

Subject: Parts Distribution Program
Date: 10/17/23
Region: U.S.A., Canada, and South America

As we enter the final quarter of the year, I would like to share some important updates regarding our Parts Distribution Program that will be beneficial for your teams. We have been diligently working on streamlining our processes, and here are a few key points to be aware of:

Unit Down-Item Out of Stock at Parts Town:

When placing an online order, you'll notice an "Additional Message" section at the end of the ordering process, just before submission. If the item you require is currently OUT OF STOCK or BACKORDERED, please utilize the additional message box to input "UNIT IS DOWN DROP SHIP FROM HP." This action will flag the order for review. It's crucial to reserve this note for items that are out of stock to prevent delays in processing.

If you don't have access to this comment section, kindly contact hp distributors@partstown.com. For any inquiries related to your HP orders, please direct them to hp distributors@partstown.com instead of the regular customer service channel. They have a dedicated team closely monitoring this email specifically for our program.

Rush Drop Shipments Direct from HP-Ground Service:

We have made an important adjustment to our policy. Previously, we did not permit Rush Orders from Parts Town when using parcel ground service. We have lifted this restriction for all Distributor orders, enhancing flexibility in delivery options.

Velocity Lids & Selector Valves-Tech Approval:

Effective immediately, we are removing the requirement for Tech Approval on Selector Valves and Velocity Replacement Lids. ***These items have also been taken off the Parts Town Website.*** To order them, please contact Parts Town directly, and they will guide you through the process. ***It's important to note that these items are non-returnable.*** This change has been implemented to minimize the need for extensive communication and to ensure that everyone is on the same page regarding these items. Removing them from the website prevents unintended purchases and potential warranty claim issues. Item Numbers:

- 164993-XXX Velocity Replacement Lid
- 170144-XXX Service Pack Selector Valve (EEG/F5/PXE/LVG)
- 84282 Valve-Selector
- 89405 Valve-Selector Gen 2
- MM10031778 FGG/FPG Fan Motor Power Supply

I have attached a FAQ to share with your teams. We appreciate your cooperation and understanding of these updates, which are designed to improve our program's efficiency. If you have any questions or need further clarification, please don't hesitate to reach out.

Thank you for your continued support.