



HID Global Webshop User Guide

SECURE ISSUANCE

Table of Contents

What is the HID Webshop?	3
Introducing the HID Webshop!	3
Features & Benefits	4
How to Access the HID Webshop	5
Resolving Complex Login Issues	5
Tips & Tricks	6
Creating Wishlists	6
Place an Order Using a Wishlist.	7
Submitting a Quick Order	8
CSV File	9
Reordering*	10
Frequently Asked Questions.	11
Selecting Products	12
How do I search and browse for HID Webshop products?	12
Shopping Cart	13
How do I add the products to my shopping cart?.	13
Checkout	14
I am done adding products to my cart. How do I proceed to checkout?	14
Checkout (Cont'd)	15
How do I checkout and place my HID Webshop order?	15
Checkout (Cont'd)	16
How do I checkout and place my HID Webshop order? (Cont'd)	16
Miscellaneous	17
Account & User Managemnt	18
Account Management	18
Our Resources	19
HID Webshop Training.	20
One-on-One Training Available!	20
Who Can Help?	21
Detailed Questions& Ordering Assistance	21



What is the HID Webshop?

The Partner Concierge Service is designed to help you grow your sales of key HID Global Secure Issuance (SI) products through targeted marketing campaigns.



Introducing the HID Webshop!

The HID Webshop is an online order entry portal for products of the Secure Issuance Business Segment and Identification Technologies Business Segment. The HID Webshop makes ordering your favorite products easier than ever before.

Features include:

NAME	HDP5000 LITE	HDP5000 FOLM	HDP5000	HDP5000 FD
Price	\$4,995.00	\$4,995.00	\$4,995.00	\$4,995.00
Printing capability	Single color, 300 dpi	Single color, 300 dpi	Single color, 300 dpi	Single color, 300 dpi
Connectivity	Single color, 300 dpi	Single color, 300 dpi	Single color, 300 dpi	Single color, 300 dpi

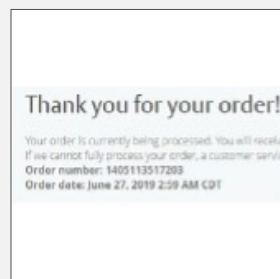
User-friendly interface, including feature comparison function



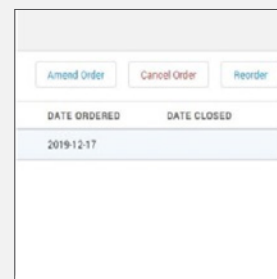
Detailed Product Information and Images

HDP
HDP5000 FD/DH/MG/5125/L1/LK
HDP5000 FD/MG
HDP6600 UPGRADE MG
HDP5000 FD/5125D/L2 TAA
HDP5000 FD/L1/LK
HDP8500 DOCKING MODULE
HDP8500 PRINTER FTR/5121/DS
HDP5000 FD/DH/5125/5121D/L2/LK
HDP5000 FD/DH/MG/5125/5121D/L2/LK
HDP5000 SYSTEM W/ASURE ID TAA

Several ways to shop: Search by keyword or filter by product type



Streamlined processing



Reorder in just a few clicks*

*Partners based in Brazil do not currently have the ability to use the reorder function.



Features & Benefits

Feature	Benefit
User-friendly interface	Much like the e-commerce sites you're already familiar with, the HID Webshop has an intuitive, easy-to-use interface that makes shopping for HID products quick and straightforward. For example, the feature comparison function is a strong help in selecting the proper product for your need.
Streamlined order processing	Filling your carts and checking out of the HID Webshop is quick and efficient. Order fulfillment and payment is done the same way as if you would have placed your order directly with HID customer service.
Several ways to shop: Search by keyword or filter by product type	Sometimes you know what you're looking for, and sometimes you don't. The HID Webshop gives you the ability to search for exact keywords, or filter down by brand, product type, etc. to browse through hundreds of items.
Key product information	Each product listing is accompanied by high resolution images and detailed feature lists, so you can be sure you're ordering exactly the right product before you receive it.
Create a wishlist in just a few clicks	The HID Webshop allows you to create a template for your common orders, so next time you need the same products, it will take only a few clicks to get the products you need on their way to you in a flash!



How to Access the HID Webshop

HID Webshop orders can be conveniently placed after log-in to the shop.

Contact your HID sales representative to request your initial credentials. You will receive an email with your personal login after the HID IT department registers your account.

Logging On

1. With your internet browser, go to:
<https://store.hidglobal.com>
2. Enter your Username and password. You will be required to change your password at your first time log-in.
3. After entering the requested sign-on information, click Submit.

