



## Submitting a Certificate and Score Release Request Form

### When to Submit a Certificate and Score Release Request Form

- You have lost or misplaced a certificate.
- You need a name change or correction.
- You need a record of your exam score and do not have a Class Number to create a User ID and Password.



### General Information on Certificate and Score Release Requests

- There is a \$20 fee for a duplicate certificate. Standard processing time is 7 business days and the certificate is then sent via UPS ground. (Note: Rush delivery, within 7 business days, is available for an additional \$15.)
- We are unable to issue ServSafe Food Safety Certificates more than 5 years old and ServSafe Alcohol Certificates more than 3 years old.
- Certificates are sent via UPS ground (2nd Day Air for Rush orders) with a signature required, we cannot send to PO Boxes, APO, AE addresses, etc.
- Score Release Requests are free of charge, typically processed within 5 business days and the information is returned via fax to the number provided on the form.



### How to Submit a Certificate and Score Release Request Form

- Go to [www.ServSafe.com](http://www.ServSafe.com). Under the “**ServSafe Food Safety**” header click “**For Students/Examinees**” then click “**Order Duplicate Certificates.**”
- Click on “**Certificate and Score Release Request Form**” to download or print the Certificate and Score Release Request Form (or call Fax on Demand at 1-800-246-0184 and request document number 210 to have the form faxed).
- Complete the form then fax (866-665-9570 or 312-583-9853) or mail it to Service Center.
- If faxing please call Exam Administration to confirm its’ receipt.

Please contact Service Center at 800.765.2122, ext 6703 or [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org) with any questions