

ACADEMIC DOCUMENT REQUEST FORM

Date	Student's Full Name:	Date of Birth	Grade	ISS ID No.
Email Address		Phone Number	(Former Students Only) Year of Graduation or Withdrawal	
PROCESSING TIME (Processing time is from date of acknowledged receipt, NOT submission. See reverse for fee schedule.)				
<input type="checkbox"/> Non-Urgent (6-10 days) <input type="checkbox"/> Urgent (3-5 days) <input type="checkbox"/> Emergency (Next day FOR CURRENT STUDENTS ONLY)				
MODE OF DELIVERY				
<input type="checkbox"/> Self-collection <input type="checkbox"/> Authorise a person to collect <input type="checkbox"/> Post <input type="checkbox"/> FedEx Courier <input type="checkbox"/> Email				
DOCUMENT DETAILS & FEES			No. of Copies Per Item	Total Quantity
			(Official Use Only) Fee per item	(Official Use Only) Fee Subtotal
Report Cards (Certified): FROM: Grade _____ Semester _____ TO: Grade _____ Semester _____				
Certification of Enrolment				
Transcript (Certified; for High School Students only)				
MYP Results of Achievement Certificate (Certified True Copy. For Grade 10 & Above Only)				
IB Results of Achievement Diploma (Certified True Copy. For Alumni Only)				
			FedEx Courier/Postage Fee:	
<input type="checkbox"/> Paid (Cash, SGD Cheque, NETS, AMEX or Bank Transfer)			Receipt No:	
			FEE TOTAL:	
REASON FOR REQUEST		<input type="checkbox"/> University Application <input type="checkbox"/> School Transfer <input type="checkbox"/> Immigration <input type="checkbox"/> Other (Please specify):		
DESTINATION NAME, POSTAL ADDRESS & PHONE NUMBER (If sent via post or courier)				
OTHER COMMENTS, DETAILS & REQUESTS				

TO AUTHORISE ANOTHER PERSON TO COLLECT ON YOUR BEHALF

I authorize _____ (Phone No: _____,
 NRIC|FIN|Passport No: _____) to collect the above documents at your office on my behalf. He|She
 is my (Relationship to Self) _____.
 Name: _____ Signature _____
 Date: _____

ACKNOWLEDGEMENT OF COLLECTION

Name: _____ Signature: _____
 Date: _____ Relationship to Student: _____

Please return to the Registrar's Office at registrar@iss.edu.sg or at the Preston Road Campus.

FEES

	Per Document (Including 7% GST)		
	Non-Urgent (6-10 Days)	Urgent (3-5 Days)	Emergency (Next Day)
Current Students			
All Grades	\$10.00	\$20.00	\$40.00
Former Students and Alumni (Time Since Withdrawal or Graduation Year):			
0-5 Years	\$10.00	\$20.00	\$40.00
6 Years +	\$20.00	\$40.00	Not Available

IMPORTANT NOTES

- The processing time stated is in school days, not calendar days.
- The processing time stated is inclusive from the date that the Registrar acknowledges receipt of the Academic Request Form.
- Do not make payment until the fee quote is provided to you.
- Only paper-printed versions of transcripts are provided directly to the requestor. Digital versions of transcripts can be provided directly to the school/ institution on the requestor's behalf.
- The processing of Urgent and Emergency requests is dependent on the time of the year, volume of requests and availability of personnel to provide certification. Therefore, there is no guarantee that you would be able to receive your request on time if there are various unforeseen circumstances.
- Urgent and Emergency requests submitted during the last 5 school days of each semester cannot be processed until after the last school day of the semester.
- Grade 12 students can request up to 10 transcripts free of charge for university admissions purposes. They will also receive 1 Certification of Enrolment and 5 transcripts at Graduation. They must first consult with the University Counselor for all requests prior to Graduation.
- Recommendation Letter requests are to be directed to faculty.
- We cannot provide Emergency requests for former students and alumni who withdrew from the school 6 years or more prior to current academic year.
- Academic documents emailed directly to the requestor may not be accepted as officially certified by certain external institutions and organizations.
- There is no fee for requests by current students for a Certification of Enrolment for Immigration or Bank purposes. However, students have to provide supporting documentation as proof.
- We accept payment via bank transfer, cheque (payable to **ISS International Pte. Ltd**), cash (only at the Finance Office at the Preston Campus) and credit card (Visa, Mastercard and American Express via [CardUp](http://discover.cardup.co/iss/) at discover.cardup.co/iss/).
- We offer courier delivery only via FedEx. We will provide you with the fee quote prior to payment. If you'd prefer another courier, you must pay and arrange for pickup with your preferred courier yourself and notify us.

BANK DETAILS

Bank Name: The Development Bank of Singapore Ltd
Branch Name: Shenton Way Branch
Branch Address: 6 Shenton Way
 DBS Building Tower 2
 Singapore 068809

Bank Number: 7171
Branch No: 003
Bank Account Type: DBS Current
Bank Account Name: ISS International School Pte. Ltd.
Address: 21 Preston Rd
 Singapore 109355

Account Number: 003-922508-3
Swift Code: DBSSSGSG

- Please indicate the student's name, ISS Student ID number and invoice number in the payment details. All charges will be borne by the payer.
- Kindly email your payment advice/slip to Ms. YAP Phek Ling (Finance Department) at yapphekling@iss.edu.sg.