

Release eTranscripts to a vendor

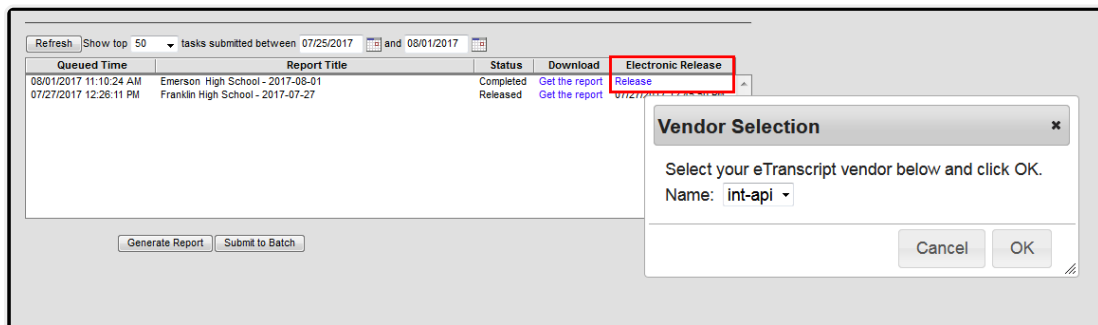
Last Modified on 09/30/2026 9:04 am CDT

Path: Grading & Standards > Reports > eTranscript Batch > Batch Queue

Use the electronic release process to submit completed eTranscript batches to a configured third-party vendor. This guide explains how to release a completed eTranscript batch and verify that the transmission was successful.

Before you start

- Generate an eTranscript batch and allow processing to complete.
- Configure the vendor in [Electronic Release Setup](#).
- Have the required eTranscript Batch and Electronic Release Setup [tool rights](#).



Use the release process to select a vendor and submit generated eTranscripts for electronic delivery.

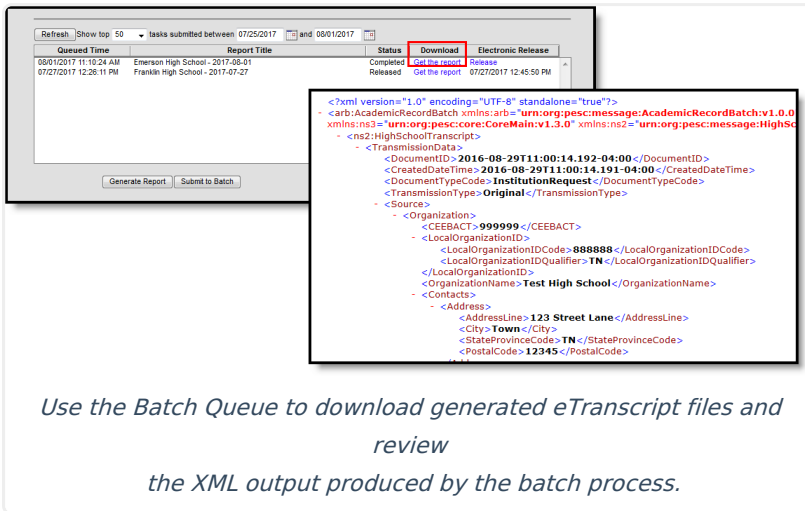
Release eTranscripts to a vendor

1. Open **Batch Queue**.
2. Locate the completed eTranscript batch.
3. Click **Release**.
4. Select the appropriate vendor from the **Name** dropdown list.
5. Click **OK**.
6. Review the **Electronic Release** column to verify a release date and time display.

Impact

The XML batch is submitted to the selected vendor for electronic delivery. When the release process begins, the status changes to **Sending**. After the submission is successfully delivered, the status changes to **Released** and the **Electronic Release** column displays the date and time of the release.

Completed and released batches display a **Get the report** link in the **Download** column. Selecting this link opens the generated eTranscript report in XML format, allowing you to review the output transmitted to the vendor.



The screenshot shows a web application interface for managing transcript batches. On the left, a table lists submitted tasks with columns for 'Queued Time', 'Report Title', 'Status', 'Download', and 'Electronic Release'. Two tasks are visible: one from Emerson High School and one from Franklin High School. On the right, a preview of an XML document is shown, detailing document metadata and source information for 'Test High School' in 'Town, TN'.

Use the Batch Queue to download generated eTranscript files and review the XML output produced by the batch process.

Troubleshooting

Electronic release fails

An **Error** status indicates the XML batch could not be sent. Common causes include:

- Missing required values in the XML output.
- A failure connecting to the vendor.

When an error occurs, the XML batch is not released and transcript data is not submitted to the vendor.

What's next

- Monitor the batch status in **Batch Queue** to confirm the status changes from **Sending** to **Released**. If the status remains unchanged, review the batch again later.
- Verify the **Electronic Release** column displays the date and time the batch was released to the vendor.
- Select **Get the report** in the **Download** column to review the XML output that was transmitted to the vendor.
- Investigate any batches with an **Error** status. Errors can occur when required XML data is missing or when the connection to the vendor fails. Correct the issue and release a newly generated batch if needed.
- Confirm the vendor has successfully received and processed the transcript data according to your school's/district's eTranscript procedures.