

7 June 2013

Dear Colleague

Important announcement: Update to Service

As part of the ongoing integration of EDI and Pearson WBL, we are pleased to announce that a new service will be introduced in June 2013 for the printing and despatch of certificates to Pearson EDI centres.

Certificates will be printed and despatched twice a week, on Tuesdays and Thursdays. Centres can still expect to receive any results slips and/or certificates within 3-5 working days of a successful claim.

All EDI certificates will be despatched via first class recorded delivery to fall in line with the current Pearson Work Based Learning service. This will enable all packages to be easily identified and tracked and will require a signature from a member of staff at the centre. The service we provide for re-prints and replacement certificates remains unchanged. Please forward any requests you have, along with the original certificates to wblcustomerservices@pearson.com. This will be processed within 48 hours of receipt.

Please note that the weekly award run and 10 day SLA for Pearson WBL certificates will remain the same. We are currently looking into offering a twice weekly service in the future, to ensure consistency around the certification process for all Pearson WBL and Pearson EDI centres, and will continue to keep you updated on any further progress.

Approved claims processed on	Will be printed on	To be delivered to centres on
Monday	Tuesday	Thursday
Tuesday	Thursday	Monday
Wednesday	Thursday	Monday
Thursday	Tuesday	Thursday
Friday	Tuesday	Thursday
Weekends/Bank Holidays	Tuesday	Thursday

Should you have any queries about this process, please refer to our [support page](#) alternatively please contact your dedicated Account Specialist on 0844 576 0045 (option 3) or [email us](#)

If you are not the main administration contact within your centre, could you please inform us of the person we need to liaise with on the above email address.

Kind Regards

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