Assessor Courier Guide

If you need help with any aspect of DHL services, please contact the OCR Customer Contact Centre on 01223 55 3998 or email wsparcelqueries@ocr.org.uk

Your login username for DHL Online Shipping is your email address.

OCR's DHL Account Number is 135313099. Only to be used for OCR shipments.

The Shipper's Reference is your OCR creditor/identifier number.
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Outbound Parcels from OCR

The UPS Standard and Royal Mail Tracked services allow OCR to send shipments which require a signature to home addresses.

Royal Mail Tracked
This service is used for sending materials such as assessor 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

UPS Standard
UPS Standard is a next day delivery service designed to get OCR shipments delivered to your home address within 24 hours of despatch. It is used for sending all consignments containing confidential materials and deliveries are made Monday to Friday only.

OCR has delivery restrictions in place with UPS to ensure delivery is only to the address specified on the package. This ensures that the location of these confidential materials is always known. No packages will be left unattended.

If you are not home when the UPS driver attempts delivery, a card will be left with an "Information notice" number on it unique to all the parcels to your address that have missed delivery.

You have 48 hours to contact UPS or OCR during which time UPS will automatically make two more attempts to deliver. After the third attempt, UPS will return the parcels to OCR if they have received no response.

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

Redirection
Redirection can only be authorised by OCR. You must not contact UPS yourself. A redirection request will only be authorised if it is to an appropriate destination, such as a trusted and reliable neighbour, a relative, or your place of work.

Please note: the card left by the driver may suggest that you can request a redirection directly, but for security reasons this option does not apply to the delivery of OCR material. Email your request to wsparcelqueries@ocr.org.uk or phone 01223 55 3998. If your request is approved, OCR will instruct UPS to redirect the delivery. This redirection will only apply to this particular request; a standing redirection arrangement is not possible.

Collection from a UPS depot
You must arrange this by emailing ws parcelqueries@ocr.org.uk or phoning 01223 55 3998. 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.
DHL Online Shipping

Using Online Shipping, you can create and print a shipping label (waybill) and schedule a pickup (book a collection) at the same time.

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

If you have not registered with DHL Online Shipping, please follow the steps below. If you are already registered, go to the Create a Shipment and Schedule Pickup Request Using DHL Online Shipping section.

1. Register with DHL Online Shipping

Ensure that you have access to the following:

- A computer with internet access.
- Internet Explorer or Mozilla Firefox (Please note: Online Shipping will not work with Google Chrome or Opera)
- A printer.

Open your internet browser and go to: https://onlineshipping.dhl.com

From the ‘Select your location’ list choose United Kingdom and click ‘Next’.

Click on ‘Not Yet Registered? Register Now’ in the login screen.

TECHNICAL HELPDESK For DHL Online Shipping

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.

Email: eComUK@dhl.com
Enter Your Details

Welcome to DHL Online Shipping Registration
Please complete your details and select your default settings.
This will be used as default information each time you use DHL Online Shipping,
so you don’t have to enter these details again. Mandatory fields are marked with an (* ) asterisk.

<table>
<thead>
<tr>
<th>Your Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country*</td>
</tr>
<tr>
<td>Language*</td>
</tr>
<tr>
<td>Email*</td>
</tr>
<tr>
<td>Confirm Email*</td>
</tr>
<tr>
<td>Remember My Email Address</td>
</tr>
<tr>
<td>Password*</td>
</tr>
<tr>
<td>Confirm Password*</td>
</tr>
<tr>
<td>Reminder Question</td>
</tr>
<tr>
<td>DHL Account Number*</td>
</tr>
<tr>
<td>First Name*</td>
</tr>
<tr>
<td>Last Name*</td>
</tr>
<tr>
<td>Company Name*</td>
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<td>Address line 1*</td>
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<tr>
<td>Address line 2*</td>
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<tr>
<td>Address line 3*</td>
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<tr>
<td>Postal Code*</td>
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<tr>
<td>City*</td>
</tr>
<tr>
<td>State/Province</td>
</tr>
<tr>
<td>Phone Number*</td>
</tr>
<tr>
<td>Mobile Phone</td>
</tr>
<tr>
<td>Laser Printer</td>
</tr>
<tr>
<td>Fax</td>
</tr>
</tbody>
</table>

Default Shipment Settings

Contact Name* 
Packaging Type* Your Own Packaging

Shipper's Reference always required

A laser printer is required to print the shipment paperwork

Shipper’s Reference
*******

VAT Number

Default Pickup Settings

Pickup Location* Reception

My package(s) will usually be ready by 13:00

Office closes at 17:00

I do NOT want to be prompted to arrange a pickup each time I prepare a shipment.

