

BUSINESS PROCESS

● REQUEST FOR TRANSCRIPT (2 - 3 VISITS)

- Task 1: Visit the university to gather the following **(FIRST VISIT – FACT FINDING MISSION) ---- \$49.99**
 - Visit the university for fact findings on the following
 - How much to order transcripts - c (One or more)
 - How transcripts are received – Is it mailed to recipients or one can pick up at the registrar’s office
 - How long it takes to process the transcripts
 - If ex-student has fulfilled all the requirements needed to be able to receive a transcript
 - How much for expedited processing
 - Do they mail transcripts internationally? What do they use FedEx, DHL or regular post?
 - Have you requested a transcript before? First time request normally takes a while for schools because they are gathering data from the departments
 - A signed letter from customer, giving us the authority to represent/collect certificates on their behalf
 - *Get a contact person in transcripts office for follow ups*

- Task 2: Visit the university to order the transcripts **(SECOND VISIT) --- \$49.99**
 - Visit the university to make payments for transcripts
 - Pay for expedited processing if the client requests for it
 - Find out dates in which the transcripts are available to be received

- Put the addresses in which the transcripts will be mailed.
- Task 3: Visit the university to pick up the transcripts **(THIRD VISIT) ---- \$49.99**
 - If the university allows pick up of transcripts. We (helpmewaka) would go and pick up the transcripts and mail it over to the client.
 - We would mail the transcripts to the recipients using the media in which he or she specifies.
 - Regular registered international post would be used if client has not paid for FedEx or DHL

What we need from Customers/Clients

- Matriculation No:
- First Name
- Surname / Last
- Name
- Year of graduation
- Graduated Degree / Course of Study
- Department in which student graduated from
- Year of entry

A signed letter from customer, giving us the authority to represent/collect transcripts on their behalf

Any other information that would make the processing faster.