

# Parchment Send

A guide to requesting transcripts  
on behalf of students



## Introduction

When a current or former student wants to send their high school transcript to a college or any other destination, you can do this on their behalf by using a feature in **Parchment Send** called **Request Transcripts**.

|                 |                       |                 |            |                            |        |
|-----------------|-----------------------|-----------------|------------|----------------------------|--------|
| To Do List (11) | Document Requests (3) | Invite Students | Web Upload | <b>Request Transcripts</b> | Report |
|-----------------|-----------------------|-----------------|------------|----------------------------|--------|

This feature is available to **Premium Senders only**. If you see the **Request Transcripts** tab at the top of the Send home page when you are logged in (see image above), then you are a Premium Sender and have this feature available to you.

A few things first:

- You will need a credit or debit card if you are prompted to make a payment for the order.
- All requests will be auto-approved, which means you will not see them in the 'To Do List'. Instead, once the requests are submitted, you will upload the transcript through your standard upload process to fulfill the request.
- An administrator must have a **Sender** role to access the **Request Transcripts** feature. To add this role to an existing administrator's profile, the Site Administrator needs to:
  - a. Log in to [exchange.parchment.com](https://exchange.parchment.com)
  - b. Click **Settings > Administrators**.
  - c. Click the name of the administrator.
  - d. Check the box next to **Sender**.
  - e. Click **Save**.

# Order transcripts

1. Log in to [exchange.parchment.com](https://exchange.parchment.com).
2. Click **Send** > **Request Transcripts**.
  - Depending on your settings, you may not see all of the options you see in the screenshot below.
  - If you do not see the **Request Transcripts** tab, your Site Administrator will need to add the Sender role to your profile. [Follow the instructions on the previous page](#) to have this role added.

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Send Settings Members Alerts Support Sign Out

To Do List (10) Document Requests (3) Invite Students Web Upload **Request Transcripts** Report

Request Transcripts  
Student Transcripts  
Pending Requests (0)

### Request Student Transcripts

Request transcripts on behalf of students to be delivered to any destination worldwide.

Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation

Search Student Accounts  Create a Student Account

#### Student Information

**Last Name:**  **Student ID:**

**First Name:**  **Enrollment Status:**  Currently Enrolled  
 Not Currently Enrolled

**Gender:** Gender ▾ **Years Attended:** Year ▾ to Year ▾

**Date of Birth:** Month ▾ Day ▾ Year ▾

**SSN (last 4 digits):**

Search

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3. If the student is already registered on [Parchment.com](https://www.parchment.com), you will now search for them. Or you will create an account for them if they have not registered for a [Parchment.com](https://www.parchment.com) account. If the student has not registered for a [Parchment.com](https://www.parchment.com) account yet, you should encourage them to do so.
  - Select **Search Student Accounts** if they have a [Parchment.com](https://www.parchment.com) account.
  - Select **Create a Student Account** if they do not have a [Parchment.com](https://www.parchment.com) account.

#### IF YOU SELECT 'SEARCH STUDENT ACCOUNTS'

- a. Enter the student's information. You do not need to fill in all fields. However, the more information you enter, the fewer results will come back, and, therefore, it will be easier to find the student.
- b. Click **Search**.
- c. Once you see the student listed, select their name. Confirm it is the student you want and click **Continue**.
- d. Go to [step 4](#) on the next page.

The screenshot shows the 'Request Student Transcripts' form. At the top, there are two radio buttons: 'Search Student Accounts' (which is selected and circled in red) and 'Create a Student Account'. Below this is the 'Student Information' section with the following fields: Last Name, First Name, Gender (dropdown), Date of Birth (Month, Day, Year dropdowns), SSN (last 4 digits), Student ID, Enrollment Status (radio buttons for 'Currently Enrolled' and 'Not Currently Enrolled'), and Years Attended (Year to Year dropdowns). A 'Search' button is located at the bottom left.

