



Oxford Cambridge and RSA

# Assessment Specialist Courier Guide

- If you need help with any aspect of DHL services, please contact the OCR Customer Support Centre on **01223 55 3998** or email [support@ocr.org.uk](mailto:support@ocr.org.uk)
- Your login username for My DHL+ is your email address.
- OCR's DHL Account Number is **135313099**. Only to be used for OCR shipments.
- The Shipper's Reference when returning candidate work to centres is Centre number/Unit/Component ie 12345/R181/01.
- The Shipper's Reference for all other material is your OCR AS ID/creditor number.

# Contents

Outbound Parcels from OCR	3
---------------------------	---

## **MyDHL+** 4

■ Register with MyDHL+	4
------------------------	---

Create a Shipment and Schedule a Pickup Request	8
---	---

## **DHL Service Information** 15

■ Sending Parcels	15
-------------------	----

■ Drop-off services	16
---------------------	----

## **Receiving Deliveries from Other Specialists** 18

■ Redelivery	18
--------------	----

■ Redirection	18
---------------	----

■ Collection from Your Local Service Centre	18
---	----

## **Help and Support** 19

■ DHL On Demand Delivery	20
--------------------------	----

■ Frequently Asked Questions	21
------------------------------	----

■ DHL +1 Areas	25
----------------	----

# Outbound Parcels from OCR

The DHL Express Service and Royal Mail Tracked services allow OCR to send shipments which require a signature to assessment specialists' home addresses.

## Royal Mail Tracked

This service is used by OCR for sending materials such as stationery packs, standardisation batches and redirected scripts.

The Royal Mail Tracked service is designed to get your OCR shipments delivered to your home address within a flexible window. Deliveries can take place on Saturday mornings, an added benefit to the standard Monday to Friday service.

If you are not home when the driver attempts delivery, a card will be left providing contact details for you to rearrange a suitable time for redelivery.

### Redelivery Options:

- Redelivery to same address
- Redelivery to the local Post Office
- Collection from the local delivery depot

You cannot use Royal Mail to send assessment material to other assessment specialists or return it to OCR. Use the DHL Express service to do this.

## DHL Express Service

DHL Express Domestic On Demand Delivery is a next day delivery service designed to enable OCR shipments to be delivered to your home address within 24 hours of dispatch. It is used for sending shipments which OCR have allowed certain delivery options to be available. Deliveries are made Monday to Friday only.

The On Demand Delivery allows the receiver to redirect packages to an alternative address, DHL Service Point location, and rearrange delivery on another working day. You will receive a text message on the day of despatch with details how to utilise this service, if required.

If you are not home when the DHL driver attempts delivery, a card will be left to advise of the delivery attempt. The card will contain the receivers name, the courier route ID, DHL Waybill Number, date and time. The card will also contain details how to select On Demand Delivery options and how to re-arrange delivery.

You have 48 hours to contact DHL or OCR during which time DHL will automatically make one more delivery attempt. After the second delivery attempt, DHL will await further instructions.

### Redelivery

Using the information on the card left by the driver, contact DHL to confirm a date to redeliver to the same address.

Collection from a DHL depot

You will need to quote the DHL Waybill Number. On collection, you will also need to show photo ID, such as a passport or driving licence, or two forms of ID, one with your signature and one with your name and address.

# MyDHL+

Using My DHL+, you can create and manage shipments, print a shipping label (waybill) and schedule pickups (book a collection) at the same time.

Shipping labels (waybills) created electronically using My DHL+ can also be tracked through My DHL+. Hard copy shipping labels are no longer used as these cannot be tracked in the same way.

If you have not registered with My DHL+, please follow the steps below. If you are already registered, go to the [Create a Shipment](#) section.

## TECHNICAL HELPDESK For My DHL+

If you need support with a technical issue, the Technical Helpdesk is available 24 hours a day, 365 days a year.

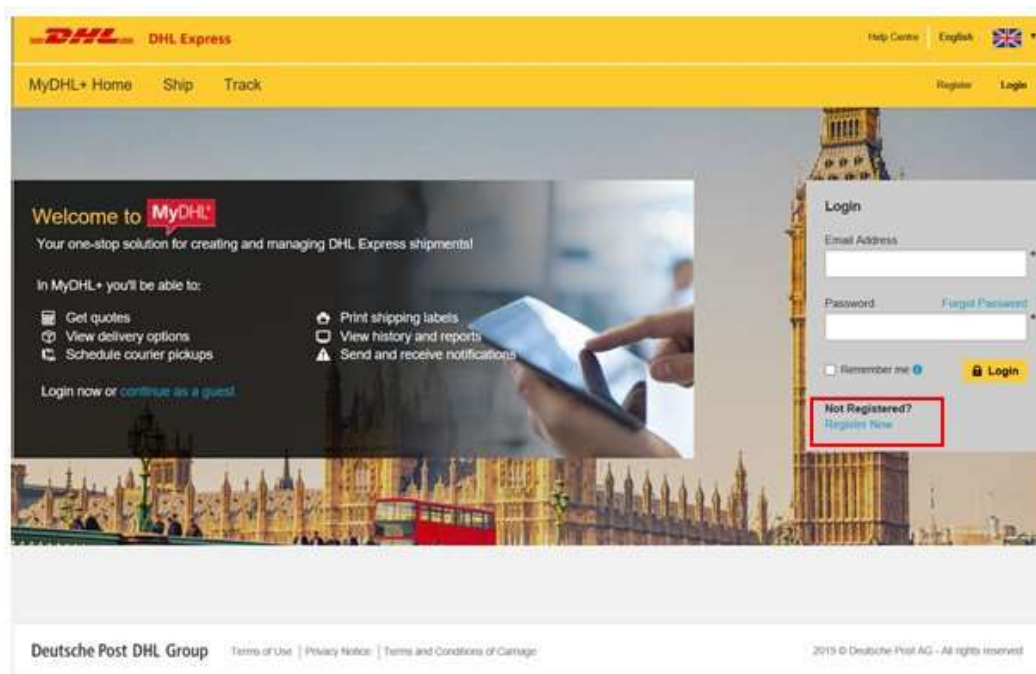
A ticket number will be allocated to you; please keep it safe as you may need it for future reference.

Telephone: 0844 248 0521 Email: [essuk@dhl.com](mailto:essuk@dhl.com)

## 1. Register with My DHL+

Ensure that you have access to the following:

- A computer with internet access.
- A printer.
- Open your internet browser and go to: <https://mydhl.express.dhl/gb/en/auth/login.html>
- Click Register Now



Complete the highlighted boxes as per below. Your OCR account number is 135313099.

**Register for MyDHL+**

**Enjoy the Benefits of MyDHL+**

You'll see how fast and easy shipping online can be! Experience time-saving features for creating, managing and monitoring shipments, plus much more – all in one convenient place!

