

# HP ARM Expansion Compliance

## Reseller Responsibilities

- Reseller will **ship products within 30 days of purchase**. If the reseller still has on hand inventory purchased at the Big Deal price after 30 days of invoice date they must notify Distribution for credit re-bill activity.
- Reseller will continue to be responsible for requesting Big Deal pricing on behalf of the end user customer. They must inform HP they have won the opportunity, allowing the Inside Sales Rep to identify the partner as the winner of the deal, which in turns allows distribution to fulfill the order.
- Reseller will continue to be responsible to submit end user invoices and additional documentation when requested by HP's Rebate Department.
- Reseller will be accountable for Big Deal audits and any actions required as a result of audit findings.

## Reseller ARM Compliance

- **After August 1, 2010** –all Big Deal rebates will be upfront. Partners will no longer have the ability to claim back-end rebates (including Partner Direct).
- Reseller is responsible for adhering to remaining quantities.

## FAQ

### ***Q: What happens to a current inventory on hand at a reseller location that was purchased before August 1, 2010 at regular price?***

A: For inventory purchased prior to August 1, 2010 a one-time back end claim can be submitted through SPAR, with back up Distribution invoices showing the product was purchased without an upfront discount. Invoices can be sent to [canrebate.requests@mail.support.hp.com](mailto:canrebate.requests@mail.support.hp.com).

### ***Q: Is NMSO/Public Sector special pricing moving to ARM/upfront too?***

A: No. The current process for HP Public Sector/NMSO pricing will remain unchanged.

### ***Q: Why can't my distributor see my Big Deal?***

A: This usually means they are not named on the Big Deal and/or the deal has not been marked as won. Please ensure you contact HP to ensure your distributor of choice is on the Big Deal and that the deal has been marked as won.

## Contacts

Please feel free to contact the HP Partner Support center if you have any further questions or concerns : **1-800-668-7670 Language option then option 3.**