FAQs

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

Once you have entered the order information and hit the “submit” button, you should receive an order number on the next page. If you don’t, there will be an error message on the current page informing you of any issue.

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. It will not stop the order from being accepted but you will not qualify for automatic authorization if applicable.

What if I don’t receive my authorization form?

First, check your spam/junk folder to see if the authorization form is there. If you have a Yahoo account, chances are it will be there. Otherwise, you can go online to transcriptsplus.net/order and click on the “check the status of my order” link to request another or you can call Customer Service at 847-716-3005 and we will email you another authorization form.

What do I do if I don't have an 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. It does not speed up delivery.
**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 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.

**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 we don’t receive your signed authorization form within 30 days of placing your order, your order will be automatically canceled. Any amount that was authorized on your credit will be returned to your available credit by your issuing bank. This may take anywhere from 7 to 30 days depending on the issuing bank and the type of credit card.

**PLEASE NOTE:** WE HAVE A SMALL NUMBER OF SCHOOLS THAT CHARGE YOUR CREDIT CARD AT THE TIME THE ORDER IS PLACED AND WILL SEPARATELY REFUND THE CHARGES IF YOUR ORDER IS NOT COMPLETED.

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

If your obligation is not satisfied 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 transcript order. Why am I being charged multiple times?

The transactions you are seeing on your credit card are for pending charges only. Chances are, when you were placing your order, you submitted it and found you had to go back and make a change to the credit card information you provided. Each time you hit the “submit my order” button, the system puts a pending charge on your credit card. These pending charges will drop off your account anywhere from seven to thirty days, depending on your bank. We cannot be responsible for any overdraft fees that might result from multiple submissions. The actual charge for your transcript will only appear once, when your order has been completed.