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Dear Customer,

As you are likely aware, the world economy is experiencing wide-range disruptions to normal trade patterns. Significant shifts in demand for goods and services coupled with the global pandemic have impacted the ability to obtain materials, parts, and products – and to move them to where they are needed.

The news is full of examples, such as car manufacturers having to shut down production due to part shortages, mobile device manufacturers scaling back or delaying product launches, and the scarcity of popular consumer electronics. Probably the most significant product category impacted by the exceptional demand and limited supply is semiconductors (aka Integrated Circuits, ICs, or chips) – with consumer electronics, IoT devices, mobile phones, and complex vehicle electronics all being highlighted as causes for the rise in demand.

For HID Global, it is this supply of semiconductors that has most impacted our ability to deliver products according to standard performance levels.

To address these shortages and minimize customer impact, our Operations team is working tirelessly to scour the markets to secure required parts. We are also in direct communication with a variety of suppliers to improve our allocation of material. Moreover, we are seeing increased costs while we explore all available options to deliver the products that our customers require. These are unprecedented circumstances, but rest assured we are doing everything in our power to restore standard lead times.

Our Customer Service team is working diligently to schedule orders. Please note that if you have placed an order with HID which has not been scheduled, we will contact you as soon as a date has been assigned. Please know we are doing everything we can to best serve you.

We ask that you continue to work with your HID Sales Representative or HID Channel Partner regarding any questions related to lead times, potential product alternatives, etc.

We realize that this can be a frustrating time as we navigate these challenges, and we greatly appreciate your patience and partnership.

Sincerely,
Rodney Glass
SVP and Chief Operating Officer, HID Global