

Test-specific instructions

Sixth Term Examination Paper (STEP)

2024

UK scheduled test dates

- Mathematics Paper 2 (9470): Wednesday 5 June
- Mathematics Paper 3 (9475): Monday 24 June

International scheduled test dates

To identify the scheduled test date for centres based outside the UK, please refer to Appendix 1.

STEP start times

Test start times are scheduled by country and must **not** be calculated from the equivalent UK time. You can find all start times in Appendix 1.

You must have a copy of these instructions in each test room. If you need to get in touch on the day of the test, call the STEP Mathematics team on +44 (0) 1223 553998.

Full contact details and useful links can be found on the STEP Mathematics site.

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1. Timetabling and format of the test

Test description	Test date	Duration of test	To be completed in
Mathematics 2 (9470)	Wednesday 5 June	3 hours	Black pen, and HB pencil for diagrams*
Mathematics 3 (9475)	Monday 24 June	3 hours	Black pen, and HB pencil for diagrams*

*Candidates should use black pen and a HB pencil to complete the test. Please make sure you have spare black pens and HB pencils available in case candidates do not have one. However, if the correct pen/pencil is not available and you cannot provide candidates with one, candidates should be allowed to write with whatever item they have.

A candidate's final mark will be based on the six questions for which they gain the highest marks. Please note: it is important candidates follow all the instructions on the front of the answer booklet carefully.

Candidates must not use calculators.

There is no formulae booklet for STEP.

Graph paper is not permitted. As all the graphs required are sketches, it is neither necessary nor appropriate for candidates to produce detailed graphs on graph paper. Instead, all graphs (if required) should be sketched inside the answer booklet.

Candidates should not be given any extra paper. Only answers in the official STEP answer booklet will be marked. Any extra paper attached will be removed and will not be marked.

Candidates are not permitted to use a bilingual dictionary.

2. STEP materials

You will receive the following materials. Please check the materials carefully – if you are missing anything, please contact us immediately on +44 (0) 1223 553998.

Please note: You must not open the question paper envelopes to check their contents.

- Envelope(s) containing question papers and answer booklets (one question paper and answer booklet per candidate). Answer booklets have been inserted inside question papers – there are no separate answer booklet envelopes.*
- Statement of entry (one per candidate)
- Attendance register(s)
- Confidential results information sheet (one per candidate)
- STEP Notice to Candidates
- Script packet labels
- A3 return of materials grey plastic envelopes: with the Cambridge return address
- Two DHL cardboard envelopes: to be used by centres with a small number of candidates to keep the return packages flat during transit.

*Please note: for China the answer booklets will not be inserted inside the question papers. Question papers will be sent separately.

3. Setting up on the day

Invigilators

Ensure there is at least one invigilator per group of 25 candidates in each test room. If only one invigilator is required for the test, they must have a way of summoning assistance. Assistance must be available within a couple of minutes.

- Invigilators must have read the test-specific instructions booklet **before** the test date. They must be familiar with the form, conduct and timing of the test(s).
- Invigilators must be adults experienced in the administration of tests. They must not be current students at the centre and must not be related to any candidates taking the test(s).
- An invigilator can be a candidate's teacher but must not have taught them the subject(s) being tested. For example, a candidate's Maths teacher must not invigilate STEP but their English teacher can.
- The invigilator must be familiar with any access arrangements for individual candidates and ensure that those candidates are appropriately accommodated.
- Where a candidate is taking the test in another room, you must provide a separate invigilator.

Test room

Display direction signs to help candidates find the room. This may not be needed if all candidates are internal and have been made aware of the test room's location.

You must ensure the following conditions are met in every test room:

- Display a sign at each test room indicating 'Test in progress – please remain silent'.
- Display the STEP Notice to Candidates where all candidates can see it.
- Ensure there is a reliable clock visible to all candidates in the test room. Carry out regular checks to make sure clocks are in good working order and show the correct time.
- Ensure a whiteboard or flip chart is visible to all candidates showing the centre number and the actual start and finish time of the test.
- Remove all helpful material from the test room or cover it thoroughly (except health and safety notices).
- Desks must be at least 1.25m apart (from the centre of one candidate's working area to the centre of the next candidate's working area in all directions).
- Ensure all candidates face in the same direction. Candidates must not sit with their backs to the invigilator.
- Display candidates' statements of entry on the desks.
- Ensure staff mobile phones and any landline phones in the test rooms are switched off or set to silent.

Distributing test materials

If you have a large number of candidates or are running tests in multiple rooms, you may open the question paper packets and distribute the question papers up to an hour before the start of the test. If you do this, please follow the steps below:

- Place the statement of entry on the relevant desk.
- Open the question paper packets.
- Place question papers on the correct desk, matching the statement of entry.
- Question papers will have answer booklets inserted inside.* **Remove the answer booklet and place it on the desk alongside the question paper.**

*Please note: for China the answer booklets will not be inserted inside the question papers.

You must:

- ensure these materials are **never** left unattended.
- ensure a senior invigilator or exams officer checks that the correct question paper, answer booklet and statement of entry is on the correct desk.

When you invite candidates into the test room you must tell them they must not touch anything or open their question papers until told to do so and remind them to check they are sitting the right paper.

4. Authorised and unauthorised materials

Before candidates start the test, ensure they leave their personal belongings and any unauthorised items in a secure place outside the test room. If this is not possible, designate an area in the test room where these items can be stored out of reach of candidates. Access to these items must be monitored by the invigilator. Candidates must be reminded to switch off any electronic devices in this area.

Invigilation staff must be particularly vigilant regarding mobile phones, smartwatches and any other electronic items which candidates may still have on their person when sitting at their desks. These items must be removed from the candidates for the duration of the test. Candidates who inadvertently bring any of the unauthorised items into the test room must give it to an invigilator for safekeeping.