Already registered in MyDHL, or DHLiNow? **Please do not register again in MyDHL+**

- We'll contact you as soon as we set up your profile so that you can start using MyDHL+
- In the meantime, please continue to ship with MyDHL or DHLiNow

**Do you have a DHL Express account number?**

Yes  No

**Enter one or more DHL account number(s)**

Account Number: 135313099 | Type: Shipper Account | Activate: OCR Exp

**Next >**

Once completed click 'Next' and then fill in the fields below with your own details. Enter OCR as the company. Your password MUST contain a minimum of eight characters including one Capital letter, one number and one Special character e.g. \*!\$

**Your Details**

UNITED KINGDOM | Change Country

Title: [ ] | First Name: [ ] | Last Name: [ ]

Company: [ ]

Phone Type: Mobile | Country Code: 44 | Phone: [ ]

SMS Enabled | Add Another

I would like to receive news and offers from DHL, by email

**Accept Terms**

- I accept the DHL Express Terms and Conditions
- I accept the DHL Express Privacy and Cookies Policy

**Create Your Login**

Email Address: [ ]

Password: [ ]

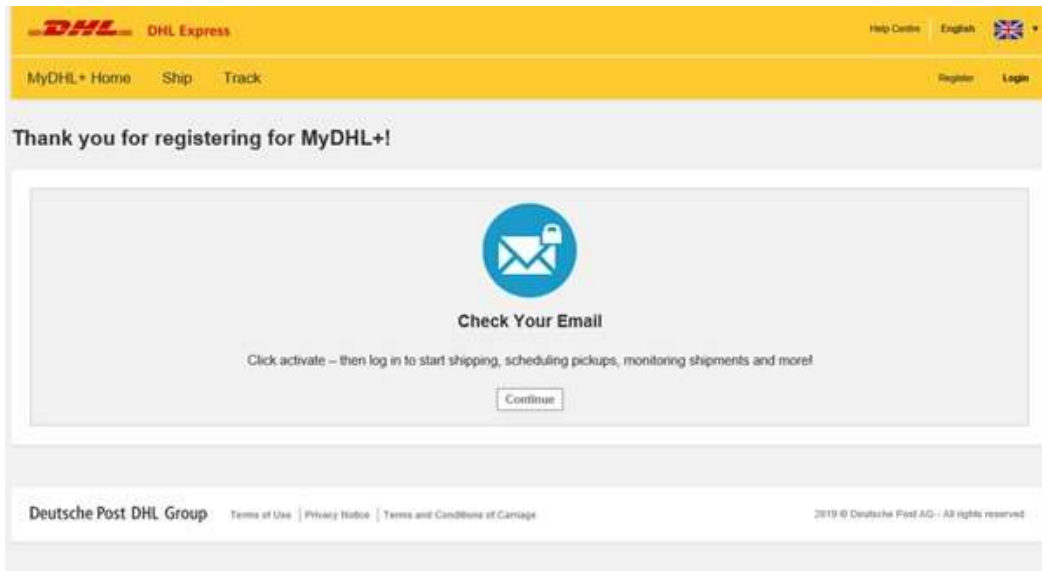
Confirm Password: [ ]

**Register**

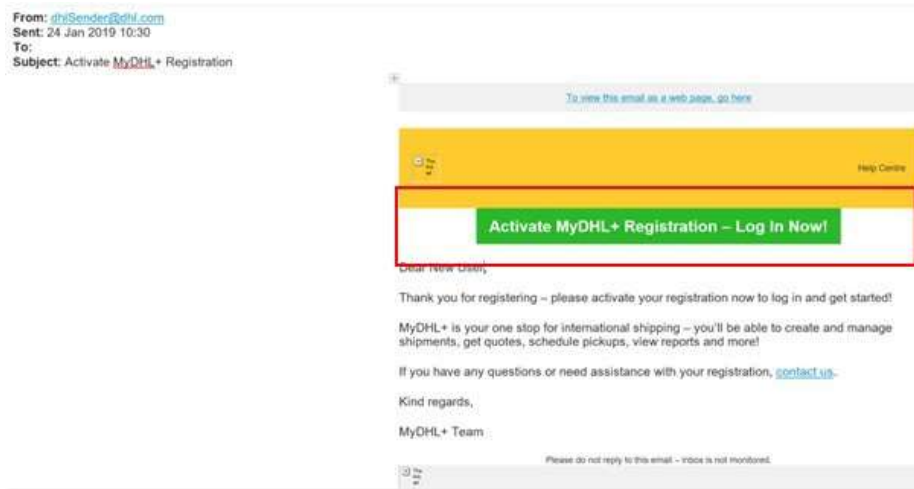
Click or select the Envelope

Click on the symbol requested (it may not be an envelope) and then click register

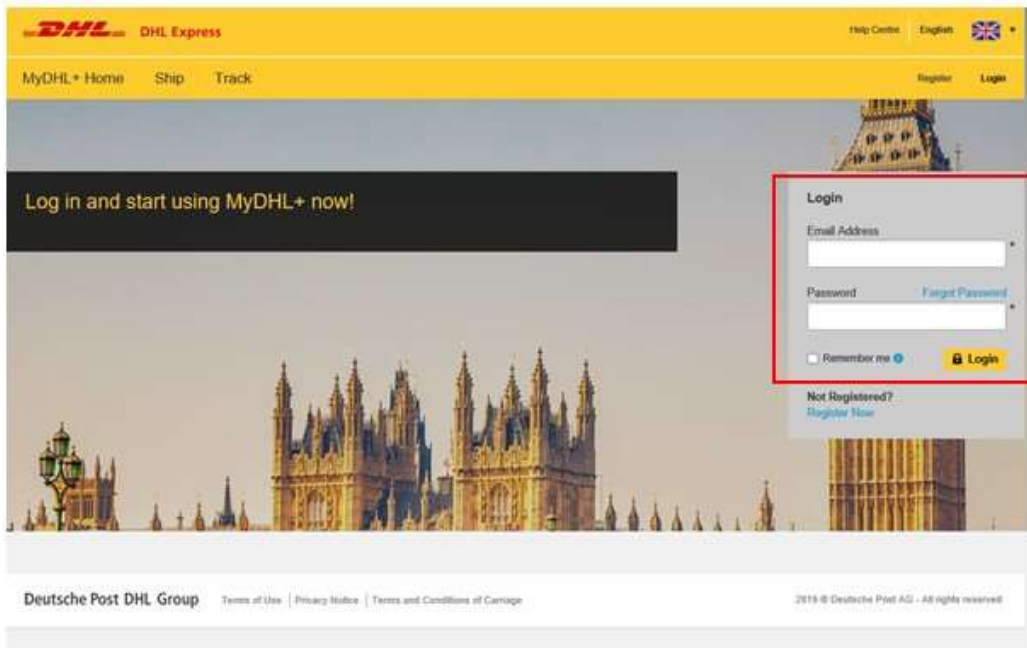
You will receive the below notification. Please now check your email.