#### IF YOU SELECT 'CREATE A STUDENT ACCOUNT'

- a. Enter the student's information. Fields with a \* (asterisk) are mandatory.
- b. Click **Create and Continue**.
  - If nothing happens, scroll to the top because you will probably see an error message telling you that you have not filled in one of the mandatory fields.
- c. Go to [step 4](#) on the next page.

The screenshot shows the 'Request Student Transcripts' form with 'Create a Student Account' selected and circled in red. The form includes a '\* Required Information' label at the top right. The 'Student Information' section contains the following fields: First Name, Middle Name, Last Name, Gender (dropdown), Suffix (dropdown), Date of Birth (Month, Day, Year dropdowns), SSN (last 4 digits), Student ID, Country (dropdown), Address, City, State/Province, Postal Code, and Email Address. The Enrollment Status section has radio buttons for 'Currently Enrolled' and 'Not Currently Enrolled' (which is selected). The Years Attended section has a Year to Year dropdown. At the bottom, there is a 'Create and Continue' button and a 'cancel' link.

- You will be brought to the screen where you enter the destination information. You can enter this information in a few ways:
  - You can search for the destination in our database. We recommend beginning your search for academic destinations this way because we maintain a database of preferred delivery methods for all colleges and universities nationwide, and a growing number of international institutions. Go to the [Search Parchment Exchange Database](#) section on the next page for instructions on how to search this way.
  - Or you can enter the institution's College Board Entrance Examination (CEEB) code, if you know it. Go to the [Enter CEEB Codes for Recipients](#) section for instructions on how to order this way.
  - Or you can add the recipient's details manually. You may need to do this if you want to send the transcript to a specific individual at a college, for example. Go to the [Add Recipient Information](#) section for instructions on ordering this way.

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Send Receive BASIC Settings Members Alerts Support Sign Out

To Do List (9) Document Requests (3) Invite Students Request Web Upload **Request Transcripts** Report

Request Transcripts  
Student Transcripts  
Pending Requests (1)

### Request Student Transcripts

Request transcripts on behalf of students to be delivered to any destination worldwide.

Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation

#### Identify Recipients for Ima Test

Search Parchment Exchange Database  Enter CEEB Codes for Recipients  Add Recipient Information 1 recipient

#### Search for Recipients

Search the Parchment Exchange database of colleges and universities to identify the recipients of the student's transcript.

**Institution Name:**

**Country:**

**City:**

**State/Province:**

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### TO SEARCH THE PARCHMENT EXCHANGE DATABASE

- a. Select **Search Parchment Exchange Database**.
- b. Fill in the fields and click **Search**.
  - You do not have to fill in all the fields. If you enter information in more than one field, only institutions that match all selected criteria will be displayed in the search results. Therefore, if you have trouble locating your institution, try entering less criteria and searching again.
- c. Select the applicable institution from the search results.
- d. Click **Save and continue** and [go to step 5 to review your order](#).



### EXAMPLE

Let's say Ruby, a senior at your high school, walks into your office and tells you she needs to send her transcript to Arizona State University. Since ASU is an academic destination, you would select **Search Parchment Exchange Database** (see screenshot below). You would then enter Arizona State University in the **Institution Name** box. Then you would click **Search**, and select from the institutions that appear. You'll also see the preferred delivery method.

#### Identify Recipients for Ima Test

Search Parchment Exchange Database  Enter CEEB Codes for Recipients  Add Recipient Information

#### Search for Recipients

Search the Parchment Exchange database of colleges and universities to identify the recipients of the student's transcript.

