



HP UNIVERSITY

HP Acronym Guide for Sales Reps

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HP Acronym	Definition	Description
Misc.		
3PL	Third Party Logistics (i.e. Ryder)	
3PS	Third Party Solutions	
3T	Train the Trainer	Training industry acronym to indicate a train-the-trainer process.
508	Usability document	
A		
AA	Accessible Architecture	
ABC	Absolute Best Cost	Absolute Best Cost (is a procurement strategy to secure the best costs for a part).
ACD	Automatic Call Distributor	Phone call distribution system used in a call center phone queue.
ACE	Access Control Entry	Windows NT term.
ADF	Automatic Document Feed	
AEM	All Employee Meeting	Meeting held for all the global employees by senior executives.
ADM	Account Delivery Management	Name of job role who manages accounts from service delivery viewpoint.
AFR	Annualized Failure Rate	
AFS	American Financial Services	
AI	Action Item	
	Actionable Information	
AIO	All in One	The lower priced multi-function printers that are targeted for micro and small business in an unmanaged environment sold through the retail channel.
AIP	Actionable Information Program	
AIR	Annualized Intervention Rate	Estimated rate that a device or component will experience intervention during a full year of use.
AIS	Accredited Integration Specialist	Given a set of customer business requirements, this individual is required to design, support and / or implement a business class solution (potentially including platform,

HP Acronym	Definition	Description
		operating system, software, storage, network and option components) to solve business needs.
ALC	Absolute Lowest Cost	term used to define our opening price point or lowest cost products (for Commercial Business).
ALIS	Account Look Up Tool	Allows you to quickly find the names and titles of the sales team members assigned to named accounts in a country, including subsidiaries and branches.
ALT	Americas Leadership Team	
AM	Account Manager	Title for the sales role that sells business to business.
AMEX	American Express Corporate Credit Card	
AMID	Account Management IDs	
AOM	Account Operations Manager	
AP	Asia Pacific	
APC	Accredited Presales Consultant	Requires an individual to gather customer business requirements, then plan and design an enterprise solution within a specialty area (e.g. XP Storage, Superdome).
APJ	Asia Pacific/Japan	The name HP gives its region in the Eastern part of the globe.
APO	Advanced Planner and Optimizer	A set of software tools from SAP for supply chain management (demand).
Apollo		Code name of OPP Brand
APP	Accredited Presales Professional	Requires an individual to gather customer business requirements, recognize opportunities and make recommendations for a solution (potentially including application, platform, operating system, storage, network and option components) that will solve business needs.
APS	Accredited Platform Specialist	This individual is required to provide basic hardware support for restoring consumer and business class hardware to factory operational levels.
AR	Auto Re-order	
ARD	Early (non-released) Formatter Revisions	
ARO	Americas Regional Operations	
ASAP	As Soon As Possible	

HP Acronym	Definition	Description
ASC	Accredited Sales Consultant	HP Certification: gathers customer business requirements and positions and sells HP enterprise products and services to solve the customer's business need.
ASE	Accredited Systems Engineer	Given a set of customer business requirements, this individual is required to design, support and / or implement an enterprise level solution (potentially including platform, operating system, software, storage, network and option components) to solve business needs.
ASER	Annual Service Event Rate	
ASIC	Application Specific Integrated Circuit	
ASP	Accredited Sales Professional	HP Certification: gathers customer business requirements and make recommendations form the HP portfolio that would solve the business need.
ASPIRE	A Short-Term Plan to Inspire and Reward Excellence	HP-wide short-term financial planning process conducted semi-annually.
ASN	Advanced Shipping Notification	Notification of shipment content and when it is expected to arrive.
ASP	Average Selling Price	
Asset Hub		Marketing Digital Asset Management system for HP Marketers, Agencies and Partners.
ATM	Automated Technology Manager	
ATS	Advanced Technology Section	
ATT	Around the Table	
AUP	Average Unite Price	
AVL	Approved Vendors List	List of vendor part numbers (PNs) functionally equivalent to HP PNs.
AVDO	Americas Volume Direct Operations	The former name of the operations group that supported the call centers in the Americas region.
B		
B2B	Business to Business	
B2Bi	Business to Business Integration	
B/B	Boise/Boise	For Temperature/Humidity.

HP Acronym	Definition	Description
Backlog	Backlog	Different meanings to different regions, normally for the GBU backlog is orders in the system that have not been shipped.
BAM		German Regulatory Test.
BASC	Boise Accounting Services Center	
BAT	Basic Acceptance Test	
BC	Backward Compatibility (functionality)	
BCS	Business Critical Servers	
BCP	Business Continuity Plan	
BCPL	Blind Corporate Price List	When a product becomes "orderable" for the customer.
BCPU	Backup Central Processing Unit	
BDC	Backup Domain Controller	Windows NT term.
BDM	Business Development Manager	Role within HP that supports outside sales reps.
BE	Business Enablement	
BEST	Boise Engine Steering Team	
Beta Test	Beta Test	A Customer environment test that occurs late in the development. Several products are installed in real customer sites. The development team and PMT help support the units in the field and resolve issues.
BH	Build Hold	stop shipping units out the door and stop building new units.
BI	Business Inkjet	
BI	Business Intelligence	L&D Business Intelligence provides learning data from Saba, POST, Degree Assistance, the GAN program and related GHRMS data via the HR IT data warehouse to enable business decisions and support business processes. The reporting environment operates in Business Objects version XI in compliance with Business Objects Shared Services (BOSS) standards.
BI-DI	bi-directional	
BIP	Business Imaging & Printing	
BIT	Business Initiative Team	

HP Acronym	Definition	Description
BLADE	Copy ASIC	
Blind CPL	Blind Corporate Price List	A date in the schedule where the product will be available on the Corporate Price List (CPL) for first shipments into the channel. Always occurs on the first working day of the month one month before Live CPL.
blog	blog	an internet posting from an individual. Usually a commentary, description of events or something else. This description from Wikipedia.
BMT	Business Marketing Tool	HP's IT system for marketing.
BOM	Bill of Material	
Bootcamp	Bootcamp	Sales training to a new course development or product.
Boot-P	Bootstrap Protocol	
BPA	Business Process Analyst	
BPD	Business Printing Division	
BPO	Blanket Purchase Order	A blanket order is a Purchase Order that is valid for a specified period and authorizes multiple orders during that time period, as long as the total dollars on the PO are not exceeded. Blanket POs limit the types of goods or services that can be ordered, and may also limit the order amounts. Most Blanket orders are issued by one department for their own use, but some Blanket orders cover the entire campus.
BRD	Business Requirements Document	A formal contract between the organization and the customer for a product.
BSC	Business Solution Consultant	Captures learner requirements (directly or through a CEM), maps it to an existing solution (and schedules it) or gathers business requirements and priorities for development and brings it to the COE. This means that they help drive learning objectives, delivery type/length, pre-reqs. Consolidates and prioritizes projects based on client business drivers/issues. TSG Services gives TSG L&D the money. The BSC's tell us how to spend it.
BSC	Business Support Center	
BSM	Business Strategy Meeting	
BTO	Build to Order	Built at order time based on product level forecast for demand. Moderate flexibility.
BU	Business Unit	
Buy Price	Buy Price	Price at which HP buys PND components.

HP Acronym	Definition	Description
BV	Business Value	
C		
C&C	Credit and collection	
CAC	Customer Advisory Council	
CAGR	Compound Annual Growth Rate	
CAM	Call Applications Manager	
	Core Asset Management	
CAP	Content Aggregator for Products	HP system with a data feed of information about HP's products including product specifications, marketing text, documents, images, videos and other rich media, as well as customer product ratings.
CAR	Customer Account Representative	Reference to the person that is the representative for a specific account.
CAS file	Content Acquisition Template file	The CAS is a template used to collect a core set of product specifications content to import and populate into a centralized content database, Gemstone/Prism. The database content is required by Worldwide and regional marketing teams and agencies for re-use in both on-line (product hp.com web site pages, hp on-line stores) and off-line marketing and sales publications (product data sheets, guides, brochures) for end customers. for the Gemstone Database.
CAT	Customer Attribute Team	
CBC	Customer Business Center	
CBM	Current Business Manager	Responsible for the current business management of a set of hardware product categories engaging with regional category teams in addition to various other functional organizations (product management, R&D, HP marketing).
CBMF	Canon Business Management Forum	
CBR	Current Business Review	
CC	Core Commit	
CCC	Customer Care Center (Call Center)	
CCSM	Contact Center Support Management	

HP Acronym	Definition	Description
CD	Compact Disc	
CDA	Confidential Disclosure Agreement	A legally binding document in which binds an external party to protect confidential information.
CDI	Colorado Digital Imaging	
CDO	Core Delivery Office	
	Country Distribution Organization	
CDP	Central Direct Procurement	Corporate procurement group that performs a commodity mgmt. role for strategic commodities (negotiate price, etc.).
CD-ROM	Compact Disc read-only memory	
CDRW	Compact Disk Rewritable	
CDSM	Customer Driven Sales Methodology	HP's main Sales methodology.
CDT	Central daylight time	
CE	Corporate Enterprise	
	Customer Engineer	Engineer responsible for customer services.
CEM	Client Engagement Manager	The L&D liaisons to the business units. They partner with "Education Champions" from across their assigned businesses worldwide to identify, forecast and implement business critical training for those teams using L&D allocated funding dollars.
CEO	Chief Executive Officer	
CEP	Corporate Enterprise Public Sector	The HP Sales division that consists of corporate, enterprise and public sector sales segments.
CFC	Component Functionality Complete	A key milestone in the FW/SW development where all expected functionality has been delivered for all components. This date usually corresponds with a FW/SW build where all components have all expected functionality in place.
CFO	Chief Financial Officer	
CFR	Code of Federal Registry	
CFS	Customer Firmware Solutions	
CGL	Charge Generation Layer	