Authorised items	Unauthorised items
<ul style="list-style-type: none"> ✓ photo ID ✓ pens, pencils, erasers, highlighters, clear pencil cases, rulers, protractors and compasses ✓ water in a clear plastic bottle with label removed ✓ medicine required during tests ✓ tissues ✓ Statement of entry 	<ul style="list-style-type: none"> × mobile phones, cameras, smartwatches, mp3 players, tablets, e-readers or any other electronic items on which notes could be accessed or data received/transmitted × watches* × calculators × notes, paper × graph paper × dictionaries (including bilingual dictionaries) × correction fluid/tape × erasable pens × bags, handbags, luggage × coats <p>This list is not exhaustive.</p>

Watches

Wrist watches are to be placed with candidates' personal belongings. They must **not** be worn during the test. The invigilator, prior to the test starting, must ensure candidates have removed their wrist watches.

5. Inviting candidates into the test room

You must allow sufficient time before the start of the test for candidates to enter the room, for ID checks and reading instructions. We recommend you invite candidates into the test room at least 15 minutes before the start time but you may want to extend this time if you have a large group of candidates. Candidates must then be advised they are under test conditions from the time they enter the room.

Important: If test materials have already been distributed then inform all candidates they must not touch anything until instructed to do so.

Ensure candidates are sitting at the desk which displays their respective statement of entry. The statement of entry contains the information the candidate needs to write on their answer booklet.

If a candidate is not registered, they must not be allowed to sit the test.

Late arrivals: A candidate who arrives late and is permitted by the centre to sit the examination must be allowed the full time for the examination.

If you admit a late candidate, you must read the full '*Instructions to Candidates*' found in Section 7 (outside of the test room if the other candidates have already started the test).

6. Checking IDs

Invigilators must establish the identity of all candidates sitting the test. The exams officer must make sure appropriate arrangements are in place so that invigilators can carry out adequate checks on the identity of all candidates. This can include a senior member of staff, e.g. Head of Year/Assistant Head Teacher, identifying the candidates as they enter the test room.

Private candidates

All private candidates must bring a physical photographic ID with them on the test day so the invigilator can check their identity. Acceptable IDs include, but are not limited to, passports, national identity cards, driving licences and school/college IDs. IDs must be original (not photocopies) and must not have expired.

You must check IDs when candidates are seated at their desks. Where it is not appropriate to identify a candidate at their desk because they are wearing religious clothing, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes.

You must either check IDs just before the start of the test or you can check them during the first 15 minutes of the test. Check the candidate's face matches the photo on the ID and the name on the ID matches the name on the statement of entry and/or the attendance register. If you check IDs during the first 15 minutes of the test, you need to do so discreetly and you must not disturb the candidates.

For private candidates who cannot produce ID:

- The candidate has until the end of the test to prove their identity (i.e. a family member could bring their ID to the centre whilst they sit the test).
- If the ID is not produced by the end of the test, then submit a Malpractice form (available from the STEP Mathematics web pages) to confirm the candidate took a test without a valid ID. Inform the candidate you are doing this and that their result is likely to be withheld.

7. Instructions to candidates

Before the test starts, you must read aloud the instructions for candidates listed below.

- "You are now under test conditions."
- "Do you still have anything electronic, including mobile phones or smartwatches, with you? If so, switch it off and give it to me."
- "The use of any unauthorised electronic items or mobile phones ringing will be treated as malpractice and reported to OCR."
- "You now have a few minutes to read the front cover of your question paper and answer booklet. You must follow all these instructions very carefully. You should fill in your personal details in black pen as instructed on the answer booklet."

Give candidates approximately 3–4 minutes to read the instructions and complete their personal details.

If candidates do not have the correct pen and you cannot provide them with one, they should be allowed to write with whatever item they have.

- **“The use of calculators is not permitted.”**
- **“The use of a bilingual dictionary is not permitted.”**
- **“Graph paper is not permitted** or required for any of the STEP papers. All graphs should be sketched inside the answer booklets alongside the relevant question.”
- **“You will not be given any extra paper.** You must write all answers in the booklet provided.”
- **“Crossed out work will not be marked.”**
- **“If you make more than one attempt at a question you must cross out all but the one you wish to have marked. If you do not do so, only your first attempt will be marked, unless a later attempt is clearly substantially more complete.”**
- **“The duration of the test is 3 hours (*amend as needed for any candidates granted extra time*) and should be completed in black pen and HB pencil for diagrams.”**
- **“You must stop writing when I tell you and stay at your desk until I collect your test materials and tell you that you can leave the test room.”**
- **“If you have any problems during the test, put your hand up.”**
- **“I will give you a warning when there are 30 minutes, 10 minutes and 5 minutes left. Remember, you cannot leave to use the toilet in the last 10 minutes of the test. In the last 5 minutes please ensure that the questions you have answered are clearly numbered.”**
- **“At the end of your test, I will give you your confidential results information sheet.”**
- **“Do you have any questions?”**

Give candidates a minute to raise their hands and ask any questions.

- **“You can start your test now.”**

Check the time on the clock. Write the exact start and finish time on the whiteboard/flip chart. Make sure any candidates with extra time are aware of when their test will finish.

8. During the tests

Invigilation

The role of the invigilator is to ensure the tests are conducted according to these instructions to:

- a) ensure all candidates have an equal opportunity to demonstrate their abilities
- b) ensure the security of the test before, during and after the test

- c) prevent possible candidate malpractice
- d) prevent possible administrative failures.

Invigilators are required to move around the test room quietly and at frequent intervals.

Where there is only one invigilator present, they must be able to get help easily, without leaving the test room. They may use a phone to call or text for assistance as long as it is switched off/set to silent immediately after the call to prevent incoming calls or messages disrupting candidates.

Staff and invigilators must not, under any circumstances, try to communicate with candidates once the test has started unless there is a specific problem with a question paper that a candidate has identified e.g. a printing error or an emergency arises. Staff and invigilators can communicate with candidates who have put their hand up to seek assistance from an invigilator.