**Institution Name:**

**Country:**

**City:**

**State/Province:**

#### Matching Receiving Institutions

3 receiving institutions match your selected search criteria.

| <input type="checkbox"/>            | College/University Name                       | CEEB Code | City, State/Province | Country | Delivery Method |
|-------------------------------------|---|-----------|----------------------|---------|-----------------|
| <input type="checkbox"/>            | Arizona State Board of Chiropractic Examiners | D0665     | Phoenix, AZ          | US      | Paper           |
| <input type="checkbox"/>            | Arizona State Department of Education         | D0579     | phoenix, AZ          | US      | Electronic      |
| <input checked="" type="checkbox"/> | Arizona State University - Undergraduate Adm. | 4007      | Tempe, AZ            | US      | Electronic      |

### TO ENTER CEEB CODES FOR RECIPIENTS

As an alternative to searching for colleges and universities in the Parchment Exchange database, you can enter a list of CEEB codes and we will match them to the institutions in our database.

- a. Select **Enter CEEB Code for Recipients**.
- b. Enter the CEEB code in the first box.
  - You can enter multiple CEEB codes. If you need to add more than five CEEB codes, click **add more institutions** to add rows in groups of five.
- c. Click **Save and Continue** and [go to step 5 to review your order](#).

### Request Student Transcripts

Request transcripts on behalf of students to be delivered to any destination worldwide.

[Identify Student](#) > [Identify Recipients](#) > [Review Recipients](#) > [Submit Payment](#) > [Confirmation](#)

#### Identify Recipients for Ima Test

Search Parchment Exchange Database  Enter CEEB Codes for Recipients  Add Recipient Information

#### Enter CEEB Codes for Recipients

Enter the CEEB Codes for the receiving institutions to identify the recipients of the student's transcript.

\* CEEB Code:

CEEB Code:

CEEB Code:

CEEB Code:

CEEB Code:  [add more institutions](#)

### ADD RECIPIENT INFORMATION

Use this option when the destination is not in our database or you do not have the CEEB code. You can send to any recipient worldwide.

- a. Click **Add Recipient Information**.
- b. Select a category from the drop-down menu.
- c. Enter the name as it should appear in the delivery address next to **Destination Name**.
- d. Under **Delivery Method**, you can select **Electronic Delivery** or **Paper Delivery**.
  - If you select **Electronic Delivery**, enter the email address and then confirm the email address by entering it again.
  - If you select **Paper Delivery**, enter the address. You can also choose to send the transcript overnight, and you can choose to send it to an international address by clicking Deliver to an address outside of the US.
- e. Click **Save and Continue** and [go to step 5 to review your order](#).

#### Identify Recipients for Ima Test

Search Parchment Exchange Database  Enter CEEB Codes for Recipients  **Add Recipient Information** 1 recipient

#### Add Recipient Information

Select the Delivery Method and enter the delivery information for any destination worldwide.

**Destination Information**

\* **Category:**

\* **Destination Name:**   
Enter the name as it should appear in the delivery address.

**Attention Line:**

**Delivery Method**


**Electronic Delivery**  
Parchment Exchange will email instructions to securely download the transcript to the email address provided. If the transcript is not downloaded within 5 days, the request will be canceled.

\* **Email Address:**

\* **Confirm Email Address:**

**Paper Delivery**  
Parchment Exchange will deliver the transcript on security paper to the address provided.





- You will be brought to the **Review your order** screen, where you can:
  - Click **remove student** to cancel the request for the selected student. You will be asked to confirm that you want to remove the student and all recipients. Click **OK** to remove the student, or **Cancel** to continue to submit the requests.
  - Remove individual recipients by clicking  next to the recipient's name. You will be asked to confirm that you want to remove the recipient. Click **OK** to remove, or **Cancel** to continue.
  - Click **add more recipients**. You will be returned to the **Enter Destination Information** section.
  - Click **Add more students** to submit requests for additional students. You will be returned to step 3.

### Review Student and Recipients

Review the requested transcript requests for the selected students. Submitting the requests authorizes Parchment Exchange to release the transcripts to the selected recipients.

