1,000.00
 Activity Type Training

Partner Co-Investment HKD 1,000.00
 [Proof of Performance Descriptions and Examples](#)

Total Activity Cost HKD 2,000.00
 Activity Description to train

Activity Metric 1 Number of Persons Trained
 Business Group Software (SW)

Activity Goal 1 10.00
 Strategic Initiative Other Initiative

Activity Metric 2
Activity Start Date 23/01/2014

Activity Goal 2
Activity End Date 27/01/2014

Claim Here [Create Claim](#)
Primary PBM R7_R7_UAT_MDF_HK_DIS_01

Primary Partner User [R7_R7_UAT_MDF_HK_DIS_01](#)

Receive Approval Notifications

Requested Funds

Fund Name	Fund Classification	Fund Allocated To Activity
	IT Management	HKD 1,000.00

Attachments

Vinculación de Actividades de MDF a un Plan de negocios conjuntos

Los socios con un Plan de negocios conjuntos pueden relacionar las Actividades de MDF con una Iniciativa y acción estratégicas.

Requested Funds		
Fund Name	Fund Classification	Fund Allocated To Activity
	Cloud-Agile	HKD 1,000.00
	TS - Consulting	HKD 4,000.00
	Storage	HKD 2,000.00

Attachments		
<input checked="" type="checkbox"/> Related JBP Actions <div style="float: right; margin-top: 10px;"> Relate a JBP action </div>		

Beneficios de esta integración:

- Admite el proceso de planificación.
- Proporciona mayor flexibilidad de las inversiones de HP que pueden impulsar las prioridades y crecimiento del Socio.

Haga clic en Relacionar una acción de JBP



SUGERENCIA: los usuarios sin un JBP o acciones existentes no podrán relacionar sus actividades.

Seleccione varias actividades para presentar para su aprobación

En la ficha Actividades de la página Inicio, puede presentar varias actividades para su aprobación.

[Create New MDF Activity](#)
[Review and Submit Activity for Approval](#)
[Mass Upload Activities](#)
2. Haga clic

Execution Period:01/10/2013 To 31/03/2014 Planning Period :01/11/2013 To 30/04/2014 Claiming Period :01/12/2013 To 31/05/2014

<input type="checkbox"/>	Action	Activity ID	Activity Name	Status	Business Group	Activity Type	Fund Classification
<input type="checkbox"/>		<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<input type="checkbox"/>		00026589	testAPJRouting8	Activity Awaiting Approval	Software (SW)	Merchandising	Autonomy,IT Management,Se
<input type="checkbox"/>		00021496	Activitynew2	Activity Awaiting Approval	Enterprise (EG)	Advertising - Digital	TS - Consulting
<input checked="" type="checkbox"/>	Edit	00021493	testact 05 7Feb	Saved Not-Submitted Activity	Software (SW)	Training	Printing
<input checked="" type="checkbox"/>	Edit	00021492	testact 04 7Feb	Saved Not-Submitted Activity	Printers & Personal Systems	Training	Printing
<input checked="" type="checkbox"/>	Edit	00021491	testact 03 7Feb	Saved Not-Submitted Activity	Enterprise (EG)	Training	Printing
<input type="checkbox"/>		00021488	Activitynew1	Activity Awaiting Approval	Enterprise (EG)	Advertising - Digital	Storage
<input type="checkbox"/>		00021484	Activitynew	Activity Awaiting Approval	Printers & Personal Systems	Advertising - Digital	Supplies
<input type="checkbox"/>		00020955	Test 8	Activity Awaiting Approval	Software (SW)	Advertising - Digital	Autonomy,IT Management,Se
<input type="checkbox"/>		00020954	Test 8	Activity Awaiting Approval	Software (SW)	Advertising - Digital	Autonomy,IT Management,Se

1. Seleccione

Presente varias actividades para su aprobación

Haga clic en el botón **Presentar actividades para su aprobación.**

Activites

Submit Activity for Approval
←
3. Haga clic

The fields which are in below section are required for Submission

Activity Name	Status	Requested HP Investment	Activity Description
- HPedia	Saved Not-Submitted Activity	1000.00	Training Requirement Remove