HP Acronym	Definition	Description
Chatter	Chatter	Social media tool built into the Salesforce.com tool to share information and training.
CI	Channel Inventory	Inventory that stays in Channel.
	Competitive Intelligence	
CID	Customer ID	
CIFS	Common Internet File System	
CIMS	Compliance Information Management System	
CIP	Consumer Imaging & Printing	
CIS	Customer Integration Services	Aka Factory Express - Services HP offers to customize the image on a PC product for a customer before shipping.
CLA	Corporate License Agreement	
CLCP	Converted Local Currency List Price	The transfer pricing basis for purchases by headquarters and sales entities.
CLE	Center for Leadership Excellence	One of the COE's in GTO. Their focus is to strive to develop great leaders at all levels of the organization that consistently help us to grow, thrive and win as a company.
	Compact Low End Printer	Name of portfolio segment.
CLEAR	Core Layered Embedded Software Architecture	
CM	Contract Manufacturer	A manufacturer that contracts with a firm for components or products.
CMCA	CLMS Management Charter Alignment	
CME	Communications, Media, and Entertainment	A collection of market segments identified by HP as a single target market.
CMIAL	Consumable Management Issues Alignment List	
CML	Controlled Materials List	
CMS	Configuration Management solution	
CMZ plus	Co-marketing Zone Plus	An advanced online tool where you can get access to HP's Co-Marketing campaign assets.
CNY	Chinese New Year	

HP Acronym	Definition	Description
CO	Customer Order	
COA	Certificate of Authenticity	Label issued by Microsoft, which states that the software loaded on a computer is original and that the licensing fee for using the software has been paid.
COB	Close of Business	
COE	Center for Excellence	A team, a shared facility or an entity that provides leadership, best practices, research, support and/or training for a focus area.
COGS	Cost of Goods Sold	The cost of a product including hardware costs, overhead, warranty, period costs, and trading costs.
Collate	Collate	Collate is an HP-internal, unofficial social networking tool that is similar to illumio. Collate uses tagging / interests and favoriting to present an aggregate of RSS feeds. You can see all the feeds on one screen.
Comm	Commercial	
Concentra	Concentra	HP's main repository for finished sales and marketing collateral pieces, collectively known as unstructured content.
Cons	Consumer	Division in HP that sells Consumer oriented products.
COO	Chief Operations Officer	
COS	Cost of Sales	COS = Material + Manufacturing Over-head + IDCs + Royalties + TE + Warranty + Variance.
CP	Concept Phase	Concept Phase occurs in the beginning of the program to define high-level concepts for the new product.
	Control Panel	
CPB	Copy Processor Board	
CPC	Consumer Personal Computers	Consumer PC Division refers to the consumer desktop division based in Cupertino, California.
CPE	Current Product Engineering	Phase of a product extending from Move to Product (MTP) to End of Life (EOL).
CPE1, CPE2, CPEn		Names given FW and SW releases that occur after the final release from R&D. These releases are managed by the CPE teams.
CPI	Commercial Printing Initiative	
CPIT	Current Product Issue Team	

HP Acronym	Definition	Description
CPL	Corporate Price List	The corporate database which shows all available products for sale by HP. See Blind CPL and Live CPL.
CPM	Copies Per Minute	
CMIT	Consumer Managed IT Products	
CPMO	China Procurement & Manufacturing Operations	Region: China (refers to both their operations region and their regional manufacturing site).
CPO	Core Planning Office	
CPP	Cost Per Page	
CPPM	Current Product Program Manager	Forerunner of QPM.
CPQ	Configure Price Quote	PC, Notebook for Consumers.
CPQA	Cartridge Production Quality Assurance	
CPR	Core Plane Registration	
CPS	Consumer Personal Systems	The Overall Process for Product Ordering from Configure to Quote.
CQ	Copy Quality	
CR	Change Request	Request to expand or reduce the project scope, modify policies, processes, plans, or procedures, modify costs or budgets, or revise schedules.
	Concept Review	Name of development phase.
CRASH	Continual Regression Automation Suite Harness	
CRDD	Customer Requested Delivery Date	
CREWS	Corporate Real Estate and Workplace Services	HP internal department managing all of HP's global real estate assets and responsible for delivering a workplace experience that fosters HP culture of innovation and reinvention.
CreST	Cross Reference Support Tool	
CRG	Cartridge	
CRM	Customer Relationship Manager	

HP Acronym	Definition	Description
CRP	Constraint Requirement Plan	Adjusted Requirement Plan considering constraints on production.
CRS	Customer Response System	
CRST	Cross Release Strategy Team	
CS	Customer Satisfaction	
	Customer Support	
	Computer Science	
CSBU	Commercial Systems Business Unit	Name of HP Business Unit.
CSIF	Customer Service Information Form	A globally standard web based application used to submit New Business Quote requests, Amendment requests, Order Booking requests, and 1st renewal quote rework requests from Sales into Customer Operations. The form is also used within Customer Operations to submit requests from Front Office to Back Office. The CSIF uses standard predefined fields to capture minimum required information the first time to provide a new business quote or an amendment to contract or renewal quote. The form reduces the need for follow up communication between sales and Customer Operations to clarify requests, thus freeing up time for Sales and Contract Administrators to focus on their core activities.
CSME	Center for Sales and Marketing Excellence	One of the teams in CSTE. Provide HP's sales force with industry-leading, timely, relevant learning solutions that contribute to the achievement of sales and business objectives.
CSN	Channel Services Network	HP Web-based management system and membership program for HP's authorized channel service partners.
CSO	Customer Service Order	Service Order placed by customer.
CSR	Customer Service Representative	
CSSM	Customer Sales and Support Manager	
CSSO	Customer Service Support Organization	
CST	Central Standard Time	
	Customer Stress Test	
	Customer Simulation Test	

HP Acronym	Definition	Description
CSTE	Center for Sales and Technical Excellence	One of the COE's in GTO. The mission of the CSTE is to provide HP's sales and technical workforce with industry-leading, timely, relevant learning solutions that contribute to the achievement of business objectives.
CTE	Center for Technical Excellence	The charter of the CTE is to establish and manage the content development and delivery expertise center for technical training for product, technology, solution, and services to meet the needs of the GBU's and Technical Functions on time, in business context, and at the best cost and required quality. Audience focus is traditionally services, do a lot of Pre-Sales work.
CTG	Cartridge	
CTL	Charge Transfer Layer	
CTM	Capable to Match	
	Configure to Match	The functionality in APO that matches supply to demand.
CTME	Current Technical Marketing Engineer	A key member of the technical marketing team and will be the technical expert on products, technologies and competitive positioning for current business.
CTO	Customized to Order	
CVT	Customer Validation Test	
CVN	Card Verification Number	
CW	Contingent Workforce	Workers defined as freelancers, independent contractors, consultants, or other outsourced and non-permanent workers who are hired on a per-project basis. .
D		
DAM	Distribution Account Manager	Primary fact to distributor.
DART	Deal Analysis Response Tool	A tool used worldwide to show margin at the SKU level.
DAY1	DAY1	Day of Deal Close.
DC	Design Concept	
	Direct Current	
	Distribution Center	A manufacturing location that is responsible for storing FGI units and shipping them to their final destinations. This is the last HP manufacturing step in the production process.
DCC	DC Controller	
DCE	Direct Customer Experience	

HP Acronym	Definition	Description
DCST	Digital Convergence Systems Team	
DCTO	Dynamic Configure to Order	
DD	Design Deadline	
DDD	Drop Dead Date	This is the last date for the final release of a R&D component that will allow Manufacturing to execute their normal production plan. If the release extends beyond this date, manufacturing must execute contingency plans and reduction of ramp margin, extra resources, and reduced supply at Introduction may result.
DDP	Delivery Duty Paid	
DDS	Digital Data Storage	
DDT	Design Defect Tacking	
DDU	Delivery Duty Unpaid	
DE	Development Engine	
	Design Evaluation	This phase comes after the DC (Design Concept Phase). The product is designed and prototyped using tooling and hand-built parts. This DE phase is completed with the DE Exit meeting.
DEF	Direct Engagement Form	
DEP	Dry EP	
DFx	Design For "x"	(i.e., manufacture, reliability, serviceability, etc.).
DGF	Demand Gen Funding	
Direct Channel		Service Only Channel Partner
DIY	Do It Yourself	
DLP	Department Laserjet Printing	
DM	Direct Material	
DMF-I	Direct Managed Fulfilled - Indirect	
DMO	Divestiture Management Office	A temporary project office to build a governance structure in place to align people, process, and systems with divestiture and separation objectives. counter party of IMO.
dMPS	direct MPS	MPS with HP direct resources.
DMR	Discrepancy Material report	

HP Acronym	Definition	Description
DNA	Direct Named Accounts	
DNS	Domain Name System	
DO	Design Objective	Name of development phase.
DO Checkpoint	Definition of Objectives checkpoint	Checkpoint with functional staff to complete the Definition phase. The PMT must demonstrate we understand the market driven customer requirements and have demonstrated strategic alignment, business alignment, and technical alignment of the NPI plans. The Investigation phase starts after the DO checkpoint is completed.
DOA	Dead on Arrival	
Dock Localization	Dock Localization	A manufacturing process where software, cables, and documents are put into final packaged products on the distribution center dock just before shipping the units to their final destinations. This process can be used as a contingency if software release is late.
DOE	Design of Experiment	
DOM	Direct Operations Manager	
DP	Definition Phase HP Product Life Cycle Phase	This phase is the very beginning of the lifecycle process where the charter is written and ratified, high-level requirements and schedule is defined, and high-level financials are completed. This phase ends with the DO checkpoint.
	Delivery Phase	The HP IPG product lifecycle phase that starts after the VR checkpoint and includes the ramp of the product. This phase is a soft transition to the Mature Operations phase but is usually officially ended with a VR2 checkpoint led by the Transition team.
	Design Phase	HP IPG product lifecycle phase that follows the investigation phase. This phase starts after the I/L checkpoint and ends with the DP checkpoint. The major tasks for this phase is to complete the design of the product and achieve full functionality of all components of the product. Detailed plans for all aspects of the program are developed. A supply chain and plan for production is also completed.
	Development Phase	Name of development phase.
DRM	Delivery Readiness Manager	Works with the PMT's to prepare HRGO for delivery as the courses are being scoped and built/acquired.
DS	Digital Signage	