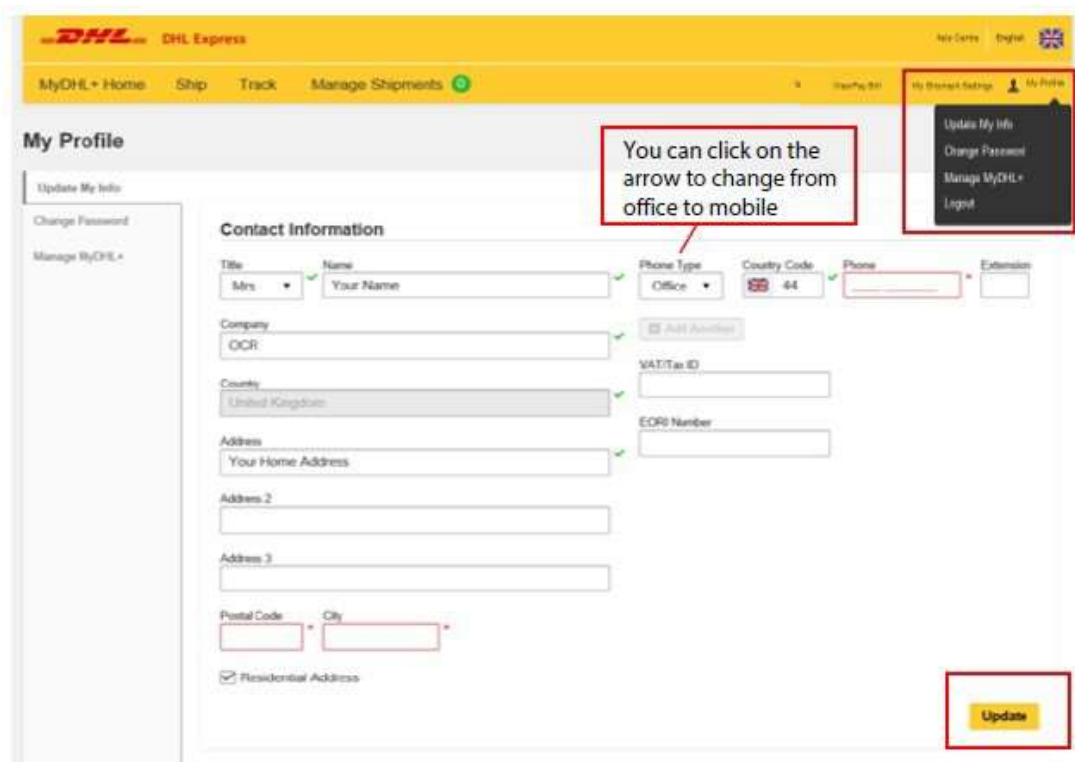
Open the email from [dhlsender@dhl.com](mailto:dhlsender@dhl.com) and click on the Green Box that says 'Activate MyDHL + Registration – Log In Now!'



Log in to the portal using the email address and password you created.



Go to My Profile (top right) and select 'Update My Info' complete this section with your home address and mobile telephone number. When you have updated your information click 'Update'.





## 2. Create a shipment and schedule a pickup request using My DHL+

Go to 'Ship' in the yellow bar at the top of the screen. Select 'Create a Shipment'.

Fill in your own details on the left hand side of the screen. Then the receiver's details on the right hand side of the screen. Tip - once you complete the receiver's country, the rest of the address line will appear for you to complete.

Email and phone number fields:  
Enter the recipient's email address if you know it, but this field is not mandatory.  
If you are returning to a centre and do not have the centre's phone number, enter 01223 552556.

Company Name = OCR  
Please ensure you add a mobile number and email address for the recipient.

If you are returning to OCR at DC10, enter:  
Ordering.D@cambridgeas  
sessment.org.uk  
Phone: 01223 553998



## Arranging sample request from centres

If you need to arrange to collect candidate samples from centres to carry out remote moderation, you will need to put the centres address in the 'from' section. To do this follow the instructions in point 2 above and then click on the 'switch' button. This will then put the centre details in the 'from' box.

The screenshot shows the 'Create Shipment' form in the DFE system. The form is divided into two main sections: 'From' and 'To'. The 'From' section contains fields for Name, Company, Country, Address, Address 2, Address 3, Postal Code, City, Email Address, Phone Type, Country Code, Phone, and Extension. The 'To' section contains fields for Name, Company, Country, Email Address, Phone Type, Country Code, Phone, and Extension. A 'Switch' button is located between the two sections, highlighted with a red box. The 'Switch' button is a yellow button with the text 'Switch' in black. The form also includes a 'Clear Address' link at the bottom left and a 'Residential Address' checkbox with a link to 'Refer about this contact'.

\*when you are ready to print your label, please follow separate printing instructions on [page 15](#).

Click on 'Documents' under the Shipment Details header and complete the boxes within the red rectangle. Then click 'Next'. DO NOT TICK PROTECT YOUR SHIPMENT.

**DHL Express** Help Centre English

MyDHL+ Home Ship Track Manage Shipments 3 View My Bill My Shipment Settings My Profile

Create Shipment — Pay — Print Cancel Assign this Shipment Save for Later

**From**  
Your Name: OCIR  
Your Home Address: MAIRWORTH EVERARD CB23 3QY United Kingdom

**To**  
Receiver Name: OCIR  
Receiver Address: BARTLESHAM HEATH IPS 3RD United Kingdom

**Shipment Details**

**Documents**  Packages

Documents include legal, financial or business documents. Items with monetary value are NOT considered a document shipment. Packages are goods, merchandise or commodities for personal or commercial purposes.

**Describe the documents in your shipment**  
Selected One: Examination Documents

**Add Shipment References**  
Reference (appears on shipping label/waybill): Your AS ID/Cred#or number

**Is it a document?**  
Some items you might think are documents are not – check before completing your shipment. [Go](#)  
[Help me determine if my item is a document!](#)

**Prohibited Items**  
Some items that are prohibited when shipping to United Kingdom include:  
Bullets (of any precious metal)  
Human remains, including ashes  
Firearms, parts of  
[View Prohibited Items](#)

**Protect Your Shipment**  
You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)

I would like to insure my shipment **DO NOT TICK THIS BOX**

**Next**

Fill in this screen as shown below where marked with a red rectangle. If you do not know the weight or dimensions, please use the example shown below. Click 'Save Package' and the data will then be saved for next time you ship. Then click 'Next'.

The screenshot shows the 'Create Shipment' interface. At the top, there are navigation links: 'MyDHL+ Home', 'Ship', 'Track', and 'Manage Shipments'. Below this, there are buttons for 'Cancel', 'Assign this Shipment', and 'Save for Later'. The 'From' and 'To' sections contain address information. The 'Select Packaging' section is the focus, with a table showing the selected package details. The 'Save Package' and 'Next' buttons are highlighted with red rectangles.

Packaging	Quantity	Weight kg	Dimensions cm
DHL FLYER	1	0.5	10 x 10 x 10
<b>Total</b>	<b>1</b>	<b>0.5 kg</b>	

The next screen is automatically populated. Please do not change and just press 'Next'!

The screenshot shows the 'How would you like to pay?' section. The dropdown menu for 'How will you pay for transportation charges?' is highlighted with a red rectangle, showing the selected option '135313099 - OCR Exp'. The 'Next' button is also highlighted with a red rectangle.

Select the date you wish to ship the package. This MUST be the day you want the courier to collect the shipment. IMPORTANT – select 'End of Day' – 'Express Domestic' (the bottom option). Do not select the other options as OCR does not have a contract for the 9.00 and 12.00 services.

The screenshot shows the DHL Express 'Create Shipment' page. At the top, it displays 'DHL FLYER - 1 Piece - 0.5 kg (10 X 10 X 10 cm)' and 'Transportation charges paid by 135313099 - OCR Exp'. Below this, a calendar for January 2019 is shown, with the 24th (Today) highlighted. A table below the calendar lists shipping options for January 25th (Friday):

Delivery Date	Delivered By	Estimated Price	Action
January 25 Friday	9:00	GBP *****	Select
January 25 Friday	12:00	GBP *****	Select
January 25 Friday	End of Day	GBP *****	Select

The 'End of Day' option is highlighted with a red box and a red dot. A red text annotation to the right of the table says 'Select this option only.'

Review your shipping information. If you need to amend any details click on the 'edit' button. Then click 'Next'.

The screenshot shows the 'Create Shipment' page with shipping details. The 'From' and 'To' sections are visible, each with an 'Edit' button. The 'To' section details are: Receiver Name: OCR, Receiver Address: SARTLESHAM HEATH IPS SRD, United Kingdom. Below this, there are 'Edit' buttons for 'Documents Examination Documents', 'DHL FLYER - 1 Piece - 0.5 kg (10 X 10 X 10 cm)', 'Transportation charges paid by 135313099 - OCR Exp', and 'Delivery Date: Fri, 25 Jan, 2019'. At the bottom, there is an 'Optional Services' section with a checkbox for 'GoGreen Climate Neutral' and a 'Next' button.

