

# Frequently asked questions about ordering transcripts



## HOW DO I CHECK THE STATUS OF MY ORDER?

Sign in to [Parchment.com](https://www.parchment.com) and click **Track** under the name of your school.

## WHY DOES MY ORDER STILL SAY 'ORDER SUBMITTED TO SCHOOL'?

If your order status says 'Order submitted to school', this means that your transcript request has been sent to your school, but that your school has not reviewed or processed it yet.

If your order has been in this status for more than a few days, you should speak to your school about it. These are the steps that will then take place:

1. If everything looks ok, your school will approve your order. They will upload your transcript to our system, if it isn't uploaded already, or they will mail it if they are handling it themselves.
2. Once your transcript arrives in our system, we will send it to the destination you provided.

## WHY IS MY ORDER ON HOLD?

If your order is on hold, this means that your school placed your order on hold, and you should have received an email explaining why. There are many reasons why a school may place an order on hold (an overdue library book, for example).

If your order is on hold, please speak to someone at your school about it. We're very sorry but there is nothing that we can do to speed this process up. Once the issue has been resolved, your order will be processed.

## STATUS SAYS 'DOWNLOAD CONFIRMED' BUT THE SCHOOL I'M APPLYING TO DIDN'T RECEIVE MY ELECTRONIC TRANSCRIPT .

If the status of the order says 'Download Confirmed', this means your transcript was delivered to the school's Parchment account, and a school administrator downloaded it. However, it can easily be downloaded again. You should contact the school to tell them that they can download it again from within their Parchment account. They just go into the **History** section and search for your **Document ID**.

## STATUS SAYS 'AVAILABLE FOR DOWNLOAD' BUT THE SCHOOL DIDN'T RECEIVE MY ELECTRONIC TRANSCRIPT.

If the status of the order says 'Available for Download', this means that your transcript was delivered to the school's Parchment account, but they have not downloaded it yet. You should contact the school to tell them that your transcript is in their Parchment account. You can give them your **Document ID** to help them locate it.

## STATUS SAYS 'AVAILABLE FOR DOWNLOAD' BUT THE PERSON I SENT MY TRANSCRIPT TO DIDN'T RECEIVE IT.

If you entered an email address as the destination for your transcript, the recipient should have received an email with a link in it to download the transcript. If they didn't receive the email, it may be in their Spam folder. If they still don't have it, let us know and we can resend the email.

### **STATUS SAYS 'SHIPPED' BUT MY PAPER TRANSCRIPT DIDN'T REACH ITS DESTINATION.**

U.S. Mail typically requires **up to seven business days** for delivery. We will resend the transcript one time free of charge if a reasonable amount of time has passed. Please remember that institutions can take 4-6 weeks to process incoming transcripts and make the necessary entries in their computer systems. During this time, your school may not be able to confirm that they received your transcript.

Unfortunately, we are only able to track the location of printed transcripts if you have selected FedEx overnight delivery.

### **I PUT THE WRONG DESTINATION ON MY ORDER.**

Due to security reasons, there is no way to change the email or mailing address once you have placed an order.

If you want to change the destination, we can cancel the order, place a credit on your account, and then you can place a new order with the correct address.

### **THERE'S SOMETHING WRONG WITH THE CONTENT OF MY TRANSCRIPT.**

We deliver transcripts exactly as we receive them. We do not verify the accuracy of the content, or change it in any way. We simply deliver what is provided to us.

If you have a question regarding the content or accuracy of your transcript, please contact your school directly. If they make changes to your transcript, they can upload it again and we will deliver it to its destination.

### **HOW DO I SEND MY TRANSCRIPT TO A PERSON OR PLACE (NOT A SCHOOL)? OR TO A SCHOOL THAT DOESN'T COME UP IN YOUR SYSTEM WHEN I SEARCH FOR IT?**

You can use the 'Other Individual' option to manually enter the destination address.

### **WHAT IF MY TRANSCRIPT IS NOT AVAILABLE ELECTRONICALLY?**

If your transcript is not available electronically, you can still place your order if your school is part of our network. You will know if your school is part of our network if you are able to successfully add your school to your account. If your transcript is not available electronically, they will simply print your transcript themselves.

### **HOW DO I SEND A PAPER TRANSCRIPT IF I ONLY SEE AN OPTION TO SEND ELECTRONICALLY?**

Some schools within our network prefer to receive their transcripts electronically. If you would like to send a paper transcript, you should choose to send your transcript to an individual instead of a school. You can then choose to have your transcript printed and mailed instead of being sent electronically. However, please be aware that this may not be the preferred choice of the school.

### **I SELECTED OVERNIGHT/FEDEX DELIVERY BUT MY ORDER HAS NOT BEEN RECEIVED YET.**

When you send a paper transcript, you can choose to send it by USPS or overnight delivery. We use FedEx for

next-day delivery (if delivering in the USA). A few things to be aware of:

- Even though you selected overnight delivery, your school still has to approve and process your order before we can send it. Therefore, if it is urgent, you should contact your school after placing your order so they can process it immediately. If there is a delay with your school, then it is unlikely that your order will be delivered the next day.
- FedEx does not deliver on Saturdays or Sundays.
- FedEx does not deliver to PO Boxes.
- You will receive an email from FedEx with a tracking number.

### HOW DOES THE DELIVERY OF ELECTRONIC TRANSCRIPTS WORK?

When you place an order for an electronic transcript, the recipient will be able to download an electronic copy of your official transcript.

The way an electronic transcript can be downloaded depends on how the order was placed.

- **If you send your transcript directly to an email address** (so when you place your order, you enter the recipient's email address), the recipient receives an email with a link in it that takes them to a secure web page where they download the transcript.
- **If you sent your transcript to an in-network school** (so when you placed your order, you did not enter an email address, but selected the school when it appeared after you searched for it), the transcript lands in their Parchment account.

### I RECEIVED AN EMAIL THAT SAID THE RECIPIENT DID NOT CONFIRM THE DOWNLOAD.

This means that the recipient downloaded your transcript, but did not click the **Confirm Download** button. You should contact them to make sure that they downloaded your transcript successfully. They can still click the **Confirm Download** button. They simply go back to the original email they received from us, click the link, and then click the **Confirm Download** button.