Dear HP Partner,

Welcome to the HP Partner Navigator Program Separation Playbook, an overview of key operational changes taking place as a result of HP’s planned separation. The purpose of the playbook is to help you plan ahead with HP and the appropriate teams in your organization to do business with Hewlett Packard Enterprise Company, HP Inc., or both companies.

Some of the changes will mean little to no action for you, while others may require additional engagement with HP to help you be ready to transact business with the new companies in preparation for legal separation planned in November.*

HP will be communicating with you throughout the transition with important updates.

**Some important notes about the content**

- HP will move through the separation process in waves by country. All dates in the playbook are subject to change and represent the first wave of change. Specific country roll out dates will be subject to go-live dates.

- Throughout the playbook, Hewlett Packard Enterprise Company is referred to as “HPE” and HP Inc. is referred to as “HPI”. These abbreviations are used simply for ease of convenient reference in the playbook.

- Beginning August 1, HP will begin to transition to its domain name strategy for separation, under which HP Inc. will retain the HP.com domain name and Hewlett Packard Enterprise Company will adopt the HPE.com domain name. As a result, partners may start to see changes to email addresses and notifications from each company, including changes to partner support links.

- Starting November 1, partners will see updated logos on all business tools and relevant business and operational communications.

- Throughout the playbook, simply for ease of reference, “HP EG” refers to the HP Enterprise Group and HP Software. “HP PPS” refers to HP Printing and Personal Systems.

**Call to action**

- Engage your operational teams and share this information with them
- Become familiar with operational changes that may impact your business

Please connect with your Partner AOM or contact Partner Support (through the “Get Support” button on the HP Unison Partner Portal) in your region or country with any questions. We look forward to working with you to help you achieve a smooth and seamless operational transition!

HP Partner Navigator Team

*Please note that the implementation of the HP separation at a country level requires consultation with HP works councils or other HP employee representatives in certain EMEA countries. With respect to such countries, final decisions are subject to prior consultation with HP works councils and other HP employee representatives, as required, and in compliance with local laws.*
Separation Topics Selected

☑ = Selected in this output

**Branding**
- Overview of Branding Changes

**Onboard**
- Partner Agreements
- HP Partner Location ID
- Vendor Setup

**Tools**
- HP Unison Partner Portal
- Salesforce.com (SFDC)
- Joint Business Planning (JBP)
- Sales Opportunity and Lead Management
- Deal Registration
- Market Development Fund (MDF)
- HP Proposal Web
- Partner Connection Financing Tool - Hewlett Packard
- Financial Services (HPFS)

**Claims and Compensation**
- Financial Claims
- Partner Compensation

**Report**
- Channel Sales and Inventory Reporting

**Services**
- Support and Services - Delivery Partners

**Finance**
- U.S. Sales Tax Exemption certificates

**Configure, Price and Quote**
- Sales Builder for Windows (SBW)
- Nancy - Standard Pricing Viewer
- Special Pricing Communication (pComm)
- iQuote

**Order**
- B2Bi Enablement
- Order Management
Overview of Branding Changes

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What remains the same:

HPI will retain and continue to leverage the HP brand, including the logo, partner insignias and existing partner templates. They will not be changing. Any existing inventory of HPE products can continue to be sold with no update to boxing or products.

Key changes:

For HPI, anything with "Hewlett Packard" (with or without a hyphen) will transition to "HP" and HP logo. HP is the only approved abbreviation for HPI.

HPE will launch the use of its new brand with a "soft roll" beginning November 1. Soft roll means that the new brand identity will be introduced when it makes business sense. It will be some time before the entire portfolio will be moved to the new brand.

HPE marketing collateral, web content, etc. will begin to be updated to reflect new brand identity and product naming as early as August 1.

The PartnerOne program will be divided into HPE Partner Ready and HP Partner First. HPE Partner Ready will have a new insignia and collateral to align with the new HPE brand identity, available beginning November 1. HP Partner First will use the current PartnerOne insignias and collateral.

Impact to partners:

November 1:

There is no impact for HPI products, programs and branded materials.

HPE Partners:

- Begin to replace marketing collateral as the new brand is rolled out and materials become available
- Update partner insignias to reflect the HPE Partner Ready program
- Update all web content to reflect new brand identity and insignia
- Update master data, such as product names and descriptions in IT systems
Partner Agreements

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What remains the same:

Existing contracts are not changing. HPE and HPI, will honor existing commitments under our existing contracts.

Additionally, HPE and HPI will honor pricing and discount commitments made by HP.

Key changes:

HP will automatically transfer the agreement to HPE, HPI or both companies. Therefore, there will be no actions necessary for partners, except where required by local law. HP will begin notifying partners about contract disposition in June.

Impact to partners:

August 1:

Partners should ensure they have received their contract assignment notification from HP.

November 1:

No further action for existing partners. New partners will be set up according to which company or companies they will be doing business with.
### HP Partner Location ID

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#### What remains the same:

The HP Partner Location ID is used during vendor setup and is a prerequisite to manage sales pipeline, the HP Unison Partner Portal, compensation, reporting of sales out and inventory data, supply chain, etc., for each company. Refer to the vendor setup section for more information.

Beginning August 1, partners using Customer Base Numbers (CBNs) as part of transacting business with HP will retain their existing CBNs whether they are doing business with HPE, HPI, or both entities. CBNs will not be company-specific in terms of format or numeric range and will continue to be issued to partners as needed for doing business with HPE or HPI.

#### Key changes:

- Partners doing business with either HPE or HPI will use their existing HP Partner Location ID.

