



Definition Key

	Definition
1	Invoice will be sent to this address.
2	Send remittance to this address.
3	Direct invoice questions here.
4	The AMP ID identifies a logical grouping of contracts used by your HP representative for printing purposes. Please reference your AMP ID and invoice # when calling HP. (The AMP ID was previously known as the Support Agreement ID or Agreement Number.)
5	Your purchase order/invoice authorization number.
6	The invoice period.
7	The Support Account Reference is generally associated with a system. (Previously known as System Handle, System Serial Number, Access ID, or Service ID.)
8	Your support package and list of products supported in that package.

**for more information call
1-800-268-1221**

Support Invoice



SAMPLE ONLY

SUPPORT INVOICE

****Original****

Invoice to:
Customer Name
Customer Address
City, Province, Postal Code
Attention to

Payment to:
Hewlett-Packard (Canada) Co.
P.O. BOX xxxx STN x
City, Province, Postal Code

Inquiries to:
Hewlett-Packard (Canada) Co.
Address
City, Province, Postal Code
Country
Phone: xxx-xxx-xxxx

Please apply with next remittance

Customer Account Number
110000000

AMP ID
XXXXXXXXXX

Purchase Order
123456789

Invoice Number **Date**
600000 01 Aug 2003

Coverage Period
01 Aug 2003 – 31 Jul 2004

For more information on the format of this document visit www.hp.com/go/hpsdocs

Product No.	Description	Serial No.	Invoice Period From: To:	Qty	Amount/CAD
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Support Account Reference T500A
HA103AC 4HR 13X5 Package \$ xxxx.xx
****Hardware****

	Hardware Support On-site				
	HW Problem diagnosis				
	Material				
	Onsite Support				
	4-Hour On-site Response				
	13 hrs std office days				
A3336A	D2xx Server			1	
A3581A	Dx20 CPU board			1	
A3715A	Fast CD-ROM Drive for HP-9000 Servers			1	
A3660A	4 GB Single ended SCSI-2 Disk Drive			1	
C1064GX	System Console – Green Screen			1	

HA107AC HP SW Support 24x7 Contractual Package \$ xxxx.xx
****Software****

Software Technical support, unlimited
24 Hours Day 6
2-Hour Remote response
Software Electronic Support
Technical Support
24 Hours Day 7
Holidays
24 Hours Std Office Days

Support Invoice



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9	Support cost detail including tax.
10	State in which hardware or software sales tax has been applied.
11	Total support cost for invoice period.
12	Payment due date
13	Payment Terms.



SAMPLE ONLY

SUPPORT INVOICE

Payment to:
Hewlett-Packard (Canada) Co.
P.O. BOX xxxx STN x
City, Province, Postal Code

****Original****

Invoice to:

Customer Name
Customer Address
City, Province, Postal Code
Attention to

Inquiries to:
Hewlett-Packard (Canada) Co.
Address
City, Province, Postal Code
Country
Phone: xxx-xxx-xxxx

Please apply with next remittance

Customer Account Number
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AMP ID
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Product No.	Description	Serial No.	Invoice Period		Qty	Amount/CAD
			From:	To:		
A351A	Dx20 CPU board				1	
B3919EA	HP-UX Operating System License, Servers				1	
B3919EA#UA1	2 user license				1	
B3920EA#ABA	U.S. – English localization				1	
	Software updates					
	License to use and SW Updates					
	HP Recommended					
A3581A	Dx20 CPU board				1	
B3919EA	HP-UX Operating System License, Servers				1	
B3919EA#UA1	2 user license				1	
B3920EA#ABA	U.S. – English localization				1	

9	Summary of Charges	-
	Hardware Support	xxxx.xx
	Hardware Support GST Tax (Province)	xx.xx
	Hardware Support PST Tax (Province)	xx.xx
	Software Support-Labour & Materials	xxx.xx
	Software Support-Labour & Materials GST Tax (Province)	xx.xx
	Software Support-Labour & Materials PST Tax (Province)	xx.xx
	TOTAL INVOICE AMOUNT DUE	\$ xxxx.xx

Equipment Location **10**
Customer Name
Customer Address
City, Province, Postal Code

Software Location **11**
Customer Name
Customer Address
City, Province, Postal Code

Payment due date: xx-xx-xxxx **12**

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**for more
information call
1-800-268-1221**