

June 7, 2016



Notification: Important change to HP Original LaserJet toner cartridges

As an important customer to HP, we wanted to share with you an operational program change to the packaging and product numbering of the HP Original LaserJet toner cartridges from your HP Qualified Supplies partner.

What's changing?

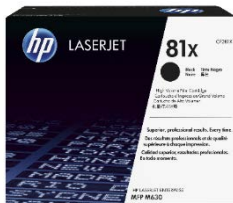
On select SKUs, HP's product packaging and part numbers will change.

HP is transitioning select retail toner cartridges originally offered in your big deal to HP non-retail toner cartridges. HP will be adding these select non-retail cartridge products to your big deal. You should expect to receive the HP non-retail toner cartridge(s) in place of the HP toner cartridges retail version(s).

HP non-retail toner cartridges are the same genuine high quality HP toner cartridges as their HP retail toner cartridge counterpart. The two differences are the non-retail toner cartridge has different packaging and part number. Please note that these HP non-retail toner cartridge(s) are only available through your big deal with HP.

The difference in product part number is the addition of a "C" suffix to the part number (e.g., "AC", "XC", or "YC"). The difference in packaging is that non-retail cartridges are packaged in a white and black packaging versus the color, graphical packaging of the corresponding retail HP toner cartridges.

HP Retail Toner Cartridge Packaging



HP Non-Retail Toner Cartridge Packaging



How can I validate that the product I am receiving is an Original HP Toner cartridge?

To help indicate whether you have a genuine HP Original LaserJet toner cartridge, a security label is affixed to the tear-strip of the package. This label is printed with a special background graphic that shifts as you turn the box.

1. Tilt the box front to back to see an alternating "OK" and "√" move in opposite directions.
2. Tilt the box right to left to see an alternating "OK" and "√" move in same direction.



HP periodically updates our security labels. In 2012 a new security label was rolled out. The newer label (pictured at right) includes the same image-shifting features as the previous label (pictured at left), with the addition of a new QR code that allows a customer to verify the authenticity of a cartridge using a camera on their mobile

device. The QR code works with any standard QR code reader or with the HP eSupplies mobile application. Customers without a mobile device can enter the label's serial number at: <https://ssl.www8.hp.com/h22234/auth/ok> to check authenticity.