HP Acronym	Definition	Description
DSMI	Direct Sales Management Information	
DSO	Digital Sender & Sys Archit.	
	Desktop Support Organization	
DSS	Direct Sales Support	
DT	Delta Test	
	Desktops	
	Distinguished Technologist	High Level Engineer with Bachelor's, Master's or PHD degree or equivalent with typically 15+ years' experience.
DTA	Design Target Agreement	
DST	Daylight saving time	
DUT	Device Under Test	
DVD	Digital Video Disc	
DVD R+W	DVD (read and write)	
DVD-ROM	DVD (read-only memory)	
DVR	Distributed Virtual RAID	
E		
E2E	End to End	Holistic representation of a process from start to end.
EAM	Enterprise Account Manager	
EB	Enterprise Business	HP business unit responsible for selling servers, storage and Enterprise services.
EBC	Ebusiness Consultant	
EC	Emerald City (SW)	
EC	Engine Communicator	
ECAR	Engineering Change Approval Request	
Eclipse	Pricing System	Pricing System for transactional business.
ECO	Ethics and Compliance Organization	HP's internal department to comply with all applicable laws and regulations everywhere HP operates.
eComCat	eCommerce Catalog	
ECN	Engineering Change Notice	

HP Acronym	Definition	Description
ECR	Engineering Change Request	
ECU	Engine Control Unit	
EDA	Enterprise Data Architecture	
ED1	Employee Day 1	Day 1 as HP employee.
EDI	Electronic Data Interchange	Orders & shipping info.
EDP	Express Decision Portal	Pricing system for partner MPS.
EDT	Eastern daylight time	
EDV	Electronic Disbursement Voucher	
EDW	Enterprise Data Warehouse	Name for data center consolidation and corporate reporting system for HP at corporate level.
EEM	Employee Expense Management	Global employee expense reimbursement tool developed HP internally.
EEP	Early Evaluation Program	
EER	Employee Electronic Reimbursement	HP only
EIO	External Input Output	
eIRG	electronic Instant Reference Guide	
ELF	Electronically Fulfilled Pack	
Eloqua	Eloqua	Marketing Automation Tool (Oracle SW).
EM	Engineering Month	
EM Date	End of Manufacturing	
EMEA	Europe/Middle East/Africa	Geographical classification of a sales region within HP.
EMR	Equipment Management & Remarketing	
EMRACQ	Equipment Management & Remarketing Acquisitions	
EMS	Event Management Services	
EMU	Environmental Monitoring Unit	
EOSL	End of Support Life	A company will no longer be providing technical support and other types of support services after this date.

HP Acronym	Definition	Description
ePAC	ePAC	ePAC is our print server provider (PSP) and they proof the materials for printing based on offerings in Grow @hp. Part of the Print on Demand Center.
EOL	End of Life	Designation for products that begins when there is roughly 90 days left.
EOM	End of Month	
EOU	Ease of Use	
EP	Environmental Protection	
EPDM	Enterprise Product Development Management	
EPP	Employee Purchase Program	
ER	Engineering Responsibility	
ERS	External Reference Specification	
	Engineering Release/Requirement Specification	
	Engineering Report Summary	
ES	Enterprise Services	HP business unit responsible for Enterprise services (for servers/storage).
ESC	Executive Steering Committee	A group of executives who provide strategic direction and is the decision-making body of the project, in charge of overseeing progress and facilitating global collaboration among the participants.
ESD	Estimated Ship Date	
ESF	Extended Sales Force	
ESG	Enterprise Systems Group	
ESM	Enterprise Storage Manager	
ESS	Enterprise Storage & Servers	
EST	Eastern Standard Time	
ETA	Estimated Time of Arrival	The estimated time of arrival of your orders that are not closed.
ETB	Electrostatic Transfer Belt	
ETD	Estimated Time of Departure	

HP Acronym	Definition	Description
ETW	External Temporary Worker	
EU	Europe (probably taken from European Union)	
EUE	End User Experience	
EULA	End User License Agreement	
EWS	Eclipse Web Service	
	Embedded Web Server	
EZConfig	EZConfig	Configurator used internally to create SKUs.
F		
F2F	Face to Face	A term associated with traditional classroom instruction where the instructor and students are in the same room.
Facebook	Facebook	Facebook is a free-access social networking website that is operated and privately owned by Facebook, Inc. Users can join networks organized by city, workplace, school, and region to connect and interact with other people. People can also add friends and send them messages, and update their personal profiles to notify friends about themselves.
FAQ	Frequently asked question	
FAST	Firmware Architecture Steering Team	
FAT	Full Acceptance Test	
FB	Facebook	See definition for Facebook.
FBR	Formal Business Review	
FCM	Final Configuration Matrix	
FD	Face Down (Tray)	
FDP	Feature Development Plan	
FE/BE	Front End/Back End	
FED	Federal	Sales team that sells to Federal Government customer.
FEU	Forty-foot equivalent unit	Container Size.
FFA	Field Failure Analysis	
FFGI	Factory Finished Goods Inventory	
FFPO	Fast First Page Out	

HP Acronym	Definition	Description
FGI	Finished Goods Inventory	
FIM	Firmware Integration Management	
FIR	Fast Infrared	
Flash	Flash	Forecasting for next 3 months.
FMTR	Formatter	
FPM	Future Product Marketing	Marketing Manager who leads the definition, development, and execution of product marketing programs for future products.
FPO	First Page Out	
FPR	Focal Point Review	
FQM	Fraud Queue Manager	
FRD	Firmware Requirement Document	
FRU	Field Replaceable Unit	Service Parts replaceable by Field Service Engineer.
FS	Fellowship	
FSO	Firmware Strategic Outsourcing	
FSR	Field Sales Representative	
FTE	Full Time Employment	
FTME	Future Technical Marketing Engineer	A key member of the technical marketing team and will be the technical expert on products, technologies and competitive positioning for future product.
FTO	Flexible Time Off	HP term for vacation time.
FTP	Focused Test Plan	
FTT	First Time Through	
FU	Face Up (Tray)	
FW	FirmWare	
FWR	Facilities Work Request	
FY	Full year	The prefix FY before a year means full-year. For instance, FY18 means full HP calendar year from November to November.
FYI	For Your Information	

HP Acronym	Definition	Description
G		
GA	Global Analytics	
	Graphical Artists	
GAM	Global Account Manager	Responsible for managing large corporate global account(s) spanning different BU's and regions. This is a senior role focused on building and sustaining executive-level relationships to ensure solid customer retention strategy, managing account-level profitability, directing and growing globally based team members. The GAM sales at higher level and is responsible to grow HP share in strategic services and solutions areas. Measured on global revenue and performance of assigned account(s).
GBDM	Global Business Development Manager	Supports Global Volume Business, Global Sales activities in a specific geography for Volume Products and Global Accounts.
GBE	Global Business Express	
GBR	General Business Review	
GBS	Global Business Services	
GBU	Global Business Unit	An organization or organizational subset that is independent about one or more accounting or operational functions.
GCC	Global Competency Center	Level 2 remote support. Takes technical elevations from level one and tries to resolve. Is often able to read crash dumps and error logs to find the root cause of the problem.
GCM	Global Content Model	A model used "to improve the uniformity and consistency of the structure of training content developed by the Worldwide Center of Expertise for Technical Content Development (CETD) Global Development Organization to facilitate more cost-effective, efficient reuse and customization of training content to meet regional training needs. "
GCSN	Global Channel Service Network	HP Web-based management system and membership program for HP's authorized channel service partners.
GDI	Graphical Device Interface	
GDL	Guadalajara	
GEB	Global Enterprise Business	
GEM	Global Equipment Management	Process used by CSTE to get equipment for development and delivery.

HP Acronym	Definition	Description
GEMS	Global Environmental Management System	HP Internal System to manage Environmental subjects.
GF	GForce	GForce supports goals to lead in the global accounts space by investing in sales coverage and people, and training account teams in opportunity planning, account development, and cross-culture collaboration.
GI	Global Indirect	
GIS	Global Info Systems	
Global Newton		In-house project of HP which handles post sales warranty for HP products.
GLSM	Global Sales Account Manager	Title of the sales role that sells to global accounts within HP.
GM	General Manager	
	Gross Margin	Net Revenue – COGS.
GMT	Greenwich mean time	
GP	Global Procurement	
GPC	Global Partner Conference	
GPF	General Protection Fault	
GPG	Global Production Global	Central database where HP stores its product master data.
GPL	Global Partner Learning	Ensure that training and certification exams exist for HP Channel Partners so that they are competent and "allowed" (through certification) to sell and service HP products/services.
GPO	Global Product Offerings	
GPS	Global Procurement Services	Asia-based group within HP that houses a pool of resources that can be used to run your business on a contract basis.
GPSy	Global Pricing System	HP Internal system storing price information of products.
GR	Ground Rules	A list of acceptable and unacceptable behaviors adopted by the project team to improve working relationships, effectiveness, and communication (PMI PMBOK).
GRA	Global Reseller Alliances	HP Internal organization taking care of real estate.
GRE	Global Real-estate	
GRM	Global Response Management	HP system that manages response from customers.

HP Acronym	Definition	Description
GSB	Graphic Solutions Business	HP internal group that sells graphic printing products and services.
GSC	Global Solution Center	Typically provides level one remote support. Takes the call from the customer, does fault isolation and resolves the call if possible. If not, elevates a technical issue, escalates a business issue.
GSCV	Global Specials Creation Validation	
GSE	Global Solution Engineering	Provides Level 3 remote support. Typically, the last point of technical elevations before it gets to R&D (only business critical issues not resolved due to a flaw in the product get elevated to R&D).
GSO	Global Supplies Organization	
GSM	Global Sales/Solutions Manager	
GTM	Go to Market	Strategies and tactics to touch and interact with a customer.
GTO	Global Talent Organization	Comprised of people development from an environment perspective (VOW, Career Development Resources), L&D Operations, Communications, and 3 Centers of Excellence.
GVISR	Global Volume Inside Sales Rep	
GVP	Global Volume Program	
GVSR	Global Volume Sales Rep	
H		
Hard Roll	Hard Roll	Make the ECN Change Immediately. Scrap the old material.
HAST	Hardware Steering Team	
HC	Headcount	An excel reporting file of employees.
HD	Hard Drive	
HE	High End	
HEBoD	High-End Board of Directors	
HFE	Human Factors Engineer	
HGM	Hardware Gross Margin	Hardware Net Revenue minus COGS. Only includes hardware. Supplies is not included.