Activity Details Edit

Name	HPedia	Status	Saved Not-Submitted Activity
Activity Type	Training	Requested HP Investment	HKD 1,000.00
Description	Training Requirement		
Business Group	Software (SW)	Total Activity Cost	HKD 1,000.00
Strategic Initiative	Other Initiative		
Activity Start Date	27/01/2014	Activity Metric 1	Number of Persons Trained
Activity End Date	31/01/2014	Activity Goal 1	15.00
Primary PBM	R7 R7_UAT_MDF_HK_DIS_01		

Activity Name	Status	Requested HP Investment	Activity Description
- Conference	Saved Not-Submitted Activity	5000.00	Conference Remove

Activity Details Edit

Name	Conference	Status	Saved Not-Submitted Activity
Activity Type	Advertising - Television/Radio/Cinema	Requested HP Investment	HKD 5,000.00
Description	Conference		
Business Group	Printers & Personal Systems (PPS)	Total Activity Cost	HKD 5,000.00
Strategic Initiative	Other Initiative		
Activity Start Date	27/01/2014	Activity Metric 1	Number of Customers Touched
Activity End Date	31/01/2014	Activity Goal 1	500.00
Primary PBM	R7 R7_UAT_MDF_HK_DIS_01		



Carga masiva de actividades

Para crear y cargar varias actividades, seleccione el botón **Cargar actividades masivas**.

Current Half ▾

[Create New MDF Activity](#)
[Review and Submit Activity for Approval](#)
[Mass Upload Activities](#)
1. Haga clic

Execution Period: 31/10/2013 To 24/03/2014 Planning Period: 01/11/2013 To 30/04/2014 Claiming Period: 01/11/2013 To 30/04/2014

■	Action ▾	Activity Id ▾	Activity Name ▾	Status ▾	Business Group ▾	Activity Type ▾	Fund Classification ▾	Requested HP Investment ▾	Partner Name ▾	Primary Location ▾	Activity Start Date ▾	Activity End Date ▾	Claim Here ▾
<input type="checkbox"/>	Edit	00020802	Conference	Saved Not-Submitted Activity	Printers & Personal Systems (PPS)	Advertising - Television/Radio/Cinema	Supplies	HKD 5,000.00		70194892	27/01/2014	31/01/2014	Not Available to Claim
<input type="checkbox"/>	Edit	00020800	HPedia	Saved Not-Submitted Activity	Software (SW)	Training	IT Management	HKD 1,000.00		70194892	27/01/2014	31/01/2014	Not Available to Claim
<input type="checkbox"/>		00020796	Test_train	Activity Approved	Software (SW)	Training	IT Management	HKD 1,000.00		70194892	23/01/2014	27/01/2014	Create Claim

« 1 - 3 of 3 items » 30 ▾

Carga masiva de actividades

Descargue la plantilla de importación masiva para completar sus actividades para cargar.

hp

Home Joint Business Plans **MDF Activities** Reports Distributor Associated Opportunities

Activity Template

[Click Here](#) to download the Activity Template. ← **2. Haga clic**

Export Funds

To Export your Funds [Click Here](#) ← **2a. Haga clic**

Upload Activities

Upload an excel with .xlsx format only. [Choose File](#) No file chosen [Upload File](#) [Cancel](#) ← **4. Haga clic**

3. Haga clic

hp

MDF Activity Mass Upload Template

Instructions: Indicate your Country and on for which Business group you would like to mass upload your activities
 Indicate references of the funds which had been allocated to you by hp - If any (Download the funds from the 'Export Funds' section of Mass Upload into the tab Activities Planning to setup your activities (Fields in Blue or Red requires valid inputs)
 Mandatory columns in the activity template are highlighted in Orange, so please ensure to fill all of them
 Fields with restricted values will have a drop down, please select a value from one of the given values only
 Update Your file on MDF Tool when finalized, you will receive an email notification when the load is done
Note: If you are using IE8 browser to upload activities, Please do not enable Compatibility Mode in IE8 browser.

