

Certificate Issuance Service

User Guide for International Students – SOKENDAI

This guide explains how currently enrolled students at SOKENDAI can apply for and receive official certificates online.

1. Overview

The Certificate Issuance Service allows students to apply for official certificates online, pay issuance fees electronically, and receive certificates via printing, postal delivery, or online submission. The service can be accessed using a PC, smartphone, or tablet.

2. How to Apply for Certificates

After logging in, click one of the following options from 'Issue Certificate'.

2.1 Print at a Convenience Store (Japan only)

Certificates can be printed at major convenience stores in Japan such as Seven-Eleven, FamilyMart, and Lawson/Ministop. After completing payment, a print number will be sent to you by email. Enter this number at the store's multi-function printer before the print deadline.

1. Click "**Issue Certificate**" → Click "**Convenience Store**".
2. Select the number of copies for each certificate type.
If the desired certificate is not listed, click "▼" to expand.
3. Click "Proceed".
If a print deadline is set, confirm by clicking "**Yes**".
4. Select printing destination.
7-Eleven uses Net Print (FUJIFILM Business Innovation).
FamilyMart / Lawson / Ministop use Network Print Service.
5. Select a payment method.
6. Click "Proceed".
7. Review the application details.
8. Click "Check".
9. On the **Application Confirmation** screen, click "**Apply**".
10. When the **Application Completed** screen appears, click "**OK**".

2.2 Postal Delivery

Choose this option if you need paper certificates delivered by mail. Enter the delivery address, select postal options such as sealed envelopes, and complete payment.

Delivery status can be checked online after application.

1. Click “**Issue Certificate**” → Click “**Sending by post**”.

2. Select certificate type and number of copies.

3. Click “Proceed”.

4. Enter delivery information:

Destination category (domestic/international)

Zip code

Address (do not omit apartment/building names)

To

Telephone number

Emergency contact (required)

5. Select postal options (e.g., sealed envelope).

6. Attach files if necessary.

7. Click “**Proceed**”.

8. Select a payment method.

9. Confirm details and click “Apply”.

10. Click “**OK**” when the application is completed.

2.3 Online Submission (Recommended)

This option allows you to send certificates electronically to companies or institutions.

Enter the recipient information and email address, complete payment, and submit the application. The recipient will receive a secure link by email.

1. Click “**Issue Certificate**” → Click “**Send online**”.

2. Select certificate type and number of copies.

3. Click “**Proceed**”.

4. Select a payment method.

5. Enter submission details:

Submission destination name

Department in charge

Name of person in charge

Transmission destination email address

Applicant name

6. Confirm the notes and check **“The above has been confirmed.”**
7. Click **“Proceed”**.
8. Review details and click **“Apply”**.
9. Click **“OK”** on the completion screen.

■ Re-sending Online Submissions

1. Go to **“Application List (Current)”**.
2. Click the relevant issuance number.
3. Click **“Resend”** at the bottom of the details screen.

This button appears only if the certificate has not been viewed.

4. Enter a new email address and proceed with the application.

3. Payment Methods

Available payment methods may include credit cards, convenience store cash payment, PayPal, PayPay, Apple Pay, and mobile carrier payments. Payment options depend on certificate type, delivery method, and university settings.

4. Checking Application Status

You can check application date, payment status, printing or delivery status, required print numbers, and online submission view status at any time from Application List.

5. Printing Certificates

Always follow the actual system screens.

5.1 Convenience Store Printing

7-Eleven: Use an 8-digit Print Reservation Number.

FamilyMart / Lawson / Ministop: Use a 10-digit User Number.

Follow on-screen instructions on the multi-function printer and complete payment to print.

5.2 Checking Postal Delivery Status

Processing: Displayed under “Current Applications”.

Shipped: Displayed under “Past Applications” with shipment date.

5.3 Checking Printing Information

You can check:

Print Reservation Number

User Number

via:

Application details page

Notification email

5.4 Checking Selected Printing Location

Confirm under “**Printing Destination**” in the application details.

Online submissions do not have a printing location.

6. Inquiries About This System

Certificate Issuance Service Call Center (NTT West):

TEL +81-(0)82-207-4262, Hours: Weekdays 9:00–17:00 (JST)

SOKENDAI Educational Affairs Section:

TEL +81-(0)46-858-1524, Hours: Weekdays 9:00–17:30 (JST)

Email [kyomu\(at\)ml.soken.ac.jp](mailto:kyomu@ml.soken.ac.jp)