- Partners doing business with both companies will be assigned a new HP Partner Location ID for their HPI business and will continue to use their current HP Partner Location ID for their HPE business.

#### Impact to partners:

**July 1:**

- After receipt of the HPI Partner Location ID, the partner may begin the vendor setup process.

- The vendor setup must be completed by July 31 to begin business transactions with either new company starting August 1.
Onboard

Vendor Setup

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What remains the same:

Partners transacting business with only HPE or only HPI will use their existing HP Partner Location ID and Customer Base Numbers (CBN). However, partners will need to set up the HPE or HPI company information in their systems.

Key changes:

Partners doing business with both companies will be assigned a new HP Partner Location ID for their HPI business and will continue to use their current HP Partner Location ID for their HPE business. Partners doing business with both HPE and HPI may choose to complete two new vendor setups to cleanly confirm the new setups while executing business on their existing HP setup. This will help partners clear all open transactions with HP before October 30. New vendor setups can be activated as early as June and must be completed by the end of July.

HP will provide the key information to partners to enable system setup, including legal entity name, address, company contacts, banking details, W9 forms, VAT tax ID, HP Partner Location ID, agreement number, Ship to and Bill to addresses, etc.

Partners should work with their assigned AOM or HP Partner Support to obtain the necessary information to setup their systems to begin transacting business by August 1.

Impact to partners:

August 1:

Complete the vendor setup for HPE and/or HPI.

By October 30, partners should clear all open transactions pertaining to pre-separation vendor setup.
**HP Unison Partner Portal**

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**What remains the same:**

The HP Unison Partner Portal remains the main portal for partners until November 1, when it will be replaced by two portals that will retain the same features and functionality as the existing portal.

**Key changes:**

**May-July: Partner migration to the HP Unison Partner Portal:**

Several partner types will be migrating off of their various legacy portals and onto the HP Unison Partner Portal (partner.hp.com):

- HP Software partners (replacing HP Software Partner Central)
- All other partners who have not yet moved off of the legacy HP Global Partner Portal, including:
  - PartnerOne business partners
  - Retail partners
  - OEM partners
  - Marketing Services Agencies (MSAs)
  - Unmanaged partners

These partners will receive targeted communications and training regarding their migration schedule and how to access and use the HP Unison Partner Portal.

Alliance One partners will continue to use the HP Alliance One portal through the separation period.

**August 1: Accessing Business Tools in the HP Unison Partner Portal:**

Partners will continue to use the existing HP Unison Partner Portal until October 31. However, when accessing some business tools, partners will be directed by the HP Unison Partner Portal to separate tool versions for HPE and HPI:

- Partners doing business with only HPE or HPI will see no significant changes in the portal. They will see the same links to business tools that they are used to, and will be automatically directed to the appropriate business tool version when they click those links.
- Partners doing business with both HPE and HPI will choose the tool version they need to access (e.g. where there was previously a single button for "Deal Registration," they will see two buttons, one for each company).

**November 1: New Portals Launch:**

The HP Unison Partner Portal will be replaced by two new portals:
• HPI partner portal will use the same URL as the current portal (partner.hp.com)
• HPE partner portal will have a different URL (partner.hpe.com)
• Current HP Unison Partner Portal login credentials will work on both new portals.

**HP Partner Location ID:**
• Partners doing business with only one of the companies will use the same HP Partner Location ID that they use for the HP Unison Partner Portal today.
• Partners doing business with both companies will use the same HP Partner Location ID for the HPE portal and will be assigned a new HP Partner Location ID for the HPI portal.

**Impact to partners:**

**Prior to July 31:**

Partner types noted above should migrate to the HP Unison Partner Portal (partner.hp.com).

**August 1:**

Partners will continue to use the HP Unison Partner Portal. Partners who do business with both companies will need to select the appropriate version of business tools that have split into two versions.

**November 1:**

Partners doing business with HPE should bookmark the new URL (partner.hpe.com) to the HPE partner portal.

Partner Portal Administrators should determine if they have been assigned a new HP Partner Location ID for the HPI portal and ensure that new registrants to the portal use the correct HP Partner Location ID.
Salesforce.com (SFDC)

**Partner Type**
I am a commercial partner purchasing through a distributor

**Region**
AMS

**Chapter**
(All)

**Topic**
(All)

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### What remains the same:

SFDC will retain the same features and functionality partners experience today. It will be replicated to support both HPI and HPE and remain the entry point to key tools on the HP Unison Partner Portal.

### Key changes:

Beginning August 1, partners will be prompted to choose the HPE or HPI instances of tools on the HP Unison Partner Portal.

On November 1, the HP Unison Partner Portal will be split into two portal domains and partners will begin to access separate instances of tools for HPE and HPI. Tools will retain the same features and functionality partners experience today. Refer to the HP Unison Partner Portal section for more information regarding upcoming changes for August and November.

Partners will manage HPE and HPI transactions in separate tools for:
- Deal Registration (where applicable)
- Sales Opportunity and Lead Management
- Joint Business Planning (JBP)
- Market Development Fund (MDF)

### Impact to partners:

**August 1:**

Within the HP Unison Partner Portal, users will be prompted to choose the HPE or HPI instance of SFDC.

**November 1:**

Partners should bookmark the new URL (partner.hpe.com) to the HPE partner portal to access SFDC. The HPI portal will retain the same URL as the current partner portal (partner.hp.com).
Joint Business Planning (JBP)

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What remains the same:

The Joint Business Planning (JBP) tool facilitates a single consistent planning structure across HP. Partners will continue to access JBP through Salesforce.com (SFDC) on the HP Unison Partner Portal with the same features and functionality they experience today. The tool will be replicated to support both HPE and HPI.

