



The National Archives

EMOS cashkards replacement

Frequently Asked Questions

1. *Can I use my old cashkard after the new system is installed?*

Yes, there will be one microfilm reader-printer and one bookscanner-printer still equipped with the old payment system for 3 months. BUT the printers for computer downloads will not accept the old card after the system has changed.

2. *Will I lose the credit on my old cashkard if I want to print from the computers?*

No, transfer of funds to the new system will be available

3. *I will not be coming to TNA within 3 months following the system change, will I lose the credit on my old cashkard?*

No, transfer of funds between the old cashkards and the new copycard will be available until 31/10/08.

4. *Will I be able to use my reader's ticket as a copycard for the new system?*

Yes, just credit it at the topping-up "kiosks" available in the Open Reading Room, Documents Reading Room and Map Room

5. *How many copies can I make with a card?*

The maximum credit held on a card at any one time will be increased from £10 to £20. Self-service copy prices are being standardised down to £0.20/copy so readers can make up to 200 copies with a maximum credit of £20.

6. *I only intend to make 1 copy, how will I be able to do so without cash payment at the point of printing?*

The minimum card credit available will be £0.20 so you can choose to credit your card for only one copy

7. *How much is a copycard?*

The copycards are FREE: when you buy a £0.20 copycard from the vending machine, that money is credited to the card so you can make 1 copy with it straight away.

8. *Is the price of self-service copies going to change?*

Yes, all self-service copies will be the same price after the new payment system is installed ie £0.20.