HP Acronym	Definition	Description
HHO	Home & Home Office	A leading e-retailer of personal digital solutions, featuring a complete selection of trusted HP home and home office products.
HID	Home Imaging Division	
HP Forums	HP Forums	Welcome to the HP Forums! The forums are threaded discussions where you can ask questions, share knowledge, and discuss a wide variety of topics with colleagues around the world. The HP forums are organized around business topics. You do not need to sign up to participate -- anyone in HP can read and contribute to the forums. However, you might find it useful to subscribe to forums you are particularly interested in so you receive email notification of new posts.
HP MyRoom	HP MyRoom	Allows you to attend certain online HP training courses.
HP Sales Central	HP Sales Central	New tools, new content, and new ideas to help you reinvent success. Like real-time content syndication, customizable presentation content, and off-the-shelf fresh marketing assets.
HP University	HP University	A one-stop shop for critical sales skills training which offers diverse blended learning offerings, personalized relevant content, and continuous learning.
HPD	HP Direct	
HPedia	HPedia	HPedia is "HP's wiki encyclopedia." This project has an ambitious goal: to capture all the knowledge inside HP that is permitted to be shared among everyone inside the HP firewall (i.e. no material should be shared here that requires special authorization). The "capture" is in the form of encyclopedia articles that (1) summarize the topic and (2) link to details stored at other repositories.
HPES	HP Education Services	Sell and deliver training to customers. We share a lot of content and other resources (equipment, instructors) as appropriate
HPFS	Hewlett Packard Financial Services	Name of company providing financing services (lease etc.).
HPPF	HP Partner First	Name of HP Partner Program and Portal.
HPPN	HP Part Number	HP Sales/Service Part Number.
HPS	Hewlett Packard Services	
HPSIC	HP Services Information Center	

HP Acronym	Definition	Description
HPVL	HP Virtual Labs	The HP Virtual Labs (HPVL) environment provides remote access to hardware and software that can be configured for "hands-on" activities as part of a training program. By centralizing the equipment and enabling it for remote access, delivery organizations can reduce their individual investments in lab equipment. The HPVL environment provides a unique set of services, including authentication, scheduling, configuration, lab definitions, image store, and 24x7 support services.
HPVR	HP Virtual Rooms	HP Virtual Rooms are online meeting, collaboration, and training. These rooms have a subset of the features available. See HPVTR
HPVTR	HP Virtual Training Room	HP Virtual Training Room is a full-featured e-learning and meeting environment with many of the features you expect from traditional web collaboration tools plus features to enhance your training events such as breakout rooms, survey, and question management. The backpack feature allows you to easily move and save content from repeatable events to save time and increase productivity.
HR	Human Resources	HP internal group that supports employees.
HRGO	Human Resources Global Operations	Outdated term for a group within HP. Delivery planning and execution, scheduling and logistics. Ensures that courses can be delivered (rooms, equipment, content on the system, vendors as appropriate).
HRGS	HR Global Service	Name of Services provided by HP HR.
HRIT	HR IT System	IT systems used for HR.
HW	Hardware	Hardware. This includes all electrical engineering activities including ASIC development and PCA development.
HW Engineers	Hardware Engineers	Hardware Engineers who provide installation service.
I		
I&C	Information and Consultation	The process of keeping employees informed about workplace issues.
I/L	Investigation to Lab	Name of development phase.
I/L Checkpoint	Investigation checkpoint	
I/O	Input/Output	
IB	Installed Base	A measure of the number of units of a system in use in the market.
IBC	International Business Center	

HP Acronym	Definition	Description
IBF	Inbound Freight	Cost of shipping product components from vendor to product completion center.
IBM	In-Box Material	
IC	Inter-Company	
ICB	Inner connect Board	
	IPS Commercial Business	
ICC	Integrated Call Center	
ICO	IPS Category Operation	
IdeaVine	IdeaVine	HP IdeaVine is a web application that allows you to submit an idea that will be reviewed by all and will be promoted, based on popularity, to the main page. When a user submits a new idea, it will be placed in the "unpublished" area until it gains an adequate number of votes and thus be promoted to the main page. Ideas that do not garner enough support will simply wither with time. Ideas can be voted upon by simply clicking on the "vote" icon, next to the idea title. The number within the vote icon tracks the number of people supporting this idea. Users are encouraged to comment upon others' ideas and likewise to contribute their own ideas. The most popular ideas hopefully will gain traction and be developed.
IDC Index	Inventory Driven Cost Index	An average of competitor list prices for a specific product; also, called the "Smart Index".
IDOC	Intermediate Document	
IDS	International Direct Shipments	One supply chain modality whereby the forecast is sent to the ODM, inventory is positioned in a hub, the sales order/purchase order is sent to the ODM and the ODM ships directly to the revenue paying customer.
IESO	Internet Enabled Supplies Ordering	
IETF	Internet Engineering Task Force	
IFS1	Integrated Financial System	Financial statement that only includes Hardware revenue and gross margin.
IFS2	Integrated Financial System	Financial statement that includes both hardware and supplies revenue and gross margin.
IFS3	Integrated Financial System	Financial statement that includes hardware, supplies, and other returns from extended warranties, support contracts, and bounty.

HP Acronym	Definition	Description
IGM	IPS Group and Marketing	
IHP	In-House Publishing	
IHPS	Inkjet High-speed Production Solutions	A name of division in charge of commercial production printing, e.g. Inkjet Web Press.
IIPS	Internet Imaging and Printing Systems	
ILT	Instructor Led Training	Courses delivered and led by an instructor. Can be delivered with a combination of live or remote students and/or equipment (see HPVR and HPVL).
ILP	Internet List Price	HP's price listed on HP.com.
IMO	Integration Management Office	A temporary project management office that drives development of overall integration plans, including all the integration projects, communications plan, and synergy benefits and defines and manages integration processes, including functional work plan reviews, cross-functional collaborations, issue management and executive status updates.
IMPS	indirect MPS	MPS through HP channel partners.
Indirect Channel	Indirect Channel	Channel Partner doing both Sales and Services.
IP	Intellectual Property	Organization which helps manage the lifecycle of HP's portfolio of IP assets, including patents, trademarks, copyrights, trade secrets and know-how.
	Internet Protocol	
	Investigation Phase	HP IPG product lifecycle phase. This phase is after the definition phase and starts after the DO checkpoint. The objective of this phase is to show feasibility of all aspects of the program plan. All preliminary detailed development plans for all areas must be completed in this phase. The Investigation phase ends with the I/L Checkpoint.
	Imaging Products	
	Issue Path	
IPA	Image Placement Accuracy	
IPD	Inkjet Publishing Division	
IPG	Imaging and Printing Group	Outdated legacy term for the business unit within HP that used to sell the printing product line only.

HP Acronym	Definition	Description
IPGA	Imaging and Printing Group America	Outdated legacy term for the business unit within HP that used to sell the printing product line only.
IPMO	Imaging and Printing Manufacturing Organization	
	Imaging and Printing Manufacturing Operation	
IPP	Internet Printing Protocol	
IPS	Imaging and Printing Systems	
IPX	Inter-network Package Exchange	
IQ	Image Quality	Image quality of the copied or scanned image coming from the scan module. IQ is focused on scan image quality and copy image quality. Print Quality (PQ) is focused on the image quality of the printed image.
IRG	Instant Reference Guide	
IRT	Integrated Readiness Team	The PSM will pull together a team comprised of regional PSM's, a LPM, supply chain, services marketing, services business planners and others that are required to ensure the product, solution or service can be supported by Technology Services.
IS	Inkjet Systems	
	Laserjet Imaging Supplies	
	Image Scanner	
ISA	Image Scanner Assembly	
ISCS	Integrated Simple Commerce Solution	Consolidates current platforms to create a flexible, scalable, efficient solution to drive customers and partners purchasing and to boost brand loyalty. Specifically, ISCS combines the Americas direct and hybrid eCommerce business back-end systems into a single integrated platform with multiple fulfillment options.
ISD	Imaging Solutions Division	
ISO	Inkjet Supplies Operations	
ISR	Inside Sales Representative	Call center sales rep that sells business-to-business on the telephone usually supporting the field outside rep.
ISS	Industry Standard Servers	

HP Acronym	Definition	Description
ISVs	Independent Software Vendors	
ISW	Imaging Solutions for the Workplace	
IT	Information Technology	
ITB	Intermediate Transfer Belt	
ITP	Inkjet Technology Platforms	
J		
JDI	Jet-Direct Inside	Networking on formatter.
JDT	Joint Drop Test	
JET	Joint Evaluation/Engineer/Engine Test	
JLA	Job Length Assurance	
JTP	Joint Test Plan	
K		
Kick-Off Meeting	Kick-Off Meeting	A meeting held to start an activity. This meeting will include all the groups involved in the activity. Project objectives, roles and responsibilities, schedule, and budget are usually discussed in these meetings.
L		
L&D	Learning & Development	HP Learning & Development organization.
LA	Latin America	A geographical sub-region within HP.
LADO	Latin America Distribution Organization	
LAN	Local-area network	
LBP	Laserjet Business Printing	
LCL	Lower Confidence Level	
LCLP	Local Currency List Price	A local currency list price must be established for each new product/service in every country where the product/service will be specifically market priced by an HP subsidiary. LCP (quantity 1 price) is a fully delivered price that is Delivered Duty Paid (DDP). Shipping and handling charges by be listed separately on HP's invoice, when not included in the product's price. The end-user customer or channel partner may qualify for an LCP that is Delivered Duty Unpaid (DDU),

HP Acronym	Definition	Description
		in which case the customer's designated forwarder or agent arranges customs clearance, pays all pertaining duty and tariffs, and delivers the products.
LCM	Life Cycle Management	
LCMS	Learning Content Management System	Generically a term used for a learning content repository. For CTE, it also refers to Saba Content Manager, a repository for the learning content (instructor guide, student guide etc.).
LCPL	Live Customer Product List	
L&D	Learning and Development	Legacy term for an internal group within HP global functions that supports Training development, delivery and deployment at the Worldwide level.
LDAP	Lightweight Directory Access Protocol	
L&OD	Learning and Organizational Development	Term for an internal group within HP global functions that supports Training development, delivery and deployment at the Worldwide level.
LE	Low End	
LEBoD	Low-End Board of Directors	
LES	Laserjet and Enterprise Solutions	Name of HP Portfolio.
LES Value	Laserjet and Enterprise Solutions Value High	Name of HP Portfolio.
LES Volume	Laserjet and Enterprise Solutions Volume	Name of HP Portfolio.
LESA	Laserjet and Enterprise Solutions Americas	Name of HP Portfolio.
LFD	Large Format Design business	Name of HP Portfolio, Designjet printers.
LFP&I	Large Format Production & Industrial	Name of HP Portfolio.
Live CPL	Live Corporate Price List	The date at which the product is widely available on the corporate price list. This date occurs on the first working day of the month. Live CPL is also considered the Introduction date for the PMT.
LJ	Laserjet	Name of HP Portfolio.
LJB	Laserjet Business	Name of HP Portfolio.

