



**UNIVERSITY OF THE  
COMMONWEALTH  
CARIBBEAN (UCC)**

*Fostering Leadership & Innovation*

**Student Official Document Request Guide  
May 2019  
Last Revised January 2022**

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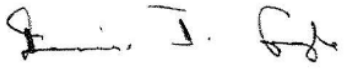
UCC Registry



**UNIVERSITY OF THE  
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**University of the Commonwealth Caribbean  
Policy Approval and Revision Form**

<b>Policy/Procedure Title:</b>	Student Official Document Request Guide
<b>Policy/Procedure Number:</b>	REO-05-2019
<b>Date Developed/Revised:</b>	May 2019, Jun 2020, Oct 2020, Jan 2022
<b>Date Approved by Academic Council:</b>	February 2022
<b>Date Approved by Executive Council:</b>	June 2019
<b>Date of Next Revision:</b>	February 2024
<b>Contact:</b>	Records Manager
<b>Appendices:</b>	
<b>Related Policies/Procedures:</b>	<ul style="list-style-type: none"> <li>▪ Records Procedural Manual</li> <li>▪ Student Handbook</li> </ul>
<b>Position(s) Responsible for Adherence to Policy:</b>	Registry Officers, SMS Administrator, Admissions Supervisor, Registry Supervisor, Registrar, Heads of Department (HOD), Head of Schools (HOS), Dean, Undergraduate Studies, Registrar and the Executive Vice President of Academic Affairs (EVPAA)
<p><b>APPROVED BY:</b> UCC Academic Council</p> <p>Name: Dr. Yvonne Dawkins, Associate Vice President For Academic Affairs</p> <p><b>Signature:</b> </p> <p><b>Date:</b> February 11, 2022</p>	<p><b>APPROVED BY:</b> UCC Executive Council</p> <p>Name: Professor Dennis J. Gayle, University President</p> <p><b>Signature:</b> </p> <p><b>Date:</b> June 2019</p>



## How to Request Official Documents

Instructions for Students

May 2019, Last Revised January 2022

### **Requesting Documents Online- Paying Online**

Please download and complete the (pdf writable) form called: Official Document Request (ODR)

<http://ucc.edu.jm/sites/default/files/files/docs/Official%20Document%20Request%20Form.pdf>.

- **Processing Time-** Be guided by document preparation timelines in table below.
  - **Collecting-** Student collecting documents must present a valid student IDs. Someone collecting on behalf of a student must be given written permission and must take along a valid government issued picture ID.
  - **Delivery-** If not collecting in person, please pay mailing or courier charges as per table below.
- **Online Payment Option I:**  
Log onto Aeorion account with your student's eight (8) digit ID number  
eg.20278959: <https://aeorion.ucc.edu.jm/default.aspx> to pay with Credit Card or Key Card (*select "Transcript" or "Letter" or "Verification Form"*). Thereafter, send proof of payment to: [registry@ucc.edu.jm](mailto:registry@ucc.edu.jm) and [sfs@ucc.edu.jm](mailto:sfs@ucc.edu.jm)
  - **Online Payment Option II:**  
Setup a student payee online Scotia bank or JN Live- using your Student ID#: .20278959 account number and follow payment instruction. Thereafter, email the payment authorization to: [registry@ucc.edu.jm](mailto:registry@ucc.edu.jm) and [sfs@ucc.edu.jm](mailto:sfs@ucc.edu.jm)
  - **Online Payment Option III:**  
Persons may use this link to make online, US-dollar payments via PayPal to:  
UCC. <https://www.paypal.me/uccjamaica>  
**NOTE: You must indicate reason for payment (for example "Transcript for...") prior to submitting payment via PayPal**

### **Requesting Documents Online - Forget Password**

Click on Aeorion link: <https://aeorion.ucc.edu.jm/default.aspx>

Activate your account by clicking "Account Activation" and following the instructions.

The password used in activation is to be used to immediately make payment online.

### **Requesting Documents Online - Paying On behalf of a Student**

Student should log onto Aeorion: <https://aeorion.ucc.edu.jm/default.aspx>

Click "Generate a Third Party Payment Key"

Give the number generated to your proxy

Direct your proxy to the Third Party Payment to insert the number and following direction

**NB.** A new Third Party Payment Key is required for all new transactions

### **Requesting Documents - Paying At the Cashier**

Collect/download and complete Official Document Request (ODR) Form from Cashier or Campus offices.

Pay with: Debit Card, Credit Card or Managers Cheque. Cash not accepted as at Spring 2020

**General Opening Hours:** Monday - Friday 8:30 am to 4:30 pm

**Cashier Opening Hours:** Monday - Thursday 8:00 am to 4:30 pm Fridays 8:30 am to 4:30 pm

- **Processing Time-** Be guided by document preparation timelines in table below.
- **Collecting-** Student collecting documents must present their UCC Student ID. Someone collecting on behalf of a student must be given written permission and must present a valid government picture ID.
- **Delivery-** If not collecting in person, please pay mailing or courier charges as per table below.

NB. Should you require further information, kindly contact: The Registry at: 876-906-3000; Email: [registry@ucc.edu.jm](mailto:registry@ucc.edu.jm) or [direct@ucc.edu.jm](mailto:direct@ucc.edu.jm)

**Email the Info:** After you have completed your application and made payment, kindly email the completed Application Form and the image of the payment receipt that was generated to [registry@ucc.edu.jm](mailto:registry@ucc.edu.jm) and [records@ucc.edu.jm](mailto:records@ucc.edu.jm).