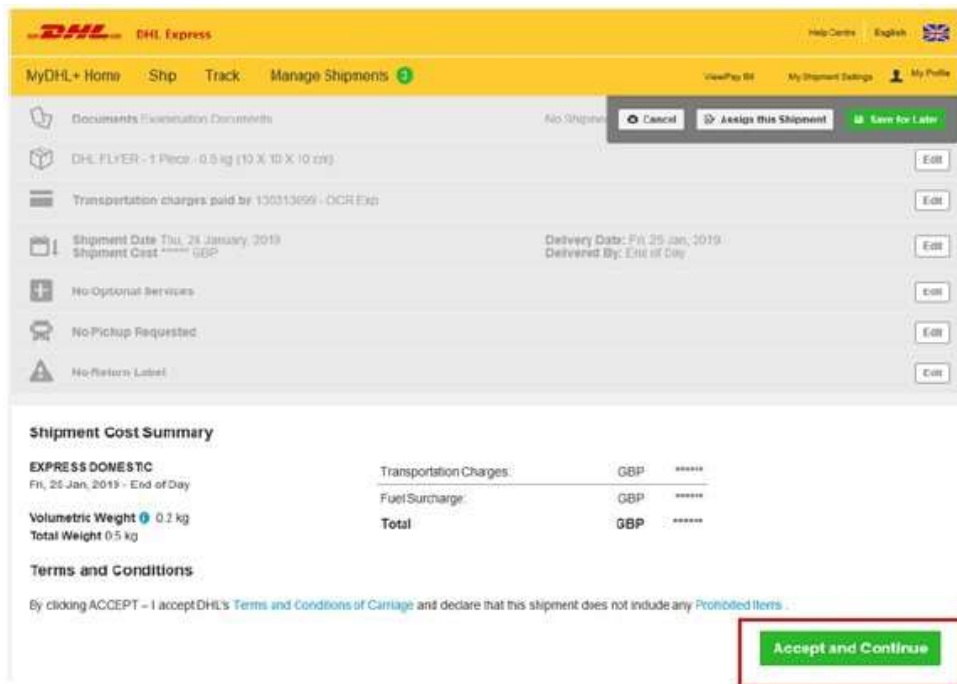
Unless you are taking your shipment to a DHL service point location, select 'YES - Schedule Pickup' to arrange a courier collection. Select the pick-up time by moving the yellow counters (below). You MUST leave at least a two hour window. Please select collection location from the drop down menu – e.g. front door. Please check the pick-up address is correct.

The screenshot shows the DHL Express 'Create Shipment' page. The 'Do you need a courier pickup?' section is highlighted with a red box, showing 'Yes - Schedule Pickup' selected. Below this, the pickup date is set to January 24, 2019. A pickup window is displayed with a timeline from 9:00 to 19:15, with yellow markers at 11:45 (Earliest) and 19:15 (Latest). A note states: 'Please allow at least 120 minutes for your Pickup Window. The latest time a request can be made for pickup today is 16:30'. The pickup location is set to 'Select One'. The pickup address is 'PAPWORTH EVERARD, CB23 3GY'. A 'Next' button is located at the bottom right.

Please check all details. You DO NOT need a return label so please select NO.

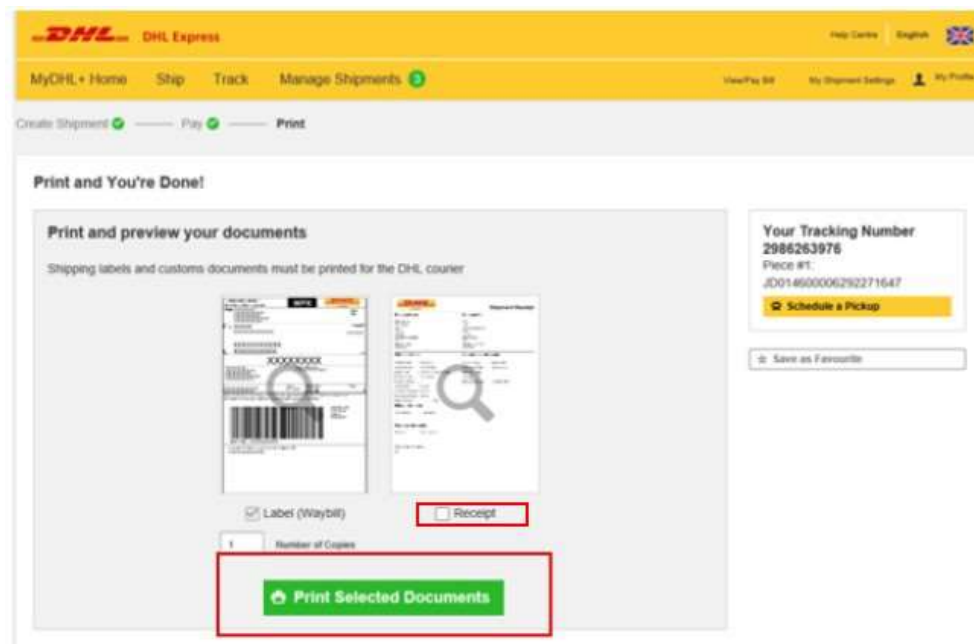
The screenshot shows the DHL Express 'Create Shipment' page. The 'Do you need a return label?' section is highlighted with a red box, showing 'No' selected. The 'Next' button is located at the bottom right.

Check all details. Select 'Accept and Continue'. The cost will not be shown.



## Printing your documents

Click 'Print Selected Documents' and you are finished. The receipt is optional, so please tick if you would like a paper copy.



## Printing your centre label and emailing to the centre

Click on the Print Selected Documents button as per the screen shot above. Select 'Save as PDF' from the drop down menu, choose location to save your label and then click save. You can then email the label to the centre so they can attach it to the package.

The image shows a DHL Express Domestic label and a print settings dialog box. The label is for a package from 'TEST LABORATORIES' to 'CB2 8AE CAMBRIDGE, United Kingdom'. It includes a weight of 10.4 kg and three barcodes. The print settings dialog box is titled 'Print' and shows '3 pages'. The 'Destination' is set to 'Save as PDF', 'Pages' is set to 'All', and 'Pages per sheet' is set to '1'. There are 'Save' and 'Cancel' buttons at the bottom of the dialog.