Key changes:

Between August 1 and October 31, partners working with both HPE and HPI will need to select the version of the tool they want to access. Partners doing business with only HPE or HPI will see no change and be automatically directed to the appropriate JBP version. Refer to the HP Unison Partner Portal section for more information regarding portal changes in August and November.

Beginning August 1, joint business plans will display in the appropriate tool instance (i.e. plans related to HP PPS will be aligned to the HPI instance and plans related to HP EG will be aligned to the HPE instance).

Approval History:

Beginning August 1, approval history for pre-existing HPI joint business plans will not be visible. This information will be available on request by logging a support case. Going forward, new joint business plans created in the HPI instance will track approval history and existing HPE business plans will continue to retain approval history.

Impact to partners:

August 1:

Partners working with both HPE and HPI will need to select the version of the JBP tool they want to access.

November 1:

Partners should bookmark the new URL (partner.hpe.com) to the HPE partner portal to access the JBP tool. The HPI portal will retain the same URL as the current partner portal (partner.hp.com).
Sales Opportunity and Lead Management

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**What remains the same:**

The Sales Opportunity and Lead Management tool will continue to include the PartnerOne Leads Program for HP sales reps to pass qualified leads and opportunities to partners for collaborative selling. Partners will continue to access the tool through Salesforce.com (SFDC) on the HP Unison Partner Portal with the same features and functionality they experience today. The tool will be replicated to support both HPI and HPE.

**Key changes:**

Between August 1 and October 31, partners doing business with both HPE and HPI will need to select the version of the tool they want to access. Partners doing business with only HPE or HPI will see no change and be automatically directed to the appropriate tool version. Refer to the HP Unison Partner Portal section for more information regarding portal changes in August and November.

Beginning August 1, existing opportunities will display in the appropriate tool (i.e. HP PPS products will be aligned to HPI and HP EG products will be aligned to HPE).

**Opportunity Stage History:**
Beginning August 1, existing HPI opportunities will no longer include opportunity stage history. This information will be available on request by logging a support case.

**Transaction IDs:**
After August 1, partners will see the prefix for new opportunities change from OPP to OPI or OPE:

- OPP: Current Opportunity ID
- OPE: New HPE Opportunity ID
- OPI: New HPI Opportunity ID

**Impact to partners:**

**August 1:**

Partners should be aware of new ID numbers with the suffix OPI and/or OPE for new opportunities.

**November 1:**

HP Confidential – Approved for External Use with HP Authorized Channel Partners
Bookmark the new URL (partner.hpe.com) to the HPE partner portal. The HPI portal will retain the same URL as the current partner portal (partner.hp.com).
Deal Registration

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**What remains the same:**

Deal Registration provides a globally consistent approach with access to financial rewards and/or protection. The tool will continue to provide functionality to register and track deal registrations throughout the end-to-end process of registration, approvals with up front assurance of HP’s support, claiming, and reporting.

Partners will continue to access Deal Registration through the HP Unison Partner Portal with the same features and functionality they experience today. The tool will be replicated to support both HPE and HPI.

**Key changes:**

**Access:**

Beginning August 1, there will be two Deal Registration instances: one dedicated to HPE and one dedicated to HPI. Partners who are working with each company will select the business-dedicated application they wish to access.

**“Register Deal” – Existing Deals:**

By the end of June, partners may be advised by HP that mixed HP EG and HP PPS opportunities with deal registrations attached have been separated into business-specific deals.

Beginning August 1, existing opportunities with deal registrations will be available in the appropriate business instance through the HP Unison Partner Portal.

**“Register Deal” – New Deals:**

Beginning August 1, partners should prepare to register and manage HP PPS deals in the HPI instance and HP EG deals in the HPE instance.

**Transaction IDs:**

Beginning August 1, partners registering new deals will see the prefix change and may need to configure some processes in their internal tools accordingly:

- **OPP:** current HP opportunity ID
- **OPE:** new HPE opportunity ID
- **OPI:** new HPI opportunity ID
- **REG:** current HP deal registration ID
- **REGE:** new HPE deal registration ID
- **REGI:** new HPI deal registration ID
Playbook for Separation

Tools

• CHP: current HP claim ID
• CHPE: new HPE claim ID
• CHPI: new HPI claim ID

Impact to partners:

May 1:

For mixed HP EG and HP PPS opportunities with deal registrations attached, partners may need to prepare to track more than one opportunity through its lifecycle, were there was originally a single opportunity.

Latin America:

By July, Latin American partners will complete their transition to the HP Unison Deal Registration tool from existing Opportunity Capture legacy tools. The available deal registration programs will be dedicated to each individual business group (HP PPS separate from HP EG) and partners should create new opportunities and register for deal registration programs separately for each business.

August 1:

Partners may need to make changes to internal processes as needed, including:

• Navigate to HPE or HPI instance of Deal Registration in the HP Unison Partner Portal (if working with both businesses)
• Create, register, and manage HP EG deals in the HPE instance and HP PPS deals in the HPI instance of Deal Registration
• Note new IDs beginning with OPE and/or OPI, REGE and/or REGI, CHPE and/or CHPI that will be used for new opportunities, associated deal registrations, and related claims in the HPE and HPI instances, respectively

November 1:

Bookmark the new URL (partner.hpe.com) to the HPE partner portal to access Deal Registration. The HPI portal will retain the same URL as the current partner portal (partner.hp.com)
Market Development Fund (MDF)

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What remains the same:

The Market Development Fund (MDF) tool provides qualified HP partners with monetary funds to subsidize the costs of marketing activities that drive demand for HP products, services, and solutions. Partners will continue to access the tool through Salesforce.com (SFDC) on the HP Unison Partner Portal with the same features and functionality they experience today. The tool will be replicated to support both HPI and HPE.