<b>Registry Department- Fees and Services</b> <i>May 2019, Last Revised January 2022</i>				
<b>Registry Fees and Services</b>	<b>Turn-around Time</b>	<b>Charge- J\$</b>	<b>Charge- US\$ (Regional and Caribbean)</b>	<b>Effective Date</b>
Academic Report Request	5 Business Days	\$1,500.00	US\$15.00	May 1, 2019
Course Outline <i>(Course Outline on Aeorion is free)</i>	5 Business Days	\$50.00 <i>Per page</i>	US\$10.00	May 1, 2019
Financial Letters <i>(Will now be provided by SFS)</i>	15 Business Days	\$1,000.00	US\$10.00	May 1, 2019
<b>Graduation-</b> Gown Rental <i>(Outside the normal Photo-Shoot period)</i>	2 Days Notice	\$10,000.00 <i>(Refundable)</i>		May 2012
<b>Graduation-</b> Fee	See Miscellaneous Fee	Included in Miscellaneous Fee		Sept 1, 2019
<b>Graduation-</b> Fee- Fall 2019 <i>(Final year students that had already paid the \$9,000.00 will pay a prorated fee of \$5,000.00)</i>		\$5,000.00		August 2019
<b>Registry Fees and Services</b>	<b>Turn-around Time</b>	<b>Charge- J\$</b>	<b>Charge- US\$ (Regional and Caribbean)</b>	<b>Effective Date</b>
<b>Graduation-</b> Processing	1 Month	Included in Miscellaneous Fee		Sept.1, 2019
<b>Graduation-</b> Certificate	2 Months after Ceremony	Included in Miscellaneous Fee		Sept.1, 2019
<b>Graduation-</b> Replacement Certificate	▪ 6 Weeks  ▪ 3 Weeks	▪ \$9,000. - Over 5yrs  ▪ \$6,000. -5yrs or less		May 1, 2019
<b>Graduation-</b> HRM Replacement Certificate		▪ US\$75.00 <i>( charged by UCJ)</i>		Sept 2020
Letter of Completion <i>(Letters of completion prior to May 2019 is priced / treated as a Status Letter)</i>	5-10 Business Days <i>(Tentative)</i>	Student eligible for conferral- Gets 1 fee Letter of Completion		May 1, 2019
Status Letters	5 Business Days	\$1,000.00	US\$10.00	May 1, 2019
Transcript Request- Regular	10 Business Days	\$1,500.00	US\$15.00	May 1, 2019
Transcript Request- Express	3 Business Days	\$2,500.00	US\$25.00	Summer 2019
Verification Forms	5 Business Days	\$1,500.00	US\$15.00	May 1, 2019
Photocopies- Letter Size <i>(Black and White only)</i>	3 Business Days <i>(Depends on volume)</i>	\$15.00 <i>Per page</i>		May 1, 2019
<b>Registry Department- Mailing and Courier</b>	<b>Turn-around Time</b>	<b>Charge- J\$</b>	<b>Charge- US\$ (Regional and Caribbean)</b>	<b>Effective Date</b>
▪ Dispatch by Email (Local and overseas)		\$200.00	US\$2.00	March 2020
▪ Remittance by Courier- USA-	10-14 Business Days	US\$53.00		

Miami				
▪ Remittance by Courier- USA- Rest of USA	10-14 Business Days	US\$56.00		
▪ Remittance by Courier- UK	10-14 Business Days	US\$75.00		
▪ Remittance by Courier- Canada	10-14 Business Days	US\$70.00		
▪ Remittance by Courier- International	10-14 Business Days	Available on Request		
▪ Remittance by Courier- Caribbean	10-14 Business Days	Available on Request		
▪ Via Local (regular) Mail	5 Business Days	\$200.00		
▪ Via Overseas (regular) Mail- USA	21-28 Business Days	\$400.00		
▪ Via Overseas (regular) Mail- Canada and UK	21-28 Business Days	\$450.00		
<b>Please call 876-906-3000 ext. 3982 or 3975 for the US\$ Exchange Daily Bank Rate</b>				

After you have completed your application and made payment, kindly email the completed Application Form and the image of the payment receipt that was generated to [registry@ucc.edu.jm](mailto:registry@ucc.edu.jm), and [records@ucc.edu.jm](mailto:records@ucc.edu.jm).

<b>Approval Revision Table</b>			
<b>Version/Date</b>	<b>Description of Changes</b>	<b>Approved by</b>	<b>Revision Date</b>
March 2020	Dispatch by Email (Local and overseas) - \$200.00	Dr. Yvonne Dawkins, AVPAA	June 2021
September 2020	UCJ HRM Replacement Certificate- Fee increase from US\$50k to US\$70K	Dr. Yvonne Dawkins, AVPAA	June 2021
September 2021	Transcript Request For Express Service – Discontinued Sept 1, 2021	Dr. Yvonne Dawkins, AVPAA	June 2021
January 2022	DHL Courier Fee Increase; Opening hours and unacceptance of cash; Removed Graduation Walkers	Dr. Yvonne Dawkins, AVPAA	June 2021