



**LAGOS
BUSINESS
SCHOOL**

PAN-ATLANTIC UNIVERSITY



MBA

Document Request Guide

This guide provides MBA students and alumni with a clear, step-by-step process for requesting official academic documents from Lagos Business School (LBS) through the student portal. It covers available document types including transcripts, reference letters, and Medium of Instruction Letters and walks you through how to submit a request, review processing fees, complete payment, and track your request from submission to delivery.

For special requests such as Certified True Copies, Certificates, and Attestation Letters, please contact the MBA Data and Administration Team directly at mba-administration@lbs.edu.ng.

Available Document Types

- Medium of Instruction Letter
- Reference Letter
- Official Transcript (Email to Institution)
- Official Transcript (WES Upload)
- Physical Transcript (Courier Delivery)
- Student Copy Transcript

Before You Start

Please have the following ready:

- Your full name
- Your phone number
- Your programme
- Your cohort number
- Your matric number, if available
- Your year of graduation, if available
- Institution details, if your request will be sent to a school or organization
- WES reference number, if you are requesting Official Transcript (WES Upload)

How To Access the Form

01.

Log in to the student portal.

02.

Open Document Requests.

03.

Click New Request.

Step 1: Applicant Details

Provide your personal and academic information:

- Full Name
- Email
- Phone Number
- Programme
- Cohort Number
- Matric No
- Year of Graduation

Important notes:

- Your email is prefilled and cannot be edited.
- Make sure your details are correct before moving to the next step.

Click Next to continue.

Step 2: Select Documents

Choose one or more document types you want to request.

Each document type shows its current processing fee. You can select multiple document types if needed.

Click Next to continue.

Step 3: Request Details

Some document types require additional information.

- If You Selected Official Transcript (WES Upload)

Enter:

- WES Reference Number

If Your Request Is Being Sent to an Institution

You may need to provide:

- Institution Name
- Institution Email
- Institution Address
- Portal URL
- Reference/Application ID

- If You Selected Physical Transcript (Courier Delivery)

You will need to provide:

- Institution Name
- Institution Address
- Delivery Location
- Optional notes

For some delivery locations, the cost is fixed.

For International delivery, the cost may show as:

Cost to be confirmed by Dispatch Team

This means the dispatch fee will be reviewed and updated later.

- Request Details / Purpose

For all document types, you will be asked to select the purpose of your request.

- Select all options that apply
- If Other applies, enter more details in the text box

Click Next to continue.

Step 4: Cost Summary

Review your request carefully before submission.

You will see:

- Applicant Snapshot
- Requested Documents
- Dispatch Summary
- Request Details Review
- Document Processing Subtotal

If courier pricing is not yet confirmed, especially for international delivery, the form may show:

- Cost to be confirmed by Dispatch Team
- Status after submission: Pending Pricing

If pricing is already available, the total amount due will be displayed.

Submit Your Request

At the end of Step 4:

- Click Submit Request if dispatch pricing is still pending
- Click Submit And Continue if the total amount is already available

What Happens After Submission

There are two possible outcomes:

1. Pending Pricing

- Your request is submitted successfully
- Payment will not be available immediately
- The Dispatch Team or MBA Admin will update the delivery cost
- Check the portal again later for the updated amount

2. Pending Payment

- Your request is ready for payment
- You can click Pay Now from your request page

How To Pay

1. Open Document Requests.
2. Select your request.
3. Click Pay Now.
4. Complete the payment process.
5. Return to the portal to track the request status.

How To Track Your Request

After submission, go to Document Requests to view:

- Request status
- Payment status
- Notes from MBA Admin
- Uploaded documents
- Delivery instructions
- Receipt, if payment has been completed

Possible Statuses

- Pending Pricing
- Pending Payment
- Submitted
- Processing
- Completed
- Cancelled

Important Tips

- Double-check all names, institution details, and reference numbers before submitting
- If you are requesting WES Upload, ensure the WES reference number is correct
- If you choose courier delivery, make sure the delivery address is complete
- International dispatch charges may not appear immediately
- Check your request page regularly for updates

Processing Periods

All document requests are processed within **10 working days**. However, for official transcripts requiring dispatch, additional time should be allowed to accommodate courier delivery.

Restrictions – Where Official Documents Cannot Be Sent

- Personal email addresses (Gmail, Yahoo, private domains)
- Collected in person – no hand collection allowed
- Via agents or unauthorised third parties

Approved Destinations – Where Official Documents Can Be Sent

- Academic institutions (Registrar/Dean)
- Scholarship boards and embassies
- Verification bodies (e.g. WES – include reference number)
- Secure web portals (provide URL & login credentials)

Fees and Charges

S/N	Processing Fees For MBA Document Requests	Rates (#)
1	Student Copy Transcript (send student copy transcript to applicant email)	50,000
2	Official Transcript (upload official transcript on WES portal)	100,000
3	Official Transcript (send official transcript to organisation/institution email)	100,000
4	Official Transcript (send official transcript to organisation/institution through courier)	100,000 (Excluding Courier Fees)
5	Reference Letter (send reference letter to applicant email, or send directly to organisation/Institution email, or upload on organisation/institution portal as specified)	20,000
6	Medium of Instruction Letter (send medium of instruction letter to applicant email)	20,000
7	Statement of Result (Current students only - send statement of result to applicant email)	Free
8	Certified True Copy	Contact MBA Admin
9	Certificate	Contact MBA Admin
10	Attestation Letter	Contact MBA Admin

Support

If your dispatch cost is pending or you need help with your request, contact:

MBA Data and Administration Team –
Lagos Business School

 mba-administration@lbs.edu.ng

 +234 707 536 3886



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