

## Order your transcript

It is important to remember that your school has your transcript. After you place your order, your school must review and approve your order before we can send it. Therefore, if there is a delay with your order, you should contact your school.

You can place multiple orders at the same time if you need to send your transcript to different destinations. You can also select if you'd like to wait until your next grades are in before your transcript is sent.

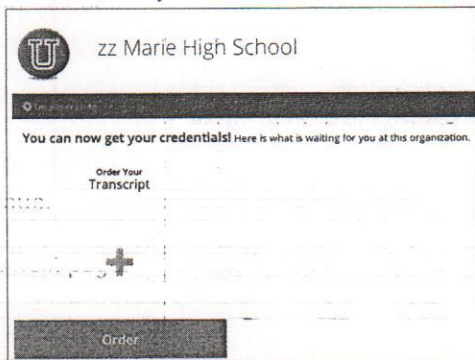
### ELECTRONIC AND PAPER TRANSCRIPTS

- Some schools have a preferred delivery method saved into our system, so you may not be presented with a choice of delivery methods. For example, some schools may only want to receive electronic transcripts, so you would not see a paper option.
- If you order an electronic transcript, the recipient will receive an email with a link in it to access your transcript, or, if they are part of the Parchment network, the electronic transcript will land in their Parchment account.
- If you order a paper transcript, you will have the option to send your transcript by USPS mail or overnight delivery. Information about overnight deliveries:
  - We use FedEx for overnight delivery.
  - FedEx does not deliver to PO Boxes.
  - FedEx does not deliver on Saturdays and Sundays.
  - Since your school must approve and process your order before we can send your transcript, it is unlikely that your transcript will be delivered the next day if there is a delay with your school approving and processing the order.



### TO ORDER YOUR TRANSCRIPT:

1. Log in to [Parchment.com](https://www.parchment.com).
2. You will see your school listed. Click **Order**.



3. You will see two destination options. Select the one on the left to send your transcript to a school, business, or other organization. Select the option on the right to send your transcript to yourself or another individual.



Select this option to send your transcript to a school, business, or other organization.

1. After selecting this option, enter the name of the school or other organization in the search box and click **Search**.
2. When you see the destination listed, click **Select** and skip to step 4 on the next page.
  - If your destination does not appear, click **Enter your own**.

**Enter Your Own**

- a. Select if you would like to email your transcript (the recipient would receive an email with a link to download your transcript), or if you would like to send a paper transcript. For more information on electronic transcripts, go to the [eTranscripts FAQ](#). For information on sending paper transcripts overnight, go to the [FedEx FAQ](#).
- b. Fill in the destination information.
- c. Click **Save & Continue**.
- d. Go to Step 4 on the next page.



Select this option to send your transcript to yourself or another individual.


1. After selecting this option, select a delivery method:
  - **Electronic Delivery** means that the recipient receives an email with a link to download your electronic transcript. For more information, go to the [eTranscripts FAQ](#).
  - **Paper Transcript** means that you are sending a printed copy of your official transcript in the mail (you can select USPS or overnight later in the process). For information on sending paper transcripts overnight, go to the [FedEx FAQ](#).
2. If you are sending the transcript to yourself, check the box **I am sending this order to myself**. The boxes will then be populated with your destination information.
3. Fill in the destination information. Click **Save & Continue**, and go to Step 4 on the next page.

I am sending this order to myself

- You are now at the Order Details page where you can view your order and select if you would like to send your transcript now, or wait until next semester's grades are in.


Item(s) being ordered:

**FROM**




zz Marie High School  
Scottsdale, AZ

**TO**




Capital University  
Office of Undergraduate Admissions  
Columbus, OH, 43209

 Delete this item

Transcript

Delivery Method

 Electronic

**Processing Time**

Send Now

**Application Tracking Number (optional)**

**Honors (optional)**

**+ Add Another Destination**

**Credential Fee** \$0.00

**Shipping / Handling** \$0.00

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**Item Total** \$0.00


**Total Credential Fees** \$0.00

**Total Shipping / Handling** \$0.00

**Order Total** \$0.00

**Save & Continue**

- See the red circle above. If you would like to wait until your next grades are in before sending your transcript, click this drop-down menu and select **Hold for Grades**.
- If you would like to enter an application tracking number or Honors information, enter these in the applicable boxes.
- To send your transcript to another destination, click **+ Add Another Destination** and go back to step 3.
- If you'd like to remove this order, click **Delete this item**.