**EXPRESS DOMESTIC** **DOM** **DHL**

From: **TEST LABORATORIES** CBG  
To: **CB2 8AE CAMBRIDGE**  
United Kingdom  
**M001 GB-CBG-CBG**

Weight: **10.4 kg** 1 / 1

**WATKIN 8001** **DOM** **DHL**

Destination: **CB2 8AE CAMBRIDGE**  
United Kingdom

**Print** **3 pages**

**Destination** **Save as PDF**

**Pages** **All**

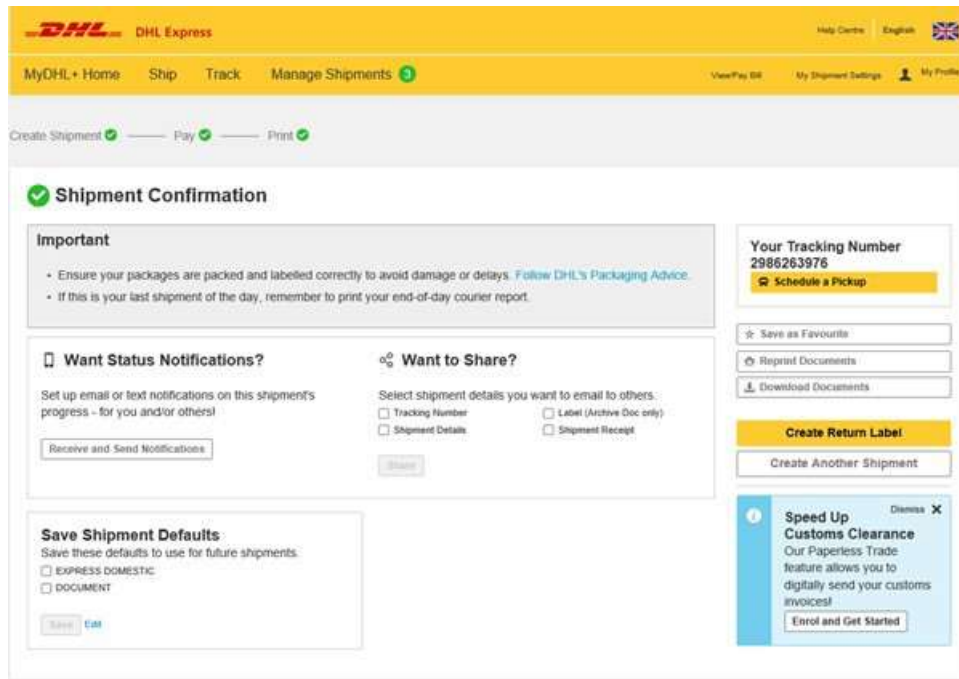
**Pages per sheet** **1**

**Save** **Cancel**



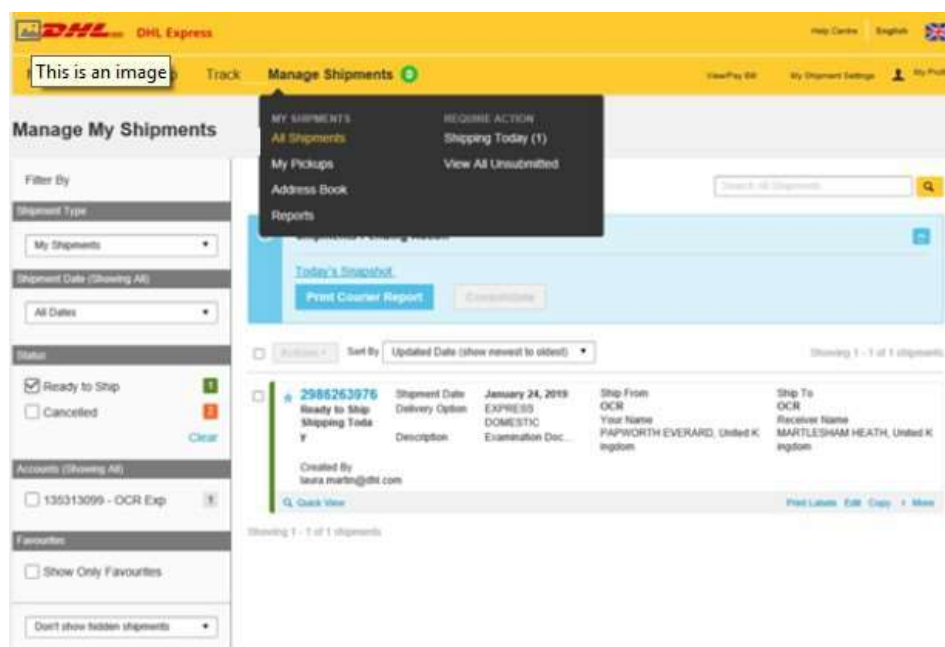
## Shipment confirmation

You will see the shipment confirmation screen, where you can request notifications, share details with the receiver (optional), or save shipment defaults for next time.



## Monitoring and managing your shipment

Finally – you can monitor your shipment by selecting 'Manage Shipments' from the Home Screen.



# DHL Service Information

**All candidate material being sent to other assessment specialists, or returned to either OCR or centres, is shipped through the DHL Express network.**

- *DHL performs collections and deliveries Monday to Friday during normal business hours. There are no Saturday collection or delivery services available.*
- *On collection an individual will need to be present to hand each shipment over to the DHL courier. Assessment material must not be left unattended. DHL couriers will not deliver any shipment without a signature being obtained from the receiver.*
- *All parcels are then shipped on a next day delivery service; there are no timed or same day deliveries available for collections.*
- *Once the parcels are ready for collection DHL requires each assessment specialist to provide a three hour collection window. While every effort will be made to ensure that the quoted collection times are met, many factors outside of DHL's control may affect this, such as traffic and geographical location.*
- *Please ensure you make a note of the booking reference number which will be given to you by DHL when making your booking. You will be asked to provide this if you experience any problems with your collection.*

## Sending Parcels

**The standard method of getting a parcel into the DHL system is to book a collection at the same time as you create the shipping label (waybill) using My DHL+ .**

There are three other ways of getting a parcel into the DHL system. You can:

1. Drop-off your parcel at a DHL Express Service Centre.
2. Drop-off your parcel at a DHL Servicepoint.
3. Book a collection on the dedicated assessment specialist booking line.

## **Before you make a collection request consider the following points:**

- *Will the recipient be there to receive the parcel?*
- *Have you thought about contacting the recipient to confirm the delivery address and advise them to expect the parcel?*
- *Is your parcel packaged correctly?*
- *Is your creditor/identifier number clearly written on each bag?*
- *Have you checked that the parcel does not exceed the maximum weight of 8kgs?*

### **1. Drop-off Your Parcel at a DHL Express Service Centre**

You must always have valid ID when dropping off parcels at a DHL service centre. This should be a passport, a driving licence, or a utility bill which has the same address as that shown on the shipping label (waybill). If the address on the shipping label is different from that on the ID provided, DHL must record the identification details.

You must always hand over parcels to the DHL employee. Under no circumstances must parcels be left in a DHL service centre without doing this. Failure to follow this requirement is deemed to be a breach of security under regulations imposed on DHL by the Department for Transport. DHL will report breaches of this drop off procedure to OCR.

If you need to travel a significant distance to your usual DHL Express Service Centre you are advised to check the opening times before you go.

Go to the DHL website for up-to-date information on DHL Express Service Centres:

[http://www.dhl.co.uk/en/express/shipping/find\\_dhl\\_locations.html](http://www.dhl.co.uk/en/express/shipping/find_dhl_locations.html)

### **2. Drop off your parcel at a DHL Servicepoint**

Please remember to take your pre-printed shipping labels (waybills) with you when you go to a Service Point.

Service Points offer you a convenient and easy way to drop off packages. Please be aware any packages dropped off on either Saturday or Sunday will not be transited into the network until Monday.

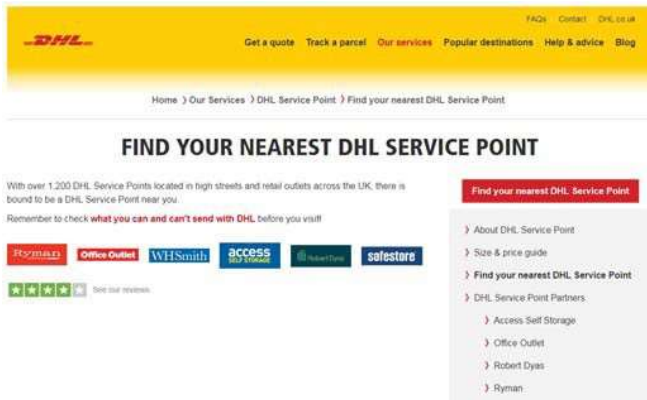
You must always hand over packages to the Service Point employee. Under no circumstances must packages be left in a Service Point location without doing this. Failure to follow this requirement is deemed to be a breach of security under regulations imposed on DHL by the Department for Transport. DHL will report breaches of this drop off procedure to OCR.

