



Examination materials dispatch log

Examinations Officer's use only

- Please complete this dispatch log **before** the Parcelforce driver arrives to collect your exam materials packages.
- You should complete one sheet with details of the packages you are sending **each day**.
- Please ensure that the number of packages you are dispatching matches the number of packages listed on the dispatch log.
- When you hand over the packages to the Parcelforce driver, they must print their name on the form in 2 places:
 1. in the 'Date of exam' box **below** the final entry you have recorded on the log
 2. in the grey box at the bottom, where they must also record the date and time of collection
- If you are dispatching via a Parcelforce depot, make sure you obtain a receipt from the clerk and attach it to the dispatch log.

The dispatch log should not be removed from the examination centre by the Parcelforce driver.

Help and support

You can download and print more copies of the dispatch log at:

www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service

You can contact the Parcelforce exams helpdesk on 0344 561 7998 or at

examcollection@parcelforce.co.uk:

- for customer service
- to report a missed collection

You should use the Parcelforce website at www.parcelforce.com/education/dfc to:

- track a package
- find your nearest Parcelforce depot

Please contact your awarding organisation with questions about the pre-addressed yellow labels, including:

- lost or damaged labels
- labels that have not arrived
- wrong labels that were used by mistake
- if you need more plastic envelopes

Awarding organisation	Telephone number	Email address
AQA	0800 197 7162	examinerlabels@aga.org.uk
NCFE	0191 239 8000	assessmentdelivery@ncfe.org.uk
OCR	01223 553 998	general.qualifications@ocr.org.uk
Pearson	0344 463 2535	examsofficers@pearson.com
WJEC	029 2026 5077	yellowlabels@wjec.co.uk

For general enquiries about exams administration or complaints, you can contact the national curriculum assessments helpline on 0300 303 3013 or at assessments@education.gov.uk.