



## Yellow label service checklists

The checklists below will help you manage the secure dispatch of scripts using the Parcelforce yellow label service. You must make sure you read the **'Dispatch of exam scripts'** guidance for detailed instructions.

We have also included a Help and support section with useful contact details.

### Essentials

- Dispatch exam scripts on the day of the exam whenever possible and always by the following working day at the latest.
- Never put exam script packages in the regular post.
- Dedicate a secure area, desk or cupboard for exams scripts and materials so they cannot get mixed up with any other materials.

### Booking collections

- Arrange exam script collections with Parcelforce Worldwide before every exam series.
- Agree a collection time window and pick-up point.
- Book additional ad hoc collections for early exams or externally marked coursework.
- For ad hoc collections, record each booking reference number on the dispatch log.

### Labelling

- Store your pre-addressed yellow labels safely.
- Use only one label per package. Attach the whole label.
- Make sure the label is crease-free and the bar codes are not distorted.
- Check for replacement labels sent by email or fax.
- Never write on pre-addressed yellow labels or alter them in any way.

# Packaging

- Ensure you have enough of the large plastic envelopes which are provided by the awarding organisation.
- Do not put exam scripts from different exams into one envelope, even if they are going to the same address. Do not overfill envelopes.
- Clearly label CDs and memory sticks to ensure they can be redirected in the event of loss.
- Place memory sticks inside an envelope in the large plastic envelope to prevent them falling through any holes.
- If possible, pad out any packages containing a single script, CDs or memory sticks with card or bubble wrap to prevent them getting lost.
- Check that envelopes are securely sealed. Do not pack scripts into paper envelopes as these are more prone to damage during transit.

# Managing collections

- Ensure packages are ready to collect and that the dispatch log is completed at the beginning of your collection time window whenever possible.
- Store packages safely until the driver arrives.
- Make sure the number of items collected matches the number on the dispatch log.
- Make sure someone is available to give the packages to the Parcelforce Worldwide driver and to ensure that the driver scans the package and signs the dispatch log.
- Contact Parcelforce Worldwide if the driver misses a collection or arrives outside of the agreed collection window.

# Help and support

Query	Contact	Details
<ul style="list-style-type: none"> <li>For customer service</li> <li>To book an ad hoc collection</li> <li>To report a missed collection</li> </ul>	Parcelforce Worldwide Exams Helpdesk	Tel: 0344 561 7998
<ul style="list-style-type: none"> <li>To track a package</li> <li>To find your nearest depot or Post Office</li> <li>To book an ad hoc collection</li> </ul>	Parcelforce Worldwide	Web: <a href="http://www.parcelforce.com/education/dfe">www.parcelforce.com/education/dfe</a>
<ul style="list-style-type: none"> <li>To find your nearest Parcelforce Express Services office that accepts Parcelforce Worldwide packages</li> </ul>	Parcelforce Worldwide	Web: <a href="http://www.parcelforce.com/education/dfe">www.parcelforce.com/education/dfe</a> (Go to Post Office locator Finder and choose 'Parcelforce Express Services' from the drop-down menu)
For questions about pre-addressed yellow labels, including: <ul style="list-style-type: none"> <li>lost or damaged labels</li> <li>labels that haven't arrived</li> <li>wrong labels that were used by mistake</li> <li>if you need more plastic envelopes</li> </ul>	AQA	Tel: 0800 1977 162 Email: <a href="mailto:examinerlabels@aqa.org.uk">examinerlabels@aqa.org.uk</a>
	Cambridge International	Tel: 01223 553554 Email: <a href="mailto:info@cambridgeinternational.org">info@cambridgeinternational.org</a>
	Pearson	Tel: 0344 463 2535 Email: <a href="mailto:examsofficers@pearson.com">examsofficers@pearson.com</a>
	OCR incl. Cambridge Technicals	Tel: 01223 553998 Email: <a href="mailto:general.qualifications@ocr.org.uk">general.qualifications@ocr.org.uk</a>
	WJEC	Tel: 029 2026 5089 Email: <a href="mailto:yellowlabels@wjec.co.uk">yellowlabels@wjec.co.uk</a>
	NCFE	Tel: 0191 239 8000 Email: <a href="mailto:assessmentdelivery@ncfe.org.uk">assessmentdelivery@ncfe.org.uk</a>
For general enquiries about exams administration or complaints	STA national curriculum assessments helpline	Tel: 0300 303 3013 Email: <a href="mailto:assessments@education.gov.uk">assessments@education.gov.uk</a>
To download copies of the dispatch log	GOV.UK	Web: <a href="http://www.education.gov.uk/yellowlabel">www.education.gov.uk/yellowlabel</a>

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