The Service Point will log your package into the DHL system and this creates both tracking visibility and makes a courier booking.

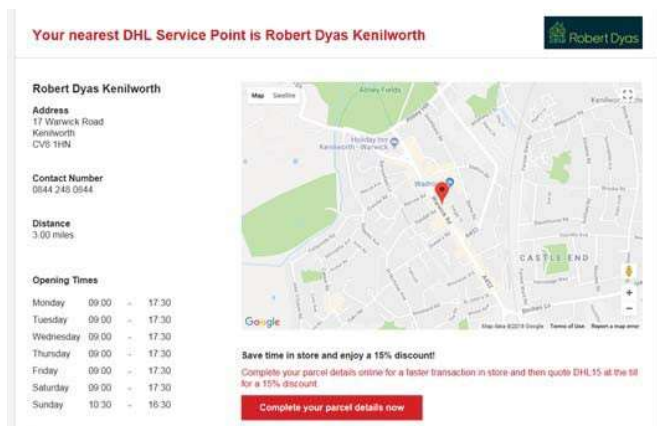
The Service point cannot accept any parcel that does not already have a shipping label (waybill).

# DHL Service Point Locator

1. To find your nearest Servicepoint, go to: with a <https://parcel.dhl.co.uk/dhl-service-point/find-your-nearest/>
2. Select the 'Are you a DHL account holder parcel to send?' option.



3. Enter your postcode and the locator will find the store nearest to you.
4. The locator will also show other store locations nearby.



## 3. Book a collection on the dedicated assessment specialist booking line

DHL provides a dedicated Customer Service team available on **0844 248 0888** for making bookings over the phone.

For your own convenience, try to avoid calling before 1000 hrs. This should allow you to gain quicker access to a DHL Customer Service Agent.

# Receiving Deliveries from Other Assessment Specialists

**Deliveries by DHL Express will take place Monday to Friday within normal business working hours.**

## Points to consider:

- *If no one is available to sign for the package, the DHL courier will leave a card giving the local DHL Service Centre telephone number that can be called to rearrange delivery.*
- *If you are receiving shipments from DHL you must not negotiate with the DHL Service Centre or DHL driver a place in which to leave the shipment(s). All shipments must be signed for.*

If you have received a card from DHL, you can obtain your parcel in one of the following ways:

## Redelivery

- Redeliveries are only available within the Service Centre delivery area.
- To arrange a redelivery you will need to contact the local Service Centre by calling the number on the card.
- You will be asked to provide your name, telephone number the shipping label (waybill) number of the package (available from the card).

## Redirection

- Redirections are only available within the service centre delivery area.
- If the package is to be re-directed to an alternative address, you can arrange this by contacting the local DHL Service Centre by telephone. Quote the re-direction password “**OCR Exams**” and confirm the telephone number and full address, including the postcode, of the alternative contact.
- Alternatively, you can arrange this by email or fax to the local DHL Service Centre by providing the same information.

## Collection from Your local Service Centre

- When collecting a shipment from a DHL Service Centre you will be asked to provide two forms of identification, one of which will need to be photo ID.
- If you are able to call the Service Centre before arrival, the shipment will be located and will reduce your waiting time.

# Help and Support

- If you need help with any aspect of DHL services, please contact the OCR Customer Contact Centre on **01223 55 3998** or email [support@ocr.org.uk](mailto:support@ocr.org.uk)

## Remember

- Your login username for My DHL+ is your email address.
- OCR's DHL Account Number is **135313099**. Only to be used for OCR shipments.
- The Shipper's Reference when returning candidate work to centres is Centre number/Unit/Component ie 12345/R181/01.
- The Shipper's Reference for all other material is your OCR AS ID/creditor number.

## Issues with collections

You will be asked to provide the following information so that your query can be dealt with efficiently:

- Your AS ID/ creditor number.
- Your name and telephone number.
- The booking reference.
- Collection details (including date, time slot and quantity of parcels).
- Full collection address, including postcode and telephone number.
- Full delivery address and postcode.

## Issues with deliveries

You will be asked to provide the following information so that your query can be dealt with efficiently:

- Your creditor/identifier number.
- Your name and telephone number.
- The shipping label (waybill) number.
- Full delivery address and postcode.

# DHL On Demand Delivery



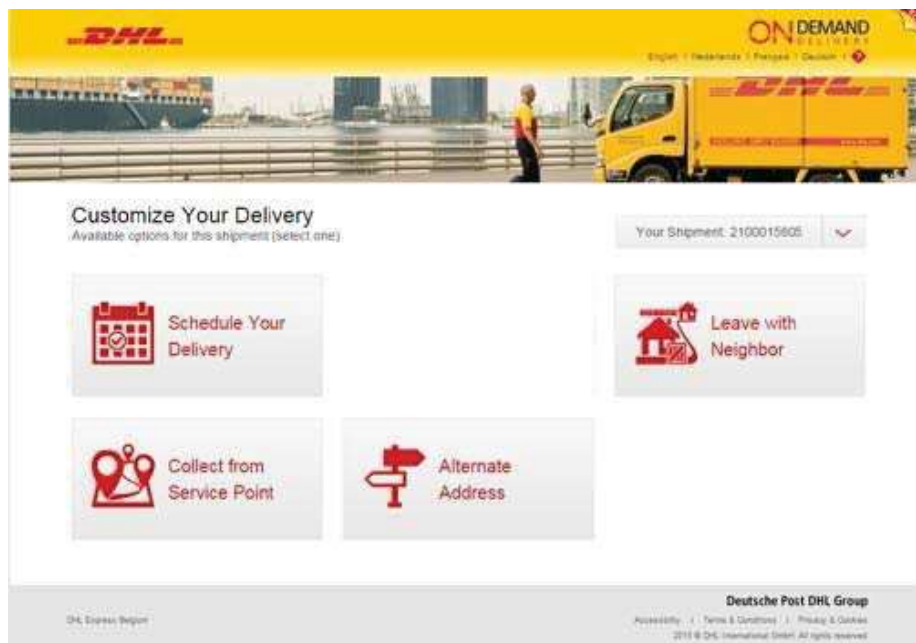
To provide you with a more flexible service we've agreed with DHL to activate additional delivery options available via DHL On Demand Delivery.

Receivers choose from up to four delivery options via the On Demand Delivery

website. The delivery options are now:

- Redelivery - 'Schedule Your Delivery'
- Redirection - 'Alternate Address'
- 'Collect from Service Point' – click [here](#) to find your nearest service point
- 'Leave with Neighbour'

All these services are available via On Demand Delivery, but only when the receiver's mobile number/email address are provided by the sender when booking a collection. As a receiver, make sure the sender knows and uses your mobile number/email address.



You can access further information on the new [DHL On Demand Delivery](#) service on the Assessment Specialist Communications website.



# Frequently Asked Questions

## DHL Delivery Service

### Online Shipping Labels (Waybills)

**Q.** What is OCR's DHL account number?

**A.** 135313099

**Q.** How do I create an online shipping label (waybill)?

**A.** The Assessment Specialist Courier Guide explains how to do this using My DHL+.

**Q.** How do I book a collection?

**A.** You can book a collection at the same time as you print your shipping label. The Assessment Specialist Courier Guide explains how to do this.

