

Subject: GED Credentialing for Third Parties

Once you have registered for a receiver account, a Parchment representative will contact you to assist you with setting up your receiver account. Users will be charged \$15 for each digital certificate. Most digital and paper document generation can occur within a span of two hours to three days. If you have any questions about GED Credentialing third-party registration, please call 866-906-4031.

There is a charge for third parties in the amount of \$15 fee upon request for verifications. If the request is found the document will be delivered with no additional fee. If the document is not found we will send you an email explaining our process and confirming that the record does not exist, and the fee will still be charged. This change will help offset the large cost of searching manual databases and the number of resources involved in investigating these situations. The email communication will also serve as a validation to third parties that the student passing record does not exist in our archives. GED Credentialing remain committed to doing everything they can to deliver every document possible. GED Credentialing will handle all communication with the third parties so you should not have to do anything on your end.

There are several reasons a record may not be found:

- The test taker may not have passed the test. Oftentimes people believe they passed the test when in reality they did not. Many of our archives only include passers. If our archive does have a failed record we notify the requestor of the failing status.
- The test taker may be trying to misrepresent the fact that they took the test. We see many cases of fraud every month - in fact stopping this misrepresentation is a main reason our service exists.
- The user may have provided information that does not match the data we have in the database. It is critical we get an accurate First Name, Last Name, Date of Birth, and Last four digits of Social Security Number when looking for a record. This information must match what was presented on the test day. When looking for older records it is also very helpful if we know what city the test taker tested in.
- The data may still be stored at the original test center. In this case the test taker will have to directly reach out to location where they tested.