Frequently Asked Questions (FAQ)
about Parchment Transcript Requests

FAQs

Q: **What if I don't know my school ID number?**
A: You can use your social security number in place of your ID number.

Q: **Am I able to receive a transcript if I have a balance?**
A: No, you are not able to receive a transcript if you have a balance or default Perkins loan.

Q: **Why does my order still say "Order Submitted to School"?**
A: If your order status says 'Order submitted to school,' this means that transcript request has been received, but has not reviewed or processed it yet. If your order has been in this status for more than a few days, contact us at registrar@jarvis.edu or call 903-730-4890 ext. 2452 or 2453. If everything looks ok, we will approve and process your order as requested during the ordering process.

Q: Status says "Download Confirmed," but the school I'm applying to didn't receive my electronic transcript.
A: 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.

Q: Status says "Available for Download," but the school it was sent to, did not receive your electronic transcript.
A: 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.

Q: Status says "Shipped," but my paper transcript didn't reach its destination.
A: U.S. Mail typically requires up to seven business days for delivery. Unfortunately, we are only able to track the location of printed transcripts if you have selected FedEx overnight delivery.

Q: I put the wrong destination on my order.
A: Due to security reasons, there is no way to change the email or mailing address once you have placed an order. You must submit another order.

Q: I selected overnight/FedEx Delivery, but my order has not been received yet.
A: 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 delivered in the USA). A few things to be aware of:

- Even though you selected overnight delivery, we must approve your order pending no holds and process your order before we can send it. If there is a delay with your order, 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.

Q: How does the delivery of electronic transcript work?
A: 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.

Q: I received an email that said the recipient did not confirm the download.
A: 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.

Q: What if I have an additional question or concern?
A: Please contact registrar@jarvis.edu or call 903-730-4890 ext. 2452 or 2453.