During the test the invigilator must be alert at all times and regularly patrol the room. Look out for candidates who:

- need assistance (such as toilet breaks)
- are not well
- are using cameras or any other electronic items
- are behaving suspiciously, such as reading hidden notes, etc.

You must not perform any other activity in the test room, for example, reading a book, reading the test paper or working on a laptop. You can, however, complete the room plan, the attendance register and any other relevant forms (such as special consideration).

Toilet breaks

During the test, candidates are allowed to leave the test room temporarily to use the toilet **if they are escorted by a member of staff**. If you are the only invigilator, you must ask another member of staff to help as you must not leave the test room. You must tell the candidate they are still under test conditions during the time they are out of the test room and that they must not communicate with anyone. You must **not** give any extra time for this. Candidates are not allowed to leave the room for a toilet break in the final 10 minutes of the test.

Finishing the test early

Candidates who finish their test early must remain quietly in their seats until the full test time has passed. Candidates are only allowed to leave the room permanently before their test ends if there is an emergency.

Attendance registers and room plans

You must complete the attendance register during the tests. There are separate attendance registers for STEP 2 and STEP 3. Make sure the attendance register is completed even if the candidate was absent. Please tick (✓) if a candidate is present or put an **A** if the candidate is absent. There must be an **A** or a **tick** next to **every name**.

The attendance register must also be annotated if:

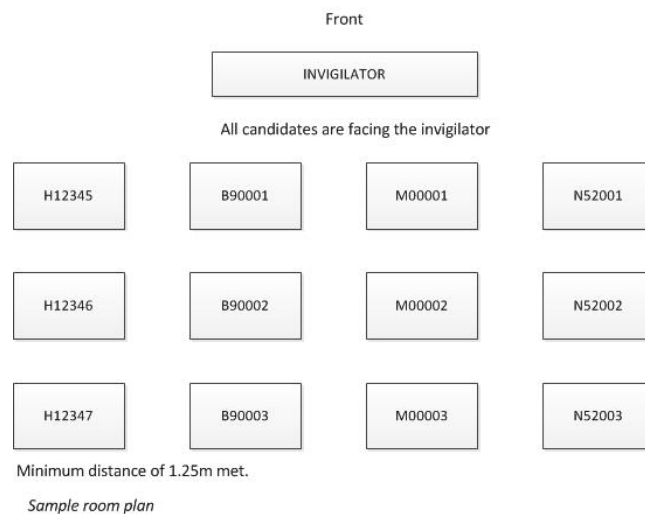
- A candidate was registered after the attendance register had been printed (late entry candidates). In this case add the candidate name to the list. You must return any test materials for this candidate with the test materials of your other candidates.
- If **all** of your candidates were absent for the test, please mark all candidates as absent. Please note that you must return the completed attendance register to OCR by sending it to STEPmaths@ocr.org.uk.
- If only **some** of your candidates were absent, correctly record this on the attendance register and then return the attendance register with the other materials as described in packing and returning materials.

You must complete an accurate room plan during the test. Include the following information:

- the position of each candidate by **candidate number** (see sample room plan below)
- the direction all candidates are facing
- the distance between candidates: you can write 'minimum distance of 1.25m met'
- the number and position of invigilators.

Create one room plan per test room. This is important and used in instances of malpractice.

Return the attendance register for each test and room plan(s) with the candidates' answer sheets/booklets in the return envelope. Do not staple, paper clip or attach them with a treasury tag.



Special consideration

You can apply for special consideration if a candidate's performance is affected on the test day by circumstances beyond their control, including but not limited to:

- illness on the day of the test
- unforeseen distress for the candidate such as a family crisis
- significant disruption to the test outside the centre's control.

Submit the special consideration form on the Entries Extranet **within five working days of the test date**. Any applications received after this date will be rejected.

Malpractice

You must report anything unusual, such as suspicious behaviour or any incidents which might affect the integrity of the test before, during or after the test to the supervisor or exams officer and to us.

Some examples of malpractice:

- talking / disruptive behaviour / not listening to exam staff
- copying / collusion
- using unauthorised items such as dictionaries, electronic items or notes
- impersonation
- unable to provide a valid ID
- failing to switch off an electronic device (mobile phone, smartwatch, etc.)

If you suspect malpractice or have clear evidence of malpractice:

- give a discreet but clear warning to the candidate that they will be reported
- allow the candidate to complete the test
- be aware of local laws before handling or removing unauthorised materials from candidates, for example taking notes from a candidate's pocket
- write a detailed statement of events
- ask the candidate to write a statement detailing their version of events after the test has finished.

You must not disqualify candidates from subsequent sections. However, in extreme circumstances, you can exclude a candidate from the test room and from taking the test if the candidate's continued presence would cause disruption to other candidates or poses a threat to health and safety. **The decision to disqualify must be left to us.**

Submit the Malpractice form on the STEP Mathematics web pages **within five working days of the test date**. You will need to upload the candidate and invigilator statement(s) as well as a copy of the room plan when completing the Malpractice form.

9. Concluding the test

Remind candidates as follows.

When there are 30 minutes left, tell candidates:

- "You have 30 minutes left."

When there are 10 minutes left, tell candidates:

- "You have 10 minutes left."

Remember, candidates should not leave the room during the last 10 minutes of the test.

When there are 5 minutes left, tell candidates:

- “You have 5 minutes left. Please ensure that the questions you have answered are clearly numbered at the top of each page within your answer booklet.”

When the test ends, tell candidates:

- “The test has finished now, put your pens down.”

Allow candidates who have been granted additional time to finish their test.

- “Please remain in your seats until all test materials have been collected and you have been told you can leave.”
- “You must not take any test materials out of the room.”
- “Please make sure you have followed all the instructions given on the answer booklet.”