Select your Region
 Select your Country
 You will enter your Activities in this currency: [Select the country first](#)

Select the Business Group **Software (SW)** that you can't use 1 template for multiple
 Enterprise (EG)
 Printers & Personal Systems (PPS)
 Software (SW)

If you have already allocated funds, enter them below
 Click on (+) sign to expand

Fund Number	Fund Name	Business Group

4. Haga clic

NOTA: los fondos pueden no estar disponibles para la exportación. Pueden seleccionarse los fondos seleccionando una Clasificación de fondo en la plantilla de carga de actividades masiva.

Creación de una solicitud de reclamo

Seleccione el enlace Crear reclamo para crear una solicitud de reclamo.

Current Half ▾

1a. Haga clic

Create New MDF Activity | **Review and Submit Activity for Approval** | Mass Upload Activities

Execution Period: 31/10/2013 To 31/10/2014 Planning Period: 01/11/2013 To 30/04/2014 Claiming Period: 01/11/2013 To 31/05/2014

Action	Activity Id	Activity Name	Status	Business Group	Activity Type	Fund Classification	Requested HP Investment	Partner Name	Primary Location	Activity Start Date	Activity End Date	More
	00020796	Test_train	Activity Approved	Software (SW)	Training	IT Management	HKD 1,000.00		70194892	23/01/2014	27/01/2014	Create Claim

1b. Haga clic

« 1 - 1 of 1 items » 30 ▾

1a

Activity Summary Information

Activity Details

Activity # 00020796
Status Activity Approved

Partner Account Mica API Activity for claim 6

Activity Name Mica API Activity for claim 6

Activity Type Advertising

Activity Description Proof of Performance Descriptions and Examples

Business Group Printers & Personal Systems (PPS)

Strategic Initiative Accelerate penetration & attach of services

Activity Menu 1 Attendance

Activity Goal 1 10.00

Activity Menu 2 Number of Leads

Activity Goal 2 10.00

Claim Here **Create Claim**

Requested Funds

Fund Name	Fund Classification	Fund Allocated to Activity

Attachments

Related JBP Actions Associate to JBP Action

1b

New Fund Claim

Activity Summary Information

Activity # 00020796
Activity Name Test_train
Activity Type Training
Activity Description Test_train
Activity Start Date 23/01/2014
Activity End Date 27/01/2014

Activity Account Name Mica API Activity for claim 6
Currency HKD
Requested HP Investment HKD 1,000.00
Partner Co-Investment HKD 1,000.00
Total Activity Cost HKD 2,000.00
Status Activity Approved

Claim Information

Claim #

Claimed Amount

Partner Comments

Payment Contact

Contact Email

Claim Expiration Date

Partner Reference Number

Add Proof of Performance Descriptions

Proof of Performance Descriptions and Examples

*Maximum size for Attachments is 25MB.

File Name	File Size	Description
Choose File No file chosen		
Choose File No file chosen		
Choose File No file chosen		




Creación de una solicitud de reclamo

Ingrese la información del reclamo y adjunte la prueba de la ejecución de la actividad.

Activity Summary Information

Activity Id: 00026873	Activity Account Name: <input type="text"/>
Activity Name: LC Dry Run IB 2	Currency: MYR
Activity Type: Advertising - Print	Requested HP Investment: MYR 450.00
Activity Description: LC Dry Run IB 2	Partner Co-Investment: <input type="text"/>
Activity Start Date: 13/02/2014	Total Activity Cost: MYR 450.00
Activity End Date: 13/02/2014	Status: Claim Rejected

Claim Information

Claim ID: <input type="text"/>	Partner Comments: <input type="text"/>
Claimed Amount: <input style="border: 2px solid red;" type="text" value="400.00"/>	<div style="border: 2px solid blue; padding: 5px; display: inline-block;">  </div> <p style="color: white; background-color: #0070c0; padding: 5px; font-weight: bold; margin-top: 5px;">NOTA: el tamaño máximo del archivo adjunto es de 25 MB por adjunto.</p>
Payment Contact: <input type="text"/>	
Claim Expiration Date: 31/05/2014	Partner Reference Number: <input type="text"/>

2. Introduzca

3. Adjunte

Proof of Performance Documentation

[Proof of Performance Descriptions and Examples](#)
*Maximum size for Attachments is 25MB.

