



## Question Paper Despatch: Frequently Asked Questions

The Question Paper Despatch tool is available on Edexcel Online. Below is a list of questions and answers you might have about this feature, along with general question papers despatch queries.

### 1. What does this tool do?

You will be able to view details about the consignment of question papers we have, or are, about to send to you. You will be able to see the contents of each box of question papers we have sent you and be able to track and trace the consignments all through Edexcel Online.

### 2. Can I see question paper despatch details for all qualification types?

You will be able to see despatch details for the following qualifications:

- AS and A level
- International A level
- Advanced Extension Award (AEA)
- Mathematics in Context (Level 3 Core Maths)
- GCSE
- International GCSE
- Edexcel Certificate
- Edexcel Award
- Functional Skills
- Pearson Test of English (PTE).

### 3. Can I track despatch details of any other materials using this tool?

You won't be able to see details of any despatches of attendance registers or other exam admin forms.

You cannot track despatches of exam stationery such as answer books or script return envelopes on Edexcel Online, but you can see despatch details on our [stationery website](#). You can also order additional stationery from this site.

#### **4. My exam papers are showing as “Pending” – what does this mean?**

“Pending” means the item is in the process of being picked, packed and despatched to you. As soon as it’s on its way you will be able to see tracking details.

#### **5. I’ve tracked a consignment of papers but don’t recognise the name of the person who appears to have signed for it?**

First, please double check with your reception/admin staff to make sure they haven’t got it. If the papers are still unaccounted for, please [contact us](#) so we can investigate this for you.

#### **6. I’ve tried to track a consignment of papers and no tracking details are available – what does this mean?**

If you are trying to track a consignment from more than three months ago, the courier companies we use won’t have records. If it’s more recent than that then please [contact us](#) so we can assist.

#### **7. I’ve received my papers, checked them against the despatch note and the online tool and there’s a shortage. What should I do?**

First, please get someone to double check the papers you have received. If there is still a discrepancy please [contact us](#) so we can investigate this for you.

#### **8. I have received my package of question papers and it was opened before it got to me – what should I do?**

Please [contact us](#) immediately so we can investigate this for you.

#### **9. I’ve got some candidates sitting their exam in a separate room to the main exam hall and won’t have enough papers, could you please send me some more?**

Please [contact us](#) so that we can log your request and arrange for the submission of your requirement to be sent to our Question Paper Despatch team.

You should put your request on centre letter headed paper, listing your centre number, the reason for the request and the details of the extra papers you require.