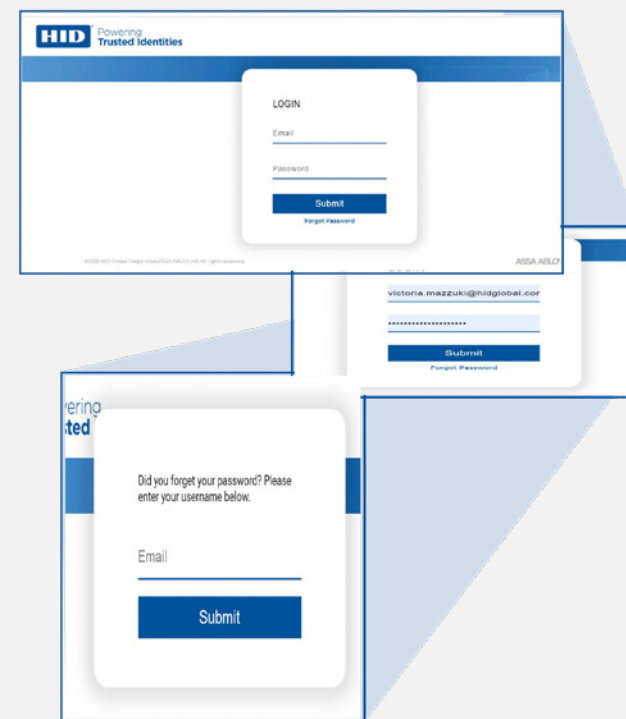
Forgot your password?

1. Click on the Forgot your password? prompt just underneath the submit button.
2. From here, please enter your email address, and a new password will be sent to you.

Resolving Complex Login Issues

For all login and general HID Webshop Support, please email webshopsupport@hidglobal.com.

For questions on our Customer Command Center, please reach out to commandcentersupport@hidglobal.com.



Tips & Tricks

To make your HID Webshop experience even easier, we've compiled a list of tips and tricks to make sure you don't miss any of the useful features the site has to offer. Select a link below to learn more about that function.



Creating Wishlists



Submitting a Quick Order



CSV Order through Upload Cart



Reordering with Command Center and Webshop



Creating Wishlists

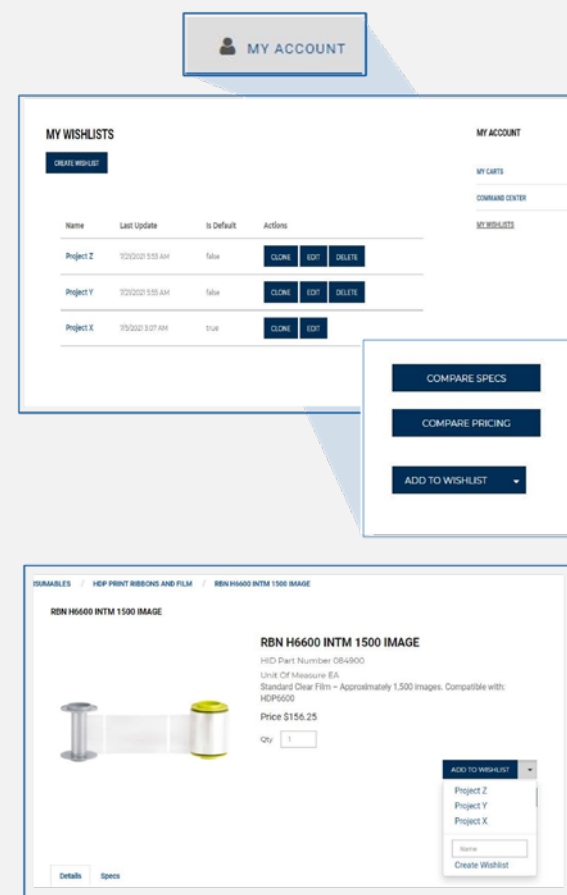
If you have an ongoing project for which you will place multiple orders over a period of time, you can create a list dedicated to that project to quickly place your orders online. Just create a wishlist, search and browse for the products needed throughout the project and simply add them to your wishlist to save for later! It's that easy.

Create a New Wishlist

- To create a Wishlist, click on the My Account button at the top of the screen next to your cart. On the next page, you will be able to view your current carts as well as see a menu on the right called My Account. The third item down is a link to My Wishlists. Click here, and you will be directed to a page with all your Wishlists. To start a new one, click on Create Wishlist at the top left. It will prompt you to give a name and description, as well as save so you can access at another time.
- You can also create a Wishlist while browsing products. The Add to Wishlist button at the bottom of every product also allows you to create a Wishlist from that window.

Add to an Existing List

- To add products to the wishlist, search and browse for the products needed for the project. Once you have located the product you need, click on the Add to Wishlist button just below and select your list. Continue to build your list by repeating this step and as you search for products.