HP Acronym	Definition	Description
LLC	Long Life Component	Supplies with high capacity.
LM	Lab Manager	
LMS	Learning Management System	Typically allows learners to access learning and keep track of progress. Saba is a type of LMS.
LOA	Leave of Absence	
LOB	LAN on Board	
	Line of Business	
LOR	List of Records	
LP1, LP2, LP3,...	Lab Phase Prototype	Lab Phase involves assemblies using early designs and early tooling.
LPF	Lowest Proposed Fare	
LPM	Learning Program Manager	They scope, design, and develop learning solutions based on business requirements and funding provided by: Business, Business L&D.
LPT1	Parallel port on printer	
LRAM	Large Retail Account Manager	Manages large retailer for a specific large country.
LSP	Logistics Service Provider	Distribution partner who provides logistics services.
LSR	Logistics Service Representative	
LST	Local standard time	
LTB	Last Time Buy	Used when a component/product is going to become EOL.
LTF	Long Term Forecast	
LTP	Long Term Plan	3~5-year plan.
LVPS	Low Voltage Power Supply	
M		
M2C	Monochrome to Color	
MAD	Major Accounts Direct (old name of Corp/Enterprise)	
MASE	Master Accredited Systems Engineer	The flagship credential available from HP, the Master ASE requires an individual to gather customer business requirements, and design, integrate and support a full solution including application, middleware, platform, operating system, storage, network and option components.

HP Acronym	Definition	Description
MASS	Marketing Application Support & Services	Set of HP marketing application and services.
MBM	Multi-Bin Mailbox	
MC	Market Commitment	
MCC	Manual Comp Claims	
MDA	Market Development Agreement	Agreement with Microsoft whereby we receive Marketing funds from them.
MDCP	Master Data Control Points	
MDT	Mountain Daylight Time	
MES	Managed Enterprise Solutions	
	Manufacture Execution System	Product information spreadsheet.
MESA	Managed Print Services America	
MFD	Multi-Function Device	
MFP	Multi-Function Printer	1) A generic term for a printer that provide additional features like Copy, Scan, and Fax in addition to printing. 2) Traditional term for multi-function printers for small workgroups, large workgroups, and enterprise customers in a managed environment sold through the commercial accounts and direct sales.
MIBI	Mean Images Between Interventions	
MIBJ	Mean Image Between Jam	
MIBM	Mean Image Between Multi-feed	
Microblogging	Microblogging	A short post describing what the writer is currently doing or thinking. Sometimes there is a character limit like on Twitter, a micro-blogging tool.
Mission Critical	Mission Critical	A portfolio of services providing more proactive support through Critical Service, Proactive 24 Service, SAP specific Services, or Proactive Select Service.
MLK	Mid Life Kicker	Used as a suffix to a current product name to describe the next generation project (Ex: Black Rock, Black Rock MLK). An -R suffix means the next generation project is a new engine design.

HP Acronym	Definition	Description
MMO	Mercosur Manufacturing Operations	
MOC	Management of Change	The process, tools and techniques to manage the people side of change to achieve the required business outcome.
MOH	Manufacturing Overhead	This includes fixed costs such as production tooling, R&D funds transferred to manufacturing, organizations like Operations, Global Sourcing and Procurement.
MP	Manpower	
	Mass Production	
MPA	Manufacturing Partner	Partner who provides electronics manufacturing services.
MPI	Restriction on Hazardous Substances	
MPO	Market Price Optimization	Over the years, HP has established many processes for product pricing that have become complex and in some cases left gaps which complicated end-to-end pricing strategies. In an effort to standardize and improve the accuracy for some of the pricing efforts the MPO Program was established.
MPM	Manufacturing Program Manager	
MPS	Managed Print Services	
MPT	Multi-Purpose Tray	
MPX	Multi-Function X	
MR	Manufacturing Release	Name of development phase.
MRR	Monthly Run Rate	Monthly Sales Volume.
MRS	Material Reference Server	
MS	Managed services	
	Microsoft	
MSDS	Material Safety Data Sheet	
MSI	Multifunction Systems and Infrastructure	
MSL	Materials Science Lab	
MST	Mountain standard time	
MT	Mass Trial	

HP Acronym	Definition	Description
MT-F	M T Final	
MTM	Metrics That Matter	Company that proctors level 1 (post course) evaluations.
MTTR	Mean Time to Repair	
MW	MicroWorks	
MWS	Mobile Workstations	
MX	MotoCross	
N		
NA	North America	
NB	Notebooks	
NBO	New Business Opportunity	
NC	Non-Conformity	Failure or refusal to conform to a prevailing rule or practice.
NCLI	Net Customer Loyalty Index	
NCS	No Charge Shipper	
ND	Not a Defect	
NDA	Non-Disclosure Agreement	End-user customers are required to sign a NDA before channel partners can communicate new product prices that have yet to be released for General Market Availability (i.e. remaining in Selective Availability "SA" lifecycle status).
NDP	Net Dealer Price	Transfer Price Subsidiary to Disty.
NDS	Novell Directory Services	
NEAR	Non-Employee and Recruit Travel	
NEIL	Norm Engine Interface Layer	
NEO	New Employee Orientation	Structured classroom events to orientate new colleagues to the business and culture of HP.
NetBIOS	Network Basic I/O System	
NF	No Fix	
NGAT	Next Generation Architecture Team	
NNI	Not Nettable Inventory	Inventory that can't be touched either because it is sold or because it is damaged.

HP Acronym	Definition	Description
NPI	New Product Introduction	Phase that encompasses the first part of the product lifecycle from introduction to learning curve to ramp and the next phase is sustaining.
NPS	Net Promoter Score	A management tool that can be used to gauge the loyalty of a firm's customer relationships.
NR	Net Revenue	A company's revenue net of discounts and returns.
	Non-Reproducible	
NRP	Net Requirements Plan	Signal sent to supply base that is netted of shipments, finished goods inventory and has planning lead-time offsets applied (lead-time offset is an algorithm applied to a demand forecast which moves it forward in time to account for the time it takes to accomplish a step in the planning or manufacturing process).
NTF	No Trouble Found	
NVRAM	Non-Volatile RAM	
O		
OBS	Obsolete	
OBF	Outbound Freight	Cost of freight for shipment of FGI product to channel or end-customer.
OCs	Opportunity Consultants	
OCPP	Operational Cost Per Page	Operational Cost for printing one page.
OCT	Order Cycle Time	The time it takes from receipt of a customer order until the moment they receive the ordered product.
OD&S	Organization Design & Selection	The process of designing organization and selecting leader and members.
ODM	Original Design Manufacturer	Partner providing DESIGN services and where appropriate manufacturing.
ODV	Optical Density Variation	
OEC	Original Equipment Costs	The amount financed in a lease agreement; sum paid to the manufacturer for equipment associated with a finance agreement (discounts not withstanding).
OHP	Original HP Supplies	Original Supplies made by HP.
OHT	Over Head Transparency	
OE	Operational Excellence	

HP Acronym	Definition	Description
OEM	Original Equipment Manufacturer	HP installs a customer's branding on top of the HP product before shipping.
OF	Order Fulfillment	
OJ	Officejet	
OM	Order Management	
OMNI		HP's Graphical User Interface Brand.
OneHP	One HP	Internal HP Social media tool.
OO	Open Order	Order dropped by region but not yet shipped by ODM as a finished good.
OOBE	Out of box experience	
OP	Operating Profit	Profit left after subtracting OPEX expenses such as R&D, marketing, and administration expenses. Gross Margin - OPEX.
OPAL	OPAL	HP's Marketing Management System used before Eloqua.
OPC	Organic Photo Conductor	
OPEX	Operating Expenses	Expense that includes R&D costs, marketing costs, and administration costs required to develop, market, and support products.
OPP	Opening Price Point	Product with the lowest price for a segment.
OPS	Office Printing Solutions	
	Operations Group	
OPSS	Office Products Super Store	
Org	Organization	
OS	Operating System	
OSR	Outside Sales Rep	
OSS	Order Status Suite	
OTD	Order to Deliver	
OTO	Offering to Order	
OTS	Order to Ship	
OTTER	On-line Tracking of Targeting & Expense Reporting	
Outlook	Forecasting for next month	Forecasting for next month.

