

Courier services - frequently asked questions

Help and advice

- Q. How do I get help with courier-related queries?
 A. Your first contact will be with the OCR Customer Contact Centre.
- Q. How do I contact the OCR Customer Contact Centre?
 A. Phone 01223 553998 or email wsparcelqueries@ocr.org.uk



DHL courier service

Online waybills

- Q. How do I create an online Waybill?
 A. The [Assessor Courier Guide](#) explains how to do this using the Online Shipping Tool.
- Q. How do I book a collection?
 A. The [Assessor Courier Guide](#) explains how to do this.
- Q. Why are there no Waybills in my stationery pack?
 A. Manual Waybills are no longer used. Waybills must be created online using the Online Shipping Tool.
- Q. My printer has failed/internet access gone down and I need to produce electronic Waybills, what should I do?
 A. Email wsparcelqueries@ocr.org.uk for advice.
- Q. I've forgotten my password for the Online Shipping Tool, 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 the Online Shipping Tool, 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.
- Q. What is the OCR account number?
 A. 135313099

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, we advise assessors to try to avoid stockpiling shipments. Where possible, advise DHL of the quantity of shipments to be collected at the point of booking.
- Q. DHL V[] af Sc[h]Wfa collect my shipment, what should I do?
 A. Check that you booked using one of the five booking option available. Remember, the online Shipping Tool does not allow you to book a collection. Please email wsparcelqueries@ocr.org.uk for further advice.
- Q. Can I send more than one parcel using the same Waybill?
 A. It is possible to send multiple shipments using a single Waybill, providing they are being shipped to the same delivery address.

Returning material to OCR

- Q. What address do I use for returning parcels to OCR Coventry?
 A. OCR, Progress House, Westwood way, Coventry CV4 8JQ.
 Contact phone: 01223 553998
- Q. What address do I use for returning parcels to OCR Cambridge (DC10)?
 A. OCR Script Management, DC10, Hill Farm, Wittlesford, Cambridge, CB22 4FZ
 Contact phone: 01223 553998

Sending overseas

- Q. What if I need to send to a BFPO address?
 A. If you are sending to a BFPO address please email wsparcelqueries@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 wsparcelqueries@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 wsparcelqueries@ocr.org.uk for advice.

Additional Supplies

- Q. How do I request additional supplies of bags and labels?
 A. Your stationery pack should include DHL bags and return labels. To order additional supplies, download the OCR Stationery Request Form from the Assessor Communications website and submit your request to exammodws@ocr.org.uk. Quote the item code and description when completing the form. Item codes can be found in the Pack Contents Booklet included in your stationery pack.

UPS courier service

Routine deliveries

- Q: What will UPS deliver?
 A. UPS will deliver secure material sent to you by OCR.
- Q: When will UPS deliver?
 A. Monday to Friday, between 9am and 5 pm.
- Q: What happens if I'm not at home to receive a delivery?
 A. UPS will attempt to deliver on three consecutive days. If the final attempt is unsuccessful the parcel will be returned to OCR.

Redirection

- Q. Can I have a UPS delivery redirected?
 A. Yes, but only if authorised by OCR. You must not contact UPS yourself. A redirection will only be authorised if it is to an appropriate destination, such as to your work address or the address of a close relative.
- Q. How do I arrange a redirection?
 A. Email wsparcelqueries@ocr.org.uk to make your request. If your request is approved OCR will instruct UPS to redirect the delivery. Please note: this redirection will only apply to this particular request; a standing redirection arrangement is not possible.

Collection from a UPS depot

- Q. Can I collect my parcel from a UPS depot?
 A. Yes, but you must arrange this via wsparcelqueries@ocr.org.uk. 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.