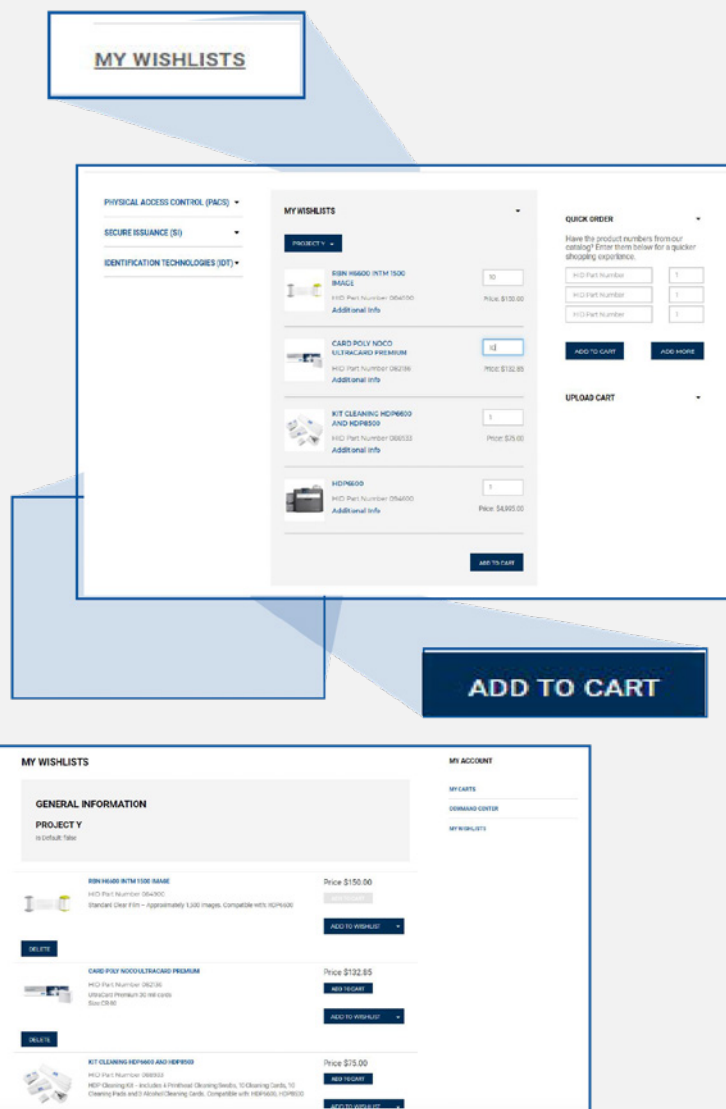


Place an Order Using a Wishlist

If you have an ongoing project for which you will place multiple orders over a period of time, you can create a list dedicated to that project to quickly place your orders online. Just create a wishlist, search and browse for the products needed throughout the project and simply add them to your wishlist to save for later! It's that easy.

To place an online order by using a saved Wishlist, you have two options.

- All Wishlists that you have created are shown in the middle of the Homepage once you have logged in. You can specify which Wishlist you would like to use in the drop down menu, enter in the quantity needed for each product, and then select Add to Cart on the bottom right. These items will then populate in your current cart!
- You can also access the Wishlists under My Accounts. Click on the My Accounts button at the top right of any page, and then select My Wishlists in the section on the right. Locate and click the Wishlist name. Each item has an Add to Cart button next to it. All items need to be added to the cart individually from this view.





Submitting a Quick Order

We want to make sure your online ordering experience provides you the ability to place an order fast and efficiently. That's why we created the HID Webshop's Quick Order feature. This feature allows you to quickly add products to a shopping cart by providing the HID Part Number and needed quantity. After this information is entered, the system will retrieve the requested products and add them to your cart.

Enter the HID Part Number and the quantities needed. Clicking the Add More button on the bottom right allows you to add more fields of entry to the Quick Order section. Once you have entered all of the products needed, you can click Add to Cart. The system will then retrieve the requested product and a blue box confirming the part numbers added to your cart will appear above the Quick Order section. You can review the parts and quantities added by clicking on the cart icon at the top right of the screen.

HELPFUL TIP:

Once you have added your Quick Order products to a cart or list, you can still search or browse for additional products for which you may not have had the product ID number handy. Just be sure to add those products to the correct shopping cart or list!

ADD MORE

PHYSICAL ACCESS CONTROL (PACS) ▾

Visitor Management ▾

SECURE ISSUANCE (SI) ▾

Card Printers/Encoders ▾

Consumables ▾

Card Personalization Software ▾

FEATURED PRODUCTS

QUICK ORDER ▾

Have the product numbers from our catalog? Enter them below for a quicker shopping experience.

HID Part Number	1
HID Part Number	1
HID Part Number	1

ADD TO CART

ADD MORE

QUICK ORDER ▾

Have the product numbers from our catalog? Enter them below for a quicker shopping experience.

HID Part Number	1
HID Part Number	1
HID Part Number	1

ADD TO CART

ADD MORE

CSV is another quick way to order frequently purchased products. If you happen to have the PN you want and the quantity in form of a CSV file available, you can simply upload that into our Webshop. This is particularly useful, if you are used to enter the orders in your own ERP system and can do an export of the order in CSV format.