	File Name	Description
Delete	Desert.jpg	
	File Name	Description
Browse...	<input type="text"/>	<input type="text"/>

Guardado de la solicitud de reclamo

Seleccione la información de su cuenta bancaria, si corresponde, antes de guardar la solicitud.


✓ **Proof of Performance Documentation**

[Proof of Performance Descriptions and Examples](#) *Maximum size for Attachments is 25MB.


	File Name	Description
Delete	Desert.jpg	
<input type="button" value="Browse..."/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Browse..."/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Browse..."/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Browse..."/>	<input type="text"/>	<input type="text"/>

✓ **Select Bank Account Information : Please make sure all of your payment processing information has been submitted to HP prior to submitting your claims for approval.**

Action	Bank Name	Bank Country	Account Number
<input checked="" type="radio"/>		Malaysia	*****8728



4. Seleccione



5. Haga clic

Presentación de la solicitud de reclamo

Puede presentar un reclamo por actividad.

Fund Claim

Submit Edit Cancel Claim

6. Haga clic

Activity Summary Information

Activity Id: 00020796	Activity Account Name: [Redacted]
Activity Name: Test_train	Currency: HKD
Activity Type: Training	Requested HP Investment: HKD 1,000.00
Activity Description: to train	Partner Co-Investment: HKD 1,000.00
Activity Start Date: 23/01/2014	Total Activity Cost: HKD 2,000.00
Activity End Date: 27/01/2014	Status: Saved Not-Submitted Claim

Claim Information

Claim ID: A-0755	Claimed Amount: HKD 2,000.00
Partner Comments: Claim	Payment Contact:
Contact Email:	Claim Expiration Date: 31/05/2014
Partner Reference Number:	

Proof of Performance Documentation

[Proof of Performance Descriptions and Examples](#)

[View](#)

File Name	POP_Sample.xlsx	Description	POP attached.
-----------	-----------------	-------------	---------------


Submit Edit Cancel Claim



Reclamo en espera de aprobación; Reclamo aprobado









Una vez aprobado un reclamo, recibirá una notificación por correo electrónico y su reclamo se liberará para el pago.

Fund Claim





NOTA: puede volver a presentar su reclamo hasta dos veces después del rechazo inicial.

Activity Summary Information

Activity Id 00020796	Activity Account Name 
Activity Name Test_train	Currency HKD
Activity Type  Training	Requested HP Investment  HKD 1,000.00
Activity Description  to train	Partner Co-Investment  HKD 1,000.00
Activity Start Date  23/01/2014	Total Activity Cost  HKD 2,000.00
Activity End Date  27/01/2014	Status Claim Awaiting Approval

Claim Information


Claim ID A-0755	Claimed Amount  HKD 2,000.00
Partner Comments  Claim	Payment Contact
Contact Email	Claim Expiration Date 31/05/2014
Partner Reference Number	

Proof of Performance Documentation

[Proof of Performance Descriptions and Examples](#)

View	File Name POP_Sample.xlsx	Description POP attached.
----------------------	----------------------------------	----------------------------------

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Ejecución de un informe de MDF

Haga clic en el botón Ejecutar informe para ejecutar el informe.

MDF Payments Report

Report Generation Status: Complete

Report Options: [Run Report](#) [View Details](#) Haga clic

Generated Chart:

[Large](#) | [Medium](#) | [Small](#)

%Paid vs Claimed by BG

Business Group	%Paid vs Claimed
SW	0%
PPS	64%
EG	70%

Generated Report:

