



Manufacturer Name: **Hewlett Packard Company (“HP”)**
FEIN # 94-1081436
State of California WSCA #A63309

Product Information or Quotes:

To obtain a **quote or product information** you can either **contact one of the local authorized HP Reseller** (otherwise referred to as Agent) listed on the extranet site **or contact one of HP’s Inside Team Members** by calling the toll free number below and hit “1” to enter your rep’s extension below. If your assigned representative is not available, hit “0” and you will be transferred to the first available Representative. To speak directly to the first available Inside Sale Representative hit “2” after calling one of the toll free numbers listed below. Please note that you can **also contact your Account Manager** as listed below:

Assigned Inside Sales Reps (ISR):

Richard Mendoza 1-800-888-3224 ext. 15581 (State & Local Government and K-12)
 (All Intel and AMD desktops, notebooks, PC Tablets and handhelds)

Paul Benoit 1-800-888-3224 ext. 15510 (State and Local Government and K-12)
 (All other products - Enterprise)

Marshall Swartzendruber 1-800-888-3224 ext. 70106 (Higher Education)

Account Manager: Jeff Kossick..... 916 785 1001
 Email: Jeff.Kossick@hp.com

Or you can obtain a quote or information via the Website, go to URL: www.hp.com/buy/california
 If you need assistance when navigated through the extranet site, please contact your assigned ISR.

Ordering Process:

All Purchase Orders need to be made out to Hewlett Packard Company with the address listed below. The **Purchase Order should include** the **Contract Number #A63309** in the body of the Purchase Order. Please also be sure to include email address, **the ship to location or drop ship locations, delivery date requirements and any other special information** and **if applicable, the HP Authorized Agent dealer number** for the HP Agent providing you with support. Orders should be either Faxed to 1-800-825-2329 or placed on the extranet site www.hp.com/buy/california

Ordering Address:

Hewlett Packard Company
 10810 Farnam Drive
 Omaha, NE 68154

Ordering Fax:1.800.825.2329

For Post Sales Returns, Changes, Order Status, Invoicing Questions or changes, Shipment Dates, Delivery Priority or any other items:

Name: Hugo Lopez (CASTLGOV@HP.COM)
 888-202-4682 STATE AND LOCAL GOV; 800-888-3224 EDUCATION; 800-727-2472 ALL

Contact for Escalation - Customer Satisfaction Issues:

Debra Lee (Debra.Lee@hp.com), Program Mgr.- 847/537-0344 or (cell) 847/922-2977

Warranty Support Center Information:

If you have purchased a CarePak (uplifted or extended warranty) or have a maintenance contract with HP call **1-800-633-3600** otherwise, call 1-800-HPinvent (**800/474-6836**) or contact your local service provider as listed on the extranet site
 1-800-HPinvent (800/474-6836) or contact your local service provider as listed on the extranet site.

Technical Assistance:

Technical Support 1-800-474-6836
 Email: http://welcome.hp.com/country/us/en/contact/email_1.html
 URL: <http://welcome.hp.com/country/us/en/support.html>