To use, go to the Upload Cart section on the bottom right section of the home page. Formatting examples are provided in this window. Once your file is uploaded, please make sure to check the box to upload to the current cart if this is an order you would like to make today. Otherwise, the products will save as a Wishlist. Click the Upload Cart to complete the process, and please review your cart to ensure that all of your products and parts have uploaded correctly before proceeding.

	A	B	C
1	SKU	Quantity	
2	056205	10	
3	94600	10	
4	62000	1	
5	94600	1	
6		UPLOAD CART Your cart was successfully uploaded	
7			

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

58

59

60

61

62

63

64

65

66

67

68

69

70

71

72

73

74

75

76

77

78

79

80

81

82

83

84

85

86

87

88

89

90

91

92

93

94

95

96

97

98

99

100

101

102

103

104

105

106

107

108

109

110

111

112

113

114

115

116

117

118

119

120

121

122

123

124

125

126

127

128

129

130

131

132

133

134

135

136

137

138

139

140

141

142

143

144

145

146

147

148

149

150

151

152

153

154

155

156

157

158

159

160

161

162

163

164

165

166

167

168

169

170

171

172

173

174

175

176

177

178

179

180

181

182

183

184

185

186

187

188

189

190

191

192

193

194

195

196

197

198

199

200

201

202

203

204

205

206

207

208

209

210

211

212

213

214

215

216

217

218

219

220

221

222

223

224

225

226

227

228

229

230

231

232

233

234

235

236

237

238

239

240

241

242

243

244

245

246

247

248

249

250

251

252

253

254

255

256

257

258

259

260

261

262

263

264

265

266

267

268

269

270

271

272

273

274

275

276

277

278

279

280

281

282

283

284

285

286

287

288

289

290

291

292

293

294

295

296

297

298

299

300

301

302

303

304

305

306

307

308

309

310

311

312

313

314

315

316

317

318

319

320

321

322

323

324

325

326

327

328

329

330

331

332

333

334

335

336

337

338

339

340

341

342

343

344

345

346

347

348

349

350

351

352

353

354

355

356

357

358

359

360

361

362

363

364

365

366

367

368

369

370

371

372

373

374

375

376

377

378

379

380

381

382

383

384

385

386

387

388

389

390

391

392

393

394

395

396

397

398

399

400

401

402

403

404

405

406

407

408

409

410

411

412

413

414

415

416

417

418

</



Reordering*

We know you have stock orders and other purchase orders that you will place on a very regular basis. To help save you time, the HID Webshop works in conjunction with Command Center to make the ordering process for your common orders easy and efficient.

To reorder a Webshop order that you have placed before, you will need to access the Command Center, located on the blue panel at the top of the page. Next, locate the order you would like to reorder. You can look by your internal PO number. Once you have located the correct order, click on Order Number. The system will then load your previous order

Be sure to review your previous order. When you are ready to place your reorder, click the Reorder button. The Reorder button adds all of your previous order to your current cart. If you need to update quantities or remove products from this order, you will be able to do so prior to checkout. When the order is ready to go, click Checkout and follow the order process as you normally would!.

* Partners based in Brazil do not currently have the ability to use the reorder function.

The screenshot shows the HID Webshop's 'Order Search' interface. At the top is a navigation bar with the HID logo and links for 'Home', 'Webshop', and 'Contact Us'. Below this is a search form with the following fields:

- Customer Number:** 182006
- HID Order Number:** (empty text box)
- * From Date:** Mar 27, 2022 (with a calendar icon)
- * To Date:** Jun 27, 2022 (with a calendar icon)
- Customer Name:** TEST DEMO COMPA...
- Purchase Order Number:** (empty text box)
- HID Part Number:** (empty text box)
- Order Status:** Select Status (dropdown menu)

At the bottom right of the search area are two buttons: 'Clear' and 'Search'.

The screenshot shows the 'Order Detail' interface for order 46101019822. It includes a 'Back to Search' button and three action buttons: 'Amend Order', 'Cancel Order', and 'Reorder'. The order details are as follows:

ORDER NUMBER	PURCHASE ORDER	FREIGHT CARRIER	ORDER TYPE	ORDER STATUS	ORDER HOLD	DATE ORDERED	DATE CLOSED
46101019822	TEST - DO NOT SHIP	FEDEX International E...	4610 Standard	Entered	N	2019-12-17	

Below the header table, it shows 'Sold To' and 'Ship To' information:

Sold To:	Ship To:
HID GLOBAL RASTEDE (GMBH) (DE) KLEIN FELDHAUS 23 RASTEDE, 26189 DE	HID GLOBAL RASTEDE (GMBH) (DE) KLEIN FELDHAUS 23 RASTEDE, 26189 Germany

The main table lists the order lines with columns: LINE, PART #, PART DESC., QTY, SHIPPED, CANCELLED, OPEN, ORDER HOLD, SCHEDULED..., WAREHOUSE, SHIPMENT, and ACTIONS.

