

Credential Ordering Process & Policy

Ordering Process

In order to process your credential order we need a purchase order and a credential order form filled out. This guide will walk you through the credential order form, and explain all aspects needed for ordering credentials.

All orders are to be sent via email to sales@wavelynxtech.com. The credential order form is to be signed and sent with the PO in order to process the order quickly.

Order Basics

The first step of the order form is to include any customer related information and the basic PO information. This is tracked with the order to use for future orders if needed as part of our credential tracking efforts. This includes:

- End user name and location
- Purchaser name and location
- PO Number and Date
- Quantity of Credentials
- Custom Part Number (If Applicable)
 - This would generally apply for all LEAF CC credentials, custom artwork, etc.

Credential Part Numbers

The credential part numbers are formed by combining two fields, the card body and the card technology. Our base credential part numbers are a total of 4 characters, two characters for each field. See the table below for specific numbers.

Card Body		Card Technology	
Description	PN	Description	PN
Clamshell Card	40	Prox	01
ISO Card	50	EV2	EV2 4K H4
ISO Card + Mag	51		EV2 8K H8
Keyfob	60	Dual Frequency	EV2 4K + Prox D4
Sticky Disc	70		EV2 8K + Prox D8

Card Numbering

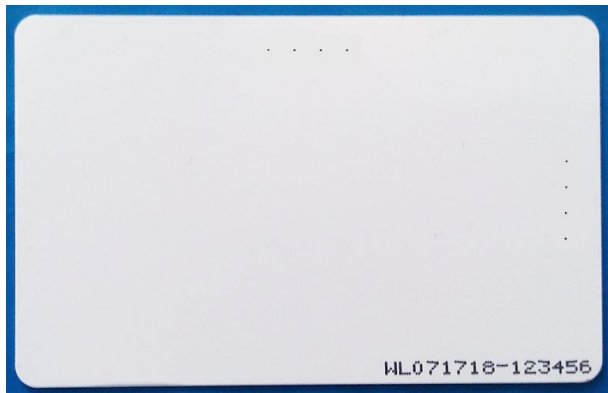
There are two aspects of card numbering, the internal badge ID and the external printed badge ID. The standard option is to have the two IDs match, having the same internal and external badge ID. We do have the option to have non-matching IDs, details will need to be provided.

Card Printing

There are two types of card printing that need to be defined for each order.

1. External Badge ID and Order Number Printing on Card
2. Custom Artwork if needed

The standard option for badge printing is to print the order number and the badge ID on the bottom-right of the back-side of the card, see the example below. Other options are available, and should be defined on the form if they are requested.



Custom artwork is only provided upon request. There will be an added fee and additional lead time for all custom artwork orders. The artwork must be provided prior to quoting, and it must be an AI / Vector file to ensure proper printing. For more information on custom artwork contact Catherine Carducci at Ccarducci@WaveLynxTech.com

Card Programming

In order to program credentials we must have the following information,

- Bit Stream (Format)
- Facility Code
- Badge ID Range

If help is needed to identify a bit stream, please reach out for assistance.

Smart cards require one more item specified, the smart card application. For EV2 the WaveLynx standard application is LEAF. There are two main types of LEAF credentials, LEAF Si and LEAF CC. LEAF Si is the general LEAF format, and that will work with any WaveLynx standard reader. LEAF CC is custom to an end user, meaning that the keys are end user specific, and will only work with readers that are compatible with that specific key. This requires additional conversations, planning, and testing, so please reach out to a WaveLynx contact from the list below to get additional information if interested.

Catherine Carducci, ccarducci@wavelynxtech.com

Taylor Schmidt, tschmidt@wavelynxtech.com

Jeff Buzan, jeffbuzan@wavelynxtech.com

Dual Frequency Cards

Dual Frequency cards require the same programming information (bit stream, facility code, badge range) but for each side of the card, prox and high frequency. You have the option of keeping each side the same or different. If they will be the same, you can select that option in the form provided. If different, please provide full information for each side of the card.

A copy of the credential order form is attached below. This form may be custom for some OEMs who have a specialized list of available parts. To obtain the credential order form PDF, reach out to Catherine Carducci, ccarducci@wavelynxtech.com.

Custom Keys and Channel Authorization

Aspects of the Channel Authorization

WaveLynx allows end users to control their own keys. In order to do this properly, we must allow the end user to specify all aspects of their sale, and we do this through the Channel Authorization Form (see next page). Currently WaveLynx tracks the following items that can be specified through a channel authorization form:

- OEMs
- Integrators
- Shipping Locations
- Part Numbers

Steps to Verify Information

1. Verify which end user is placing the order. This can be tracked through the Configuration Suffix. Each Configuration is tied to a specific customer, and it will not be duplicated.
2. Verify if the end user in question has custom keys that require the channel authorization. There are currently two ways that the custom keys can be included in the part number:

- a. Configuration Suffix (CXX#) - The original way of tracking this was tied into the configuration. This will still be permitted moving forward, no replacement part numbers will be issued.
 - b. LEAF Keyset Suffix (Lk#####) - The new way of tracking this is through a LEAF Keyset suffix, which is not tied to a configuration, it only tracks the keyset itself. Upon request WaveLynx can supply and maintain a spreadsheet for end users specific to the OEM.
3. Ensure that only authorization channel partners are involved.
 4. Ensure that only authorized part numbers are listed.
 5. Ensure that only authorized shipping addresses are used.
 6. Get any updated information needed in order to process the PO.