HP EG/HP Software funds, activities, claims, and payment details (created prior to July 31) will continue to be visible in the HPE instance. HP PPS funds, activities, claims, and payment details will be migrated to the new HPI instance.

Key changes:

Between August 1 and October 31, partners working with both HPE and HPI will need to select the version of the MDF tool they want to access. Partners doing business with only HPE or HPI will see no change and be automatically directed to the appropriate MDF version. Refer to the HP Unison Partner Portal section for more information regarding portal changes in August and November.

On November 1, the HP Unison Partner Portal will be replaced by two separate portal domains.

Users who enter activity and claims data for HP EG/HP Software, as well as HP PPS, will need to choose the MDF instance they wish to access to view and create activities individually. This will also impact any Marketing Services Agency (MSA) acting on behalf of partners and partner users responsible for entering MDF activities and claims.

Partners will not be able to query or extract HP PPS data (display activity, claim submission, approval, rejection dates, etc.) from the HPE tool instance or HP EG/HP Software data from the HPI tool instance.

Approval history for migrated HPI activity/claim records:

Approval history of migrated records (funds, activities, claims, and payment details) will not be visible in partner reports. This information will be available on request by logging a support case.

Impact to partners:

August 1:

Partners are encouraged to wait until August 1 to submit HP PPS activities or claims since all HP PPS information will be copied over to the HPI instance of MDF between July 25-31. Any HP PPS activities and claims will be reflected in the new HPI instance from this date.
claims in "awaiting approval" status as of July 31 will revert to a "saved-not submitted" status, requiring partners to re-submit.

**November 1:**

Partners doing business with HPE should bookmark the new URL (partner.hpe.com) to the HPE partner portal to access MDF. The HPI portal will retain the same URL as the current partner portal (partner.hp.com).
HP Proposal Web

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What remains the same:

HP Proposal Web, an automated tool used to create proposals, will retain the same functionality and features that partners experience today. Partners can continue to access the tool through the HP Unison Partner portal. It will be replicated to support HPE and HPI.

Key changes:

Beginning August 1, after logging in to the HP Unison Partner Portal, partners will have a choice of separate tools for HPE and HPI.

On August 1, partners will login and have the choice of the HPE tool or the HPI tool.

On November 1, the HP Unison Partner Portal will be replaced by two separate portal domains. Refer to the HP Unison Partner Portal section for more information on portal changes in August and November.

Beginning August 1, partners can also access Proposal Web directly through the HP Proposal Web URLs.

HPE partners can continue to log in to country- and region-specific HP Proposal Web portals with localized and translated content. HPI partners will have access to a single worldwide English portal, in which localized and translated content may be included if it is available.

Impact to partners:

May 1:

Partners should begin to create separate proposals for HPE and HPI.

August 1:

Partners should be prepared to access separate tools. Partners can also access Proposal Web through direct links:

- proposalweb.hpe.com for HPE and
- pweb.hp.com for HPI

November 1:

Partners should bookmark the new URL (partner.hpe.com) to the HPE portal to access Proposal Web. The HPI portal will retain the same URL as the current partner portal.
Partner Connection Financing Tool - Hewlett Packard Financial Services (HPFS)

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What remains the same:

The Partner Connection Financing Tool, used for leasing HP products through HP Financial Services (HPFS), will retain the same features and functionality as partners experience today and will be replicated to support both HPI and HPE. The Partner Connection Financing tool is currently available in 16 countries across AMS, APJ and EMEA. For more information about HP Financial Services and about Partner Connection, partners can contact their HPFS Partner Development Manager (PDM).

Key changes:

Partners will continue to access the Partner Connection Financing Tool through the HP Unison Partner Portal or through a direct URL provided by their HPFS PDM. Refer to the HP Unison Partner Portal section for more information regarding portal changes in August and November.

When submitting a financing request, partners can include products from either HPE, HPI, or both. Products from both entities can be included in the same lease and will be identified during the contract steps.

Impact to partners:

November 1:

Partners should bookmark the new URL (partner.hpe.com) to the HPE partner portal to access HPFS Partner Connection Financing Tool (or the new direct URL). The HPI portal will retain the same URL as the current partner portal (partner.hp.com).
Sales Builder for Windows (SBW)

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What remains the same:

SBW, used to configure and quote HP products and solutions, will retain the same features and functionality that partners experience today. Partners will be able to access relevant data for HPE, including existing quotes and deals.

Key changes:

Beginning May 1, HP requests that partners begin submitting separate quotes for HP EG and HP PPS products to support the separation of HP into HPE and HPI.

Beginning May 1, SBW users will also be required to use alternative tools for configuration of HP PPS products (primarily workstations). However, users can still manually add HP PPS products into the quoter until August 1.

Beginning August 1, HPE partners will receive new knowledge bases, code lists, and price books to install.

Between November 1 and December 31, HPE partners will need to install the new SBW client, which will include only HPE products. More information on installation procedures will be provided in future communications.

On January 1, 2016, HPE partners using the previous SBW client will no longer be able to load updated knowledge bases or price books, nor will they have visibility to new products, obsolete products, or pricing updates.

Impact to partners:

May 1:

Partners should begin submitting separate quotes for HP EG and HP PPS products.

August 1:

Partners will receive new knowledge bases, code lists, and price books to be installed.