HP Acronym	Definition	Description
OZ	High-end firmware code base	
P		
P&D	Planning & Development	
P&L	Profit & Loss Statement	
PAC	Percent Area Coverage	
	Political Action Committee	
pAIR	product (H/W) AIR	Annualized Rate of Intervention caused by HW issue.
PAM	Product Authorization Matrix	
PAMS	Product Attribute Measurement and Specifications	
PartSurfer	PartSurfer	HP Web Site with part information by product number, serial number, model name, or part number.
PATSy	Purchase Agreement Tracking System	System that provides a catalog of marketing programs, discount histories, and product information contains the most current purchase agreement information for each customer to track orders and shipments placed against agreements (performance tracking) and allows agreement performance to be tracked in local currency. Provides real-time discount information being used until PRS is adopted.
PATT	Product Automated Test Tool	
PBM	Partner Business Manager	Sales accountable for partner sales, marketing, support, training, and funnel management at designated partner headquarters.
PBS	Power Banding Spectrum	
PC	Personal Computer	
PCA	Printed Circuit Assembly	Generic name for an electronics assembly which includes electronic components and a printer circuit board.
PCB	Printed Circuit Board	The multi-layer circuit board that is the foundation for a printed circuit assembly that provides the pads and connections required for the electronics design.
PCC	Product Completion Center	A manufacturing assembly location where the final product is integrated, tested, and put in the final packaging.
PCD	Primary Charge Data	
PCE	Product Completion Engineering	

HP Acronym	Definition	Description
PCL	Printer Control Language	
PCO	Product Change Order	Official change process used in production after a component has been released to production. All changes to the form, fit, or function of a component or assembly must use the PCO process.
PCOMM	Pricing Communicator	
PCR	Primary Charge Roller	
PD	Partner Direct (old name of Source Sales)	
PDL	Page Description Language	
	Public Distribution List	
PDIM	Prime Deal Information Management	
PDM	Product Data Management	Name for data elements and process used to manage product data such as bills and material, product characteristics, etc.
PDS	Product Data Structure	
PDT	Pacific daylight time	
PE Date	Planned End of Sales & Manufacturing	
PET	Prototype and Emulator Team	
PFP	Print for Pay	
PFR	Pay for Results	
PG	Product Generation	
PGC	Product Generation Council	
PGM	Program Manager	A manager responsible to deliver to the product charter objectives working with a cross-functional team.
PGS	Payment Gateway Services	
PH	Paper Handling	
PH Web	Product Hierarchy Web	HP IT system storing product information.
PHAT	Paper Handling Architecture Team	
PHIT	Paper Handling Integration Team	

HP Acronym	Definition	Description
Phoenix	Low-end firmware code base	
PIDC	Photo Induced Discharge Characteristics	
PIM	Product Information Management	
PJL	Printer Job Language	
PL	Product Line	
	Product Leadership	
PLC	Product Life Cycle	
PLE	Personal Low-End	Lowest Market Segmentation in OPS.
PLE-L	Personal Low-End Laser	Lowest Market Segmentation of Laser.
Pligg	Pligg	Pligg is an open source implementation of Web 2.0 features available on sites like digg.com. Pligg, originally named menéame in Spanish, is a web application that allows you to submit an article that will be reviewed by all and will be promoted, based on popularity, to the main page. When a user submits a news article it will be placed in the "unpublished" area until it gains sufficient votes to be promoted to the main page. The original source for this system is taken from Pligg which in turn was influenced by the extremely popular English technology site digg.com.
PLS	Personal Laserjet Solutions	
PM	Project Manager	Manager of people involved in a specific function like firmware, software, or engine.
PME	Product Marketing Engineer	Marketing lead responsible for representing marketing in the PMT. They work closely with the WW and regional marketing organizations to estimate volume, define customer needs, and develop marketing messaging and execute go-to-market activities in preparation of the new product.
PMI	Post-Merger Integration	The part of the merger process, following the closing of the merger agreement itself, in which the assets, personnel, and business activities of the two companies participating in the merger are combined.
PML	Printer Management Language	
PMM	Partner Marketing Manager	Marketing consultants and business lead in support of increasing sales pipeline via Co-Marketing/demand generation with an assigned set of top partners.

HP Acronym	Definition	Description
PMP	Procurement Management Process	The PMP applies to the management of strategic commodities and suppliers providing HP with direct materials, capital equipment, contract manufacturing, and product design services within the world-wide Direct Procurement community. The HP Procurement Council sponsors the PMP and endorses its use.
PMPS	Printer Manager Print Services	
PMT	Portfolio Management Team	HP team responsible for managing SC infrastructure investments under the HP SC Council.
	Program Management Team	A cross-functional team who is responsible for developing and releasing a product consistent with the product charter.
PND	Price Non-Disclosure	
PND Adder	Price Non-Disclosure Adder	The difference between the component sell price and the HP buy price.
PO	Purchase Order	A purchase order (PO) is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the buyer. Sending a PO to a supplier constitutes a legal offer to buy products or services. Acceptance of a PO by a seller usually forms a once-off contract between the buyer and seller, so no contract exists until the PO is accepted
Polaris	Polaris	HP Finance System.
POP	Procurement Operations Plan	Extended: includes core members and stakeholders who influence and have dependencies on training.
POR	Plan of Record	
Portfolio	Current + 2 Year Product Line Up	Current + 2 Year Product Line Up.
POS	Point of Sale	
POST	Planning, Ordering, and Scheduling Tool	The Planning, Ordering, and Scheduling Tool provides Business L&D, HRGO, and GBS a single mechanism to align their budgets, plan for delivery orders, and schedule offerings in Grow @hp.
PP1, PP2, PP3, ...	Production Prototype builds	PPx builds represent refined designs and refined tooling and represent prototypes using production processes. These prototype builds are near the end of development.
PP	Printing Platforms	
PPCU	Paper Path Control Unit	

HP Acronym	Definition	Description
PPM	Parts Per Million	
	Pagers Per Minute	
	Printer Product Manager	
PPP	Planet Partners Program	HP Recycle Program.
PPQA	Product Planning Quality Assurance	
	Printer Production Quality Assurance	
	Peripheral Production Quality Assurance	
	Pick Pack Ship	
PQ	Print Quality	Processes focused on evaluating and improving the image quality of the printed image. Image Quality (IQ) focuses on the quality of the copied image and the scanned image.
PR	Pilot Run	The first two weeks of production where factory carefully verifies the production parts, processes, and Mfg. variability. This usually starts 1-3 weeks after MP approval. MP phase starts immediately after the PR phase is completed.
PRN	Parent Reference Number	
PRISM	Product Information System	HP Internal system storing product information.
PRS	Pricing Reference Service	Supports the goal to enable HP business to move forward with migrate pricing to HP's strategy platform (SAP), create and implement more complex pricing strategies, sell more products, including configurable products on the internet, and reduce the total number of applications, tools and people involved in the sales process.
PS	Product Steward	
	Postscript	
	Public Sector	Division within PPS Sales division that sells to the Public Sector customer base.
PSA	Printer Server Appliance	
	Professional Service Agreement	Term used for the Contingent Employees contracts.
PSC	Payroll Services Center	
	Product and Services Catalog	

HP Acronym	Definition	Description
PSG	Personal Systems Group	Outdated legacy term for the business unit within HP that used to sell the PC product line only.
PSM	Product Service Manager	PSM ensures that the field is ready to support products/solutions in accordance with the HPS portfolio, to partner with the regions to jointly grow the service business, and to support our employees in excelling at their work. We are also responsible for ensuring that the processes are in place to enable the delivery of new services across all HP's products through our Service Capability Engineering Team. an individual PSM may be responsible for all the service life-cycle — pre-assessment, assessment, introduction, sustaining, and end-of-service-life — or only a portion of the life cycle, e.g. Introduction-focused PSM, Sustaining-focused PSM.
PSM	Procurement Solution Manager	
PST	Pacific Standard Time	
PTB	Product Take Back	
PVR	Personal Video Recorder	
PVT	Product Verification Test	
PWA	Page Wide Array	Inkjet Technology that print entire line at once.
PWC	Pulse Width Count	
PWG	Printer Working Group	
PWM	Pulse Width Modulation	
PWP	Pagewide Web Press	Name of HP Production Printer portfolio.
Q		
Q1 (Q2-Q4)	Quarter 1	The letter Q preceding a number usually indicates the word "quarter".
Q2C	Quote to Cash	
QA	Quality Assurance	
QAP	Quota Assignment Planning	The process to deploy QCV amounts to accounts, territories, and sales employees.
QAT	Quick Action Test	
QBR	Quarterly Business Review	Meeting held between HP and its ODMs where management discusses performance feedback and makes plans to improve.

HP Acronym	Definition	Description
QCV	Quota Compensation Value	The conversion of Budget planning numbers (using adders and uplifts) to generate a country/sub region level quota number. This quota number is deployed by the country/sub region to the lowest level; this may be to account, territory, a combination of account and territory, or to the sales employee.
QPM	Quality Program Management	
QPT	Quality Program Team	
Qual	Qualification	Engineering process to test and approve a component for use on a notebook platform.
QSA	Quality Survey and Action	
QSI	Quality Sharing Initiative	
	Quality Supply Initiatives	An initiative in LaserJet many years ago, initiated to improve the quality of new products during the ramp to find and fix quality problems as early as possible.
	Quality System Initiative	
QUARTZ	Life test file/Database system	
QuEST	Quality Enabled Synchronized Throughput	
QVC	Quick View of Cases	
QX	Quality Improvement	
R		
R	Replacement	
R&D	Research and Development	
R/W	Read/Write	
RA	Risk Avoidance	Create changes to the PR that are meant to either eliminate the risk or to protect the project objectives from its impact. This may involve relaxing the time, cost, scope, or quality objectives. (PMI PMBOK)
RACI	RACI Matrix	Matrix that shows all the colleagues involved in the project related to all the tasks that should be performed for implementation. RACI stands for the 4 levels of involvement: Responsible, Accountable, Consulted and Informed.
RAIL	Remotely Assisted Instructional Learning	With RAIL, HP delivers the in-depth training you need in real-time over the internet.

