

Question Paper Despatch: Frequently Asked Questions

The Question Paper Despatch menu is a new addition to our Edexcel Online services. This is a list of some questions and answers you might have about it, and with question papers despatches generally to help you navigate your way around the site and make raising queries easier.

1. What does the new 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 details on consignments containing GCE, GCSE, International GCSE, Functional Skills, Principal Learning and Pearson Tests for English (PTE) question papers.

You won't be able to see details for any Key Skills/ALAN, BTEC or NVQ examination.

3. What materials will I be able to see details of?

Easier to explain what items you won't be able to track and trace. You won't be able to see details of any despatches of attendance registers, or other examination admin forms. Nor will you through this tool be able to view details of any despatches of examination stationery like answer books or envelopes we've sent you but you can track examination stationery through:

<http://www.edexcel-centre-materials.org/shop>

4. I keep seeing "Pending" what does it mean, should I be worried?

No you shouldn't be worried, "Pending" means the item is in the process of being picked, packed and despatched to you. As soon as it's on it's way you will be able to see tracking details but if you want to call please do so.

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

Firstly, please double check with the reception staff or the caretaker perhaps to make sure they haven't got it. If it's still unaccounted for contact us so we can begin investigating.

6. I've tried to track a consignment of papers and it's not showing any tracking details at all, what's the matter with it?

Probably nothing, first off if you are trying to track something from more than 3 months ago the courier companies we use won't have records. If it's more recent than that then please feel free to contact us so we can assist.

7. I've got my papers and I've checked them off against the despatch note and the tool and there's a shortage what should I do?

Firstly get someone to double check it again. If there is still a discrepancy please call us so we can begin investigating.

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

Please contact us immediately so we can begin investigating.

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?

Yes, can you please put the request on school letter headed paper, listing your centre number, the reason for the request for extra papers and the details of the extra you need and fax it through to us on 0207 190 5655.