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Exam : HP2-I14

Title : Selling HP Supplies 2020

Version : DEMO

1.What are three technology Innovations of HP JetIntelligence? (Select three.)

- A. instant ink
- B. Page Maximizer
- C. ColorLok
- D. Auto-Seal Removal
- E. Pigment-based Ink
- F. Print Gauge

Answer: B,D,F

2.A customer has been buying non-HP supplies because they believe they are more affordable. Which hidden costs of non-HP supplies should this customer be aware of?

- A. Inability to refill non-HP cartridges
- B. compatibility Issues with standard papers
- C. ink colors that fade over time
- D. wasted ink and printer downtime

Answer: D

3.Which print cartridge recycling option does HP offer?

- A. HP has installed recycling kiosks in Fortune 500 companies for convenient return of used supplies.
- B. In each Original HP print cartridge package, HP includes prepaid shipping labels for free and convenient return of empty cartridges.
- C. HP has authorized recycling partners in more than 50 countries that will send brand new ink cartridges when customers return empty ones.
- D. In some countries, HP customers can order free recycling envelopes and boxes with pre-paid shipping.

Answer: D

4.How does the HP Planet Partners program protect the world's environment?

- A. Countries with contracts with the HP Planet Partners program have agreed to keep all printer inks out of local water sources.
- B. HP has agreements in more than 190 countries to minimize the amount of potable water used to manufacture ink cartridges.
- C. HP works with governments worldwide to use local distribution networks, reducing the carbon footprint involved with product distribution.
- D. No HP cartridge returned through the HP Planet Partners program will go to a landfill.

Answer: D

5.A customer tells you that they want to use re manufactured Ink cartridges in order to save money while protecting the environment.

How should you respond to this customer?

- A. Remanufactured ink cartridges cost more in total cost of ownership (TCO) because their warranties cover fewer years.
- B. Remanufactured ink cartridges can only be reused a few times before the recycled plastics break down.
- C. Almost 90% of remanufactured cartridges end up in a landfill.

D. Every remanufactured ink cartridge uses three times more water than an Original HP ink cartridge requires during the manufacturing process.

Answer: C