November 1:

Partners will be able to install the new SBW client. It will need to be installed by December 31.
Nancy – Standard Pricing Viewer

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What remains the same:

The Nancy Standard Pricing Viewer tool will continue to be accessed through the partner portal, B2Bi or EDI. Partners can expect the same features and functionality they experience today. New EDI/XML linkages will not affect the data feeds, column headers, column type, etc.

Key changes:

**Standard Pricing Viewer:**
Beginning August 1, partners will access separate instances of the Standard Pricing Viewer (SPV) for HPE and HPI. The user interface and functionality of the viewer will not change, but product visibility will be split according to the new company assignment.

Partners doing business with a single company will have one e-service link in the HP Unison Partner Portal to access SPV. Partners transacting business with both companies will have two e-service links within the HP Unison Partner Portal. Refer to the HP Unison Partner Portal section for more information regarding upcoming changes in August and November. Key links to additional tools or SharePoints will be aligned to each instance of SPV.

**B2Bi Subscriptions:**
Partners doing business with a single company will have one new subscription. Partners doing business with both companies will have two new subscriptions.

**EDI Subscriptions:**
EDI subscriptions will be newly created by HP and partners' IT teams together in the May timeframe. EDI subscriptions will have a new tenant code, which will be shared with partners through the Seeburger Gateway team. For more information refer to the B2Bi Enablement section. If using EDI, setup engagement will begin in April.

Impact to partners:

**August 1:**
Within the HP Unison Partner Portal, users will be prompted to choose between the HPE or HPI instance of the Standard Pricing Viewer.

Resubscribe via the Nancy self-subscription tool to receive split files via email.
November 1:

Partners should bookmark the new URL (partner.hpe.com) to the HPE partner portal to access the Standard Pricing Viewer. The HPI portal will retain the same URL as the current partner portal (partner.hp.com).
Special Pricing Communication (pComm)

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What remains the same:

The Special Pricing Communication tool will continue to be accessed through the HP Unison Partner Portal or B2Bi subscription. Partners can expect the same features and functionality they experience today.

Key changes:

**pComm GUI:**
Partners will continue to access pComm through the HP Unison Partner Portal. Refer to the HP Unison Partner Portal section for more information regarding portal changes in August and November. Partners will be prompted to choose the company they are doing business with, HPE or HPI. Partners will not see any changes to the user interface structure and will only see the deals that they are named on.

**B2Bi Subscriptions:**
Once the EDI/XML routing changes have been completed, partners will receive separate files for each company through the Seeburger Gateway. Partners will see a new filename for each company. New EDI/XML linkages will not affect the data feeds, column headers, column type, etc. Refer to the B2Bi Enablement section for more information. If using EDI, setup engagement will begin in April.

**SFTP Direct Links between pComm and Partner:**
Partners doing business with both companies will receive separate files from pComm, one for each company. Partners doing business with one company will only receive one file for that company.

**Terms and Conditions:**
All existing and new partners will be prompted to accept the Terms and Conditions (Ts&Cs) when entering pComm for the first time. Ts&Cs documentation will be found in the same location.

Impact to partners:

**August 1:**

Within the HP Unison Partner Portal, users will be prompted to choose between the HPE or HPI instance of pComm. Partners will need to acknowledge updated Ts&Cs upon their first login to pComm after August 1.

**November 1:**

Partners should bookmark the new URL (partner.hpe.com) to the HPE partner portal to access pComm.
The HPI portal will retain the same URL as the current partner portal (partner.hp.com).
iQuote

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What remains the same:

iQuote, a channel-integrated configure/price/quote tool, will retain the same features and functionality that partners experience today. Partners will have the same user access and will be able to use the same login credentials. Partners will still be able to access existing saved quotes for either HPE or HPI.

Key changes:

Beginning August 1, users will access iQuote through separate links on the distributor’s website. Users must access HPE stored quotes via the HPE link and HPI stored quotes via the HPI link.

Users can view both HP EG and HP PPS products and switch between accounts without logging out of the host.

Impact to partners:

August 1:

Beginning August 1, users should be prepared to access separate iQuote tools for HPE and HPI and create separate quotes for each transacting company.

Bookmark the separate links for HPE and HPI.
### B2Bi Enablement

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#### What remains the same:

Existing tools and applications will remain the same. Changes will not need to be made on the document level (maps) because all changes to EDI setups will happen on the recognition key level.

#### Key changes:

HP will work with EDI partners to make EDI/XML routing changes required for both outbound and inbound messages (order responses, invoices, etc.) for HPE and HPI.

#### Impact to partners:

**May 1:**

If using EDI, setup engagement will begin in April. In preparation, partners should identify their IT person responsible for EDI setup.

If partners have not been contacted by HP by June 1, please contact HP Partner Support.

**August 1:**

HP partners should have completed the EDI/XML routing changes to begin transacting business on August 1, or based on your go-live date.
Order Management

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What remains the same:

The order management processes will fundamentally remain the same and existing tools, applications, and ERP systems will continue to be used.

Key changes:

New eInvoicing Feed:
Partners will need to change their eInvoicing feed, based on the setups for HPE and HPI, to ensure readiness for go-live dates. The eInvoicing Third Party Provider (TPP) for each will be responsible for working with partners to set up system connectivity.

Mixed Orders:
Beginning May 1, HP will request partners to begin submitting separate orders for HP EG and HP PPS products. HP CSRs and AOMs will monitor backlog reports to manage pending mixed orders. Beginning mid-June, partners will be contacted regarding any open backlog and be requested to separate orders for HP EG and HP PPS products to avoid impact to partner processes and systems involving receiving, payables, credit, VAT, and programs.

