

FAQs for Certificate Issuance

Please refer to the following Q&A before contacting your school or graduate school office.

Application Procedures

Q

Can you send my certificate overseas other than by EMS?

No. EMS is the only way of sending certificates overseas. We can only send to corresponding countries. Please confirm in advance on [the Website](#) that your designated address is one that we can correspond with.

Q

Can I cancel my application for a certificate to be issued?

No. You cannot change, cancel, or get a refund after applying for a certificate to be issued.

*For convenience store payments, if the payment is not made after online application, the order will be automatically cancelled later.

Q

Can my certificate be issued at a convenience store overseas?

No. You can only receive your certificate overseas by postal mail via EMS.

Q

If I have changed my family name after graduation, can I issue my certificate with my new family name at a convenience store?

No, you cannot issue your certificate at a convenience store with your new family name which is different from the name you used when attending the university. Please refer to item 4. on [the Website](#) for details.

Q

Can I issue my certificate as data?

No. We do not provide any certificates in the form of image data, nor do we handle digitized certificates.

Q

What should I do if I enter my information incorrectly such as my date of birth during applicant registration?

If there are any differences between the entered information and your identification documents, your application will be rejected. In this case, you will be notified by email, so please apply again from the beginning after checking your email.

Q

Although I applied for using Off Campus Issuance Service, I received an email which said that the application was rejected. It also said "Please check the details which we will send you later." However, there has been no contact.

Although the system says a message will be sent, nothing will be sent. Please check the bottom of your email for the reason.

Q

I'm planning to graduate/ complete in September, can I issue my Certificate of Expected Graduation/ Completion at a convenience store through Off Campus Issuance Service?

If you are scheduled to graduate/ complete in September and need your Certificate of Expected Graduation/ Completion dated in September, you cannot issue your certificate at a convenience store. Please select "Postal Mail Service", also indicate that you are scheduled to graduate/ complete in September in the remarks column when you apply. Otherwise, your certificate will be issued with a date for the following March. If you have already paid, you cannot cancel or get a refund.

FAQs for Certificate Issuance

Please refer to the following Q&A before contacting your school or graduate school office.

Issuance and Receipt of Certificates

Q Why does an error occur while entering my user number when issuing my certificate using a multi-function copier at a convenience store?

It could be an input mistake of your user number. For example, "o" (alphabet) instead of "0" (number). Please check.

Q Is it possible to issue my certificate at a domestic convenience store even if the automatic certificate issuing machines on campus are not available?

Yes, issuance at domestic convenience stores is available 24 hours a day.

*This service is not available if multi-function copiers at domestic convenience stores are under maintenance.

Q What should I do if I forget the convenience store which I designated for issuance?

Please click on the corresponding "SHINSEI-BANGO (Application Number)" from "SHOUMEISHO HAKKOU SHINSEI RIREKI (History of Certificate Issuance Application)" on the dedicated website. If "USER BANGOU (User Number)" is displayed, then the issuance service is available at FamilyMart or LAWSON. If "YOYAKU BANGO (Reservation Number)" is displayed, the issuance service is available at 7-ELEVEN.

Q What should I do if I forget the type of certificate which I chose to get issued?

To confirm the status of the certificate issuance for which you have already applied, please log in to the dedicated website within the University website and then click "SHINSEI-BANGO (Application Number)" from "SHOUMEISHO HAKKOU SHINSEI RIREKI (History of Certificate Issuance Application)."

Q What do I need to bring when getting my certificate issued at a convenience store?

Please bring a confirmation of the content of the notification email. Also, if you have not paid yet, you need to pay at the convenience store.

FAQs for Certificate Issuance

Please refer to the following Q&A before contacting your school or graduate school office.

Issuance and After Receipt of Certificates

Q

When I issued my certificate using a multi-function copier at a convenience store, the word “FUKUSHA (duplicate copy)” or “COPY” appears in the background.

Paper used for certificates at multi-function copiers at convenience stores is processed to prevent counterfeiting so that the word “FUKUSHA” or “COPY” appears when printing. On the rare occasions, the word “FUKUSHA” or “COPY” clearly appears on issued certificates. This depends on the store you use. If you would like to replace your certificate, please call your school or graduate school office. After we check the appearance of letters, we will handle to replace them.

Q

What should I do if there is an error on the issued certificate?

If there is any error, please contact your enrolled (graduated/ completed) school or graduate school office immediately.

Q

Is it possible to change my name on the certificate issued at a convenience store?

Your name which you used when attending the university is printed on the certificate. For foreign students, KANJI may be printed in KATAKANA as an alternative, if there is no corresponding character that can be used. Also, there could be a difference between their name printed on their certificates and their name on their identification documents. If you would like to change your name as printed on your certificate after being issued at a convenience store, please contact and send your original issued certificate to your school or graduate school office. We will replace it and send your new certificate later.

*Please pay the postage when sending your certificate.

For Inquiries

After referring to FAQs, if you cannot solve your problem, please contact the following offices.


For Off Campus Issuance Service



Please refer to [the link](#) for information about out of service or maintenance timing.

Dedicated Help Desk

9:00am~11:00pm (All Year Round)

 **0120-954-993**

*Please supply your name and user ID etc. when you make contact.

*Before making contact, please refer to [the notices on the provision of personal information](#).

For Certificates after Issuance

For certificates, please contact your school or graduate school office.

Campus	School/ Graduate School	TEL	Office Hours
Surugadai	School of Law	03-3296-4154	Weekdays : 9:00-18:00 Saturday : 9:00-12:30
	School of Commerce	03-3296-4160	
	School of Political Science & Economics	03-3296-4172	
	School of Arts & Letters	03-3296-4183	
	School of Business Administration	03-3296-4195	
	School of Information & Communication	03-3296-4263	
	Office of Certification Courses (Prospective Teachers, Social Education Specialists, Curators, Librarians, and Licensed Librarians)	03-3296-4184	
	Graduate School of Law	03-3296-4145	Weekdays : 9:00-17:00 Saturday : 9:00-12:00
	Graduate School of Commerce	03-3296-4704	
	Graduate School of Political Science & Economics	03-3296-4150	
	Graduate School of Business Administration	03-3296-4705	
	Graduate School of Arts & Letters	03-3296-4143	
	Graduate School of Information & Communication	03-3296-4285	
	Graduate School of Global Governance	03-3296-4527	Weekdays : 9:00-18:00 Saturday : 9:30-13:00
	Graduate School of Professional Accountancy	03-3296-2399	
Juris Doctor Course (Law School)	03-3296-4318	Weekdays : 15:00-21:00 Saturday : 12:30-18:00	
Graduate School of Governance Studies	03-3296-2397		
Graduate School of Global Business	03-3296-2398		

Izumi	Graduate School of Humanities	03-5300-1529	Weekdays : 9:00-17:00 Saturday : 9:00-12:00
Ikuta	School of Science and Technology Graduate School of Science and Technology	044-934-7564	Weekdays : 8:30-16:30 Saturday : 8:30-12:00
	School of Agriculture Graduate School of Agriculture	044-934-7570	
Nakano	School of Global Japanese Studies Graduate School of Global Japanese Studies School of Interdisciplinary Mathematical Sciences Graduate School of Interdisciplinary Mathematical Sciences	03-5343-8013	Weekdays : 9:00-17:30 Saturday : 9:00-12:30