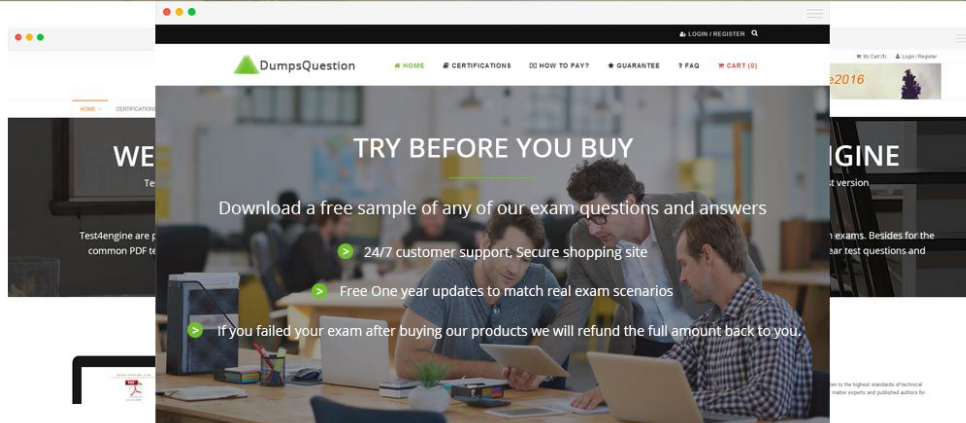


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**Exam** : **HP5-B02D**

**Title** : **Delta-Selling HP Imaging  
and Printing Supplies**

**Vendor** : **HP**

**Version** : **DEMO**

NO.1 What are the hidden costs in the framework of printing?

- A. Wasted toner, ink, and paper due to reprints
- B. Costs of an intern
- C. Price of the printer after tax
- D. Price of the cartridge after discounts

**Answer:** A

NO.2 Which feature is included in a Laser printing system?

- A. Tri-color cartridge
- B. Charging roller
- C. Print head
- D. Adaptive lighting

**Answer:** B

NO.3 Which program provides a full service contract to the customer?

- A. HP Channel Lead Pay Per Use
- B. HP Supplies Big Deal
- C. HP Planet Partner Program
- D. HP Win-Back

**Answer:** B

NO.4 What results when a non-HP cartridge is used on an HP printer?

- A. If the non-HP cartridge is the direct cause of a printer's failure, it will not be covered under HP-warranty.
- B. If the printer senses the cartridge it will report this back to HP so the printer is excluded from warranty.
- C. The original HP Universal Print Driver will not support the printer anymore.
- D. The printer will print at a lower quality but at a higher speed

**Answer:** A

Reference: [http://www.hp.com/sbso/product/supplies/whybuy\\_warranty.html](http://www.hp.com/sbso/product/supplies/whybuy_warranty.html) (see Non-HP laser cartridges)

NO.5 Where can you find more information about supplies questions that relate to topics such as expiration, warranty, and yields?

- A. The HP Product Bulletin
- B. The HP cartridge selection offline tool: [www.hp.com/HP\\_Supplies\\_At\\_Hand](http://www.hp.com/HP_Supplies_At_Hand)
- C. The HP Supplies Website: [www.hp.com/page/yield](http://www.hp.com/page/yield)
- D. The Clever Sales Portal for Resellers

**Answer:** A