Orders that are not split by July 31 will not be processed and will require additional action by partners.

Starting August 1, partners will not be able to place orders containing HP EG and HP PPS products on the same purchase order.

Order Status:
Beginning August 1, partners will receive separate order status reports for HPE and HPI partners will also log in to separate instances to view order status for products.

Physical Claims:
Beginning August 1, partners will need to submit separate physical claims for HPE and HPI products. Partners will also log into separate instances to log physical claims.

New Entity Invoices:
Beginning on go-live dates, partners will receive and remit invoices from both HPE and HPI and will no longer receive and remit invoices from HP.

Tax exempt partners:
HPE and HPI will require new tax exempt forms from partners to process orders. In May, HP will begin
working with partners to ensure sufficient lead time to process changes.

**Planned system downtime:**
All HP legacy systems and ERPs that will be used by both companies after August will need to be split. During this cutover period, there will be planned system downtime. Partners will be provided advance notice to assist with planning.

**Impact to partners:**

**May 1:**

HP requests that users begin submitting separate orders for HP EG and HP PPS products.

If using EDI, setup engagement will begin in April.

After vendor setup is complete, engage with eInvoicing TPP to ensure proper receipt of separate eInvoices after August 1.

In June, partners will need to respond to an email acknowledging preference to continue receiving scheduled reports.

Ensure completion of required forms to avoid order delay or being invoiced with tax.

Partner accounts payable teams should begin preparing to match HP purchase orders with separate company invoices received after August 1.

**August 1:**

Partners will pay and contact each company using new invoice information.
# Financial Claims

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**What remains the same:**

Commercial partners purchasing both direct from HP and through a distributor, should refer to the "I am a commercial partner purchasing directly from HP” playbook for Reporting, Claims, and Compensation.

Partners will continue financial claim submission for both entities through either the HP Unison Partner Portal or the EDI claiming/ channel sales and inventory reporting process (see Channel Sales and Inventory Reporting section for details). Partners can expect the same functionality and features in both companies as they experience today.

**Key changes:**

Beginning August 1, partners will work with the separate entities of HPE and HPI for all financial claims interactions and payments.

**HP Unison Partner Portal:**

Partners submitting claims through the HP Unison Partner Portal can continue to submit financial claims through the HP Unison Partner Portal. Refer to the HP Unison Partner Portal section for more information regarding upcoming changes in August and November.

**Claims Payments:**

Partners will begin to receive payments as separate credit notes, bank transfers, or checks according to the go-live date.

Partners will need to set up their internal accounts receivable systems to do business with both HPE and HPI.

Partners will need to ensure invoices for financial claims reflect the separate entity details (e.g. name, address, VAT#, etc.). Invoice collection requests and billing notifications will reflect HP details until the new HPE and HPI go-live date.

Partners will receive two different billing notifications or invoice collection requests for the HPI and HPE specific transactions.

**Impact to partners:**

**May 1:**
Starting as early as May 1, partners will begin to receive two separate claim IDs (one for HP PPS products, one for HP EG products) for single invoice submissions containing both HP PPS and HP EG products. This will help ensure any open claims as of August 1 and/or claims historical tracking are assigned correctly to the new entities. Payments will continued to be issued by HP until the go-live date.

The week of July 26: (exact dates to be announced at a later date):
New financial claims submissions will be suspended in order to minimize the number of “in process” transactions prior to August 1. Partners are advised to submit all claim requests prior to or after the freeze period (to be announced). HP does not anticipate any impact to the total claim payment turn-around time as a result of the claims submission freeze.

Any claims that remain “in process” after the August 1 go-live activities will be assigned to the new entities accordingly.

August 1:
Partners will access separate instances of the financial claims tools through the HP Unison Partner Portal and will submit separate claims files for HPE and HPI.

In order to maintain business continuity for partners unable to make the change, HP will accept a single file for both entities until October 31. However, partners will receive separate claim submission communications and payments from each new entity from the single data upload.

Partners using the financial claims portal data for claim status will need to access the respective HPE or the HPI instance of the claiming tool.

Historical claims data will be replicated and available in both the HPE and HPI instances of claims tools. A flag will be available to mark historical data for the respective entity in all partner reports (e.g. historical HPI data will be available on the HPE financial claims tool, but will be flagged accordingly). The length of historical data available will remain unchanged.

Partners will need to engage with separate HPE and HPI teams for queries and disputes. (Processes to be announced at a later date).

HP Partner Location ID:
For partners doing business with both HPE and HPI and issued a new Location ID, they will need to include the new ID for claims transactions. (Refer to Partner Location ID section for more information).

In order to mitigate an interruption to partner payments, a grace period will be provided from August 1 to October 31, when HP will convert old IDs incorrectly submitted to the new, proper location ID for claiming partners and second tiers.

November 1:
Partners should bookmark the new URL (partner.hpe.com) to the HPE partner portal to access financial claims. The HPI portal will retain the same URL as the current partner portal (partner.hp.com).

Single claim submission files for both HPI and HPE entities will no longer be accepted after November 1. claim lines submitted to the incorrect entity will be rejected. Please work with your HP Partner Business
Manager or Account Operations Manager if you are unable to complete the required changes prior to
November 1.
Partner Compensation

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**What remains the same:**

*If you are a commercial partner purchasing both direct from HP and through a distributor, please refer to the "I am a commercial partner purchasing directly from HP" playbook for Reporting, Claims, and Compensation*.

