

**Dear Graduate,**

Congratulations on the conferral of your degree! We'd like to provide you with important information regarding the delivery of your diploma.

**Diploma Processing and Delivery Timeline:**

Both paper and electronic diplomas are processed and distributed by a third-party vendor. Please note that diploma processing cannot be expedited. Paper diplomas are mailed directly to graduates and are not available for in-person pickup.

- For **domestic addresses**, please allow **6–8 weeks** for delivery.
- For **international addresses**, please allow **8–12 weeks** for delivery.

After receiving an email notification that your CeDiploma is ready and that your paper diploma has shipped, your electronic diploma may be downloaded immediately.

**IMPORTANT:** If you had an outstanding balance on your account at the time of degree conferral, your diploma will be held until the balance is satisfied. You must notify us by submitting a [SEAM case](#) to initiate the release of your diploma. Please be prepared to provide us with a current mailing address and email address.

**Receiving and Opening Your Diploma:**

Paper diplomas are typically shipped in a three-piece telescopic tube for protection. For security reasons, the shipping label is placed over the seam of the tube's opening. Improper handling when opening the tube can lead to accidental damage. To ensure your diploma remains intact, please follow these steps carefully:

1. Locate the seam beneath the shipping label.
2. Gently peel the label from a corner to reveal the seam. If preferred, you may use scissors to carefully cut along the seam line—take care not to cut too deeply or damage the contents.
3. Once the seam is exposed, twist the tube at the seam to loosen and remove the top cap.
4. To remove the diploma, insert two fingers into the middle of the rolled document and gently twist as you pull it out. Avoid pulling it straight out, as this may cause it to tear.

We hope this information helps ensure a smooth and damage-free delivery of your diploma. Congratulations once again on your achievement!

Sincerely,

Johns Hopkins University- Homewood Schools (KSAS & WSE)

Johns Hopkins University- AAP

Johns Hopkins University-EP