

Yellow Label Service Guide - WJEC

Please read the '**Dispatch of exam scripts**' guidance on the DFE website for detailed instructions - <https://www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service>

DO

- ✓ Use only one label per package.
- ✓ Attach the whole label and make sure the label is crease-free and the bar code is not distorted.
- ✓ Use the plastic envelopes supplied and check that the envelope is securely sealed.
- ✓ Complete the dispatch log – the Parcelforce driver will scan all packages and sign the dispatch log.
- ✓ Store packages securely until the driver arrives.

DON'T

- ✗ Write on pre-addressed yellow labels or alter them in any way.
- ✗ Pack scripts into paper envelopes as these are more prone to damage during transit.
- ✗ Overfill envelopes.

Useful Contacts

Parcelforce

To book an adhoc collection, trace your parcel or find your nearest Post Office or Depot – www.parcelforce.com/education/dfc

For all other collection enquiries: **0344 561 7998**

WJEC

To request replacements for lost or damaged labels for **WJEC** exams, please use the email addresses below. **Please provide your centre number and the paper code of the label required.**

GCSE@wjec.co.uk

GCE@wjec.co.uk

Pathways@wjec.co.uk - for Entry Level, Level 1/2 and Level 3 qualifications

For any other enquiries regarding the Yellow Label Service: yellowlabels@wjec.co.uk