**Q.** Why are there no shipping labels (waybills) in my stationery pack?

**A.** Hard copy shipping labels are no longer used. Shipping labels must be created online using My DHL+.

**Q.** My printer has failed/internet access gone down and I need to produce electronic shipping labels (waybills). What should I do?

**A.** Email [support@ocr.org.uk](mailto:support@ocr.org.uk) for advice.

**Q.** I've forgotten my password for My DHL+. What should I do?

**A.** Click the "forgotten password" link on the log-in page and follow the instructions.

**Q.** My Nickname is not recognised by My DHL+, what should I do?

**A.** Check that you have saved the address in your address book. Check that you have saved it as a sender, and that you are not trying to retrieve it as a recipient.

### Delivery Queries

**Q.** When will DHL deliver?

**A.** Monday to Friday, during business hours.

**Q.** Can I have my parcel redelivered during the evening, or on Saturday?

**A.** No, DHL Express shipments can only be redelivered during business working hours, Monday to Friday.

**Q.** Is there a limit to how many parcels I can send per collection?

**A.** Although there is no limit to the quantity of shipments that can be sent per collection, you are advised to avoid stockpiling shipments.

**Q.** DHL did not collect my shipment, what should I do?

**A.** Check that you booked using one of the booking options available. If you confirm that you have booked a collection, email [support@ocr.org.uk](mailto:support@ocr.org.uk) for further advice.

**Q.** Can I send more than one parcel using the same shipping label (waybill)?

**A.** It is possible to send multiple shipments using a single shipping label, providing they are being shipped to the same delivery address.

**Q.** What are +1 areas?

**A.** These are areas of the country where DHL requires an extra day to deliver parcels. Go to DHL +1 Areas map.

# Frequently Asked Questions

## DHL Courier Service

### Returning material to

#### OCR

**Q.**What address do I use for returning parcels to OCR?

**A.**OCR Script Management, DC10, Hill Farm, Whittlesford, Cambridge, CB22 4FZ Contact phone: 01223 553998

**Q.**What address do I use for returning excess DHL bags if they are no longer needed?

**A.**Cambridge University Press & Assessment, Unit 5, Stirling Way Business Park, Papworth Everard, CB23 3GY

### Sending overseas

**Q.**What if I need to send to a BFPO address?

**A.**If you are sending to a BFPO address please email [support@ocr.org.uk](mailto:support@ocr.org.uk) for advice.

**Q.**What if I need to send to a centre overseas?

**A.**If you are sending to an overseas centre please email [support@ocr.org.uk](mailto:support@ocr.org.uk) for advice.

**Q.**I live in the Channel Islands; can I still use Online Shipping?

**A.**If you are sending to the Channel Islands, please email [support@ocr.org.uk](mailto:support@ocr.org.uk) for advice.

### Additional Supplies

**Q.**How do I request additional supplies of bags and labels?

**A.**Your stationery pack will include DHL bags and return labels.

To order additional supplies, download the OCR *Stationery Request* Form from the Instructions/Moderating and specialist marking section of the OCR Assessment Specialist Communications website and submit your request to [exammodws@ocr.org.uk](mailto:exammodws@ocr.org.uk)

# Frequently Asked Questions

## DHL Courier Services

**Q.** What will DHL deliver?

**A.** DHL will deliver material sent to you by OCR.

**Q.** When will DHL deliver?

**A.** Monday to Friday, between 9am and 5 pm. During peak periods DHL may deliver outside this window

**Q.** What happens if I am not at home to receive a delivery?

**A.** DHL will make one more delivery attempt. If the final attempt is unsuccessful the parcel will be held for further instruction

**Q.** Can I have a DHL delivery redirected?

**Q.** Yes, by using the On Demand Delivery Options

**Please note:** this redirection will only apply to this particular request; a standing redirection arrangement is not possible.

## Collection from a DHL depot

**Q.** Can I collect my parcel from a DHL depot?

**A.** Yes, you will need to quote the parcel number. On collection, you will also need to show photo ID, such as a passport or driving licence, or two forms of ID, one with your signature and one with your name and address.

## Royal Mail Tracked delivery service

### Routine Deliveries

**Q:** What will Royal Mail Tracked deliver?

**A.** Royal Mail Tracked will deliver non-confidential material sent to you by OCR.

**Q:** When will Royal Mail Tracked deliver?

**A.** Monday to Friday, and Saturday am.

**Q.** What happens if I'm not at home to receive a delivery?

**A.** A card will be left inviting you to arrange a redelivery.

### Redirection

**Q.** Can I have a Royal Mail Tracked delivery redirected?

**A.** You can also ask for the parcel to be delivered to your local Post Office.

### Collection from a depot

**Q.** Can I collect my parcel from a Royal Mail depot?

**A.** Yes, You will need to quote the parcel number. On collection you will need to show the card left by the courier and a photo ID, such as a passport or driving licence.

# Frequently Asked Questions

## Courier services overview

Question	Service Provider	Delivery/Collection
I am expecting to receive candidate material from a centre. Who will deliver this?	<p>Parcelforce Worldwide</p> <p>A secure service for the collection from centres and delivery to assessors is provide for all GCSE, GCE, FSMQ, Principal Learning, Functional Skills and ELC unmarked scripts, externally marked coursework/controlled assessment and language CDs for general qualifications.</p>	Deliveries are made Monday to Saturday.
I won't be home during business hours to receive candidate from a centre. What can I do?	<p>You can nominate a preferred address for your delivery. This address could belong to a neighbour, another suitable recipient, or your place of work (with the permission of your employer), but it cannot be a post office.</p> <p>Please note: This service is for deliveries of candidate material from centres <b>only</b>. Other material will be sent using the services described below.</p>	If you nominate a school or college, you must ensure that you are able to collect from this address during any holiday periods.
I need to send candidate material to another assessment specialist (e.g. Team Leader). Which service do I use?	<p>DHL Domestic Express</p> <p>Do not use the Express 9.00 or 12.00 services</p>	Use the Assessment Specialist Courier Guide to find out how to arrange a collection.
Another assessment specialist (e.g. Team Leader) is sending me candidate material. Which service will they use?	DHL Express	Monday to Friday, within business hours.
I want to return candidate material to OCR. Which service do I use?	<p>DHL Express</p> <p>Do not use the Express 9.00 or 12.00 services</p>	Use the Assessment Specialist Courier Guide to find out how to arrange a collection.

Who will deliver the confidential material (e.g. a live question paper) that OCR sends me?	DHL Domestic Express	A signature is required. Deliveries will take place Monday to Friday during normal business hours.
Who will deliver other material that OCR sends me?	Royal Mail Tracked	A signature is required. Deliveries will take place Monday to Friday (and Saturday am) during normal business hours.

# DHL +1 Areas

The purple shaded areas on these maps are +1 areas. DHL takes an extra day to deliver in these areas.