Customs Paperwork Settings

I will create pro-forma/commercial invoices online using DHL Online Shipping. Preview Customs Invoice

Click ‘Submit’ once you have completed all the relevant sections

You are now successfully registered.
2. Create a Shipment and Schedule a Pickup Request Using DHL Online Shipping

- Log into DHL Online Shipping: [https://onlineshipping.dhl.com](https://onlineshipping.dhl.com)

- Once logged in click on the Next button.

- This screen will also display your recent shipments.

- Enter the From and To address (the from address will automatically default to your registered address).

- Ensure that you populate all mandatory fields marked with an asterisk.

- TIP: If you wish to save the From or To address, simply tick the “Save to Address Book” option.

![DHL Online Shipping Interface](image-url)

This screen continues on the next page
Once all mandatory fields have been populated, click on **Next** at the bottom of the page.
Enter the weight, length, width and height of your package and then click on **Add**.

- If you have more than one package in your shipment then repeat the above step until all packages have been added.

- Enter the Description of contents (i.e. Exam Papers).

- Ensure that your **OCR creditor/identification number** is entered in the Shipper’s Reference box.

- Do **not** enter a figure in the Declared / Insurance Value box.

- Click on **Next**.
Ensure that the “Schedule Pickup” box is ticked.

You must select DOMESTIC EXPRESS only.

Note the "Latest Booking Time". This is the latest time you can arrange a pickup for a collection. Pickups can be scheduled once you have printed your shipment paperwork.

The EXPRESS 9:00 and EXPRESS 12:00 services must not be used as OCR does not have a contract with DHL for these.

Ignore the "Price" and "Saturday Delivery" boxes.

In the "Notification box", if you click on "Add Additional Email Addresses. . ." you can add the email address of the person you are sending to, so that they are aware that the shipment is on its way to them.

Click on Next.

Use the ‘Domestic Express’ service only. NB Never use the 9:00 or 12:00 services.

Do not enter anything into the 'Insurance Value' box.

Do not check ‘Saturday Delivery’. OCR does not have this service.

Insert recipient’s email address

If you are returning to OCR at DC10, enter Ordering.D@cambridgeassesssment.org.uk
Shipment Confirmation

The Shipment Summary screen will now show.

- **Ship From** will automatically populate with the name, address and contact details you registered with. You will need to change this if you are sending from a different address.

- **Ship To** will display the name, address and contact information of the recipient you entered in the **To** section of "Address Details".

- Check that the details are correct and tick the box.

- Click on **Next**.
Print the Shipment Label and Schedule a Pickup

- "Shipment Label" = waybill
- "Schedule Pickup" = collection

► Click on Print
TIP: If you do not wish to print a shipment receipt then untick the Print Shipment Receipt box.

► Once your shipment has been printed then check the pickup address under the Schedule Pickup section and amend if required.

► Ensure that you specify a time when you will be ready for DHL to collect the shipment.

► Ensure that you specify the latest time that DHL can come and collect the shipment.

► IMPORTANT: A minimum gap of three hours must be allowed between the "ready by" and "Office closes" time.

► Click on Schedule Pickup to send your request.
Access Your Shipment History and Track Your Shipments

Shipment History/Tracking

You can access and track your shipments, view pickup details, and even download a spreadsheet of your shipments from Shipment History.

The Shipment History feature offers a number of ways to search and sort your shipments. Shipment records are stored for 99 days.

Searching Shipment History
Enter key words into the ‘Find’ field to search for a particular shipment.

You can narrow your search by selecting a filter, such as Shipper's Reference, from the ‘Contained in Column’ drop-down list.

You can also refine your search by changing the number of previous shipping days to be included.

Sorting Shipment History
You can also sort your shipments by clicking on any of the red column headings – click once to arrange information in ascending order and twice for descending order.

Downloading Shipment History
To download the displayed shipment records to a spreadsheet, click Download.
DHL Service Information

All candidate material being sent to other assessors, 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 assessor 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 Online Shipping.

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 assessor 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
2. Drop off your parcel at a DHL Servicepoint
Servicepoints offer assessors a convenient and easy way to drop off parcels. Please be aware any parcels dropped off on either Saturday or Sunday will not be transited into the network until Monday.

You must always hand over parcels to the Servicepoint employee. Under no circumstances must parcels be left in a Servicepoint 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 Servicepoint will log your parcel into the DHL system and this creates both tracking visibility and makes a courier booking.

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

DHL Servicepoint Locator
To find your nearest Servicepoint, go to: http://parcel.dhl.co.uk/ and click on 'Tell me more'.

Select the 'Are you a DHL account holder with a parcel to send?' option.

Enter your postcode and the locator will find the stores nearest to you.

OCR assessors are only able to use those servicepoints which have a green tick against DHL Account Shipments.

