

EMORYCARD SERVICE PARAMETERS

Due to increased demand for our services, we have established service parameters to ensure we continue to provide a top-notch customer experience to the Emory community. Before requesting cards or services, we ask that you review the information outlined below and sign to acknowledge your agreement of the *EmoryCard Service Parameters*.

□ Faculty/Staff Replacements

- Employee must have an active record in OneCard based on their current, University employee record in ESD.
- Single Request
 - Departments/Administrators requesting a one-time replacement (per individual account) may do so via email.
 - Employee MUST have an updated photo on file. If a new photo is needed, employee must upload through the [EmoryCard photo upload website](#) and be approved before a new EmoryCard can be issued. No photos will be accepted via email.
 - One-time replacements, for a single individual, must be requested at least four (4) hours in advance.
- Five (5)+ Requests
 - Departments/Administrators requesting a one-time replacement for more than five (5) employees, must request (via emorycard@emory.edu), complete and return the applicable form.
 - Employees MUST have an updated photo on file. If a new photo is needed, employees must upload through the [EmoryCard photo upload website](#) and be approved before a new EmoryCard can be issued. No photos will be accepted via email.
 - Minimum processing time is four (4) business days.
- Standard Lead Time is based on quantity of cards requested.
- If expedited service is required, a service fee will be charged to the department's 10-digit speedtype based on quantity requested.

Qty of Employees	Standard Lead Time	Expedited Lead Time
15 or less	2 Weeks	5 Business Days
16 to 49	3 Weeks	10 Business Days
50 to 99	4 Weeks	2 Weeks
100 to 249	5 Weeks	3 Weeks
250 +	6 Weeks	4 Weeks

□ Department Re-Card

- Re-carding requires additional time for OneCard status confirmation, photo approval, and card production.
- Requests must be sent within set guidelines as outlined below:
 - Departments/Administrators requesting a one-time replacement for five (5) + Faculty/Staff or Sponsored Accounts must request (via emorycard@emory.edu), complete and return the applicable form.
 - Departments/Administrators will be responsible for communicating with applicable staff about the photo upload process as an updated photo must be on file for all those impacted by the re-card project.
 - If a new photo is needed, the employee must upload through the [EmoryCard photo upload website](#) and be approved before a new EmoryCard can be issued. No photos will be accepted via email.
- Standard Lead Time is based on quantity of cards requested.
- If expedited service is required, a service fee will be charged to the department's 10-digit speedtype based on quantity requested.

Qty of Employees	Standard Lead Time	Expedited Lead Time
15 or less	2 Weeks	5 Business Days
16 to 49	3 Weeks	10 Business Days
50 to 99	4 Weeks	2 Weeks
100 to 249	5 Weeks	3 Weeks
250 +	6 Weeks	4 Weeks

☐ Sponsored Accounts

- Individual must be sponsored, and an account created by OIT, at least two days prior to requesting a Sponsored Account EmoryCard; larger quantities of cards require a longer lead time.
- Requests for groups of ten (10)+, must request (via emorycard@emory.edu), complete and return the applicable form, and upload photos via the [Sponsored Account EmoryCard Airtable form](#).
- Standard Lead Time is based on quantity of cards requested.
- If expedited service is required, a service fee will be charged to the department's 10-digit speedtype based on quantity requested.

Qty of Sponsored Individuals	Standard Lead Time	Expedited Lead Time
10 or less	2 Business Days	1 Business Day
11 to 15	5 Business Days	3 Business Days
16 to 30	8 Business Days	5 Business Days
30 +	10 Business Days	6 Business Days

☐ Guest Copy Cards

- Approved library liaisons are the only individuals authorized to request Guest Copy Cards.
- Guest Copy Cards may be ordered in batches of 100 or less.
- Cards are activated in batches of 30 or less.
- Initial batch of cards must be requested at least five (5) business days in advance.
- Batches of 30 cards or less, to be activated and/or printed, must be requested at least three (3) business days in advance.
- Standard Lead Time is based on quantity of cards requested.
- If expedited service is required, a service fee will be charged to the department's 10-digit speedtype based on quantity requested.

Qty of Guest Copy Cards	Standard Lead Time	Expedited Lead Time
10 or less	2 Business Days	1 Business Day
11 to 15	5 Business Days	3 Business Days
16 to 30	8 Business Days	5 Business Days
30+	10 Business Days	6 Business Days

☐ Temporary Access and Special Use Cards

- Temporary access and special use cards are granted upon approval by the Director, EmoryCard.
- Requests must be submitted at least four (4) business days in advance.
- If a department requires more than five (5) temporary access cards, requests must be sent seven (7) business days in advance.
- Standard Lead Time is based on quantity of cards requested.
- If expedited service is required, a service fee will be charged to the department's 10-digit speedtype based on quantity requested.

Qty of Temp Access Cards	Standard Lead Time	Expedited Lead Time
10 or less	2 Business Days	1 Business Day
11 to 15	5 Business Days	3 Business Days
16 to 30	8 Business Days	5 Business Days
30+	10 Business Days	6 Business Days

☐ New Students

- Students must have an active record in OneCard based on their matriculated record in ESD.
- Departments/Administrators requesting a one-time print or replacement for a new student may submit request via email - student name, ID number, and speedtype are required, and student must have an approved photo on file.
- If submitting a request for more than four (4) students, departments/administrators must request (via emorycard@emory.edu), complete and return the applicable form.
- Standard Lead Time is based on quantity of cards requested.
- If expedited service is required, a service fee will be charged to the department's 10-digit speedtype based on quantity requested.

Qty of Students	Standard Lead Time	Expedited Lead Time
10 or less	3 Business Days	2 Business Days
11 to 30	7 Business Days	5 Business Days
31 to 50	2 Weeks	6 Business Days
51 to 100	3 Weeks	2 Weeks
101 +	5 Weeks	3 Weeks

☐ Eagle Dollars Request

- Departments/Administrators requesting an upload of funds to an individual's Eagle Dollars account must complete the [EmoryCard Eagle Dollar Request Form](#) and include ID number, name, amount to be added, and 10-digit speedtype.
- Standard Lead Time is based on quantity of account uploads requested.
- If expedited service is required, a service fee will be charged to the department's 10-digit speedtype based on quantity requested.

Qty of Individuals	Standard Lead Time	Expedited Lead Time
10 or less	2 Business Days	1 Business Day
11 to 30	3 Business Days	2 Business Days
31 to 50	5 Business Days	3 Business Days
51 to 100	1 Week	4 Business Days
101 +	2 Weeks	5 Business Days

REQUESTOR AGREEMENT:

As an approved representative of the department named below, I _____, acknowledge and agree to follow the service parameters and lead times outlined above.

Speedtype: _____

Department: _____

Email: _____

Phone: _____

Signature: _____

Date: _____

Please sign, scan, and return this agreement via email to EmoryCard, emorycard@emory.edu. Should the requestor for your department change, a new agreement must be filed before cards or services can be provided to your area.