Claim ID	Claim Details	Status	Claim Submission Date	Claim Approved Date	Count of Claim Submission	Rejection Reason	Payment ID	Payment Date	Claimed Amount	Gross Amount	VAT Amount	Net Amount	Payment Reference	Partner Reference Number	Activity Id	Activity Name	%Paid vs Claimed
Business Group: - (2 records)																	
A-0673	-	Saved Not-Submitted Claim	14/06/2014	-	0	-	-	-	HKD 150.00	-	-	-	-	12	00019686	-	0%
A-0756	-	Saved Not-Submitted Claim	14/06/2014	-	0	-	-	-	HKD 250.00	-	-	-	-	-	00020805	-	0%
Business Group: SW (3 records)																	
A-0755	-	Submitted for Review	14/06/2014	-	1	-	-	-	HKD 2,000.00	-	-	-	-	-	00020796	Test_train	0%
A-0757	-	Saved Not-Submitted Claim	14/06/2014	-	0	-	-	-	HKD 1,000.00	-	-	-	-	-	00020804	02 Test Activity	0%
A-0758	-	Submitted for Review	14/06/2014	-	1	-	-	-	HKD 800.00	-	-	-	-	1111111	00020803	01 Test Activity	0%
Business Group: PPS (5 records)																	
A-0639	-	Approved - Awaiting Payment	14/06/2014	16/12/2013 03:13	1	-	P: 000000391	-	HKD 1,899.00	-	-	HKD 1,899.00	-	-	00019658	Ben's Test AB Activity for PPS	64%
A-0643	-	Approved - Awaiting Payment	14/06/2014	16/12/2013 14:12	3	-	P: 000000409	-	HKD 1,500.00	-	-	HKD 1,500.00	-	-	00019667	Nicole's test AB	64%
A-0648	-	Approved - Awaiting Payment	14/06/2014	16/12/2013 22:57	1	-	P: 000000396	-	HKD 2,000.00	-	-	HKD 2,000.00	-	-	00019675	AB Activity for L2 Approval	64%
A-0646	-	Submitted for Review	14/06/2014	16/12/2013 21:18	2	POC not attached; Incomplete POC; POC does not support claim amount	-	-	HKD 2,000.00	-	-	-	-	-	00019687	NICOLE AB TEST	64%
A-0702	-	Submitted for Review	14/06/2014	-	1	-	-	-	HKD 1,000.00	-	-	-	-	-	00020293	Testing_TT	64%



Exportación e impresión de un informe

Tiene la opción de visualizar los informes y exportar los datos a Microsoft Excel®.

The image shows a screenshot of a web application interface for 'MDF Payment Details'. The main area displays a 'Report Generation Status' message: 'The report returned no results.' Below this, there are 'Report Options' including 'Run Report', 'Hide Details', 'Printable View', and 'Export Details'. A red callout box with an arrow points to the 'Export Details' button, containing the text 'Haga clic para exportar el informe'. Below the options, a 'Generated Report' section shows a table header with columns: Marketing Period, Claim ID, Claim ID, Payment ID, Payment Contact Name, Payment Contact Email, Payment Date, Payment Reference, Invoice Received Date, Invoice Requested Date, Gross Amount, VAT Amount, and Net Amount. The table content shows 'Grand Totals (0 records)'. A zoomed-in inset at the bottom shows the 'Export Report' configuration panel, which includes 'Export File Encoding' set to 'ISO-8859-1 (General US & Western European, ISO-LATIN-1)' and 'Export File Format' set to 'Excel Format .xls'. There are 'Export' and 'Done' buttons at the bottom of this panel.

MDF Payment Details

Report Generation Status: The report returned no results.

Report Options:

Run Report Hide Details Printable View Export Details

Generated Report:

Marketing Period	Claim ID	Claim ID	Payment ID	Payment Contact Name	Payment Contact Email	Payment Date	Payment Reference	Invoice Received Date	Invoice Requested Date	Gross Amount	VAT Amount	Net Amount
Grand Totals (0 records)												

MDF Payment Details

Export Report

Export File Encoding ISO-8859-1 (General US & Western European, ISO-LATIN-1)

Export File Format Excel Format .xls

Export Done

Resumen del curso

Ahora usted podrá...

- ✓ Conocer el proceso de alto nivel de MDF.
- ✓ Crear, presentar y reabrir una actividad en el Global Partner Portal.
- ✓ Importar y presentar actividades en forma masiva en el Global Partner Portal.
- ✓ Presentar un reclamo y prueba de ejecución en el Global Partner Portal.
- ✓ Enumerar los informes de MDF útiles para los Socios.