Partner Compensation, including the new SPIFF Programs and existing tools/processes will continue for both HPE and HPI.

**Key changes:**

Beginning August 1, partners will work with separate entities of HPE and HPI for all partner compensation interactions and payments.

Partners will continue to access compensation tools through the HP Unison Partner Portal (i.e. Comp Optimizer, On-Line Benefits Statement). Refer to the HP Unison Partner Portal section for more information regarding upcoming changes in August and November.

All historical compensation data will be replicated and available in both HPE and HPI versions of partner compensation tools.

Payment and performance status will be available via partner compensation tools through two separate interfaces for HPE and HPI.

**Compensation Payments:**

Partners will begin to receive payments from the respective entities of HPE and HPI according to go-live dates.

Payments may be received as credit notes, bank transfers, or checks (per go-live dates).

Partners will need to set up their internal accounts receivable systems to do business with both HPE and HPI. Invoices for compensation will need to reflect the separate entity details (e.g. name, address, VAT#, etc.). Invoice collection requests and billing notifications will reflect HP details until the new HPE and HPI go-live date.

Partners will receive two different billing notifications or invoice collection requests for the HPI and HPE specific transactions.

**Impact to partners:**
May 1:

Starting May 1, mixed HP EG and HP PPS programs will not be offered. A program can only contain mixed product lines specific to either HPE or HPI.

August 1:

Partners will work with the separate entities of HPE and HPI for all partner compensation interactions and payments.

Partners will need to engage with separate HPE and HPI teams for queries and disputes. (Processes to be announced at a later date).

November 1:

The HPI portal will retain the same URL as the current partner portal (partner.hp.com), but partners should bookmark the new URL (partner.hpe.com) to the HPE partner portal to access compensation tools.
Channel Sales and Inventory Reporting

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*If you are a commercial partner purchasing both direct from HP and through a distributor, please refer to the "I am a commercial partner purchasing directly from HP" playbook for Reporting, Claims, and Compensation*.

Channel reporting requirements will remain in place for both HPI and HPE following the separation. In both companies, partners will continue to submit sales and inventory data through one of two methods – either via the Partner Portal and/or HP Gateway. Partners will continue to use their existing file format for channel sales and inventory reporting. There will be no change to the file format used for reporting data to HP.

**Key changes:**

Beginning August 1, partners that do business with both entities will need to submit their channel sales and inventory in separate files to HPE and HPI.

**Portal Web Submissions:**
Partners will submit channel sales and inventory reporting through the partner portal. Refer to the HP Unison Partner Portal section for more information on changes planned for August and November.

**B2Bi (HP Gateway) Submissions:**
Partners currently submitting channel sales and inventory data via HP Gateway, will need to change their vendor setups to reflect the new companies HPI and HPE. HP will provide the new EDI identifiers (receiving address). Refer to B2Bi section of the playbook for more information.

**Impact to partners:**

**August 1:**

Partners begin submitting separate files for products assigned to HPE and HPI. For partners unable to make the change on August 1, files submitted with data for both entities in the current format can be processed by HP to ensure business continuity between August 1 and October 31. However, separate entity feedback reports will be sent to partners regardless if the channel sales and inventory is submitted in a single file.

**Portal web submission:**
North America partners submitting channel sales and inventory via the Global Partner Portal (GPP CSRT
tool) will migrate to a new web submission tool, NGWS, through the HP Unison Partner Portal. File format will remain unchanged, with slight changes to look and feel.

Historical data will only be available in the HP Unison Partner Portal for the last 4 months of data submission, prior to July 31. Currently, these partners can view their entire reporting history. North America partners should consider downloading and archiving any historical submission data in CSRT required beyond 4 months prior to July 31.

**B2Bi (HP Gateway) Submission:**
HP partners should have completed the receiving address routing changes. While partners may complete routing changes prior to August 1, separate channel sales and inventory submissions to the new entities will not be processed until starting August 1.

**HP Partner Location ID:**
Partners who do business with both HPE and HPI will receive new HP Partner Location IDs for HPI. Please use the new HP Partner Location IDs in your HPI sales out and inventory reporting.

**November 1:**

The HPI portal will retain the same URL as the current partner portal (partner.hp.com), but partners should bookmark the new URL (partner.hpe.com) to the HPE partner portal for sales and inventory reporting.

Single channel sales and inventory submission for both HPI and HPE entities will no longer be accepted after November 1. Data submitted to the incorrect entity may be rejected. Please work with your HP Partner Business Manager or Account Operations Manager if you are unable to complete the required changes prior to November 1.
Support and Services - Delivery Partners

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What remains the same:

Channel delivery partners will continue to use the GCSN (Global Channel Service Network) application for spare part orders and labor claims. GCSN users will retain their current login and password. A partner’s actual Soldto and Shipto identifiers will stay the same on both HPE and HPI systems, assuming the partner is authorized to deliver for both companies.

Key changes:

**GCSN:**

Currently, partners use the same GCSN system for HP EG or HP PPS spare part orders, regardless of the order type. Beginning August 1, all channel delivery partners (including Self Maintainers and Subcos) will use the GCSN system associated with the products they serve:

- GCSN HPE for HP EG (Servers, Storage and Networking)
- GCSN HPI for HP PPS (HP Personal Computing and Printing) parts

An HPE partner will not be able to order HPI parts on the HPE GCSN system and vice versa.

**Contacts:**

The contacts for partner technical support will be different for HPE and HPI. Business contacts, telephone and email addresses will change, along with logos, labels, forms, etc.

**Non-self-billing partners:**

By November 1, non-self-billing partners will be required to send separate invoices for HPE and HPI.

