	<b>FACILITIES OPERATIONS STANDARD PRACTICE</b>	
	Key Request Standard Operating Practice	INSTRUCTION NUMBER: 30-0005


**I. PURPOSE**

To establish a standard operating practice for the ordering and handout of keys by the Customer Service Center (CSC) staff.

**II. PROCEDURE FOR ORDERING, MAKING AND COLLECTING KEYS**

- A.** UNCG employees being issued keys will need to complete a grey key request form and UNCG Project Managers will need to complete an orange key request form including the building and room number for keys needed. If they do not have a key request form, they can be obtained at the CSC on the second floor of the Sink Building, 800 Oakland Avenue. The UNCG Department’s Director, Assistant Director or Manager for the employee requesting the key will need to approve and sign the key request.
- B.** UNCG Project Managers will need to indicate on the orange key request form the date the key will be returned. The UNCG Project Managers’ Department will be responsible for all costs associated with rekey if the Contractor does not return the key by the date shown on the request form.
- C.** The key request can either be delivered to the CSC or sent through campus mail. When the request is received by the CSC, it will be placed in the Lock Shop mailbox until it’s picked up by a locksmith. The Lock Shop will check their mailbox at least twice daily.
- D.** Within three business days the Lock Shop will deliver keys to the CSC desk taped to the request form. The CSC staff will email or call the person listed on the form to let them know their key is ready. Keys will be sorted alphabetically and placed in the key drawer by the CSC employees. If the keys are not picked up in two weeks, the CSC staff will email the authorized individual who approved the request as well as the person listed on the card and let them both know the keys are still ready for pick up and the keys will be returned to the Lock Shop if not picked up within 30 days. If the keys have not been picked up in 30 days, they will be returned to the Lock Shop.
- E.** To pick up keys, a picture ID and signature is required on the ‘Received by’ line on the key request form. The key receipt is then sent back to the Lock Shop. Note: Intellikeys must be used within two weeks of the program date indicated on the key request form or it will expire. The program date should be checked before issuing the Intellikey and the customer should be informed that they need to use the key in every location before the expiration date. The locations can be found on the back of the key request form. If the Intellikey has expired it will need to be returned to the Lock Shop to reprogram the expiration date.

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- F.** When an employee leaves UNCG or requires different keys, the original keys issued should be returned to the CSC. When keys are returned, a yellow key return card is required to be filled out and the keys are taped to the card. The receipt is torn off and given to the individual returning the keys with the signature of the person at the CSC who accepted the keys. The returned keys will be placed in the Lock Shop mailbox. Facilities Operations does not require a deposit to request or pick up keys. If a deposit was required by the employee's Department, they will need to show them the yellow receipt to request their refund.
- G.** It is the Project Manager's responsibility to ensure that the keys issued to the contractor are returned by the return date communicated on the contractor's key request card. If the keys are not returned by this date, the Project Manager's department will incur the costs associated with the required rekeying. When keys are returned, a yellow key return card is required to be filled out and the keys are taped to the card. The receipt is torn off and given to the individual returning the keys with the signature of the person at the CSC who accepted the keys. The returned keys will be placed in the Lock Shop mailbox. Facilities Operations does not require a deposit to request or pick up keys. If a deposit was required by the employee's Department, they will need to show them the yellow receipt to request their refund.
- H.** Monthly, as time permits, the front desk key drawer at the CSC is sorted through by the CSC staff and any keys requested more than a month ago are clipped together and placed in the Lock Shop mailbox.

### **III. PROCEDURE FOR CHECKING OUT KEYS**

- A.** Daily checking out of keys is only available to employees of UNCG.
- B.** Keys are available at the front desk that can be checked out for specific building areas on campus. A UNCG employee requesting to check out a key will need to show their UNCG ID and complete the checkout form before the key will be issued. All keys issued will be returned by 5:00pm each day. By 10:00am the following day, the CSC staff will contact anyone who did not return their keys by 5:00pm.
- C.** Anyone issued a key, will receive a copy of this Key Policy by the CSC staff.
- D.** Only with approval from a Facilities Operations manager can a key be checked out overnight or for more than one day.

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