Contact Support

Partner Support- Latin America

LAR

- Miami: 866-222-2743
- Puerto Rico: 800-786-1470 / 800-689-4690.
- 4690.
- Trinidad & Tobago / Netherlands
- Antilles / Jamaica / Cayman Islands /
- Bahamas / Barbados / Bermudas:
- 1-800-786-1470

Partner Support Center

hplapartnersupport@hp.com

Phone Numbers

- **Miami:** 866-222-2743
- **Puerto Rico:** 800-786-1470 / 800-689-4690.
- **Trinidad & Tobago / Netherlands**
Antilles / Jamaica / Cayman Islands /
Bahamas / Barbados / Bermudas:
1-800-786-1470

Areas of Support

- **Contracts & Compliance**
 - Partner Agreement
 - Addenda Inquiry
 - Partnership Status
 - Exhibits
 - Exceptions
 - Certificate of Authorization
 - Partner Record Updates
- **Special & Standard Pricing**
 - Pcomm
 - Standard Pricing Viewer (SPV)
 - Deal Registration (DRS)
 - Sales Builder (SBW)
 - Pricing Discrepancies
 - Pricing History
 - Product Catalog
- **Program Assistance**
 - Partner One
 - Business Planning Technical Assistance (BPR)
 - Marketing Development Funds (MDF)
 - Joint Business Planning (JBP)
 - Promo Information
- **Partner Portal Support**
 - Registration
 - Access Issues
 - Access tools
 - User Rights
 - Content Errors
 - Leads & Locator



Hours: Monday – Friday 6am-6pm CST
Location: San José, Costa Rica

[View the answers to our most frequently answered questions](#)



Contact Support

MCA

Argentina: 08000-888-9474

Uruguay: 000-411-009-6051.

Paraguay: 008-11-800

Costa Rica: 0-800-011-0817

Panamá / Nicaragua / Honduras /

Rep.Dominicana: 1-800-786-1470

El Salvador: 800-6146

Guatemala: 138-126

Colombia: 01-800-912-2222

México: 001-800-689-4690

Perú: 0800-51-910

Bolivia: 800-10-0220

Ecuador: 800-711-2884

Venezuela: 0800-1-00-2239

Chile: 1230-020-0739

hp Partner Support- Latin America

Centro de Soporte para Canales

hplapartnersupport@hp.com

Números de teléfono

- **Argentina:** 08000-888-9474
- **Uruguay:** 000-411-009-6051.
- **Paraguay:** 008-11-800
- **Costa Rica:** 0-800-011-0817
- **Panamá / Nicaragua / Honduras / Rep.Dominicana:** 1-800-786-1470
- **El Salvador:** 800-6146
- **Guatemala:** 138-126
- **Colombia:** 01-800-912-2222
- **México:** 001-800-689-4690
- **Perú:** 0800-51-910
- **Bolivia:** 800-10-0220
- **Ecuador:** 800-711-2884
- **Venezuela:** 0800-1-00-2239
- **Chile:** 1230-020-0739



Horario: Lunes a Viernes 6am-6pm CST
Ubicación: San José, Costa Rica

Áreas de Soporte

- **Contratos & Cumplimiento**
 - Contrato de Socio
 - Adiciones / modificaciones en el Contrato.
 - Estatus de Membresía
 - Exhibits
 - Excepciones
 - Certificados de Autorización
 - Actualizaciones de Perfiles
- **Special & Standard Pricing**
 - Pcomm
 - Standard Pricing Viewer (SPV)
 - Deal Registration (DRS)
 - Sales Builder (SBW)
 - Discrepancias de Precios
 - Historial de Precios
 - Catálogo de Productos
 - Generación de Propuestas.
- **Programas**
 - Partner One
 - Soporte para Business Planning and Reporting (BPR)
 - Marketing Development Funds (MDF)
 - Joint Business Planning (JPB)
 - Información de Promociones
- **Soporte al Partner Portal**
 - Proceso de Registro
 - Problemas de Acceso
 - Acceso a herramientas
 - Derechos de Usuario
 - Errores de Contenido
 - Localizador de Socios

[Consulte nuestra sección de Preguntas Frecuentes](#)





¡Felicitaciones!

Ha finalizado la capacitación de Socios de HP.