LINE	PART #	PART DESC.	QTY	SHIPPED	CANCELLED	OPEN	ORDER HOLD	SCHEDULED...	WAREHOUSE	SHIPMENT	ACTIONS
1.1	729109-1028	BN TAG HF L...	1600	0	0	1600	N	2020-04-20	Rastede (DE)		Cancel Line
2.1	685641	BARCODE L...	2000	0	0	2000	N	2020-04-20	Rastede (DE)		Cancel Line
3.1	627203	GLASS TAG ...	5000	0	0	5000	N	2020-04-20	Rastede (DE)		Cancel Line
4.1	601131	POLY TAG LF...	3200	0	0	3200	N	2020-04-20	Rastede (DE)		Cancel Line

Frequently Asked Questions



Selecting Products

How do I search and browse for HID Webshop products?



Shopping Cart

How do I add HID Webshop products to my shopping cart?



Checkout

I am done adding products to my cart. How do I proceed to checkout?

How do I checkout and place my HID Webshop order?

How do I checkout and place my HID Webshop order? (Cont'd)



Micellaneous

At what stage of the order process will I see the confirmed price of my items?

What could cause problems with my shopping session?

What languages is the Webshop available in?

My special quote is not applying to my cart. What do I do?

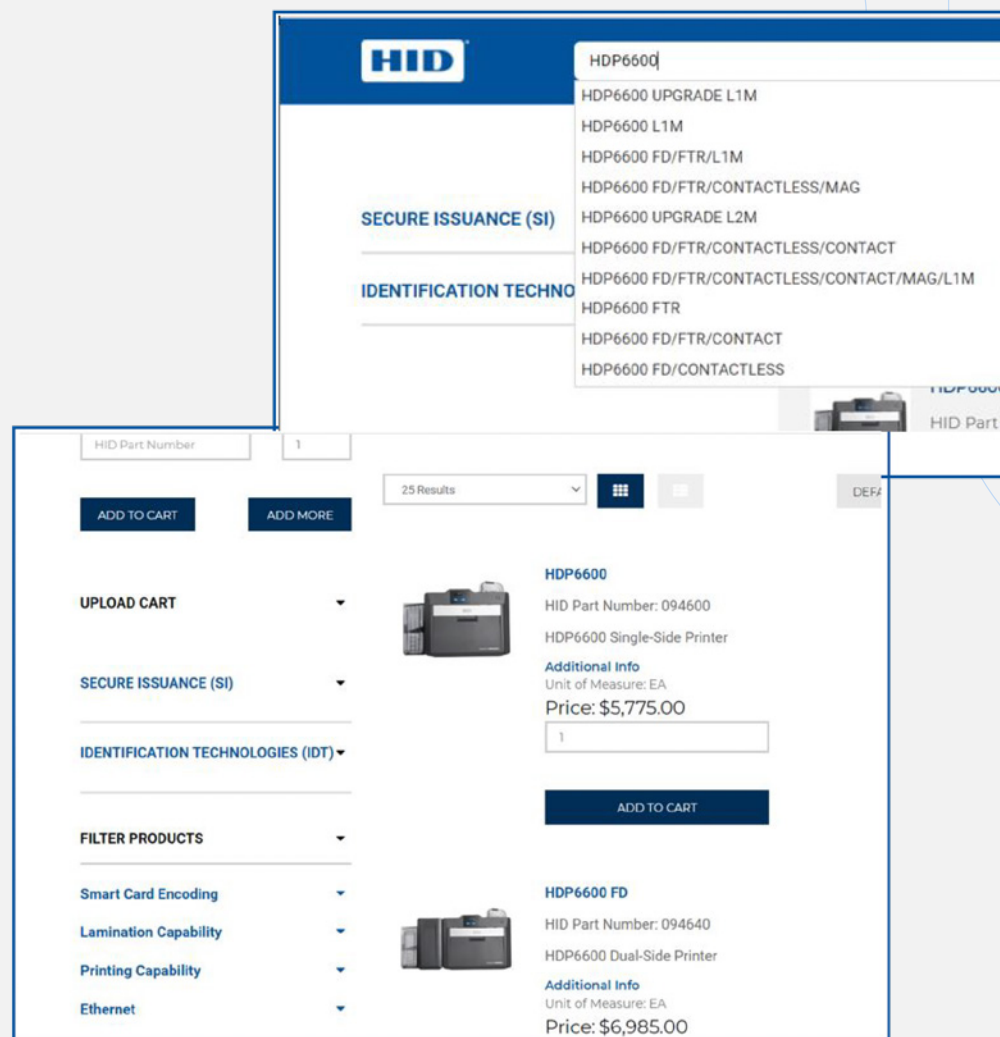


Selecting Products

How do I search and browse for HID Webshop products?

With the HID Webshop, you can shop for products in several ways.

