Access Quick Reference Guide

How to Order

• Orders can be placed on Filelineaccess.com
  – Login credentials Required
• Orders can be placed by calling client care @ 770-921-9048 *
• Orders can be emailed to georgiasupport@accesscorp.com *
• Orders can be faxed to 770-449-5907 *

* Manual Order entry fee will be applied to your account

Delivery Schedule

(YOUR RECORDS ARE ALWAYS AVAILABLE!)

• Standard operating days/hours of service are 8:00am to 5:00pm, Monday thru Friday.
• Next Day delivery: Order placed by 3pm will be delivered by 5pm the next day.
• Same Day delivery: Order placed by 11am will be delivered by 5pm the same day.
• Rush/Emergency Request: Request that are made during business hours requiring delivery within 2 -3 hours. Orders Should be called in before 3:00 PM. Orders placed after 3:00pm will be delivered next day by 10am.
• After Hour/Emergency request : Request that are made after business hours, weekends, or during holiday hours. Orders should be CALLED IN.