Impact to partners:

**Beginning Mid-June:**

In preparation for transacting business with both HPE and HPI, HP requests that partners claim all open events as soon as possible, purge all unnecessary created events (e.g. saved with errors, validated, etc.), and avoid creating trade orders that contain both HP EG and HP PPS parts. Partners should also ask their HP GCSN administrator to terminate any user accounts that are no longer in use.

Non-self-billing partners should begin to submit separate invoices for HP EG and HP PPS.
August 1:

Partners who are servicing both HP EG and HP PPS products will need to access the appropriate GCSN systems/URLs for HPE or HPI to order parts or claim events, depending on the type of product.

Partners accredited by both HPE and HPI will be able to access both GCSN systems with the same/current login and password (HP Passport credentials). The systems will look the same but align to the appropriate branding. If however a partner is not accredited by one of the two companies, the respective GCSN system will not be accessible.

To obtain product technical support, partners will be provided with updated contact information for HPE and HPI.

November 1:

Partners delivering for both HPE and HPI will be required to invoice each company separately.
U.S. Sales Tax Exemption certificates

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What remains the same:

After the separation, partners will continue to claim their purchases from HPE and HPI are for resale and, therefore, exempt from sales taxes.

The tax information we are providing is general in nature, is not complete, and may not apply to your specific situation. You should consult your own tax advisor regarding your tax needs. HP makes no warranties and is not responsible for your use of this information or for any errors or inaccuracies resulting from your use.

Key changes:

All U.S. customers currently claiming sales tax exemptions on purchases from HP will need to provide new tax exemption certificates to HPE and/or HPI.

The exemption certificates are state specific; hence, partners will need to provide a certificate for each state where the partner is doing business or has customers to which products will be shipped. The exemption certificates must indicate the new company name as the seller. If the partner does business with both companies, separate exemption certificates will be required for each company.

In order to avoid any need to collect taxes on HPE sales to its partners, HP is requesting partners to provide new sales tax exemption certificates before August 1 or with their first orders. Partners purchasing from HPI should provide new exemption certificates prior to November 1.

To be tax compliant, a valid and complete resale or exemption certificate for the state in which products or taxable services are delivered must be obtained (by sellers) or maintained in the seller’s records at the time of sale.

Impact to partners:

August 1:

For purchases from HPE:
Prior to August 1, partners should have completed and returned sales tax exemption certificate(s) in the appropriate format for each state in which they do business, indicating the new company name (Hewlett Packard Enterprise Company) as the name of the seller (supplier) on each certificate provided. Any partner who has not provided HP with valid U.S. sales tax exemption certificates by August 1 will cause their purchases to be treated as taxable until a valid exemption certificate is provided.

November 1:
For purchases from HPI:
Prior to November 1, partners should complete and return sales tax exemption certificate(s) in the appropriate format for each state in which they do business, indicating the new company name (HPI) as the name of the seller (supplier) on each certificate provided. Any partner that has not provided HPI with valid U.S. sales tax exemption certificates by November 1, 2015 will cause their purchases to be treated as taxable until a valid exemption certificate is provided.
Playbook for Separation

This document contains forward-looking statements that involve risks, uncertainties and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, the results of HP may differ materially from those expressed or implied by such forward-looking statements and assumptions. All statements other than statements of historical fact are statements that could be deemed forward-looking statements, including but not limited to any projections of revenue, margins, expenses, effective tax rates, net earnings, net earnings per share, cash flows, benefit plan funding, share repurchases, currency exchange rates or other financial items; any projections of the amount, timing or impact of cost savings or restructuring charges; any statements of the plans, strategies and objectives of management for future operations, including the previously announced separation transaction and the future performances of the post-separation companies if the separation is completed, as well as the execution of restructuring plans and any resulting cost savings or revenue or profitability improvements; any statements concerning the expected development, performance, market share or competitive performance relating to products or services; any statements regarding current or future macroeconomic trends or events and the impact of those trends and events on HP and its financial performance; any statements regarding pending investigations, claims or disputes; any statements of expectation or belief; and any statements of assumptions underlying any of the foregoing. Risks, uncertainties and assumptions include the need to address the many challenges facing HP's businesses; the competitive pressures faced by HP's businesses; risks associated with executing HP's strategy, including the planned separation transaction; the impact of macroeconomic and geopolitical trends and events; the need to manage third-party suppliers and the distribution of HP's products and the delivery of HP's services effectively; the protection of HP's intellectual property assets, including intellectual property licensed from third parties; risks associated with HP's international operations; the development and transition of new products and services and the enhancement of existing products and services to meet customer needs and respond to emerging technological trends; the execution and performance of contracts by HP and its suppliers, customers and partners; the hiring and retention of key employees; integration and other risks associated with business combination and investment transactions; the execution, timing and results of the separation transaction or restructuring plans, including estimates and assumptions related to the cost (including any possible disruption of HP's business) and the anticipated benefits of implementing the separation transaction and restructuring plans; the resolution of pending investigations, claims and disputes; and other risks that are described in HP's Annual Report on Form 10-K for the fiscal year ended October 31, 2014 and HP's other filings with the Securities and Exchange Commission including HP's Quarterly Report on Form 10-Q for the fiscal quarter ended January 31, 2015. HP assumes no obligation and does not intend to update these forward-looking statements.

Please note that the implementation of the HP separation at a country level requires consultation with HP works councils or other HP employee representatives in certain EMEA countries. With respect to such countries, final decisions are subject to prior consultation with HP works councils and other HP employee representatives, as required, and in compliance with local laws.