3. Book a collection on the dedicated assessor 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 Assessors

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 wsparcelqueries@ocr.org.uk

Remember

- Your login username for DHL Online Shipping is your email address.
- OCR's DHL Account Number is 135313099. This is only to be used for OCR shipments. You must only use the DHL Domestic Express service, not the Express 9:00 or Express 12:00 services.
- The Shipper’s Reference is your OCR creditor/identifier number.

Issues with collections

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 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.
SMS Alerts

You can agree to receive alerts on your mobile phone to notify you of an impending DHL delivery. Simply provide your mobile number to the person who will be sending material to you. They can then include this when they create the shipping label (waybill). If you don’t want to receive these text alerts, please withhold your mobile number from the sender or ask them not to include it in the shipping details.

When DHL scans your shipment at the pick-up location, you will receive the following message:

‘Your DHL parcel 1234567890 is on its way, if you would like to collect it from the DHL Service Point at [Service Point address] then text ‘Y’ and we will let you know when it arrives or we will deliver to the original address. You can track the parcel using www.dhl.com/en/express/tracking.shtml?AWB=1234567890’.

Should the recipient opt not to respond to the text message, we will ensure the parcel is delivered to the original address OCR provided on the shipping label (waybill).

If the recipient accepts the option to collect the shipment from the Service Point location, and responds by selecting ‘Y’, we will redirect the shipment, and the recipient will be sent an acknowledgement message:

‘We will text you again to tell you when your parcel will be ready for collection from the DHL Service Point at [Service Point address].’

On the day of delivery, the DHL courier at the delivery service centre will scan the shipment, and the recipient will be sent an update message:

‘Your DHL parcel 1234567890 will be with you today. To reschedule: text 1 for [today +1], 2 for [today +2] or go to redelivery.dhl.co.uk for more options.’

If the recipient does not require a delayed delivery and they want to receive the shipment that day, they ignore the above message.

When the DHL courier hands the shipment into the care of the Service Point location, one of the Service Point team will apply a scan that triggers the last message to the examiner:

‘Your DHL parcel has arrived at: [Service Point address]. Please remember to bring ID when collecting.’

Should the examiner select one of the alternatives (respond 1 or 2) we will acknowledge their choice and action the request accordingly at the delivery service centre:

‘DHL acknowledges your request for delivery on [dd x]’

Please note: the recipient will only receive the text message if their mobile telephone number is listed on the shipping label (waybill).
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 Assessor Courier Guide explains how to do this using the Online Shipping Tool.

Q. How do I book a collection?
A. You can book a collection at the same time as you print your shipping label. The Assessor 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 the Online Shipping Tool.

Q. My printer has failed/internet access gone down and I need to produce electronic shipping labels (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 the 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, mail wsparcelqueries@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

Sending overseas

Q. What if I need to send to a BFPO address?
A. If you are sending to a BFPO address please email ws parcelqueries@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 ws parcelqueries@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 ws parcelqueries@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 Library section of the OCR Assessor Communications website and submit your request to exam modws@ocr.org.uk
Frequently Asked Questions

UPS Courier Services

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. 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.

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Service Provider</th>
<th>Delivery/Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am expecting to receive candidate material from a centre. Who will deliver this?</td>
<td>Parcelforce Worldwide</td>
<td>Deliveries are made Monday to Saturday.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>I won’t be home during business hours to receive candidate from a centre. What can I do?</td>
<td>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. Please note: This service is for deliveries of candidate material from centres only. Other material will be sent using the services described below.</td>
<td>If you nominate a school or college, you must ensure that you are able to collect from this address during any holiday periods.</td>
</tr>
<tr>
<td>I need to send candidate material to another assessor (eg Team Leader). Which service do I use?</td>
<td>DHL Domestic Express</td>
<td>Use the Assessor Guide to find out how to arrange a collection.</td>
</tr>
<tr>
<td></td>
<td>Do not use the Express 9.00 or 12.00 services</td>
<td></td>
</tr>
<tr>
<td>Another assessor (eg Team Leader) is sending me candidate material. Which service will they use?</td>
<td>DHL Express</td>
<td>Monday to Friday, within business hours.</td>
</tr>
<tr>
<td>I want to return candidate material to OCR. Which service do I use?</td>
<td>DHL Express</td>
<td>Use the Assessor Courier Guide to find out how to arrange a collection.</td>
</tr>
<tr>
<td></td>
<td>Do not use the Express 9.00 or 12.00 services</td>
<td></td>
</tr>
<tr>
<td>Who will deliver the confidential material (eg a live question paper) that OCR sends me?</td>
<td>UPS</td>
<td>A signature is required. Deliveries will take place Monday to Friday during normal business hours.</td>
</tr>
<tr>
<td>Who will deliver other material that OCR sends me?</td>
<td>Royal Mail Tracked</td>
<td>A signature is required. Deliveries will take place Monday to Friday (and Saturday am) during normal business hours.</td>
</tr>
</tbody>
</table>
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