



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 prints their name in the space on 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"> For customer service To book an ad hoc collection To report a missed collection 	Parcelforce Worldwide Exams Helpdesk	Tel: 0344 561 7998
<ul style="list-style-type: none"> To track a package To find your nearest depot or Post Office To book an ad hoc collection 	Parcelforce Worldwide	Web: www.parcelforce.com/education/dfe
<ul style="list-style-type: none"> To find your nearest Parcelforce Express Services office that accepts Parcelforce Worldwide packages 	Parcelforce Worldwide	Web: www.parcelforce.com/education/dfe (Go to Post Office locator Finder and choose 'Parcelforce Express Services' from the drop-down menu)
<p>For questions about pre-addressed yellow labels, including:</p> <ul style="list-style-type: none"> lost or damaged labels labels that haven't arrived wrong labels that were used by mistake if you need more plastic envelopes 	AQA	Tel: 0800 1977 162 Email: examinerlabels@aqa.org.uk
	Pearson	Tel: 0344 463 2535 Email: examsofficers@pearson.com
	OCR	Tel: 01223 553998 Email: general.qualifications@ocr.org.uk
	WJEC	Tel: 029 2026 5077 Email: yellowlabels@wjec.co.uk
	NCFE	Tel: 0191 239 8000 Email: assessmentdelivery@ncfe.org.uk
For general enquiries about exams administration or complaints	STA national curriculum assessments helpline	Tel: 0300 303 3013 Email: assessments@education.gov.uk
To download copies of the dispatch log	GOV.UK	Web: www.education.gov.uk/yellowlabel

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