



Sign in to Parchment.com and click Orders. Go to the [Tracking](#) help page for full details.

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. In the rare event that your school is no longer open, Parchment will handle these requests.

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.

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.

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 can go into their Library and search by your name to find it.

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 Inbox.

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.



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.



Due to security reasons, we cannot 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 place a new order with the correct address.



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.



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.



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