HP Acronym	Definition	Description
RAM	Retail Account Manager	Manages relationship with group of specific retail accounts.
Ramp	Ramp	Ramp is during the first 3-6 months of production from Start of Production to when the production has achieved mature operation.
RAS	Roadmap Administrative System	
RBTO	Regional Built to Order	Assembled in and shipped in a Region (commercial only).
RBU	Regional Business Unit	
RC1, RC2, RC3	Release Candidate	FW/SW drops late in the NPI development that have most defects fixed and may be candidates for the final release. Changes to the FW/SW are kept to the absolute minimum for release candidates.
RCM	Regional Cycle Manager	Normally on the retail side, functions as an expeditor between the GBU and assigned RBU for critical issues.
RCTO	Regional Configuration to Order	Supply chain model using postponement and configuration of subassemblies in regional sites.
RDC	Recovery Distribution Center	Name for the team who do all the activities necessary for the re-work of a product.
RDDR	Reverse Data Distribution Review	
RDT	Release Delivery Team	
	Resource Development Team	
Refurbished	Refurbished	Process which involves cleaning, data wiping, testing and repairing used assets to get them to a state where they are fully operational, aesthetically appealing and marketable on the secondary market.
Region	Region	A geographic area within a Global GEO – i.e.: Latin America, Nordics
Reliability	Reliability	The probability of a product performing its intended function under specific conditions for a given period.
Re-Marketing	Re-Marketing	Resale of the equipment by the Lessor after the lease has been terminated.
Reseller	Reseller	The provider of equipment and/or services for the Lessee. A Reseller is also referred to as a Vendor or Supplier.
RET	Resolution Enhancement Technology	

HP Acronym	Definition	Description
Rev A	Revision A	Represents the first release of a component used in production. When a component is Rev A, it is released to production and under PCO control.
REWS	Real Estate and Workplace Services	
RFI	Radio Frequency Interference	
	Request for Information	
RFID	Radio Frequency Identification	
RFP	Request for Proposal	An invitation for suppliers to submit a bid response on a specific commodity or service. The RFP may dictate to varying degrees the exact structure and format of the supplier's response. An RFP typically involves more than a request for the price.
RFQ	Request for Quotation	A document submitted to suppliers who are invited to bid on a project or program that has clear, predetermined specification. An RFQ is used when all of the aspects of the project/program are specified and when HP is only requesting that the suppliers submit their pricing strategy.
RFU	Remote Firmware Upgrade	
RH	Relative Humidity	
RIP	Rapid Install Package	
RM	Risk Mitigation	Changes to POR to reduce the probability of occurrence or impact of a risk to below and acceptable threshold. (PMI PMBOK)
RMA	Return Material Acquisition	
RMS	Risk Management Service	
ROA	Return on Assets	
ROI	Return on Investment	
RoIT	Return on Information Technology	
ROM	Read-only memory	
ROMI	Return on Marketing Investment	

HP Acronym	Definition	Description
ROT	Regional Optimization Tool	Application that regions use to match their forecasted demand with supply that's committed by GBU to create their OPT.
RP	Global Reference Price	HP's dollar-based Internal Transfer Price.
RPOS	Retail point of Sales	
RPV	Relative Page Value	
RSU	Region Synch Up Call	
RTL	Right to Left	
RTM	Route to Market	Method of how to take products and services to customers.
RTP	Release to Production	Describes an order management methodology where orders are released only to available supply.
S		
S&A	Software and Accessories	
SAD	Solid Area Density	
SAG	System at a Glance	
sAIR	service AIR	Annualized Rate of Intervention caused by Services issue.
Sales Process	Sales Process	Proactive action of targeting specific prospects and applying a methodology which results in the closing of a transaction.
SAS	Services and Solutions	
SAT	System Architecture Team	
SB20	Senate Bill 20 (California)	
SBC	Standard of Business Conduct	The fundamental principles that govern ethical and legal obligations to HP not only within the company but also involving customers, channel partners, suppliers and competitors.
SBS	Site Business Support	
SCD	SMB and Customer Direct	
SCM	Supply Chain Management	
	Supported Configuration Matrix	

HP Acronym	Definition	Description
	Software Configuration Management	
SCO	Sales Comp Organization	
	Supply Chain Organization	
SCPP	Service Cost Per Page	Service cost for printing one page.
SD	Submit Deadline	
SDG	Solutions Service Delivery Guide	
SDI	System Development Improvement (OZ)	
SDM	Supply & Demand Matching	Match customer demands and forecasts to supplies while considering production and transportation capacities.
SDS	Smart Device Services	An umbrella term for a set of cloud-based tools and device-based sensing capabilities designed to improve the serviceability of its machines.
SDT	System (Solution) Design (Development) Team	
SDV	Software Download Verification	Tool used at the end of run-in to validate the customer's image is complete and free from manufacturing errors.
SEAT	Southeast Asia Territory	
SEATH	South East Asia Taiwan Hong Kong	South East Asia Taiwan Hong Kong
SET	Strategy Execution Team	
SF	Single Function	
SFA	Strategic Focus Area	
SFC	System Functionality Complete	A key milestone in the FW/SW development about 1 month after the Component Functionality Complete (CFC) where the functionality delivered at the CFC has been verified as a system. This includes interaction of components and FW/SW interactions.
SFDC	Salesforce.com	HP's internal CRM tool.
SFP	Single Function Product	
SharePoint	SharePoint	SharePoint is HP's standard tool for team collaboration and community space. SharePoint team spaces are a place for teams and other workgroups to collaborate; track and

HP Acronym	Definition	Description
		manage tasks and issues; share material during meetings; and store work-in-progress and finished project material.
SI	Sudden Impact	Name of Internal Ticket Tracking System.
SIE	System Integration Engineer	An engineer that works closely with the program manager on a program activities.
SIP	Solutions Infrastructure Practice	Old term is Consulting and Integration.
SIRF	Subsystem Integration Request Form	
SIT	System Integration Testing	
SKU	Stock Keeping Unit	
SLA	Service Level Agreement	Defines expectations, fees, roles, and responsibilities between two organizations: one delivering the service and one receiving the service.
SLCM	Service Life-Cycle Management	Tool that manages the process. All members of the IRT responsible for updating the tool with relevant information.
SLED	State, Local, and Education	Group within HP sales that sells to State, local and education (K-12_ and Higher education) customer segments.
SLMS	Software Licensing and Management Solutions	
SM	Section Manager	
SMB	Small Medium Business	Private-sector business with 10 to 999 employees.
SME	Subject Matter Expert	
SMI	Supplier Managed Inventory	Supplier manages and owns the stock until the item is pulled out of its warehouse.
SML	Service Media Library	SML utilizes rich media videos to provide just-in-time training and service information to customers and HPS support personnel. The rich media can include narrated videos of customer replaceable units and animations of system components.
SMS	Systems Management Server	Microsoft product.
SMT	Section Managers Team	
SmartBuy	SmartBuy	Enterprise wide e-procurement solution enabling users to buy operation goods and services by automating

HP Acronym	Definition	Description
		purchasing, authorization rules, and receipt processes while linking to appropriate payment mechanisms in SAP. SmartBuy is based in the Ariba Operating
SND	Special Negotiated Discount	
SNI	Serial Number Information	
SNIC	Serial Number Intervention Count	Number of Intervention per Serial Number.
SO	Sales Ops	
SOAR	Solution Opportunity Approval Review	Approval structure for HP Services opportunities as they progress through the selling stages.
Soft Roll	Soft Roll	Make the ECN Change when the current material runs out.
SOG	Standard Offering Group	
SOHO	Small Office, Home Office	
SOI	Supplier-Owned Inventory	
SOP	Start of Production	The date when production starts for an assembly.
South PAC	Australia, New Zealand	Name of countries and region.
SOW	Statement of Work	The Statement of Work (SOW) is a document used to define the requirements of a project and to obtain a quote from one or more vendors on the total project cost.
SOX	Sarbanes-Oxley (Senate Bill)	
SP	Sell Price	Price at which the CM sells a PCA to HP including direct material costs, transformation costs, and the PND adder.
SPC	Sales Proposal Center	
SPAM	Strategic Planning & Modeling team	HP's internal consulting group that supports HP businesses on mission-critical strategic and operation decisions.
SPAR	Strategic Planning and Reporting	Financial target two years out.
Specifications	Specifications	HP solutions for a vast range of print-on-demand applications from direct mail to bio-printing technology.
SPO	Solution Partners Organization	Maintains relationship and business related to HP's Channel Partners. This group will have their SPO equivalents CEM's and BSC's. From a services perspective, they may present unique training demands, otherwise they get the same content as they do the same work as internal for products identified as Partner-enabled by the PSM. These people are the ones represented by Gretchen

HP Acronym	Definition	Description
		Holloman because they don't have time to manage the cross-portfolio work necessary for partner engagement. Gretchen consolidates it for them.
SPOC	Single Point of Contact	
SPS	Speciality Printing Systems	HP solutions for a vast range of print-on-demand applications from direct mail to bio-printing technology.
SRAM	Strategic Retail Account Manager	Manages single and key large retailer for a specific large country or region.
SRC	Sales Resource Center	
SRD	Software Requirement Document	
SSD	Solid State Disk	
ST	Stock	The goods or merchandise kept on the premises of a business or warehouse and available for sale or distribution.
Stakeholders	Stakeholders	Individuals and organizations that are actively involved in the project, or whose interests may be affected because of project execution or project completion. They may also have influence over the project's objectives and outcomes. (PMI PMBOK)
Studio	Studio	The Training Studio is a technically specialized virtual training center offering a suite of services. We produce and deliver training live through a webcast, or record and edit a closed studio session for on-demand viewing. Through a live webcast, students anywhere in the world can watch, listen, and interact with instructors as they learn in a rich and engaging virtual classroom environment.
SUI	Scalable User Interface	
Super Flash	Super Flash	Forecasting for rest of the year.
Supply Base	Supply Base	The entire population of suppliers that can provide the goods or services for a specific category or need.
Supply Chain	Supply Chain	The entire process of acquiring goods and services (i.e., the identification of the need, the sourcing, the contract and supplier management, and the actual service delivery.