Collect all question papers and answer booklets. Please check that each candidate has followed all the instructions on the answer booklet fully. If a candidate has not entered this information, they can add it now but this must be observed by an invigilator.

Once you have collected all test materials including the statements of entry, tell candidates:

- “I am going to give you your confidential results information sheet. Keep it safe as it holds information you will need to access your results online. The STEP Mathematics Team will not be able to reissue the information provided on the confidential results information sheet.”

Distribute the confidential results information sheets.

- “You can now leave the room. You must not take any question papers or other test materials with you.”

Candidates with additional time

Candidates who have been granted additional time should also be given the above instructions when they have 30 minutes and 10 minutes left and when the test ends. You need to be very clear on which warnings are for standard and which are for extra time candidates.

Results

STEP is an admissions test and is not classed as a qualification; candidates will only receive a statement of results and not a certificate.

STEP results will be released on **15 August 2024** and candidates and centres can access results via the Results Online websites. Exams officers have access to the Results Online for Centres system using the same login details as for the Entries Extranet.

Results are available online until the **1 June 2025**.

10. Packing and returning materials

What to pack/store/return:

You must despatch all scripts (answer booklets), completed attendance registers and room plans to the STEP Mathematics Team using MyDHL+ within 24 hours of each test date. Do **not** return STEP 2 and STEP 3 papers together.

What to keep in secure storage:

Any confidential materials not required to be sent to us (e.g. question papers) must be kept in secure storage until **30 September 2024**; after this date you must securely destroy them (e.g. shredder).

The exams officer is responsible for all materials until they are despatched or securely destroyed. Students and teachers/staff must not be issued or given permission to view the question papers at any stage.

Organising return of materials:

Materials must be returned using MyDHL+, and you are strongly advised to book your material collections with DHL prior to the test dates.

Please see Appendix 2 for a guide to booking a collection.

Failure to return test materials promptly can lead to a delay in candidates' results being released to institutions and therefore put a candidate's place at university at risk.

How to pack and seal materials:

You need to follow the five steps below.

1: Organising the test materials

The A3 grey envelope can fit up to 25 answer booklets. Please order your answer booklets by candidate number. The attendance register and room plan should be placed at the top.

2: Insert materials into DHL cardboard envelope (optional)

If you have 3 or fewer candidates, insert the materials you are returning into the DHL cardboard envelope. This ensures that the final package is solid and less likely to be lost in transit.

If you have 4 or more candidates, then you can simply dispose of the DHL cardboard envelope.



3: Insert materials into the A3 grey envelope(s)

Insert the test material into the A3 grey envelope(s) with the Cambridge return address.


Please seal the pre-addressed return envelope.

4: Attach script packet label to the A3 grey envelope

Within your despatch you will have received script packet label(s). Each label needs to be fixed on to the A3 grey envelope with the Cambridge return address. An example of a script packet label can be seen below:

 18322556		
JUNE ARD 2022		
GB599	ESOL TESTING ONLY DO NOT APPLY	
	Part	
	Split	
9470	MATHEMATICS 2	
01	EXAMINATION	
01.01	Examiner	
THU 09 JUN AM		
	Candidate no. range	0-upwards
UNIVERSITY OF CAMBRIDGE LOCAL EXAMINATIONS SYNDICATE		

Please see the example below of the A3 grey envelope. You will need to attach the script packet label (as above) on the purple highlighted area.

TO BE COMPLETED BY THE CENTRE					 Cambridge Assessment	
CENTRE NUMBER	NUMBER OF ANSWER SHEETS / SCRIPTS ENCLOSED	SYLLABUS CODE (IF APPLICABLE)	COMPONENT CODE (IF APPLICABLE)	PACKING CODE (CAMBRIDGE ASSESSMENT ENGLISH EXAMINATIONS ONLY)		Cambridge Assessment English
SIGNATURE OF SUPERVISOR/S CAMBRIDGE ASSESSMENT ENGLISH EXAMINATIONS ONLY						
ATTACH THE APPROPRIATE LABEL HERE INCLUDE ANSWER SHEETS / SCRIPTS FOR A SINGLE COMPONENT ONLY					IF UNDELIVERED PLEASE RE-DIRECT TO: CAMBRIDGE ASSESSMENT HILL FARM ROAD WHITTLESFORD CAMBRIDGE CB22 4FZ	
ABSENT CANDIDATES (CAMBRIDGE ASSESSMENT ENGLISH EXAMINATIONS ONLY) PLEASE ENTER ALL ABSENT CANDIDATE NUMBERS BELOW:						

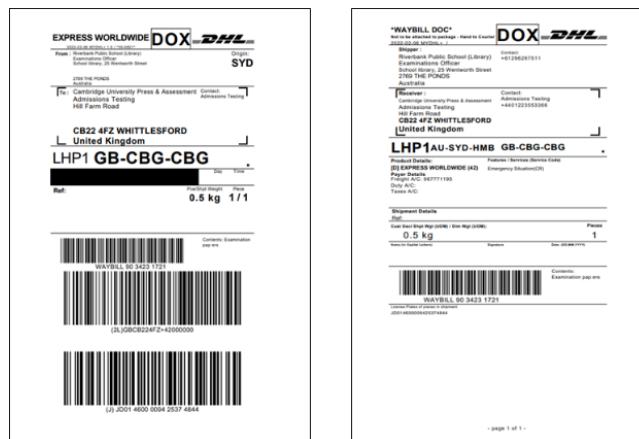
You will also need to complete the section 'To be completed by the centre' (which is above the label, in yellow) with:

- your centre number
- number of answer booklets in the envelope
- syllabus code (STEP 2 = 9470 and STEP 3 = 9475)
- component code (for STEP 2 and STEP 3 use code 01)
- your signature.

5: Book your collection, print your waybill and affix – your item is now ready for collection!

You need to book your collection and print your waybill, and *waybill doc* using the guidance in Appendix 2.