- To search, type the name or part number of the product you are looking for in the search box, located at the top of the page on the right. This will generate a list of matching results.
- Another way you can shop for products is to browse by product category. Click the business unit that you are looking for in the left-hand menu of the home screen; you can either click directly on the business unit name or open the drop down to see more of the product tree and shop from there. Once selected, you can adjust your search to look for product families. At the top of the screen, there is a brief menu to help direct your search by category. This menu becomes more specific as you narrow your search.
- You can even search by product specifications. To do this, just select the corresponding attributes listed in the left column of the page. The Webshop has over 15 filters to choose from. Continue to filter until you find the product you need.



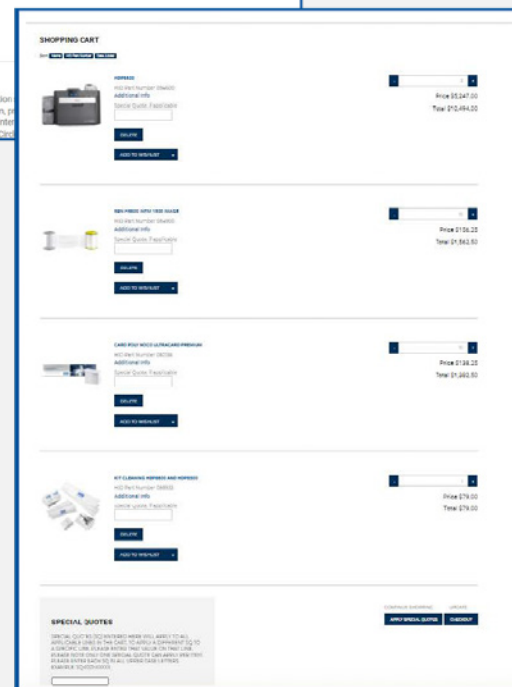
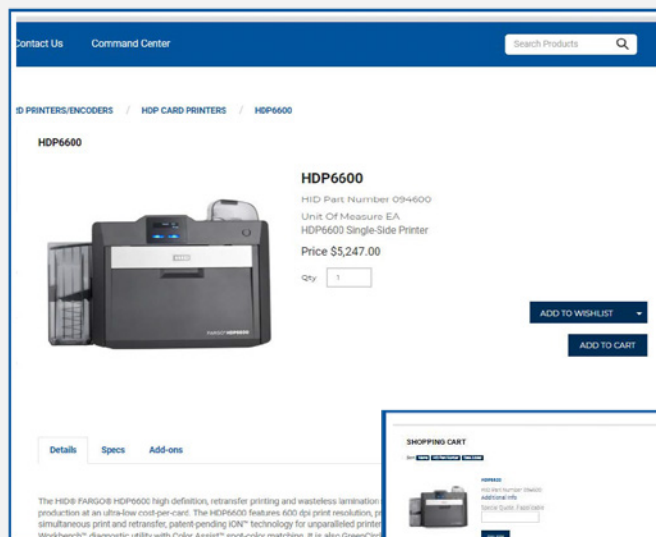
The screenshot displays the HID Webshop interface. At the top, the HID logo is visible. A search bar on the right contains the text 'HDP6600'. Below the search bar, a dropdown menu lists several product variants: 'HDP6600 UPGRADE L1M', 'HDP6600 L1M', 'HDP6600 FD/FTR/L1M', 'HDP6600 FD/FTR/CONTACTLESS/MAG', 'HDP6600 UPGRADE L2M', 'HDP6600 FD/FTR/CONTACTLESS/CONTACT', 'HDP6600 FD/FTR/CONTACTLESS/CONTACT/MAG/L1M', 'HDP6600 FTR', 'HDP6600 FD/FTR/CONTACT', and 'HDP6600 FD/CONTACTLESS'. The main content area shows two product listings. The first listing is for 'HDP6600' with a price of \$5,775.00. The second listing is for 'HDP6600 FD' with a price of \$6,985.00. On the left side, there is a sidebar with various filters and options, including 'UPLOAD CART', 'SECURE ISSUANCE (SI)', 'IDENTIFICATION TECHNOLOGIES (IDT)', and 'FILTER PRODUCTS'. The 'FILTER PRODUCTS' section includes options for 'Smart Card Encoding', 'Lamination Capability', 'Printing Capability', and 'Ethernet'. At the top of the main content area, there are buttons for 'ADD TO CART' and 'ADD MORE', along with a '25 Results' indicator.



Shopping Cart

How do I add the products to my shopping cart?

- To add a product to your shopping cart after searching or browsing, click on the product image. You will then be directed to a product overview page.
- Once you are ready to add the product to your cart, you will need to enter a quantity. Please make sure to order at least the minimum order quantity; a notification will pop up if the amount is below the minimum.
- Once you have entered your requested quantity, add the product to your cart by clicking "Add to Cart" located below the product.
- You can review your cart by clicking on the cart icon in the top right corner of the screen. From here, you can amend the quantity, remove items, add items to Wishlists, and add any applicable special quotes to your order.
- Please keep in mind that the prices that you see in your cart are the standard list price and any special quotes or pricing terms will show on the following page after you click "Checkout."**





Checkout

I am done adding products to my cart. How do I proceed to checkout?

