

Update to Service FAQs

Q: How will my centre benefit from this service?

A: Result slips and / or certificates will be dispatched via first class - recorded delivery as opposed to standard first class, giving centres the ability to track and trace packages and see who has signed for them

Q: How will / do I track and trace my certificates?

A: Centres will need to contact their dedicated account specialist and provide them with the following information to enable them to track and trace results / certificates

- Centre number / code
- Candidate number
- Candidate name
- Qualification code / title
- Date of claim

Please contact your dedicated account specialist at wblcustomerservices@pearson.com

Q: When does this service come into effect?

A: We envisage this service to be made available on Tuesday 18 June 2013

Q: When can I expect to receive my certificate(s)

A: Assuming your claim is successful you can expect to receive your certificate(s) in accordance with the timetable below:

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

Q: Who should I contact If I haven't received my original or need to request a replacement certificate

A: Please contact your dedicated Account Specialist at wblcustomerservices@pearson.com