



THE UNIVERSITY OF HONG KONG APPLICATION FOR TRANSCRIPT

Please read the instructions carefully before submitting your application.

INSTRUCTIONS TO APPLICANTS

A transcript is a student's full academic record in this University. If a student has attended more than one study programme, all courses of study and examination results, if appropriate, will be printed in the same document.

Students are advised **NOT** to apply for the transcript during periods where course records are subject to change (e.g. examination results reporting, course registration and add-drop periods). If a request was made during these periods and changes occurred after the transcript was printed, a fresh application will be required if the student needs an updated copy of the transcript.

Requests for transcript by a third party must bear the student's authorization, i.e. the authorization letter and a photocopy of the student's HKID Card/Passport before the Academic Services Office can process the requests.

The University reserves the right to withhold issuance of a transcript to a student who has not paid fees or other debts owed to the University, or who has failed to discharge all obligations towards the University.

SUBMITTING THE APPLICATION

By paper form: completed application form, together with proof of fee payment where appropriate, should be submitted:

- (a) In person or by mail to the Academic Services Office, Room G-04 Run Run Shaw Building, The University of Hong Kong, Pokfulam Road, Hong Kong, or
- (b) by fax at (852) 2540 1405 (only for credit card payment).

For all applications, a copy of the applicant's HKID Card/Passport **MUST** be attached. All documents will be destroyed after the processing of the application.

Through Internet: current students can submit their applications via their Student Connect account (only for credit card payment).

PROCESSING TIME

Normal processing time required upon receipt of application form for transcript and payment is 10 working days (excluding Saturday, Sunday and public holidays). Transcript requests are processed in the order of receipt and the transcripts have to be collected within one month from the date of issue printed on the transcript.

Transcripts for fresh graduates will require longer processing time if students want the transcripts to include the examination results and the class of honours attained. Students are responsible to ensure that their overall results have been formally announced before submitting their application form to the Academic Services Office.

Also for applicants graduated in or before 1993, longer processing time may be required as most of the records have to be re-constructed into computerized format.

Students will be notified by e-mail when the transcript is ready. Current students will receive the e-mail through their HKU host account and for others, it would be sent to the e-mail address that is provided by students on the application form.

COLLECTION METHODS

Completed transcripts may be:

- (1) Collected in person or by an authorized person at the Academic Services Office (Room G-04, Run Run Shaw Building). If another person is authorized to collect transcript(s) on behalf of the applicant, the applicant must state clearly on the application form, the HKID Card/Passport No. of the authorized person. Photocopy of the applicant's HKID Card/Passport and the authorized person's HKID Card/Passport will be required for verification during collection. If transcripts are not collected within 1 month from the date of issue printed on the transcript, the transcript will be destroyed by the Academic Services Office for security reason.
- (2) Sent by registered mail as indicated by the applicant on the application form. Transcripts sent overseas will be by regular registered air mail. The Academic Services Office however accepts no responsibility for any loss or damage of the documents during postal delivery. To avoid postal error, applicants are requested to put down clearly the addresses of the recipients of transcripts by using the label forms.

If students did not give any instructions, the transcript(s) will be put in one single envelope without University chop. If the transcript(s) is to be packed in individual envelopes, the front of each envelope will be marked with "TO WHOM IT MAY CONCERN".

Please state your instructions clearly as request for alternative arrangement will **NOT** be accepted once the application form is submitted.

APPLICATION FEES AND PAYMENT METHODS

HK\$40 per copy (inclusive of postage by registered mail)

All fees paid are **NOT** refundable.Students residing in Hong Kong:

(a) Please pay the total fee(s) using one of the methods listed below;

or

(b) Please complete Section C of the application form for payment by credit card.

If you are using the payment methods in (a) above, it is essential that the original ATM customer advice / CQM transaction advice, or in the case of internet banking, a printed copy of the bank's acknowledgement statement which contains the payment reference number be stapled to your application form for submission to the University. Please retain a photocopy of the receipt as proof of fee payment.

Students residing overseas should pay by bank draft (*in Hong Kong Dollars*) drawn on a bank in Hong Kong and made payable to "The University of Hong Kong", or by credit card (*please complete Section C of the application form*).

Methods of Payment (for students residing in Hong Kong only):

