

Your Diploma - Frequently Asked Questions

When will I receive my diploma?

Diplomas are printed 8-10 weeks after the end of the semester. This means that diplomas for December graduates will be **mailed in late-February**. Please allow 3 additional weeks for shipping within the U.S., and 8 weeks for shipping to international addresses.

If you have pressing employment or visa issues that require you to provide proof of your degree before March, you can obtain letters of academic certification from the [Office of the Registrar](#). Information about [verifying degrees](#), [ordering transcripts](#), and [academic certification](#) can be found at www.upenn.edu/registrar/student-services/index.html.

How will I receive my diploma in March?

Diplomas are mailed directly from the printer via First-Class U.S. Mail, and they are **NOT trackable** (unless you purchase express shipping by following the instructions provided later in this e-mail).

Your diploma will be mailed to the address you specify in Penn InTouch using the following procedure:

- 1.) If you have a temporary address specified in Penn InTouch, and that address is valid through March 31, 2019, the diploma will be sent to your temporary address. The valid dates of the address must be set to begin no later than January 15, 2019. To create a temporary address in Penn InTouch go to: [Profile, privacy & emergency](#) → [Address information](#) → [Temporary address](#)
- 2.) If you have not specified a temporary address, or that address expires before March 31, 2019, the diploma will be sent to your permanent address.
- 3.) We do **NOT** ship to local addresses, only temporary and permanent.

If you need to make changes to your address in Penn InTouch, you must do so by **January 15, 2019**. No changes can be made to your diploma mailing address after January 15, 2019. After that date, updating your address in Penn InTouch will **NOT** change the address to which your diploma is sent.

Long Addresses & Special Characters: On rare occasions, addresses are too long to fit in Penn InTouch. If that happens in your case, please e-mail your desired address to the Diploma Coordinator at diplomas@pobox.upenn.edu. Also, if you need to have non-English characters included on your mailing label (e.g., Chinese characters), you can e-mail those to the Diploma Coordinator at diplomas@pobox.upenn.edu. All such requests must be received by **January 15, 2019**.

What if I want to purchase trackable express shipping?

If you want to purchase trackable express shipping (e.g., UPS/FEDEX), you can do so at this link:
<https://onlinediplomarequest.apps.upenn.edu/>

Express shipping costs are as follows:

\$25.00 for shipping to US/Canada

\$45.00 for shipping to Europe/Mexico

\$100.00 for shipping to all other international destinations

Requests for trackable express shipping must be received by **January 15, 2019**.

Can I pick up my diploma on campus in March?

Yes, but the deadline to submit a pick up request is **January 15, 2019**. After that date, no further pick up requests will be honored and your diploma will be mailed. You can submit a pick up request by filling out the form linked below.

Diploma Pick Up Request form: <https://goo.gl/forms/CbZ48Zcb2fmBVAEz2>

Can I authorize someone else to pick up my diploma in March?

Yes, but you must submit a diploma pick up request and provide the person's name by **January 15, 2019**. After that date, no further pick up requests will be honored and your diploma will be mailed. Please be advised that whoever picks up your diploma will have to show photo ID at the time of pick up. You can submit a diploma pick up request and authorize someone else to pick up your diploma by filling out the *Diploma Pick Up Request* form linked above. You must provide a **specific** person's name along with your pick up request.

What if I absolutely must have my diploma before March?

Our ability to print and release diplomas is based on a variety of factors, some over which our office has no control. This means we cannot promise that a diploma will be available on a precise date. However, if you have a true, urgent need for your diploma before March, you can purchase expedited handling and we will try our best to accommodate your request. Requests for expedited handling must be received by **Sunday, December 2, 2018**.

Please understand that the following conditions must be met for us to print and release your diploma:

- 1.) Your degree must be posted in the Student Record System. After the end of the semester, you can see if your degree has posted by checking Penn InTouch. Schools have until **January 17, 2019** to post degrees. If you purchase expedited handling, we can work with your school to try and get your degree posted as quickly as possible, but many factors can affect the speed of this process.
- 2.) You must not have any outstanding financial obligations to the University. If you have a balance due to the University, we cannot release your diploma.
- 3.) The semester must be complete. We cannot release any diplomas prior to Friday, December 21, 2018.

You can purchase expedited handling at the link below, but please understand that purchasing expedited handling **does not guarantee that you will have your diploma before March**. Purchasing expedited handling simply means that we will work with your school to get your degree posted as quickly as possible and will order your diploma as soon as we can. We cannot guarantee that your diploma will be available by a specific date. If your need is truly urgent, please consider purchasing express shipping (also available at the link below), otherwise your diploma will be shipped via First-Class U.S. Mail (unless you've submitted a request to pick it up on campus).

You can order expedited handling here: <https://onlinediplomarequest.apps.upenn.edu/>

What if I have other questions about my diploma?

For additional information about diplomas, please see the [Office of the University Secretary's website](#).

If your question isn't answered on the website, please contact the Diploma Coordinator at diplomas@pobox.upenn.edu