Transcript Ordering - FAST

The **Transcript Ordering – FAST** service provides a secure online tool for the collection and management of transcript orders placed by your students/alumni via a school-branded, configurable, online transcript ordering form, available 24/7.

Benefits of Transcript Ordering - FAST

- 24/7 online ordering.
- Online tool to manage and process student/alumni transcript requests.
- 100+ configurable options (delivery methods, processing time, transcript type, attachments etc.).
- Income generation opportunity with option to add a school transcript fee.
- Students notified of order status updates via email and/or text.

How Transcript Ordering - FAST Works

Students/alumni place their orders, provide consent, and enter their credit or debit card information (if applicable) online via the Clearinghouse website. Once the orders are placed, the school can log into the Clearinghouse secure site and view or manage the orders. Holds can be applied/removed, order statuses updated, and orders fulfilled either electronically by uploading a PDF or marked as sent for mailed orders. Schools may update their welcome page (school notifications) and run analytic or reconciliation reports.

Things to Know About Transcript Ordering - FAST

- **Keep your Welcome Page (School Notifications) Up-To-Date and Informative –** Note school closures, future processing timeframes, school-specific policies, fees, etc.
- **Manage Orders –** Process orders at minimum on a daily basis.
- **Adding Roles –** The schools User Administrator can give access to new users to manage orders.
- **SecurePrint –** An option that handles printing and mailing transcripts, including recipient physical address validation, eliminating the time-consuming burden of fulfilling hard copy transcript requests for your office. **More info** here.

Training Webinars & Help

- Transcript Services Training Courses
- Transcript Services FAQ
- Transcript Ordering Help (for students)

Roles To Know

- **Transcript Coordinator** – Coordinates the order fulfillment, Transcript Ordering remittance, can generate analytic reports and update the welcome page (school notifications).
- **Transcript Staff** – Responsible for processing orders.
- **Transcript Account Receivable** - Contacted regarding Transcript Ordering remittance and typically works in the accounts receivable office.

Contacting Us

Transcript Services Customer Service – service@studentclearinghouse.org

Please see help.studentclearinghouse.org for additional assistance

National Student Clearinghouse®