- When you are ready to place your order, click the cart icon located in the top right corner of the blue toolbar.
- You will then be directed to a cart overview page. Review your cart to ensure your order is correct. Please note you are able to change quantities and remove products from the cart overview page if needed. You can also add items to Wishlists.
- You are also able to add special quotes here. You can add them at the bottom left corner or line by line on each item.
- If you are entering a special quote for your order, please enter it in uppercase in the following format: SQ-2022-LMT-XXXXXX. The system is sensitive and will not recognize your SQ if entered in another format. After your quotes are applied, you will see the correct price and currency on the next page of the checkout process.
- For any digital products like Asure ID, please make sure you add the email address to which you would like the item to be delivered.
- When you are ready to proceed to checkout, scroll to the bottom of the page and click "Checkout."


MY CART:

SPECIAL QUOTES

SPECIAL QUOTES (SQ) ENTERED HERE WILL APPLY TO ALL APPLICABLE LINES IN THE CART. TO APPLY A DIFFERENT SQ TO A SPECIFIC LINE, PLEASE ENTER THAT VALUE ON THAT LINE. PLEASE NOTE: ONLY ONE SPECIAL QUOTE CAN APPLY PER ITEM. PLEASE ENTER EACH SQ IN ALL UPPER CASE LETTERS. EXAMPLE: SQ-2022-LMT-XXXXX

APPLY SPECIAL QUOTE

CHECKOUT



Checkout (Cont'd)

How do I checkout and place my HID Webshop order?

- You will be directed to the first screen of the checkout process, called Shipping Details. On this page, you will be able to view your order with the confirmed price and currency.
- Please enter the first name, last name and phone number of the Ship to Customer. Additionally, please select your freight terms. Depending on your selection, you may be prompted to enter the Freight Account Number and phone number.
- Please enter your shipping address under the grey section with your order items. Enter your shipping method and a requested ship date if needed. Should you request a specific ship date, items will remain on hold until that date arrives. Otherwise, items are shipped as soon as they are available. If you would like to have all your items shipped at the same time, please check on the box "Ship complete" in the left column of your order. Items can also be shipped to different addresses. You can create a new shipping group and the bottom of the page.
- Once all your information is up to date, you can click "Proceed" under your order information in the right column labeled "Cart Items." If there is any information missing, you will be prompted to enter it before moving to the next screen.

SHIPPING DETAILS

Ship Complete	Price	Qty	HID Part Number	Lead time (days)
☐	\$75.00	10	084900	30

+ ADD SHIPPING GROUP



Checkout (Cont'd)

How do I checkout and place my HID Webshop order? (Cont'd)

- On the Order Review page that follows, please verify your order is correct, including the shipping information. Once you are satisfied, please review the Terms and Conditions and check the box to accept. To move to the next screen, please press "Proceed."
- On the Order Payment screen, you will need to review your billing address, enter a purchase order number for your order, and click "Confirm Payment."
- You have reached the Order Complete page! You should receive an email confirmation that your order has been processed in Webshop. Customer Service will reach out to you directly if there are any problems with your order. From the minute the order has been processed, you can follow your order in Command Center to have an updated status.

ORDER REVIEW

SHIPPING GROUP 1 OF 2

Shipping Address

TEST DEMO COMPANY

Test

Test

Paris, Ile-de-France 75008

FR

Shipping Method: ACILITY LOGISTICS AIR-Standard

Incoterms: FCA 2010

	Price	Qty	HID Part Number	Lead Time (days)
KIT CLEANING HDP4600 AND HDP8500				
HID Part Number 088933	\$41.08	1	088933	2
CARD POLY NOCO ULTRACARD PREMIUM				
HID Part Number 082136	\$69.13	10	082136	20

SHIPPING GROUP 2 OF 2

Shipping Address

HID GLOBAL (Drop Ship)

6533 Flying Cloud Drive

Suite 1000

Eden Prairie, Minnesota 55344

US

Shipping Method: UPS-Ground

Incoterms: FCA 2010

	Price	Qty	HID Part Number	Lead Time (days)
RBN H6600 INTM 1500 IMAGE				
HID Part Number 084900	\$75.00	10	084900	30

☒ I accept the Terms and Conditions

CART SUMMARY

Buyer Info

Victoria Mazzuki

Shipping

Multiple Shipping Groups. Please see groupings on the left for details.

Freight Terms: CUSTOMER FREIGHT ACCOUNT

Freight Account Number: 0123456

Freight Phone Number: 777-7777

Terms and Conditions

Payment Terms: CASH IN ADVANCE

Please review [Terms and Conditions](#). Applicable Freight charges will be sent in your invoice. Taxes/VAT will be added to the total amount and shown on your order confirmation if applicable.