A waybill is a label containing all the information DHL needs to know to keep your package moving through the network to its ultimate destination. Please see the example below of a waybill (the left-hand side example image):



Please note, the waybill should be stuck on the back of the A3 grey envelope, to avoid covering the barcodes on the script packet label on the front.

It is important that you give the *waybill doc* (the right-hand side example image) to the courier when they collect the test materials.

Appendix 1 – Local start times by country

You can find the local time that you should start below. For countries where the times are marked as 'FD', you should run your tests at the listed time on the following day (i.e. the day after the scheduled test date). If your country is not listed, please contact us immediately.

Country name	Local test start time
A	
AFGHANISTAN	14:00
ALBANIA	10:00
ALGERIA	10:00
ANDORRA	10:00
ANGOLA	10:00
ANTIGUA & BARBUDA	09:00
ARGENTINA	09:00
ARMENIA	13:30
AUSTRALIA	09:00 FD
AUSTRIA	10:00
AZERBAIJAN	13:30
B	
BAHAMAS	09:00
BAHRAIN	13:30
BANGLADESH	15:00
BARBADOS	09:00
BELARUS	11:30
BELGIUM	10:00
BELIZE	09:00
BENIN	10:00
BERMUDA	09:00
BHUTAN	15:00
BOLIVIA	09:00
BOSNIA & HERZEGOVINA	10:00
BOTSWANA	11:30
BRAZIL	09:00
BRUNEI	15:00
BULGARIA	11:30
BURKINA FASO	09:00
BURUNDI	11:30
C	
CAMBODIA	15:00
CAMEROON	10:00
CANADA	09:00
CAPE VERDE	09:00
CENTRAL AFRICAN REPUBLIC	10:00
CHAD	10:00
CHILE	09:00
CHINA	STEP 2 – 19:00 STEP 3 – 15:00
CHRISTMAS ISLAND	15:00
COLOMBIA	09:00
COMOROS	13:30
CONGO	10:00
CONGO, Democratic Republic of the	10:00
COOK ISLANDS	09:00
COSTA RICA	09:00
CÔTE D'IVOIRE	09:00
CROATIA	10:00
CUBA	09:00
CYPRUS	11:30
CZECH REPUBLIC	10:00
D	
DENMARK	10:00
DJIBOUTI	13:30
DOMINICA	09:00
DOMINICAN REPUBLIC	09:00
E	
EAST TIMOR (see Timor-Leste)	
ECUADOR	09:00
EGYPT	11:00
EL SALVADOR	09:00
EQUATORIAL GUINEA	10:00
ERITREA	13:30
ESTONIA	11:00
ETHIOPIA	13:30
F	

FALKLAND ISLANDS	09:00
FIJI	09:00 FD
FINLAND	11:00
FRANCE	10:00
G	
GABON	10:00
GAMBIA, The	09:00
GEORGIA	13:30
GERMANY	10:00
GHANA	09:00
GIBRALTAR	10:00
GREECE	11:00
GREENLAND	09:00
GRENADA	09:00
GUADELOUPE	09:00
GUATEMALA	09:00
GUERNSEY	09:00
GUINEA	09:00
GUINEA-BISSAU	09:00
GUYANA	09:00
H	
HAITI	09:00
HONDURAS	09:00
HONG KONG	15:00
HUNGARY	10:00
I	
ICELAND	09:00
INDIA	14:00
INDONESIA	15:00
IRAN, Islamic Republic of	13:30
IRAQ	13:30
IRELAND	09:00
ISLE OF MAN	09:00
ISRAEL	11:00
ITALY	10:00
IVORY COAST (see Côte D'Ivoire)	
J	
JAMAICA	09:00
JAPAN	15:30
JERSEY	09:00
JORDAN	11:00
K	

KAZAKHSTAN	14:00
KENYA	13:30
KIRIBATI	09:00 FD
KOREA, Democratic People's Republic of	15:30
KOREA, Republic of (South)	15:30
KOSOVO	10:00
KUWAIT	13:30
KYRGYZSTAN	14:00
L	
LAOS	15:00
LATVIA	11:00
LEBANON	11:00
LESOTHO	11:00
LIBERIA	09:00
LIBYA	11:00
LIECHTENSTEIN	10:00
LITHUANIA	11:00
LUXEMBOURG	10:00
M	
MACAO	15:00
MACEDONIA	10:00
MADAGASCAR	13:30
MALAWI	11:00
MALAYSIA	15:00
MALDIVES	14:00
MALI	09:00
MALTA	10:00
MAURITANIA	09:00
MAURITIUS	13:30
MEXICO	09:00
MICRONESIA	09:00 FD
MOLDOVA	11:00
MONACO	10:00
MONGOLIA	15:00
MONTENEGRO	10:00
MOROCCO	09:00
MOZAMBIQUE	11:00
MYANMAR	15:00
N	
NAMIBIA	11:00
NAURU	09:00 FD
NEPAL	14:00

NETHERLANDS	10:00
NEW ZEALAND	09:00 FD
NICARAGUA	09:00
NIGER	10:00
NIGERIA	10:00
NORWAY	10:00
O	
OMAN	13:30
P	
PAKISTAN	14:00
PALAU	15:30
PALESTINIAN Territory, Occupied	11:00
PANAMA	09:00
PAPUA NEW GUINEA	09:00 FD
PARAGUAY	09:00
PERU	09:00
PHILIPPINES	15:00
POLAND	10:00
PORTUGAL	09:00
PUERTO RICO	09:00
Q	
QATAR	13:30
R	
RÉUNION	13:30
ROMANIA	11:00
RUSSIAN Federation	13:30
RWANDA	11:00
S	
SAINT KITTS & NEVIS	09:00
SAINT LUCIA	09:00
SAINT VINCENT & the GRENADINES	09:00
SAMOA (American)	09:00
SAMOA (Western)	09:00 FD
SAN MARINO	10:00
SAUDI ARABIA	13:30
SENEGAL	09:00
SERBIA	10:00
SEYCHELLES	13:30
SIERRA LEONE	09:00
SINGAPORE	15:00
SLOVAKIA	10:00
SLOVENIA	10:00

