

California Emergency Medical Services Authority (EMSA) – Frequently Asked Questions (FAQs) for Ordering Stickers for Child Care Training Courses

EMSA provided answers (below) to FAQs about sticker order policies. For more information about ordering stickers, please visit: https://emsa.ca.gov/childcare_instructor/ and click on the “Sticker Orders” tab.

Is there a specific number of stickers we can/have to order?

There is no maximum allotment of stickers, as long as the order payment is processed successfully. We request you submit orders for a minimum of 10 stickers at a time, (example: 10 PHS and/or 5 First Aid and 5 CPR,) to ensure efficient and timely fulfillment of orders. We suggest ordering a few extra stickers in case something comes up last minute and you need extra stickers.

What is the time frame for processing course completion stickers?

There is no guaranteed time frame to process course completion stickers, only an estimate. Once the sticker order is received (*via fax or mail*), it is *normally* processed within 1-3 business days unless an issue arises and/or depending on the workload of the EMSA sticker processor.

Once the stickers are mailed, the current estimate is two weeks (10 business days) for you to receive the stickers order.

EMSA recommends that training programs **plan ahead** for their course completion sticker needs because of the turn-around time for sticker orders.

How can we submit a sticker order?

We **only** accept sticker orders submitted via **fax or mail**. We are unable to accept orders over email or the phone. If we receive a sticker order request via email or phone, we will return the request back to the purchaser and remind them we only receive orders via fax or mail.

When paying for stickers via credit card what happens if the payment is unsuccessful when processing?

EMSA will reach out (using the number/email provided on the sticker order form) immediately to confirm all credit card information given. If we are unable to get ahold of the purchaser there may be a chance that their order will not be processed that day (or week). Please confirm all credit card information along with contact information to ensure that the order is processed successfully and if an issue occurs, we have the correct information to contact the purchaser.