HID® Corporate 1000™ Program
Frequently Asked Questions

HID

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For technical support, please visit: **https://support.hidglobal.com**.

What's new

Date	Description	Revision
August 2021	Updates to FAQs and new branding template applied.	A.1

A complete list of revisions is available in **Revision history**.

Section **01**

General Overview of the Corporate 1000 Program

HID

Q: What is the HID Corporate 1000 Program?

A: The Corporate 1000 Program allows HID to provide end-user customers with a card format that is developed specifically for each individual end-user customer. Within this program, HID can provide the end-user with over 8,000,000 individual card numbers within the assigned format. Card numbers are tracked in the manufacturing process to ensure that card numbers are not duplicated.

Q: What are the benefits of the Corporate 1000 Program?

- Security of the card and associated data is increased due to the customized format that is unique to each individual end-user.
- HID tracks card number sequences to prevent card number duplication; Individual employees can carry just one card to gain access to any facility in which they have been authorized. In addition, the end-user may order cards from multiple sources (as designated by the end-user) and be guaranteed that card number duplication will not occur.
- Due to the size of the available card population, the end-user is assured that cards in the desired format will be available for years to come.
- The end-user is free to choose the access control hardware/software platform that best meets the needs of individual sites, while ensuring that the same HID reader and card can be used. This provides the end-user with maximum flexibility in choosing the access control system and integrator/dealer that best meets their requirements. The common component is the HID reader and card.
- The end-user has the flexibility to choose the vendor(s) that they wish to purchase cards from at any time. The end-user may choose to have one source of supply or many.

Q: Does my company qualify to participate in the Corporate 1000 Program?

A: Most end-users who request a Corporate 1000 Format are accepted into the Program. Although HID doesn't have a formal list of qualifications to participate in the Corporate 1000 Program, HID wants to ensure that Program participants will receive a high level of value from using a Corporate 1000 Format.

Those who receive value from this format include:
- End-users with multiple locations and/or decentralized decision-making on card purchases.
- End-users with card and/or reader populations that are large (or are expected to grow over time.)
- End-users with a need to have a highly secure and proprietary format based on the type of business, geographic location of the company offices, etc.
- End-users that have many different access control hardware/software platforms may use the program as a cost-effective means of consolidating to a one card solution.

Q: Will the Corporate 1000 Program extend the lead times on my card orders?

A: The lead-time for card delivery is not impacted by use of Corporate 1000 Formats. No matter which HID format is used, lead times are based on the card to be purchased.

Q: How long does it take to establish my Corporate 1000 Format?

A: Once the completed Corporate 1000 Request Form is received by HID, it will take up to five (5) working days to establish the format. The end-user and the sponsoring system integrator/dealer or OEM will be notified of the format number by HID.

Q: Are there any costs associated with participating in the Corporate 1000 Program?

A: There is no charge for development of the Corporate 1000 Format and initial set-up of the end-user in the Program. Once you determine that you wish to participate in the Program, you will complete the Corporate 1000 Request & Authorization Form and return it to HID.

The end-user's systems' integrator/dealer is charged a nominal fee for card management and card number tracking by HID. Please check with your systems' integrator/dealer to determine what impact, if any, this will have on your card purchase price.

Q: What types of credential formats are available in the program?

A: There are two types of credential formats supported by the Corporate 1000 program. "Corporate 1000 – 35" is based on a 35 bit structure supporting 1,048,576 cards per format and is used by all customers who enrolled in the Corporate 1000 program prior to March of 2015. "Corporate 1000 – 48" is based on a 48 bit structure supporting 8,388,608 cards per format and will be used by customers enrolled in the program beginning in March 2015. Each format type is specifically programmed in the access control system software to properly interpret either the 35 bit or 48 bit structure.

Section **02**
How to Enroll in the Corporate 1000 Program

HID

Q: How do I enroll to participate in the Corporate 1000 Program?

A: To enroll in the program, simply complete the Corporate 1000 Format Request & Authorization Form available at https://www.hidglobal.com/sites/default/files/resource_files/plt-00825-g-hid-corporate-1000-format-request-authorization-form.pdf. The Request & Authorization form includes a link to terms of use. Your enrollment in this program is conditional on HID's acceptance and approval of your request to join the program. By signing the form you authorize the Authorized Contacts and Authorized HID Purchaser(s) and acknowledge and agree to the HID Global® Corporation PACS Credential Program Terms of Use ("Terms of Use"). A copy of the Terms of Use is available at https://www.hidglobal.com/legal/pacs-credential-program-terms-use. If you need assistance in proper completion of the form, please contact your local customer service representative. Send completed forms to HID Global for approval and processing by email to: credentialprograms@hidglobal.com

To add or remove authorizations, submit a Corporate 1000 Format Change Form to the same email address.

Q: The Corporate 1000 Change and Authorization Forms refer to Authorized HID Purchasers. What does this mean?

A: Authorized HID Purchasers are those customers that place their orders directly with HID. Authorized HID Purchasers are typically access control hardware/software OEMs, distributors, or large nationwide system integrators/dealers. Just ask your systems' integrator/dealer if they buy direct from HID; if so, complete this section of the form with their information. If the systems' integrator/dealer does not buy direct from HID, ask them to assist you in filling in the information associated with the source(s) through which they place their orders.

Please remember that you may list one or many HID Authorized Purchasers from whom you wish to purchase.

Q: Should more than one person at my company manage the Corporate 1000 Format?