HP Acronym	Definition	Description
SWAT Team	Special Project Team	A cross-functional team formed to address a specific critical objective. The team will meet several times a week and share information, plan the next tasks, and work together to meet the critical objective. SWAT teams are high-priority activities implemented when the project objectives are at risk.
SWD	StorageWorks Division	
SWOP	SAP Warranty Obligation Program	Data base sorting warranty information for products.
SWOT	Strengths, Weaknesses, Opportunities, and Threats	
SWQA	Software Quality Assurance	
SWT	Small Workgroup Team	Next higher segment after PLE.
SX	SuperCross	
SysDP	System Development Plan	
SysRD	System Requirement Document	
T		
TAD	Adecco (managed service)	
TAM	Total Addressable Market	Total revenue opportunity available for a product or service.
TAT	Turn Around Time	The range of time between starting and completing an activity or process.
TBD	To be Determined	
TBH	To Be Hired	
TC	Technical Consultant	Responsible for defining, developing & supporting the sales process for technology and solutions with account teams within PPS. Provides technical support in sales presentation, product demonstrations, and customer training. Field or Call Center based.
TCC	Tax Classification Code	
TCD	Technical Change Document	
TCE	Total Customer Experience	
TCO	Total Cost of Operation	
	Total Cost of Ownership	

HP Acronym	Definition	Description
TCOW	Total Cost of Workforce	
TCP	Technical Career Path	
TCPP	Total Cost Per Page	total cost for printing one page.
TCR	Total Call Rate	
TCU	Toner Collection Unit	
TDC	Taiwan Development Center	HP location that develops new notebook models.
TE	Trading Expenses	Grouping/category of Supply Chain cost that includes costs associated with exporting products.
TeamConnect	TeamConnect	HP Enterprise Legal Management (ELM) platform developed by MITRATECH.
TEC	Total Energy Consumption	
TER	Travel Expense Report	
TERS	Test Entry and Reporting System	
TFG	Task Force Group	
TFTP	Trivial File Transfer Protocol	
TIC	Tool Integration Committee	
TLA	Three Letter Acronym	
TLM	Top Level Material Person	
TLS	Toner Level Sensor	
TJC	Tax Jurisdiction Code	
TME	Technical Marketing Engineer	Engineer responsible for warranty estimates, preparing the service and support channel for a new product, supporting products in the service and support channel.
TP	Tools and processes	
TPM	Training Portfolio Manager	LPM who program manages a portfolio from a CTE perspective.
TS	Technology Services	Organization providing quality product support, warranty services all the way through high availability mission critical commitments.
TSA	Transitional Service Agreement	An agreement between a buyer and seller and contemplates having the seller provide infrastructure support such as accounting, IT, and HR after the transaction closes.

HP Acronym	Definition	Description
TS Engineers	TS Engineers	Performs custom work on behalf of the customer agreement.
TSDO	Technology Services Delivery Operations	Leads the effectiveness of processes and resources to ensure quality product support, warranty services all the way through high availability mission critical commitments.
TSG	Technology Solutions Group	Old term for the Enterprise services division in HP.
TSG L&D	TSG Learning and Development	Generically referred to as Business L&D (there is also one for PSG, IPG, IT, REWS, HP Finance, Sales and Marketing). The mission of this team is to enable employees, leaders, teams and organizations to accomplish business objectives by increasing skills and capabilities. To do so, they map courses to skill needs identified by the client, or make the request for development if there is a gap in the curriculum. Focuses on ESS products for the following roles: Supply Chain, Technology Solutions (services), Sales and Marketing, HP Software.
TSR	Technology Support Representative	Name of job role, end customer supporting engineer.
TTM	Time to Market	
Turnkey	Turnkey	An outsource R&D development where a complete solution is provided including all elements of R&D with complete testing and verification.
Twitter	Twitter	Twitter is a social networking and micro-blogging service that enables its users to send and read other users' updates known as tweets. Tweets are text-based posts of up to 140 characters in length. Updates are displayed on the user's profile page and delivered to other users who have signed up to receive them.
U		
UAT	User Acceptance Testing	Testing to validate the end to end business flow of newly developed IT systems.
UCL	Upper Confidence Level	
UDF	User-defined Fields	
UI	User Interface	
UL	Underwriters Laboratory	
Umbrella	Umbrella	A broad high limit liability policy usually requiring the insured to carry primary or underlying insurance.

HP Acronym	Definition	Description
UNSPSC	UN Standard Products and Services Code	
URL	Internet Location Address	
USB	Universal Serial Bus	
V		
VAN	Value Added Network	
VARs	Value Added Resellers	A reseller who provides services or enhancements to particular products and subsequently resells those goods/services to the end-user.
VAT	Value Added Tax	A tax on the sale of goods and services. Also known in some countries as Consumption or Goods and Services Tax (GST). Sales tax is used in over 100 countries and in all European countries. The USA is the only Organization for Economic Co-operation and Development (OECD) country not to operate VAT system. The Sales and Use tax is determined by the ship-to-location of the items purchased and tax rates vary from state to state. The United States employs a sales/use tax structure while most other countries' transaction tax is value added based (VAT).
Variance	Variance	A quantifiable deviation, departure, or divergence away from a known baseline or expected value.
VCD	Vancouver Division	
VCP	Virtual Credit Professional	Annual global survey to gather employees' formal feedback.
VDO	Volume Direct Operations	
VE	Value Engineering	
Vendor	Vendor	Any person or company that sells products or services. This term is often used for companies that act as local 'middlemen' between the company providing the product or service and the company purchasing the product or service.
Venus	Venus	Name of high end printer segment
VEP	Value Enterprise Printers	Name of high end printer segment
ViA	Voice in Action	Annual global survey to gather employees' formal feedback.
VILT	Virtual Instructor Led Training	Classroom instruction, delivered by an instructor making use of remote classroom technology (see HPVR for an example).

HP Acronym	Definition	Description
Vintage Chart	Product Roadmap (Created by Canon)	Product Roadmap (Created by Canon)
VMPS	Virtual Machine Provisioning System	IT system used for provisioning Virtual Machine
VOC	Voice of Customer	
VoIP	Voice over Internet Protocol	
Volume	Volume	The total value of the leases we've written in any one period – usually we count it by month. It's the amount initially agreed with a company that they want to lease with us. The revenue comes in over the agreed term. It's a statistical number (in the contract) that translates into revenue as the contract rolls out over the agreed number of months.
VoW	Voice of the Workforce	Former annual global survey to gather employees' formal feedback.
VP	Validation Phase	HP IPG product lifecycle phase that starts after the DP checkpoint and ends with the VR Checkpoint. All components and systems are verified and released to production. All documents are released and under PCO control. Mfg. processes are verified. This is the final NPI phase.
	Vice President	
VR	Validation & Release	Name of development phase
	Virtual Rooms	
VR Checkpoint	Validation and Release Checkpoint	This checkpoint ends the validation phase. The PMT must demonstrate that all components have been verified and released, the remaining risk is acceptable, and manufacturing is ready to produce the product. The PMT is completed at VR checkpoint and the responsibility of the product passes to the transition team and CPE.
VR2 Checkpoint	Validation and Release Checkpoint 2	A checkpoint where the Transition team reports on the ramp performance, issue resolution, and lessons learned. The transition team is dis-banded after the VR2 checkpoint and CPE and CA owns the product until end of life.
VSOE	Vendor Specific Objective Evidence	HP Internal Audit Process
W		
Waiver	Waiver	The intentional relinquishment of a known right.
WALI	PCC Failure Database	

HP Acronym	Definition	Description
Warranty	Warranty	The promise of a seller that its goods or services are of a quality or character.
Watercooler	Watercooler	The HP WaterCooler aggregates the content people share through a variety of social media venues at HP, including: blogs, discussion forums, wikis, new business ideas, links to useful or interesting websites, news and technical reports. Tracks certain feeds and displays them by person and group.
WBN	White Board Notes	
WBT	Web Based Training	Courses delivered over the network; student receives content from a computer, laptop or hand-held device. Can be self-paced or delivered by an instructor and makes use of a variety of technologies.
WBS	Work Breakdown Structure	
WD	Workday	HP HR System
Web 2.0	Web 2.0	A collection of internet tools that enables social interaction (like Facebook or Twitter), sharing of knowledge (typically something like Wiki's), opinions (like in blogging).
WEEE	Waste Electrical and Electronic Equipment	
WFB	Work Force Balance	
WFH	Work from Home	
WFM	Work Flow Management	
WFR	Work Force Reduction	
WG	Workgroup	Name of Customer Segmentation
WHQL Testing	Windows Hardware Quality Labs Testing	Microsoft Test Suite required to pass to be able to certify that our products work effectively with Microsoft Operating Systems. Microsoft provides certification files to include on our CD so we can avoid nasty warning messages during Windows installations.
WIB	Warranty Installed Base	
Wiki	Wiki	A wiki is a collection of Web pages designed to enable anyone who accesses it to contribute or modify content, using a simplified markup language. [1][2] Wikis are often used to create collaborative websites and to power community websites. The collaborative encyclopedia Wikipedia is one of the best-known wikis. [2] Wikis are

HP Acronym	Definition	Description
		used in business to provide intranet and knowledge management systems.
WIP	Work in Progress	
WJA	Web Jet Admin	
WMS	Warranty Management System	
WPF	World Partner Forum	The name of Global Partner Conference from 2017.
WPS	Work Place Solutions	
WS	Workstation	
WtW	Walk the Walls	Stand-Up meeting in which the group goes through each item of work in their "wall" and talks about its progress.
WW	World Wide	
WWIF	World Wide Integration Factory	
WW Introduction	World Wide Introduction	Date when the product will be announced worldwide.
WYSIWYG	What You See Is What You Get	
X		
X-GBU	Cross Global Business Unit	
Y		
Yammer	Yammer	Yammer is a microblogging service launched in September 2008. [1] Like Twitter, it allows users to post updates of their activities, follow others' updates, tag content, and create memes. Unlike Twitter, Yammer focuses on businesses, and only individuals with the same corporate email address can join a given network. Can use tags (#, hashmarks) to get to other postings.
YBR	Yellow Brick Road (Installer)	
YEN	Young Employee Network	
YoY	Year over Year	Comparison to the previous year's results.
Z		
Z/Z	ZhuHai/ZhuHai (Temp/Humidity)	

[Return](#)