**e-Delivery: Student Ordering**

**Trigger:**
Student initiated order of transcript or student inquiry on the order process.

### Required Field(s) | Comments
--- | ---
**Enter Your Contact Information Page** |  
Phone Number | Student's primary phone number
Alt Phone Number | Alternative phone number
Email Address | Student's contact email address

**Request Details Page** |  
Delivery Method | Selection of the delivery method will determine the required fields for recipient information. Valid values: E-Transcript Delivery, Pick Up, or U.S. Mail (Default)
Number of Copies | Student will enter the number of copies to be delivered to the designated recipient. (Default of 1)
Processing Instructions | Valid values: Hold for degree, Hold for grades, or Process as soon as possible (Default)
Either Send to or School/Company name is required for all requests. |  
Address Information | Required if delivery method selected is U.S. Mail
Recipient Email Address and Re-Enter Email Address | Required if delivery method selected is E-Transcript Delivery

### Output - Result(s) | Comments
--- | ---
A student will electronically order an official transcript using myZou. | This document is to demonstrate how a student orders a transcript using myZou in order to assist staff in answering inquiries on the
ordering process.

Additional Information
This document will demonstrate how a student will order a transcript electronically using myZou. It will focus on the delivery method of "E-Transcript Delivery".
Procedure

Students will typically order transcripts from their Student Center in myZou using the "other academic..." drop down navigation. They may use the alternative menu navigation: Main Menu > Self Service > Academic Records > Official Transcript.

This document will use the typical navigation stated above.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Click the <strong>other academic...</strong> dropdown button to activate the menu.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>Official Transcript</strong> list item.</td>
</tr>
<tr>
<td>3.</td>
<td>Click the <strong>Go</strong> button.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>4.</td>
<td>The Transcript Directions page will appear stating the following:</td>
</tr>
</tbody>
</table>

"Transcripts that are mailed, picked up, or electronically delivered cost $10 per copy.

To FAX a transcript, there will be an additional $5.00 fee for domestic faxes and a $10.00 fee for international faxes. You must include the name and FAX number of the individual to whom the fax is to be sent.

Transcripts will not be released until delinquent accounts have been paid.

Some institutions will not accept transcripts unless they are mailed by the Registrar.

Transcript requests submitted on-line will be processed within two working days.

Transcripts held for current session grades are mailed approximately two weeks after the end of the term.

Transcripts held for current semester awarded degrees are mailed approximately one month after the end of the term.

Clicking the "Next" button signifies that you agree to the above statements."

Click the Next Page >> button.
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.</td>
<td>The student will enter their contact information, including: &lt;br&gt;Phone Number &lt;br&gt;Alt Phone Number &lt;br&gt;Email Address &lt;br&gt; &lt;br&gt;Click the <strong>Next Page &gt;&gt;</strong> button.</td>
</tr>
</tbody>
</table>

```
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 6.   | The student will choose the Delivery Method: E-Transcript Delivery, Pick Up, or U.S. Mail.  
This example will use E-Transcript Delivery  
Click the **E-Transcript Delivery** list item.  
[Click here](E-Transcript Delivery) |
### Step 7

The student will enter the following recipient information:

- **Send to:**
- **School/Company Name:**
- **Recipient's Email Address:**
- **Re-Enter Email Address:**

Click the **Next Page >>** button.
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.</td>
<td>The student will verify the entered information on the Request Details page and click Pay Now, Request Another Transcript, or use the Last Page button to edit the request. Once a student is ready to pay, they will follow the existing pay process for all transcripts. Click the <strong>Pay Now</strong> button.</td>
</tr>
<tr>
<td>9.</td>
<td><strong>End of Procedure.</strong></td>
</tr>
</tbody>
</table>