| <i>Payment method</i> | <i>Procedures</i> | <i>Receipt to be attached to the application form</i> |
|-----------------------------------|--|--|
| ATM (Automatic Teller Machine) | 1) Locate an ATM with 'Bill Payment' function 2) Select "Bill Payment" → "Education" → "The University of Hong Kong" <i>(Please do not use the account transfer function for payment)</i> 3) Enter Bill Type: "06" Other Fees 4) Enter Bill Account Number: For HSBC / Hang Seng Bank: "Your University Number (10 digits)" +4002 For JETCO: "Your University Number (10 digits)" + 000004002 (If you have forgotten your University Number, please use "209999983" in lieu) 5) Enter the <i>appropriate</i> amount payable | Original ATM customer advice |
| Internet banking | 1) Logon to any of the following websites: HSBC < http://www.hsbc.com.hk > Hang Seng Bank < http://www.hangseng.com > JETCO < http://www.jetpayment.com.hk > BEA < http://www.hkbea.com.hk > 2) Make bill payment by choosing the following function: <i>(Please do not use the account transfer function for payment)</i> HSBC: View and Pay Bills Hang Seng Bank: View and Pay Bills JETCO: JET Payment BEA: Bill Payment / CyberPayment / JET Payment 3) Select "The University of Hong Kong" as the merchant for payment 4) Enter Bill Type: "06" Other Fees 5) Enter Bill Account Number: For HSBC / Hang Seng Bank / BEA Bill Payment: "Your University Number (10 digits)" + 4002 For JETCO / BEA CyberPayment / BEA JET Payment: "Your University Number (10 digits)" + 000004002 (If you have forgotten your University Number, please use "209999983" in lieu) 6) Enter the <i>appropriate</i> amount payable | A printed copy of the bank's acknowledgement statement which contains the payment reference number |

Applicant is requested to retain this Instruction sheet for future reference.

D: COLLECTION METHODS and COPIES REQUIRED

Please give your instructions clearly. Any request for alternative arrangement will NOT be accepted once the application form was submitted and a new application must be made.

The process of the application will be delayed if applicant did not complete this section clearly. If no indication is made, the transcript(s) will be put in the Academic Services Office (Room G-04, Run Run Shaw Building, The University of Hong Kong, Tel: 2859 2433, Email: asoffice@hku.hk) for collection in one single envelope without University chop.

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|---|---|
| I shall collect the transcript(s) in person from the Academic Services Office. <i>Purpose:</i> _____ | Number of copies to be collected: _____ pack the transcripts(s) in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes envelope with University chop ² <input type="checkbox"/> Yes <input type="checkbox"/> No with attachment(s) ³ <input type="checkbox"/> No <input type="checkbox"/> Yes |
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| | |
|--|---|
| I wish to authorize a person to collect the transcript(s) on my behalf from the Academic Services Office. <i>Name of the authorized person:</i> _____ <i>HKID Card/Passport No. of the authorized person:</i> _____ <i>Purpose:</i> _____ | Number of copies to be collected: _____ pack the transcripts(s) in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes envelope with University chop ² <input type="checkbox"/> Yes <input type="checkbox"/> No with attachment(s) ³ <input type="checkbox"/> No <input type="checkbox"/> Yes |
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|---|--|
| <i>Mail to:</i> Name: _____ Address: _____ _____ _____ <i>mailing label to be used for sending out transcript(s)</i> | Number of copies to this address: _____ pack the transcripts(s) in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes envelope with University chop ² <input type="checkbox"/> Yes <input type="checkbox"/> No with attachment(s) ³ <input type="checkbox"/> No <input type="checkbox"/> Yes <i>Purpose:</i> _____ |
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|---|--|
| <i>Mail to:</i> Name: _____ Address: _____ _____ _____ <i>mailing label to be used for sending out transcript(s)</i> | Number of copies to this address: _____ pack the transcripts(s) in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes envelope with University chop ² <input type="checkbox"/> Yes <input type="checkbox"/> No with attachment(s) ³ <input type="checkbox"/> No <input type="checkbox"/> Yes <i>Purpose:</i> _____ |
|---|--|

¹ If no indication, ONE single envelope will be provided.
² If no indication, envelope will be provided without University chop.
³ You must enclose the attachments, such as Request for Transcript from other institutions with this application form.

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|--|---|
| Mail to: Name: _____ Address: _____ _____ _____ | Number of copies to this address: _____ pack the transcripts(s) in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes envelope with University chop ² <input type="checkbox"/> Yes <input type="checkbox"/> No with attachment(s) ³ <input type="checkbox"/> No <input type="checkbox"/> Yes <i>Purpose:</i> _____ _____ |
| <i>mailing label to be used for sending out transcript(s)</i> | |

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| <i>mailing label to be used for sending out transcript(s)</i> | |

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|--|---|
| Mail to: Name: _____ Address: _____ _____ _____ | Number of copies to this address: _____ pack the transcripts(s) in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes envelope with University chop ² <input type="checkbox"/> Yes <input type="checkbox"/> No with attachment(s) ³ <input type="checkbox"/> No <input type="checkbox"/> Yes <i>Purpose:</i> _____ _____ |
| <i>mailing label to be used for sending out transcript(s)</i> | |

(If mailing labels provided above are insufficient, please attach Supplementary Mailing List.)

I have read through the Instructions to Applicants and have completed the application form accordingly. I understand that the application will be processed upon the receipt of the application form by the Academic Services Office and if changes in academic records occur, a new application will be required if I need an updated version of transcript.

Signature of Applicant: _____ **Date:** _____

❖ End of Application Form ❖

¹ If no indication, ONE single envelope will be provided.
² If no indication, envelope will be provided without University chop.
³ You must enclose the attachments, such as Request for Transcript from other institutions with this application form.

For Office use only

To be completed upon collection of transcript(s)

Collected by: _____ Date _____
Signature

Name (in BLOCK letters): _____

For Office use only

HKID Card / Passport / Student Card : checked _____
Staff signature

Remarks:
