

# Frequently asked questions about ordering transcripts

A yellow, irregularly shaped badge with a scalloped edge containing the text "Parchment.com." in a blue, sans-serif font.

Parchment.com.

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

1. Log in to [Parchment.com](https://Parchment.com).
2. Click **Transcripts**.
3. Click **Order history**.

## Track your order.

## 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 - for example, you may have an overdue library book.

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

## 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.
2. Your school will locate your transcript, and upload it to our system (or mail it if they're preparing it themselves).
3. Once your transcript arrives in our system, we will send it to the destination you provided.

## 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, they can easily download it 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 **Reports** section and search for your **Document ID**, which you'll find on the **Order History** screen.

### **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. You will find your Document ID on the **Order History** screen.

### **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 Organization' or 'Other Individual' option to manually enter the destination address.