

HP5-B02D^{Q&As}

Delta-Selling HP Imaging and Printing Supplies

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QUESTION 1

Why are HP supplies important to the reseller?

- A. Because of the partner discount process
- B. Because the customer will only choose original supplies
- C. Because you can have the highest margin with HP originals
- D. Because the customer purchasing period can be up to 10 years for just one printer

Correct Answer: A

QUESTION 2

According to the InfoTrends 2011 report, what percentage of remanufactured cartridges will ultimately be thrown away?

- A. 12% ink and 11% toner
- B. 92% ink and 94% toner
- C. 33% ink and 12% toner
- D. 59% ink and 59% toner

Correct Answer: B

QUESTION 3

What is a risk of using counterfeit cartridges?

- A. Counterfeit cartridges generally produce print documents with unacceptable quality.
- B. HP will bring legal action against customers who use counterfeit cartridges.
- C. Counterfeit products can damage a printer.
- D. Customers generally pay more for counterfeit cartridges.

Correct Answer: A

QUESTION 4

What is the name of the HP print cartridge return and recycle program?

- A. HP Earth Care
- B. HP Environmental Care Pack



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- C. HP Planet Partner
- D. HP Go Recycle

Correct Answer: C

QUESTION 5

Why is the term "Compatible Cartridge" confusing for customers?

- A. It is a term for a Remanufactured cartridge
- B. It is a term used for Refilled, Remanufactured and Clone cartridges.
- C. It is a term for a product with a low purchasing price.
- D. It is a term for a 100% new cartridge

Correct Answer: B

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