

Transcript Requests Frequently Asked Questions

How much do transcripts cost?

Official transcripts cost \$8 per copy. Parchment accepts Visa, MasterCard and Discover.

There is an additional \$10 processing fee for Pick-up transcripts. Also, there are additional fees for mail delivery types. Standard domestic USPS has a \$3 additional charge, while International USPS has a \$5.50 charge. Domestic FedEx has an additional \$30 charge while International FedEx is an additional charge of \$55. Transcript orders may be subject to state and local sales tax, which will be applied at checkout.

What if I need my final grades or degree on my transcript?

Option 1: Order your official transcript after your grades and/or degree appear on your online unofficial transcript.

Option 2: When ordering your transcript, select "Hold for Grades" or "Hold for Degree" (this can be done in the current term only). Please note that if you need to hold for grades and degree, you can just select "Hold for Degree" when making your request.

What if I need to include another document with my transcript?

Parchment allows you to attach up to 10 pages of supporting documents to paper mailed transcripts and eTranscripts (please verify with the recipient that they will accept eTranscripts). Simply attach your completed form or other supporting document when entering your "order details" in Parchment. Please note that attached documentation must be completed prior to submitting your request to Parchment.

What if I have a hold on my account?

Transcripts cannot be released if a financial hold is placed on a student's record. Please refer to the [Financial Hold Policy](#) for more information.

What if I have a special request for my transcript order?

If you have a special request, such as notarization or you need the transcript to be faxed, you can submit a [Transcript Special Request Form](#) to the Office of the Registrar. Please note that special request transcripts are \$8 per copy plus an additional \$10 processing fee per order.

How do I authorize someone else to pick up my transcript?

To authorize another person to pick up your paper transcript at the Registrar's Office, you must enter that person's name in the "Recipient Name" field when ordering the transcript. If you didn't include their name on the request, you may send a signed memo with the recipient authorizing them to pick up your transcript. The person you authorize to pick up must bring their own photo ID.

What if I need to pick up my transcript right away (on the same day I submit my request)?

To pick up your transcript on same day you request it, you must submit a [Transcript Special Request Form](#) to the Registration windows in Fariborz Maseeh Hall. Your transcript will be processed while you wait. Please note that Same Day Pick-up transcripts are \$8 per copy plus an additional \$10 processing fee per order.

How long is my transcript download good for?

eTranscripts are available for download for 30 days from the initial request. An eTranscript can be downloaded a total of seven times within the 30 day period.

How do I get an Unofficial Transcript?

To view or print your Unofficial Transcript, follow the instructions above, but select "View Unofficial Academic Transcript" from the Student Records menu. You will be able to view your unofficial transcript and print it from your browser. If you are a "Legacy" student (attendance prior to 1991) you may order your unofficial transcript at no cost via the [Transcript Special Request Form](#).

Can my transcript be sent via FedEx?

If you are requesting your transcript to be mailed, you can select the FedEx delivery option. This option is available for both domestic and international delivery addresses. The fee for each transcript is \$8 plus an additional \$30 for domestic orders or \$55 for international. Please be aware of the following:

- Domestic FedEx orders are sent via overnight delivery. International orders can require some extra time. Please refer to the FedEx tracking information provided in your confirmation email for delivery times.
- FedEx orders are not delivered on Saturdays or Sundays. If you place your order before 2:30 PST on a Friday, you can expect delivery on Monday.
- FedEx does not deliver to PO Box addresses. If you place an order with a PO Box delivery address, your order will automatically be changed to USPS Priority Mail which has a longer delivery time.

How can I track my transcript order?

When logged in to Parchment, you can track the status of your transcript request by clicking "Order Status" at the top of the page and selecting the order you wish to track.

How long will it take to receive my transcript?

eTranscript: within 24 hours

Mail: 1-3 days processing, plus standard USPS delivery

Pick-up: Orders placed before midnight will be available for pick-up the next business day after 3:00 pm.

Please note that processing time may increase due to high volume at certain times of the year (i.e. end of term grade roll, approaching application and scholarship deadlines).

How do I send my transcript to my community college for the Reverse Transfer program?

To begin the Reverse Transfer process, follow these instructions to request your official PSU transcript to be sent to your community college. Find out more information on the [Reverse Transfer webpage](#).

- **PCC and MHCC Students:** Complete the [Reverse Transfer Transcript Request Form](#) and send it to transcripts@pdx.edu or bring it to the Registrar's Office in the Fariborz Maseeh Hall Lobby.
- **Other Community College Students:** Request a [PSU Official Transcript](#) to be sent directly to your community college.

What if I attended before 1981 and I don't know my ID number. How can I access my records?

Students who attended before 1981 may go directly to the [Parchment Ordering page](#) and create an account to make your request. Follow the instructions below to create your account. You are only required to set up an account one time. If you have already created a log in, follow the "returning user" instructions below.

New User

- Go to the [Parchment Ordering page](#)
- Click "Create Account"
- Complete the registration page
- (note: it is very important that you complete as much of the requested information as possible. This will ensure that your request is matched to your complete student record).
- Follow the on screen prompts to order your official transcript(s)
- Select Destination Type (organization or school, yourself, or another individual)
- Select Product Type (pdf eTranscript, paper mailed, or paper pick-up)
- Enter Order Details and Payment information
- Review and Confirm to submit your order
- A confirmation and receipt will be emailed to you

Returning User

- Go to the [Parchment Ordering page](#)
- Under Returning Users, enter the email and password you used for your initial log in. If you have forgotten your password, click "forgot your password?" to reset.

- Click "Sign In"
- Follow the on screen prompts to order your official transcript(s)
- Select Destination Type (organization or school, yourself, or another individual)
- Select Product Type (pdf eTranscript, paper mailed, or paper pick-up)
- Enter Order Details and Payment information
- Review and Confirm to submit your order
- A confirmation and receipt will be emailed to you