

# Practice Exam Questions



**Hewlett Packard**  
Enterprise



HP2-I14

## Selling HP Supplies 2020



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## **Exam HP2-I14**

### **Selling HP Supplies 2020**

**Version: 4.0**

**[ Total Questions: 36 ]**

**Question No : 1**

What are three technology Innovations of HP JetIntelligence? (Select three.)

- A. instant ink
- B. Page Maximizer
- C. ColorLok
- D. Auto-Seal Removal
- E. Pigment-based Ink
- F. Print Gauge

**Answer: B,D,F**

**Question No : 2**

A customer has been buying non-HP supplies because they believe they are more affordable. Which hidden costs of non-HP supplies should this customer be aware of?

- A. Inability to refill non-HP cartridges
- B. compatibility Issues with standard papers
- C. ink colors that fade over time
- D. wasted ink and printer downtime

**Answer: D**

**Question No : 3**

Which print cartridge recycling option does HP offer?

- A. HP has installed recycling kiosks in Fortune 500 companies for convenient return of used supplies.
- B. In each Original HP print cartridge package, HP includes prepaid shipping labels for free and convenient return of empty cartridges.
- C. HP has authorized recycling partners in more than 50 countries that will send brand new ink cartridges when customers return empty ones.
- D. In some countries, HP customers can order free recycling envelopes and boxes with pre-paid shipping.

**Answer: D**

**Question No : 4**

How does the HP Planet Partners program protect the world's environment?

- A.** Countries with contracts with the HP Planet Partners program have agreed to keep all printer inks out of local water sources.
- B.** HP has agreements in more than 190 countries to minimize the amount of potable water used to manufacture ink cartridges.
- C.** HP works with governments worldwide to use local distribution networks, reducing the carbon footprint involved with product distribution.
- D.** No HP cartridge returned through the HP Planet Partners program will go to a landfill.

**Answer: D**

**Question No : 5**

A customer tells you that they want to use re-manufactured ink cartridges in order to save money while protecting the environment. How should you respond to this customer?

- A.** Remanufactured ink cartridges cost more in total cost of ownership (TCO) because their warranties cover fewer years.
- B.** Remanufactured ink cartridges can only be reused a few times before the recycled plastics break down.
- C.** Almost 90% of remanufactured cartridges end up in a landfill.
- D.** Every remanufactured ink cartridge uses three times more water than an Original HP ink cartridge requires during the manufacturing process.

**Answer: C**

**Question No : 6**

Which HP team educates partners on the correct use of HP's funds and rebates, checks for signs of improper trade?

- A.** Product Security Response Team (PSRT)
- B.** Anti-Counterfeiting and Fraud (ACF)
- C.** Customer Delivery Inspection (COI)
- D.** Compliance and Risk Management (CoRM)

**Answer: B**

**Question No : 7**

Why should HP partners be aware of intellectual property (IP) rights infringement violations?

- A. Partners that sell imitation cartridges that infringe on patents are not liable for legal costs incurred.
- B. Imitation cartridges that violate IP property rights usually arrive dead on arrival at customer sites.
- C. Sellers of imitation cartridges that violate IP property rights can face court action.
- D. Amazon fines and bans sellers that offer products that commit IP infringement violations.

**Answer: B**

**Question No : 8**

A customer has asked for Information supporting your recommendation of Original HP cartridges. What can you provide to this customer to support the HP value proposition? (Select two.)

- A. user testimonials
- B. warranty Information
- C. studies and briefs
- D. Informed decisions
- E. low-cost replacements

**Answer: A,C**

**Question No : 9**

What the maximum expected prior of time that documents printed with Original HP PageWide cartridges and placed in dark storage can last?

- A. 20 years
- B. 50 years
- C. 200 years
- D. 500 years

**Answer: C**