SOLOMON ISLANDS	09:00 FD
SOMALIA	13:30
SOUTH AFRICA	11:00
SPAIN	10:00
SRI LANKA	14:00
SUDAN	13:30
SUDAN, SOUTH, Republic of	13:30
SURINAME	09:00
SWAZILAND	11:00
SWEDEN	10:00
SWITZERLAND	10:00
SYRIAN ARAB REPUBLIC	11:00
T	
TAIWAN	15:00
TAJIKISTAN	14:00
TANZANIA	13:30
THAILAND	15:00
TOGO	09:00
TONGA	09:00 FD
TRINIDAD & TOBAGO	09:00
TUNISIA	10:00
TURKEY	11:00
TURKMENISTAN	14:00
TUVALU	09:00 FD
U	
UGANDA	13:30
UKRAINE	11:00
UNITED ARAB EMIRATES	13:30
UNITED KINGDOM	09:00
UNITED STATES	09:00
URUGUAY	09:00
UZBEKISTAN	14:00
V	
VANUATU	09:00 FD
VENEZUELA	09:00
VIETNAM	15:00
W	
WESTERN SAHARA	09:00
Y	
YEMEN	13:30
Z	
ZAMBIA	11:00
ZIMBABWE	11:00

Appendix 2 – Returning materials using MyDHL+

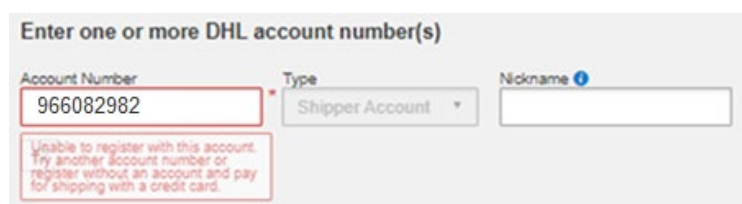
All materials needing to be returned to via the STEP Maths MyDHL+ account.

Registering for MyDHL+

1. Go to: <https://mydhl.express.dhl> and select your location.
2. Click **'Register Now'** or **'Register'** – make sure the flag is showing the country you are shipping from.
3. Click the 'Yes' box to confirm you have a DHL account number and then enter one of the following account numbers:
UK centres: 421395884.
International centres: 966082982

Enter your centre number and 'STEP Maths' in the nickname box. You can use this nickname to identify the account easily in the future.

Please note: If your centre is outside the United Kingdom and you receive the following error when trying to register, please follow the alternative registration instructions in Appendix 3.



The screenshot shows a registration form titled "Enter one or more DHL account number(s)". It has three input fields: "Account Number" containing "966082982", "Type" set to "Shipper Account", and "Nickname" which is empty. A red error box is overlaid on the "Account Number" field with the text: "Unable to register with this account. Try another account number or register without an account and pay for shipping with a credit card."

4. Complete the registration details and click **'Register'**.
5. You will receive an email from MyDHL+. Click on the link to activate your account.
6. Log in and update your contact information under 'My Profile: Update My Info'. Remember these details are for your centre.

Booking a courier collection with MyDHL+: UK centres

1. Log into MyDHL+ using your login details: <https://mydhl.express.dhl>
2. Go to **'Ship'** in the yellow bar at the top of the screen. Select **'Create a Shipment'**. **'From'** should be automatically populated – ensure **'residential address'** IS NOT ticked. Populate the **'To'** details as below – then click **'Next'**.

Name: STEP Maths

Company: Cambridge University Press & Assessment

Country: United Kingdom

Address: Hill Farm Road

City: WHITTLESFORD

Postal Code: CB22 4FZ

Phone: +44 1223 558323

3. Under **Shipment Details**, select **'Documents'** – describe as 'Examination papers' and add the reference as your centre number and 'STEP'. **Do not tick the box to protect your shipment.** Click **'Next'**.
4. Complete the packaging description as requested. (i.e. My own package. Qty: 1. Weight: 0.5kg Dimensions: 10 x 10 x 10). Click **'Next'**.
5. **How would you like to pay?** This should self-populate with the account number – do not change anything. Click **'Next'**.

Select the day you want the courier to collect the shipment. This will then offer you the nearest date for when **it will arrive** at Cambridge.

Always select **'End of Day'** at the bottom. Ignore all optional services. Click **'Next'**.

Note: If you've selected a date from the **'More'** section (i.e., a date that is more than a week in advance), DHL+ will not display the estimated date of arrival (instead it displays the message **'no future delivery date available'**). Please do not worry about this – it just means the DHL system cannot currently estimate how long it will take to actually ship once collected. It should still be possible to order the collection itself for your desired date. Simply click through and proceed as instructed.

6. **Do you need a courier pickup?** Click **'Yes – Schedule Pickup'** and select a 2-hour slot convenient to you (please note, that this cannot be guaranteed). Select the collection location from the drop-down menu, eg reception. Enter and check the pickup details are correct. Click **'Next'**.
7. **Do you need a return label?** Click **'No'** and click **'Next'**.
8. Check all details. Select **'Accept and continue'**. The cost will not be shown.
9. **Print your waybill.** The receipt is optional so please tick if you would like a paper copy.
10. You will then see the shipment confirmation screen – where you can request notifications or share details with the receiver (optional).
11. You can now affix your waybill to the correct return envelope.

Booking a courier collection with MyDHL+: Centres outside the UK

1. Log into MyDHL+ using your login details: <https://mydhl.express.dhl>
2. Go to **'Ship'** in the yellow bar at the top of the screen. Select **'Create a Shipment'**. **'From'** should be automatically populated – ensure **'residential address'** IS NOT ticked. Populate the **'To'** details as below – then click **'Next'**.

