

HP Planet Partners Program for Supplies

EMEA

Enhanced Customer Support Process



To resolve questions, difficulties, or Customer complaints concerning the participation in the **HP Planet Partners Program for Printing Supplies in EMEA [Except France & Spain*]**, there are **2 separate processes** for Customer Support:

If your issue or request is about:

- **General inquiries** about HP Planet Partners Program
- Questions about the **HP STB Reseller Program**
- **Compliance & licences** of Service providers of the HP Planet Partner Program

Then → Write to: **HP_Planet_Partners@techprotect.de**

(HP Planet Partners Mailbox)

***For France & Spain Customer Support you may continue using following mailbox address → globalcustomersuccess@reboundreturns.com**

If your issue or request is about:

- **Customer complaints** about failed **box collections** or delays in **box deliveries**
- Escalations in connection with **operational processes**

Then → Write to: **Ticket_HP_PPP@techprotect.de**

(HP Planet Partners Ticket System)



Please note:

If you want to create a ticket via the HP Planet Partners ticket system, you need to provide the following information so that your request can be answered as quickly as possible:

Country:	Country of the customer concerned
Program:	Affected HP program (HP PPP or Reseller)
Service Type:	Collection or Delivery
Order date:	Day on which the order was created
Order number (Mandatory):	Order number (Example: IT29644788DS)
Customer:	Name of the customer concerned
Issue:	Description of the issue
Requestor:	Name & e-mail address of the person who originally made the escalation

The Processing time for an initial response to your ticket is 24 hours