



- Where and how do I request an official transcript from MSC?
- How much does it cost?
- How long do transcripts take to reach their destination?
- Can I order more than one?
- If my transcript order is canceled, will I still be charged for the service?
- What information do I put in the “recipient information” section of my order?
- I received an email stating that I’ve been placed on a financial hold. What does this mean?
- I was placed on a financial hold. I’ve paid my balance through the business office. Do I need to place a new transcript order through the Clearinghouse?
- Who can I contact if I have other questions?

Answers:

- Official transcript orders can be placed through the National Student Clearinghouse on our website. <https://tsorder.studentclearinghouse.org/school/welcome>
- The standard fee is \$10.00 per transcript.
- After processing, transcript delivery time varies depending on which mode of delivery you select. Physical mail delivery can take up to 2 weeks while electronic exchange delivery happens within 24-72 hours.
- Yes, more than one transcript can be order at a time. If you are sending more than one to a selected recipient, just put your desired number of transcripts in the quantity section of your order. If you are sending to multiple recipients you can place separate orders.
- No. If an order is canceled you will not be charged for the service. You are charged once the transcript is retrieved by the recipient.
- Here you will list the basic information of your recipient: Name/attention to, physical and email address, etc. If you are sending to an institution please do not input your personal or student email address; put the correct email address for the recipient of your transcript.
- If you receive an email from the Clearinghouse stating you were placed on a financial hold, then you must contact the Murray State business office and pay your balance before the transcript can be released/sent.
- No, there is no need to place a new order through the Clearinghouse. Once you pay your balance please contact the Registrar’s office via email or phone and let us know so we can fulfill your order and send your transcript ASAP. *PLEASE NOTE: Orders placed on financial hold are canceled after 90 days if not fulfilled. If you pay your balance after the 90-day window, then you will need to place a new order through the Clearinghouse.
- You can contact the registrar office at registrar@mscok.edu.