 **Delete this item**

- Your total charges appear on the right side, and include any shipping fees.
- When you are ready to pay, click **Save & Continue**.

- You can now review your order again. To make any changes, click **Edit Order**. Otherwise, click **Continue**.


**Continue**

- You are now on the **Provide Consent** page. This is where you (or your parent/guardian) authorizes Parchment to release your transcript from your school.

### Provide Consent

I authorize Parchment to release my academic credentials from zz Marie High School to the destinations I select.

Sign here with mouse or finger:

X 

Clear Signature

Type Parent/Guardian Name:

Jane Jones

I certify under penalty of law that I am the individual identified above and I am authorized to take this action on behalf of my child.

Save & Continue

- Use your mouse or stylus to sign your name in the box.
- Type your name into the box and check the box to confirm that you are authorized to order the transcript.
  - For minors, a parent must sign in the box, type their name, and check the box that certifies they are authorized to order the transcript. However, if you are a minor and ordering your college transcript, you can sign.

- Click **Save & Continue**.
- You are now on the **Payment Information** page. We accept Visa, Mastercard, Discover, and American Express. Enter your payment and billing information and click **Checkout**.



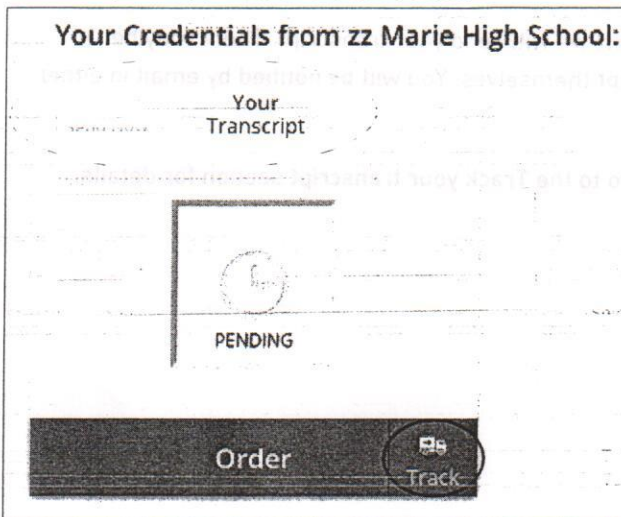
- You will land on the **Order Confirmation** page, and you can now begin to track your order.

**WHAT HAPPENS NEXT**

1. Once you place your order, we will notify your school and they will review your order.
  - They will either approve your request or place it on hold. If they place your request on hold, you should contact your school directly to resolve the matter. You will be notified by email if there are any issues with your order.
2. Once your school approves and processes your order, we will send your transcript. There may be instances where your school will print your transcript themselves. You will be notified by email in either case.
3. You can track your transcript on Parchment.com. Go to the Track your transcript section for details.

# Track your transcript

1. Log in to Parchment.com.
2. Click Track under the name of your school.



3. You will see detailed information about the order.
  - In the example below, you can see that the transcript has been sent electronically to the school. However, the school has not yet downloaded it. Once they download it, this status will change to **Downloaded**.
  - On the bottom left, you can get more detail about the status.
  - On the top left is the Document ID. If you need to contact us about your order, please include your Document ID with all the other relevant information.
  - For a full list of statuses, go to the next page.

TR3018J	Available for download	Ashford University	\$0.00
Where's my transcript? Available for download	 zz Marie High School	 Parchment	 Recipient
Your transcript was delivered to the recipient on June 18, 2015. They have been notified by email to download the transcript. If your transcript has been in this status for more than 2 days you should contact the recipient to download the transcript.		Document Type Delivery Type: Electronic Processing Time: Now	Recipient Ashford University