☒ I accept the Terms and Conditions

BACK

PROCEED



Miscellaneous

- **At what stage of the order process will I see the confirmed price of my items?**
Once you have reviewed your cart for the first time and clicked on “Check out,” you will be directed to the order process. The first page of this process, called Shipping Details, will have your confirmed price in your currency with any special quotes applied.
- **What could cause problems with my shopping session?**
For security reasons, the HID Webshop only supports the latest versions of Google Chrome, Microsoft EDGE (the current Chromium version), Apple Safari, and Firefox. Please ensure that your browser is fully updated if you are encountering problems while making your order. Also, when bookmarking the site, please bookmark once you reach the main site, store.hidglobal.com. Bookmarking after you have entered your session can cause problems when you try to return.
- **What languages is the Webshop available in?**
Currently, the Webshop is only available in English. Please be aware that using any browser tools to translate the text on the Webshop may cause issues with the site.
- **My special quote is not applying to my cart. What do I do?**
If you are entering a special quote for your order, please enter it in your special quotes in uppercase in the following format: SQ-2022-LMT-XXXXXX The system is sensitive and will not recognize your SQ if entered in another format. If your quote is expired, a message will pop up during checkout informing you. Please reach out to your sales representative if you are encountering persistent problems.

Account & User Management

Account Management

For changes to your organization's users, please reach out directly to your sales representative and share the names of any users that may need to be given access or have their access revoked. Your representative will work in conjunction with our IT teams to make the change as quickly as possible. Most changes are completed are within a couple of days.

Please be sure that any users that you wish to add have a non-generic email address. For example, email addresses such as shop@hidglobal.com or orders@hidglobal.com are not eligible to join for security reasons. Only unique email addresses that specify the name or initials of the user can be added to the system.

While in the past it was possible to autonomously manage users, this feature will be temporarily suspended for the foreseeable future. We hope to re-introduce user management capabilities soon, and we thank you for your patience!





Our Resources

HID Global Partner Community Portal

- <https://partnerportal.hidglobal.com>

The HID Webshop

- <https://store.hidglobal.com>

The screenshot shows the HID login page. At the top is the HID logo with the tagline "Powering Trusted Identities". Below the logo is a blue header bar. In the center is a white box with the title "LOGIN". Inside this box are two input fields: "Email" and "Password". Below these fields is a blue "Submit" button. At the bottom of the box is a link that says "Forgot Password". At the very bottom of the page, there is a small copyright notice: "©2018 HID Global Corporation/ASIA ASIOY AB. All rights reserved." and links for "Privacy" and "Terms of Use".

The screenshot shows the HID Partner Community page. At the top is the HID logo with the tagline "Powering Trusted Identities". Below the logo is a blue header bar. The main heading is "HID Partner Community" with a sub-heading "Welcome! Please log in." Below this is a login form with fields for "Username (Email Address)" and "Password", a "Login" button, and a "Forgot Password?" link. To the right of the login form is a section titled "Already enrolled and a member of the Advantage Partner Program?" with a "Create an Account" button. Below this is another section titled "Not a Member of the Advantage Partner Program?" with a "Become a Partner" button. At the bottom of the page, there is a footer with the text "Powering Trusted Identities" and a "Contact Us" link.

HID Webshop Training

One-on-One Training Available!

Would you like to request a more in-depth training for you or your team? We are happy to provide one-on-one HID Webshop training!

Victoria Mazzuki, Sales Enablement Specialist on SI's Commercial Excellence team, will organize training webinars for customers who are interested in gaining a better understanding of the new online ordering system. These sessions will take a deeper dive into the system and features that will help streamline your online ordering experience.

If you have questions regarding the HID Webshop training, please contact Victoria Mazzuki at victoria.mazzuki@hidglobal.com.





Who Can Help?

HID Customer Service has insight on all your order details, lead times and stock availability. No matter how you order, you are always welcome to reach out to HID Customer Service if you would like to request assistance from one of our Customer Care representatives.

Detailed Questions & Ordering Assistance

For all login and general HID Webshop Support, please email webshopsupport@hidglobal.com.

For questions on our Customer Command Center, please reach out to commandcentersupport@hidglobal.com.

HID Customer Service has insight on all your order details, lead times and stock availability. No matter how you order, you are always welcome to reach out to HID Customer Service if you would like to request assistance from one of our Customer Care representatives.





hidglobal.com

North America: +1 512 776 9000

Toll Free: 1 800 237 7769

Europe, Middle East, Africa: +353 91 506 900

Asia Pacific: +852 3160 9800

Latin America: +52 55 9171-1108

For more global phone numbers click here

© 2024 HID Global Corporation/ASSA ABLOY AB.
All rights reserved.

2022-09-14-si-webshop-rg-en

Part of ASSA ABLOY