

Frequently Asked Questions

How will I know if my order has gone through successfully?

When you have successfully entered your order, you will see a screen with a title of "Order Accepted for Processing". This screen will state that your transcript order has been accepted and will provide you with a 9-character order number that you should retain in case you need to contact us about your order. If you do not see the "Order Accepted for Processing" screen, it is most likely because you have entered some incorrect information or your payment did not process successfully.

I was an international student and don't have a social security number. How do I proceed?

If the social security number is optional, leave the field blank. Otherwise, enter the number €9 nine times in the social security number field (999999999).

I'm using my parent's credit card so the name doesn't match mine. Is that ok?

You may use another person's credit card provided you have permission from that person to do so. You should also make sure that the other person (your parent, friend, etc) is fully aware that your order charge will appear on their credit card billing statement. If the charge is disputed because the charge is not recognized by the cardholder, YOU will be responsible for the charge itself plus a handling fee for dealing with this incorrectly disputed charge. You should also be aware that in most cases the use of a credit card in someone else's name will prohibit us from offering the Automatic Authorization feature on your order.

What if I don't receive my authorization form or other emails from Credentials Solutions?

First, check your spam/junk folder to see if the email is there. Otherwise, you can go online to transcriptsplus.net/order and click on the "check the status of my order" link to request another copy. You can also contact our Customer Service Center at 847-716-3005 and we will re-send another authorization form (or any other email you may be missing).

What if I don't have a valid email account?

You must supply a valid email address in order to use this service. If problems arise in processing your order, we must be able to communicate with you. If you enter a phony or invalid email address simply to get us to accept your order and a problem arises in processing your order, we will never be able to tell you about the problem and will automatically cancel your order after 30 days.

I live in Puerto Rico/U.S. Virgin Islands. How do I enter my delivery address?

The state code should be left blank and the country code should be PR, VI or VG.

Does First Class Mail mean it will get here faster?

First Class Mail is the term used by the USPS to denote regular service; i.e. putting a stamp on the parcel and putting it in a mailbox. This is the default method of delivery used by most schools. It does not speed up delivery.

If my school offers Fedex or one of the other expedited delivery services, will my order be processed faster?

The delivery method you choose for your order (First Class Mail, Fedex, UPS, etc) only applies once your order has been completely processed and printed. The time it takes to process and print your order is dependent on each school's offerings (Standard or Rush), how busy the records office staff is at the time your order is submitted for processing, whether your records at the school are in their online system or stored offline (if you attended prior to the school's implementation of electronic records), whether you have any special requirements for your order such as attachments or evaluation of general education credits, and how the school has set up their transcript printing cycles (some print on demand and others print overnight and mail the next morning).

My school offers Electronic Delivery (EDI/XML/PDF). Why do I only see these options on some of my recipients?

While Electronic Delivery is certainly the fastest way to get your transcript sent to a recipient and provides the highest degree of confidence that your order has been received, it is also a complicated process that requires that both the sender and receiver have special programs in place to deal with transcripts in electronic format. Schools that have the ability to accept and automatically process electronic transcripts in EDI or XML (i.e. data file) format, often do not want to accept PDF transcripts because PDFs in most cases require manual processing. For this reason, you will see different delivery options on your order based solely on which receiving institution you have chosen. Furthermore, at this time, EDI and XML delivery is only available to accredited post-secondary institutions and not to businesses or other non-academic recipients. Depending on your school, PDFs may or may not be available to 3rd parties such as individuals and businesses.

What if my delivery address is longer than the allotted space?

Space parameters are determined by the individual school and their Student Information Systems. If your address is longer than allowed, you can either abbreviate the address to fit or check with the the receiving party to see what they might suggest.

Can I check the status of my order online?

Yes. Go to transcriptsplus.net/order and click on the "check the status of my order" link. You will need your order number and either your Social Security or Student ID number in order to proceed. Many of our email messages will also contain a direct link to our Self-ServicePlus™ web application. Simply click the link in the email and you will be shown the status of your order.

I attended college/university a long time ago. Will that affect how long it takes to get my transcript?

Yes. Older records are often stored off-site and require additional time to process.

What if I never send in my authorization form?

If your order requires a signed authorization form and it is not received within 30 days, your order will be automatically canceled. PLEASE NOTE: We have a small number of schools that charge your credit card at the time your order is placed who will automatically refund the charges if your order is canceled.

I have a hold/encumbrance on my records. What happens to my order if I don't clear it up?

If your hold is not cleared within 30 days of placing an order, your order will be automatically canceled and you will be notified via email.

I have several charges on my credit card and I only placed one order. Why am I being charged multiple times?

The transactions you are seeing on your credit card are for pending charges only. The most likely cause is that we rejected your credit card one or more times because we could not verify your card billing address or card security value. Many issuing banks will reserve the charge on your card even though the card authorization attempt is rejected. These pending charges normally expire within 7 to 30 days. We cannot be responsible for any overdraft fees resulting from over-limit conditions caused by multiple failed authorization attempts. The actual charge for your transcript order should only appear once on your credit card statement when your order has been completed. (AGAIN NOTE: We have a small number of schools that charge your credit card at the time your order is placed who will automatically refund the charge if your order is canceled).

What if I need additional assistance?

Please call our Customer Service Department at (847) 716-3005 between the hours of 7:00 am and 8:00 pm Monday through Thursday and between 7:00 am and 6:00 pm (CST/CDT) on Fridays. One of our representatives will be happy to assist you.