Ima Test [remove student](#)

| Recipient Name   | Delivery Method   | Fee                  |
|--|---|----------------------|
| Arizona State University - Undergraduate Adm.  |  Electronic | \$0.00               |
|  |   | <b>Total: \$0.00</b> |

[add more recipients](#)

[Add more students](#)

[cancel requests](#)




- When you are ready, click **Checkout**. Or you can click **Finish Later** to checkout at a later date. The saved students and recipients will be available under **Pending Requests** in the left-hand menu. You can also click **cancel requests** to cancel all requests.
- If you are prompted to make a payment, you will be brought to the payment screen. Enter your credit or debit card details and click **Submit**.

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Order Information \* Required Fields  
Invoice Number: 4007187

Description: Total: US \$0.01

Payment Information

Card Number:  (enter number without spaces or dashes)

Expiration Date:  (mm/yy)

Billing Information


First Name:  Last Name:

Address:

City:

State/Province:  Zip/Postal Code:

Country:



8. You will get a confirmation page.

- The confirmation page is the receipt for your transcript order. Please print a copy for your records.
- Once you have submitted the transcript requests, the transcript requests will be set to 'Approved' and will not appear on your 'To Do List.' To complete the request, you will need to upload the transcripts using your standard process.

The screenshot shows the 'Request Student Transcripts' confirmation page in the Parchment Exchange interface. The top navigation bar includes 'Send', 'Receive BASIC', 'Settings', 'Members', 'Alerts', 'Support', and 'Sign Out'. The main navigation menu has 'To Do List (9)', 'Document Requests (3)', 'Invite Students', 'Request', 'Web Upload', 'Request Transcripts', and 'Report'. The left-hand menu shows 'Request Transcripts', 'Student Transcripts', and 'Pending Requests (0)'. The main content area is titled 'Request Student Transcripts' and includes a breadcrumb trail: 'Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation'. Below this is a 'Confirmation' section stating: 'You have submitted transcript requests and authorized Parchment Exchange to release the transcripts for the following students.' A table displays the student information:

| Student Name  | Student ID | SSN  | # Recipients | Total Fees    |
|---------------|------------|------|--------------|---------------|
| Ima Test      |            | 5555 | 1            | \$0.00        |
| <b>Total:</b> |            |      |              | <b>\$0.00</b> |

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## PENDING REQUESTS

If you are unable to complete a request during your initial session, the request will remain in the Pending Requests section, which you can access at any time by clicking **Pending Requests** in the left-hand menu.

The screenshot shows the 'Review Student and Recipients' page in the Parchment Exchange interface. The top navigation bar is identical to the previous screenshot. The main navigation menu is the same. The left-hand menu shows 'Request Transcripts', 'Student Transcripts', and 'Pending Requests (1)', with 'Pending Requests (1)' circled in red. The main content area is titled 'Review Student and Recipients' and includes a breadcrumb trail: 'Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation'. Below this is a 'Review Student and Recipients' section stating: 'Review the requested transcript requests for the selected students. Submitting the requests authorizes Parchment Exchange to release the transcripts to the selected recipients.' A table displays the recipient information:

| Recipient Name        | Delivery Method | Fee                  |
|-----------------------|-----------------|----------------------|
| University of Arizona | Electronic      | \$0.00               |
| add more recipients   |                 | <b>Total: \$0.00</b> |

Below the table, there are buttons for 'Checkout', 'Finish Later', and 'cancel requests'. The footer contains the text: 'Copyright © Parchment Inc. All rights reserved. Support Privacy Policy Terms Of Use'.

## Contact information

### PARCHMENT CORPORATE HEADQUARTERS

Parchment Inc.  
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Scottsdale, Arizona 85250

### TECHNICAL SUPPORT

Go to [exchange.parchment.com/support](https://exchange.parchment.com/support) where you can search our Support Center for answers to questions. Make sure you're logged in first because we create special content just for you!

Or click **Submit a ticket** from the [home page](#) of our Support Center and someone from our technical support team will get back to you right away.