Updating a Form

In order to add any other options under a new field, the end user must submit one of the following directly to WaveLynx:

- An updated, signed form that includes the requested changes.
- An email clearly stating that a channel partner, part number, or shipping address is to be added.

Channel Authorization Form

WaveLynx has been chosen by our customers to manage their access control reader and credential keys. As such the sale of WaveLynx products specifically designed and programmed for an End User customer must be managed and tracked carefully per the customer's requirements. Readers and credentials manufactured by WaveLynx that are specific to the customer listed below will only be sold through the authorized channel(s) as set forth in this Authorization executed by a Customer authorized signatory.

Customer reserves the right in its sole discretion to revise the authorized channels by adding or removing OEMs and/or integrators, as well as by updating shipping locations and/or part numbers. Any such revisions shall be provided to WaveLynx in a writing executed by a Customer authorized signatory.

Customer:

Authorized by (Name and Title):

Signature:

Date:

Authorized channel			
OEM	Integrator	Shipping Locations	Part Numbers
Fill this in	Fill this in	Fill this in	<p><u>Wall Mount Readers</u> ET10-XWS-XXX (Mullion) ET20-XWS-XXX (Single Gang) ET25-XWS-XXX (Keypad)</p> <p><u>USB Devices</u> U-2EN-XXXX (Enrollment Readers)</p> <p><u>Credentials</u> XXXX</p>

Credential Order Form

Purchase Order Information		
End User Information	End User Name:	End User Location:
Purchaser Information	Purchaser Name:	Purchaser Title:
	Purchaser Email:	
Purchase Order Information	Purchase Order:	Quantity of Credentials:
	Date:	Custom Part Number:

BASE Card Part Number – Select ONE						
Prox Credentials		<input type="checkbox"/> 4001 Clamshell Prox Card	<input type="checkbox"/> 5001 ISO Prox Card	<input type="checkbox"/> 5101 ISO Prox Card w/mag	<input type="checkbox"/> 6001 Prox Keyfob	<input type="checkbox"/> 7001 Prox Sticky Disc
EV2 Credentials	Cards	<input type="checkbox"/> 50H4 EV2 4K ISO Card	<input type="checkbox"/> 50H8 EV2 8K ISO Card	<input type="checkbox"/> 51H4 EV2 4K ISO Card with Mag	<input type="checkbox"/> 51H8 EV2 8K ISO Card with Mag	
	Keyfobs	<input type="checkbox"/> 60H8 EV2 8K Keyfob				
	Dual Frequency	<input type="checkbox"/> 50D8 Prox + EV2 8K ISO Card			<input type="checkbox"/> 51D8 Prox + EV2 8K ISO Card with Mag	

Credential Numbering and Printing (Select One in Each Category)				
Card Numbering		<input type="checkbox"/> Standard Option Inkjet Sequential Matching Internal/External	<input type="checkbox"/> Non-Matching Option Inkjet Sequential Non-Matching Internal/External (provide details)	<input type="checkbox"/> No External Card Numbering
Printing Options	Badge ID Printing	<input type="checkbox"/> Standard Option Order Number + the Badge ID Number (Bottom Right)	<input type="checkbox"/> Custom Options Write in your preferences in the space provided	
	Custom Artwork	<input type="checkbox"/> Optional – Custom Artwork Full custom artwork printing available. Additional cost will be quoted based on provided artwork.	Specify Artwork <hr/> Send requested artwork to ccarducci@wavelynxtech.com	

Programming Information				
Prox Credentials (If Applicable)	Internal Card No. Start:		Format/Bit Stream: W26-0 ▼	
	External Card No. Start:		Facility Code:	
	Special Instructions:			
Smart Credentials	Smart Card Application:		<input type="checkbox"/> LEAF SI <input type="checkbox"/> LEAF CC	
	For Dual Tech Cards: Is the programming information the same as the prox side? If yes, programming card for HF side is not needed. If no, continue below.			<input type="checkbox"/> Yes <input type="checkbox"/> No
	Internal Card No. Start:		Facility Code:	
	External Card No. Start:		Format/Bit Stream: W26-0 ▼	
	Special Instructions:			

Rev Date	Version Number	Author	Description
11/12/19	1.0	Catherine Carducci	Initial release