A: Each end-user company should have at least two (2) designated representatives who may manage the Corporate 1000 Format on behalf of the end-user company. These representatives are responsible for adding/deleting HID Authorized Purchasers who may purchase cards in the assigned format. They are also HID's contacts for any information regarding the format and the security associated with the format.

Q: Who may add or delete HID Authorized Purchasers from the authorized purchasing list?

A: The "End User Authorized Contact" on the Corporate 1000 Format Request & Authorization Form and on the Corporate 1000 Change Form may add or delete contacts at the end-user company. In addition, these same individuals may add or delete HID Authorized Purchasers who may purchase cards in the assigned format.

Whenever changes to the assigned format and/or management of the format are required, you will find the Corporate 1000 Format Change Form easy to use.

Section **03**
Technical Overview of the Corporate 1000 Program

Q: Can the Corporate 1000 Format be programmed into any HID card?

A: The assigned Corporate 1000 Format can be programmed into any HID card or keyfob. Please consult the *Readers and Credentials HTOG* (PLT-02630) on the HID website, or check with your systems integrator/dealer to determine which credential best meets your needs.

Q: Is there a specific part number associated with the use of the Corporate 1000 Format?

A: There is no special part number. When ordering cards, order the part number for the card you want. Then, simply indicate that the cards are to be programmed in Corporate 1000 Format and specify the unique format. Your Corporate 1000 Format number will appear as H5XXXX for 35 bit formats and H2XXXXXX for 48 bit formats. This format is assigned when your individual Corporate 1000 Format is established.

The authorized HID purchaser ordering the cards will be aware of the need to put a separate line item on their P.O. that is associated with programming the cards in the Corporate 1000 Format.

Q: What is the difference between the 35 bit Corporate 1000 cards and the 48 bit Corporate 1000 Cards?

A: Prior to March of 2015, all Corporate 1000 formats were assigned using the 35 bit structure (now referred to as "Corporate 1000-35"). The popularity of the format necessitated an extension to the program, so that all Corporate 1000 formats assigned from March 2015 forward will use a 48 bit structure (referred to as "Corporate 1000-48"). Both credential formats support all of the benefits outlined in the Corporate 1000 Program above.

The only difference in the two models is the bit structure which enables an increase in the number of individual card numbers available from just over 1,000,000 individual card numbers per format for Corporate 1000-35 to over 8,000,000 individual card numbers for Corporate 1000-48. This new structure for the Corporate 1000-48 formats may be programmed differently in the access control system software. Please consult your access control solution vendor to discuss configuration of the Corporate 1000-48 format in your access control software or contact HID technical support (**www.hidglobal.com/support**) for details of the format.

Q: The end-user is currently using HID Proximity™ technology but with another bit format. Will the existing cards be compatible with the Corporate 1000 Format?

When using HID cards in a bit format other than the 35 or 48 bit Corporate 1000 formats, you have the option of replacing all cards at one time or transitioning into the program. The existing cards will not be compatible with the Corporate 1000 Format unless reprogrammed.

If you choose to transition into the program, there are a few constraints of which you need to be aware:

- At an existing site that is using a card format other than a 35 or 48-bit format, it is important to determine if the existing access control hardware/software platform has the ability to manage multiple card formats simultaneously. In other words, can the system manage two or more bit formats simultaneously? If not, any system users with access to the site would need to be:
  - re-badged with a card in the new format; or
  - the access control hardware/software platform would need to be upgraded to allow for the use of multiple bit formats simultaneously.
- At any site, it is important to verify that the access control hardware/software being used or proposed for use can manage a 35 or 48 bit card format. There are some older platforms in use that do not have this capability. There are also an extremely limited number of newer platforms with similar limitations.
- If the existing system can handle multiple formats, it is also imperative that you confirm that the system can handle the same card number within multiple formats. For example, if you have a 48-bit format with Card Number 100 and a 26-bit format with Card Number 100, will the system see the two cards as different numbers? Many systems see cards in different formats with the same number. If this is the case, identify the highest card number used on the existing

system. HID will then block these numbers from being used to ensure that the card numbers do not appear to be duplicates. (Please see the next FAQ for additional information.)

Q: Why does HID ask me to provide a card start number? Why would I use any number other than the number 1?

A: If you plan to use two or more bit formats simultaneously on the same access control hardware/software configuration, there may be an issue with duplicate card numbers.

For example, assume that the current format in use is a 26-bit format with a facility code of 100. The existing card numbers in use range from 1 to 20,000. The plan is to transition to a Corporate 1000 48-bit format over time. This means that the existing hardware/software configuration will be reading and managing two bit formats simultaneously.

Two cards are to be entered into the system. These are:

- A 26-bit format card, facility code 100, and card number 25
- A 48-bit format card, company ID code 4195, and card number 25

It is possible that the access control hardware/software configuration will report both of these cards as card number 25. Although the cards have different bit formats and facility/company ID codes, the system may not differentiate based on the same card number being used.

For this reason, many end-users choose to start their Corporate 1000 card numbering above the highest card number currently in use. If you are not sure of the highest card number in use and a 26-bit format is in use, it is safe to use a card start number of 66,000.

Q: I have other technical questions not answered here. What should I do?

A: Contact HID Technical Support (**www.hidglobal.com/support**).

Revision history

Date	Description	Revision
August 2021	Updates to FAQs and new branding template applied.	A.1
March 2015	Initial release.	A.0

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