Name: STEP Maths

Company: Cambridge University Press & Assessment

Country: United Kingdom

Address: Hill Farm Road

City: WHITTLESFORD

Postal Code: CB22 4FZ

Phone: +44 1223 558323

3. **Shipments from international centres need to have a customs invoice.** Under **Shipment Details**, select **'Packages'** and select 'Commercial' from the drop-down list. Select 'Describe Items' and use the table below to add the item, including the number of units contained in the shipment. If you need to add another item to the invoice, select add another item.

Item description	Units	Commodity code	Item value	Where was the item made?	Weight (per item)
Examination Documents	Kilograms	49011000	GBP 1.78	United Kingdom	0

If you need to change the currency code, click on the current currency code and select GBP from the list.

4. Calculate the freight charge for your return shipment. Using the tables on the following pages, identify which zone you are in and then cross reference the zone and the weight of the shipment to calculate the freight charge.

For example, if you are in Australia (Zone 8) your freight charge for a 4kg shipment is £54.07.

If your shipment is heavier than 20kg you need to use the adder rate table to establish the additional cost per each 0.5kg the shipment exceeds 20kg and add this to the freight charge for a 20kg shipment. The adder rate table has 4 weight zones, so please use the line applicable to the total weight of your shipment.

Country	Zone	Country	Zone	Country	Zone	Country	Zone
AFGHANISTAN (AF)	10	EAST TIMOR (TL)	10	LIBYA (LY)	10	SAO TOME & PRINC. (ST)	10
ALBANIA (AL)	5	ECUADOR (EC)	10	LIECHTENSTEIN (LI)	5	SAUDI ARABIA (SA)	9
ALGERIA (DZ)	10	EGYPT (EG)	10	LITHUANIA (LT)	4	SENEGAL (SN)	10
AMERICAN SAM. (AS)	10	EL SALVADOR (SV)	10	LUXEMBOURG (LU)	1	SERBIA (RS)	5
ANDORRA (AD)	4	ERITREA (ER)	10	MACAU (MO)	8	SEYCHELLES (SC)	10
ANGOLA (AO)	10	ESTONIA (EE)	4	MADAGASCAR (MG)	10	SIERRA LEONE (SL)	10
ANGUILLA (AI)	10	ETHIOPIA (ET)	10	MALAWI (MW)	10	SINGAPORE (SG)	8
ANTIGUA (AG)	10	FALKLAND ISL. (FK)	10	MALAYSIA (MY)	8	SLOVAKIA (SK)	4
ARGENTINA (AR)	10	FAROE ISLANDS (FO)	5	MALDIVES (MV)	10	SLOVENIA (SI)	4
ARMENIA (AM)	10	FIJI (FJ)	10	MALI (ML)	10	SOLOMON ISL. (SB)	9
ARUBA (AW)	10	FINLAND (FI)	3	MALTA (MT)	4	SOMALIA (SO)	10
AUSTRALIA (AU)	8	FRANCE (FR)	2	MARSHALL ISL. (MH)	10	SOMALILAND (XS)	10
AUSTRIA (AT)	3	FRENCH GUYANA (GF)	10	MARTINIQUE (MQ)	10	SOUTH AFRICA (ZA)	9
AZERBAIJAN (AZ)	10	GABON (GA)	10	MAURITANIA (MR)	10	SOUTH KOREA (KR)	8
BAHAMAS (BS)	10	GAMBIA (GM)	10	MAURITIUS (MU)	10	SOUTH SUDAN (SS)	10
BAHRAIN (BH)	9	GEORGIA (GE)	10	MAYOTTE (YT)	10	SPAIN (ES)	3
BANGLADESH (BD)	10	GERMANY (DE)	2	MEXICO (MX)	7	SRI LANKA (LK)	10
BARBADOS (BB)	10	GHANA (GH)	10	MICRONESIA (FM)	10	ST. BARTHELEMY (XY)	10
BELARUS (BY)	5	GIBRALTAR (GI)	5	MOLDOVA (MD)	5	ST. EUSTATIUS (XE)	10
BELGIUM (BE)	1	GREECE (GR)	4	MONACO (MC)	2	ST. HELENA (SH)	10
BELIZE (BZ)	10	GREENLAND (GL)	5	MONGOLIA (MN)	10	ST. KITTS (KN)	10
BENIN (BJ)	10	GRENADA (GD)	10	MONTENEGRO (ME)	5	ST. LUCIA (LC)	10
BERMUDA (BM)	10	GUADELOUPE (GP)	10	MONTSERRAT (MS)	10	ST. MAARTEN (XM)	10
BHUTAN (BT)	10	GUAM (GU)	10	MOROCCO (MA)	10	ST. VINCENT (VC)	10
BOLIVIA (BO)	10	GUATEMALA (GT)	10	MOZAMBIQUE (MZ)	10	SUDAN (SD)	10
BONAIRE (XB)	10	GUERNSEY (GG)	11	MYANMAR (MM)	10	SURINAME (SR)	10
BOSNIA AND HERZ. (BA)	5	GUINEA REPUBLIC (GN)	10	NAMIBIA (NA)	10	SWAZILAND (SZ)	10
BOTSWANA (BW)	10	GUINEA-BISSAU (GW)	10	NAURU (NR)	10	SWEDEN (SE)	3
BRAZIL (BR)	10	GUINEA-EQUAT. (GQ)	10	NEPAL (NP)	10	SWITZERLAND (CH)	5
BRUNEI (BN)	9	GUYANA (BRITISH) (GY)	10	NETHERLANDS (NL)	1	SYRIA (SY)	10
BULGARIA (BG)	4	HAITI (HT)	10	NEVIS (XN)	10	TAHITI (PF)	10
BURKINA FASO (BF)	10	HONDURAS (HN)	10	NEW CALEDONIA (NC)	10	TAIWAN (TW)	8
BURUNDI (BI)	10	HONG KONG (HK)	8	NEW ZEALAND (NZ)	9	TAJIKISTAN (TJ)	10
CAMBODIA (KH)	10	HUNGARY (HU)	4	NICARAGUA (NI)	10	TANZANIA (TZ)	10
CAMEROON (CM)	10	ICELAND (IS)	5	NIGER (NE)	10	THAILAND (TH)	8
CANADA (CA)	7	INDIA (IN)	8	NIGERIA (NG)	10	TOGO (TG)	10
CANARY ISLANDS (IC)	5	INDONESIA (ID)	8	NIUE (NU)	10	TONGA (TO)	10
CAPE VERDE (CV)	10	IRAN (IR)	10	NO. MARIANA ISLANDS (MP)	10	TRINIDAD & TOB. (TT)	10
CAYMAN ISLANDS (KY)	10	IRAQ (IQ)	10	NORTH KOREA (KP)	10	TUNISIA (TN)	10
CENTRAL AFRICAN (CF)	10	IRELAND (IE)	1	NORTH MACEDONIA (MK)	5	TURKEY (TR)	5
CHAD (TD)	10	ISRAEL (IL)	10	NORWAY (NO)	5	TURKS & CAICOS ISL. (TC)	10
CHILE (CL)	10	ITALY (IT)	3	OMAN (OM)	9	TUVALU (TV)	10
CHINA (CN)	8	JAMAICA (JM)	10	PAKISTAN (PK)	10	Turkmenistan (TM)	10
COLOMBIA (CO)	10	JAPAN (JP)	8	PALAU (PW)	10	UGANDA (UG)	10
COMOROS (KM)	10	JERSEY (JE)	11	PANAMA (PA)	10	UKRAINE (UA)	5
CONGO (CD)	10	JORDAN (JO)	9	PAPUA NEW GUIN. (PG)	10	UNITED ARAB EMIR. (AE)	8
CONGO (CG)	10	KAZAKHSTAN (KZ)	10	PARAGUAY (PY)	10	UNITED STATES (US)	6
COOK ISLANDS (CK)	10	KENYA (KE)	10	PERU (PE)	10	URUGUAY (UY)	10
COSTA RICA (CR)	10	KIRIBATI (KI)	10	PHILIPPINES, THE (PH)	8	UZBEKISTAN (UZ)	10
COTE D IVOIRE (CI)	10	KOSOVO (KV)	5	POLAND (PL)	4	VANUATU (VU)	10
CROATIA (HR)	4	KUWAIT (KW)	9	PORTUGAL (PT)	3	VATICAN CITY (VA)	3
CUBA (CU)	10	KYRGYZSTAN (KG)	10	PUERTO RICO (PR)	10	VENEZUELA (VE)	10
CURACAO (XC)	10	LAOS (LA)	10	QATAR (QA)	9	VIETNAM (VN)	8
CYPRUS (CY)	4	LATVIA (LV)	4	REUNION (RE)	10	VIRGIN ISLANDS (GB) (VG)	10
Czech Rep., The (CZ)	4	LEBANON (LB)	10	ROMANIA (RO)	4	VIRGIN ISLANDS (US) (VI)	10
DENMARK (DK)	3	LESOTHO (LS)	10	RUSSIA (RU)	5	YEMEN (YE)	9
DJIBOUTI (DJ)	10	LIBERIA (LR)	10	RWANDA (RW)	10	ZAMBIA (ZM)	10
DOMINICA (DM)	10			SAMOA (WS)	10	ZIMBABWE (ZW)	10
DOMINICAN REP. (DO)	10			SAN MARINO (SM)	12		

