

【Q and A】

Q1	What do I need for applying or receiving the certificate?	A1	Bring your identification such as driver license. Also enclose a copy of your ID if you request it by postal mail.
Q2	How much is the handling fee?	A2	There is no handling fee, however refrain from applying great volume of certificates. (Burden the postage fee at your expense in case of requesting by mail)
Q3	How long does it take from receiving my certificate?	A3	It takes about a few days after we received an original request form. It would take longer if you request non-Osaka University's format.
Q4	This is an urgent request.	A4	We do not issue it on the same day.
Q5	Can I apply it by e-mail or fax?	A5	Yes, you can. However you need an "original" request form. When you send it by mail, write "REQUEST FORM ENCLOSED" in red on the envelope.
Q6	I want to ask my family, friend or staff in the lab to apply and receive my certificate.	A6	Bring a copy of an applicant's and the attorney's identification such as driver license for proof of identification.
Q7	Can you send my certificate by mail?	A7	Yes, we can. Request postal mail and give us returnable envelope with enough postage stamps attached and make sure to write your return address on the envelope.
Q8	What is the postage fee?	A8	Check it by yourself and attach sufficient stamps. We recommend using registered mail or letter pack (first-class mail) with tracking service basically. We take no responsibility for lost items. Incorrect postage can result in delay of shipment or recipient might never receive the mail. If you do not put enough stamps, the recipient must pay the shortage.
Q9	What if I live outside of Japan? (I have an attorney in Japan)	A9	Read Q6 and Q7.
Q10	What if I live outside of Japan? (I have no attorney in Japan)	A10	Make a FedEx account and let us know. You are required to attach these three "Receipt" "Invoice" "Label" when you send the e-mail to us. Make sure to designate the place for the staff in FedEx to pick up the documents to Kyomu Kakari, Graduate School of Medicine, Osaka University. We will send it to you at your expense.
Q11	I found my English name wrong in my issued certificate.	A11	We generate certificate according to the name that had been registered in Osaka University. If you need to modify it, submit us an official certificate for identity confirmation.
Q12	What happens after I changed my name?	A12	We generate certificate according to the name that had been registered in Osaka University. If you need to modify it, submit us an official certificate showing your old and new name on it for identity confirmation.
Q13	I do not have my seal (hanko).	A13	Signature is fine for only foreigners.
Q14	I do not remember my student number.	A14	Leave it blank.
Q15	I have no time to pick up my certificate.	A15	We will delete certificate 3 months after issuing date. Request again if necessary.
Q16	I am a student. Can you generate my certificate?	A16	You can get your certificate by yourself with the automatic issuing machine with your student card. Request it to Kyomu Kakari for non-regular student (Research Student). We are open from 9:00am to 4:30pm on weekday.
Q17	What is "Request for Sealing"?	A17	We put your certificate in Osaka University's envelope and it is invalid if opened. The paper we use is anti-counterfeit. The future place of submission strictly requires submitting documents in a sealed envelope.
Q18	Can you generate English certificates/ my requester's format?	A18	Fill out the name of your necessary document at the section of "other" on request form and send the original sheet to us. If it is written in English, please attach the Japanese translation. If you would like us to send it to overseas directly, we will use EMS. Give us enough postage stamps along with the request form and your necessary documents.
Q19	Can you generate the customized certificates?	A19	We will use Osaka University's format if the contents of the certificate met all the requirements. If you need any additional information besides Osaka University's one, then we can use the customized counterpart. Or you can put the information and make the certificate on your own and submit it to Kyomu Kakari, we will confirm the contents and affix the seal if necessary. In that case, tell us what we should do including the place where we affix the seal or what kinds of seal you need.
Q20	Can you send the certificate by e-mail?	A20	No. The certificate is an extremely important document. We will give only original one to you.
Q21	Regarding the transportation pass	A20	Visit Kyomu Kakari with your current pass and student card even if you wish to extend the period or change your course.
Q22	I would like to apply for the childcare facility	A21	Submit the request and confirmation form to Kyomu Kakari.
Q23	I would like you to re-issue my diploma.	A22	Sorry we cannot. Diploma is not a certificate. If you need to certify your graduation, we think the graduation certificate is enough.

*Should you have further inquiries other than the above, contact Kyomu Kakari by e-mail. i-kyomu-kyomu@office.osaka-u.ac.jp