



# Ordering Transcripts Online

A guide to requesting your transcripts online via BanWeb.



# Online Transcript Requests

- Starting **July 5, 2006**, the Registrar's Office will begin accepting transcript requests via BanWeb.
- Transcript fees can be paid online using your VISA/MasterCard credit or debit card.



# Accessing BanWeb

- Current students can access BanWeb using their student ID number and PIN.
  - If you are having difficulties accessing the system, please contact the Registrar's Office at 909-469-5491 or [registrar@westernu.edu](mailto:registrar@westernu.edu).
- Alumni may request a user ID and PIN from the Alumni Affairs office at:
  - [http://banweb.westernu.edu/help\\_alu.htm](http://banweb.westernu.edu/help_alu.htm).



# Accessing the Transcript Request Form

- Once you have logged into BanWeb, the transcript request form is accessible via the following menu options:
  - Student Services Menu>Student Records Menu>**Request your Transcript**



# Requesting your Transcript Screen 1

- The transcript request process in BanWeb is a multi-screen process.
- On the first screen, you will select the request recipient. There are four options:
  - Another College/University
  - One of your own addresses
  - An internal department
  - Or you may enter your recipient's name/organization directly into the form.



# Requesting your Transcript Screen 2

- Once you have entered your recipient, you will be asked to select a transcript type. Please review the types carefully before making your selection to insure that you are selecting a transcript option appropriate for your program.
- Update the recipient address as appropriate. If you are requesting a faxed transcript, please enter the fax number in the phone number field. Enter the word 'FAX' in the extension field.
- If you are planning to have your request sent via Federal Express, please remember that we cannot send the request to a P.O. Box. Please enter the full mailing address and telephone number of the recipient.



# Requesting your Transcript Screen 3

- On this screen you will enter your transcript options.
- First, enter the number of copies of your transcript that you would like delivered to the recipient you entered.
- Second, unless you have chosen 'Unofficial Transcript' leave the 'Official Transcript' box marked yes. If you chose 'Unofficial', mark this field no.
- Next, if you wish for any courses that are in progress to appear on your transcript choose an 'In Progress' term. If you do not wish in progress courses to appear on your transcript, select 'None'.



# Requesting your Transcript Screen 3

- Print Transcript
  - There are three options in this field:
    - As Soon As Possible
      - Transcript will be processed according to the delivery method you select.
    - Hold for Grades
      - Your transcript request will not be processed until all grades have been turned in for your program/year for the current semester. Do not use this option if you are waiting for a specific grade to post to your transcript. Verify that the specific grade you are waiting for has been posted in BanWeb prior to requesting your transcript.
    - Hold for Degree
      - Your request will not be processed until your degree statement has been posted to your transcript.



# Requesting your Transcript Screen 3

- Delivery Methods

- The delivery methods available will change according to the transcript type you selected.
- Transcript fees are associated with the delivery method:
  - Regular Processing (Mail, Pick-Up, Fax)
    - \$6.00
  - Next-Day Service (First Class Mail, Pick-Up, Fax)
    - \$21.00
  - Next-Day Service (Federal Express)
    - \$25.00



# Requesting your Transcript Screen 4

- On screen four you will determine your payment method. Students may only pay for transcripts requested online via their VISA/MasterCard credit or debit card; therefore, select 'Credit Card Payment' as your payment option.
- If you do not have a credit/debit card, please complete a [paper transcript](#) request.



# Requesting your Transcript Screen 5

- Screen 5 allows you to review your request one final time before processing your payment. Please review your request carefully for accuracy. **Once the request has been submitted, it cannot be changed and no refunds will be processed.**



# Paying for your Transcript Screens 6 & 7

- Screen 6 will require you to enter your credit/debit card information. Once you have entered this data, please click on the 'Submit Payment' button.
- Screen 7 will give you a final opportunity to review your payment information. If the information is correct, please click on the 'Submit Payment' button. If it is incorrect, click on the 'Change Information' button.



# Paying for your Transcript Screen 8

- Your credit card will be processed once you click on the 'Submit Payment' button on screen 7. If your payment was approved, you will receive a confirmation. If it was not approved you will be required to resubmit your request using a different credit card.
- If your payment was not approved, your request will NOT be submitted to our office.



## Things to remember...

- If you selected 'Regular Processing' as your delivery method please allow up to 10 business days for delivery.
- Students who selected 'Pick-Up' as their delivery method will receive an e-mail at their WesternU e-mail account when their request is ready for pick-up.



# Questions

- If you have questions regarding the transcript request process, please contact our office at (909) 469-5491 or at [registrar@westernu.edu](mailto:registrar@westernu.edu).