## Wales + 1

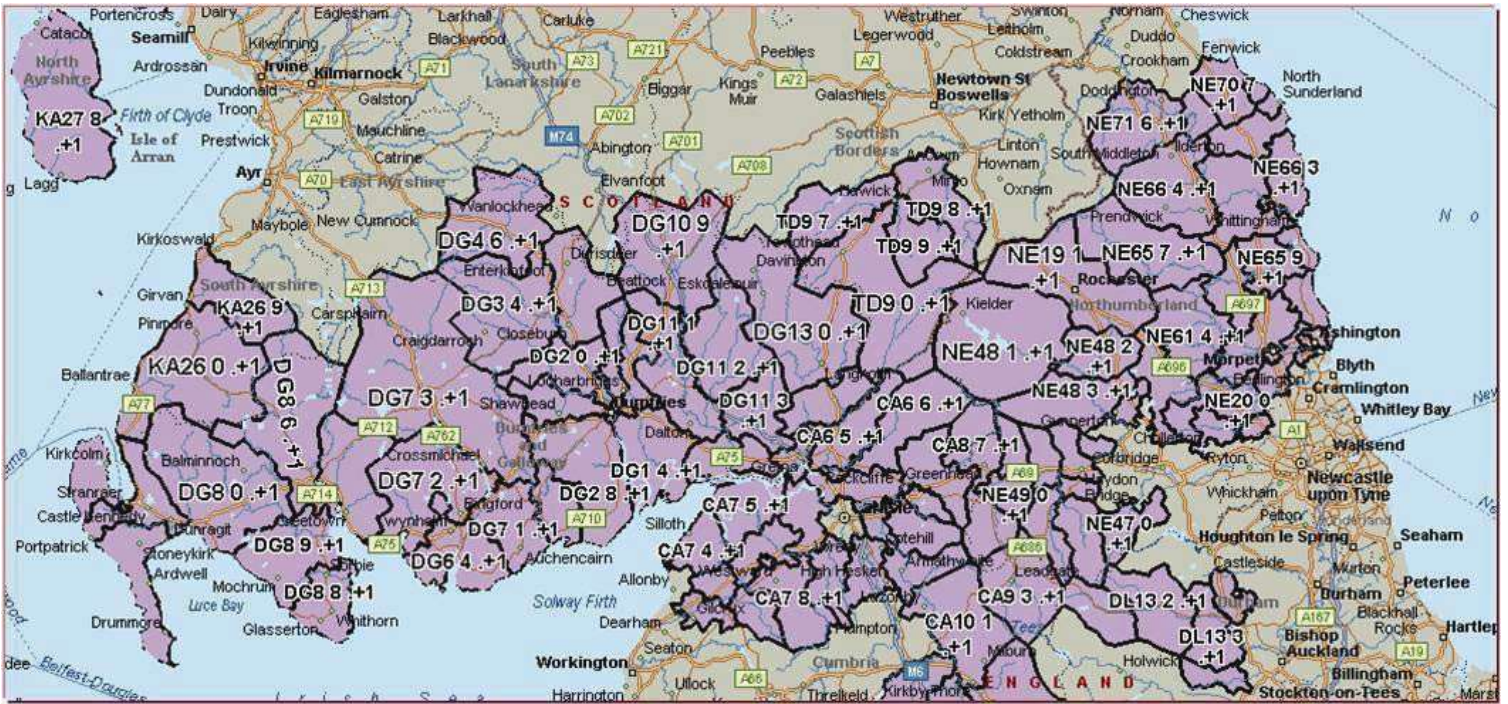




# DHL +1 Areas

The purple shaded areas on these maps are +1 areas. DHL takes an extra day to deliver in these areas.

## North +1

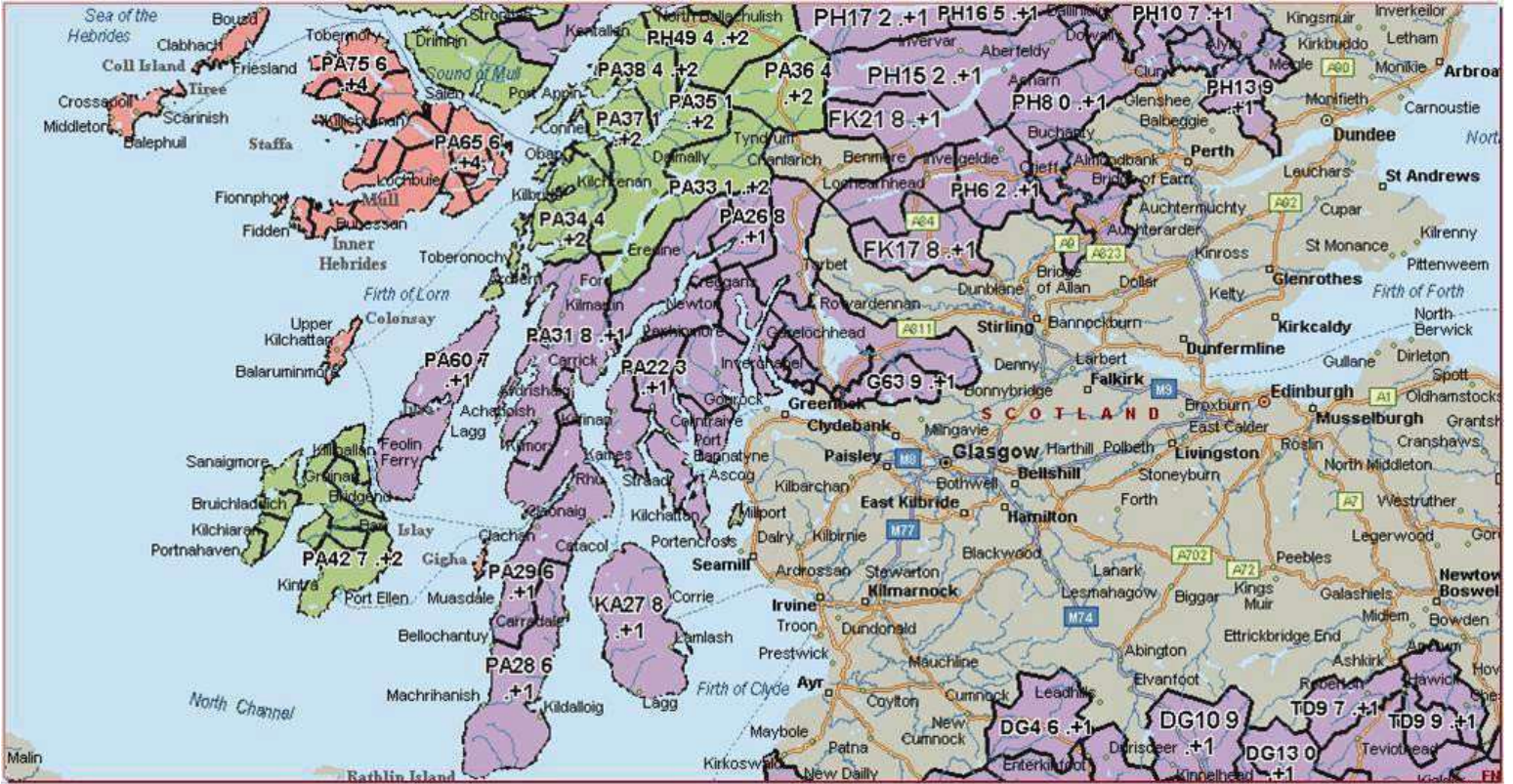




# DHL +1 Areas

The purple shaded areas on these maps are +1 areas. DHL takes an extra day to deliver in these areas.

## Scotland +1





# DHL +1 Areas

The purple shaded areas on these maps are +1 areas. DHL takes an extra day to deliver in these areas.

## Scotland +1



[www.ocr.org.uk](http://www.ocr.org.uk)

## OCR customer support centre

### Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email [support@ocr.org.uk](mailto:support@ocr.org.uk)

### General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email [support@ocr.org.uk](mailto:support@ocr.org.uk)



**Cambridge  
Assessment**

*For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.* ©OCR2021 Oxford Cambridge and RSA Examinations is a Company Limited by Guarantee. Registered in England. Registered office Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA. Registered company number 3484466. OCR is an exempt charity.