KG	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12
0.5	£25.50	£26.56	£28.56	£28.91	£30.69	£26.28	£30.83	£34.42	£35.86	£39.68	£20.93	£23.99
1	£29.50	£30.42	£33.13	£33.60	£34.59	£28.86	£34.74	£38.81	£42.26	£46.17	£24.93	£28.56
1.5	£30.66	£32.22	£35.53	£36.09	£36.85	£30.78	£37.01	£41.32	£45.95	£50.29	£26.09	£30.96
2	£31.82	£34.02	£37.93	£38.58	£39.11	£32.70	£39.28	£43.83	£49.64	£54.41	£27.25	£33.36
2.5	£32.97	£35.81	£40.32	£41.06	£41.36	£34.66	£41.61	£46.33	£53.34	£58.75	£28.40	£35.75
3	£34.01	£37.30	£42.47	£43.31	£43.38	£36.40	£43.69	£48.91	£56.99	£62.82	£29.44	£37.90
3.5	£35.05	£38.79	£44.62	£45.56	£45.40	£38.14	£45.77	£51.49	£60.64	£66.89	£30.48	£40.05
4	£36.09	£40.28	£46.77	£47.81	£47.42	£39.88	£47.85	£54.07	£64.29	£70.96	£31.52	£42.20
4.5	£37.13	£41.77	£48.92	£50.06	£49.44	£41.62	£49.93	£56.65	£67.94	£75.03	£32.56	£44.35
5	£38.17	£43.26	£51.07	£52.31	£51.46	£43.36	£52.01	£59.23	£71.59	£79.10	£33.60	£46.50
5.5	£39.12	£44.82	£53.13	£54.42	£53.35	£45.04	£53.90	£61.79	£75.11	£83.05	£34.55	£48.56
6	£40.07	£46.38	£55.19	£56.53	£55.24	£46.72	£55.79	£64.35	£78.63	£87.00	£35.50	£50.62
6.5	£41.02	£47.94	£57.25	£58.64	£57.13	£48.40	£57.68	£66.91	£82.15	£90.95	£36.45	£52.68
7	£41.97	£49.50	£59.31	£60.75	£59.02	£50.08	£59.57	£69.47	£85.67	£94.90	£37.40	£54.74
7.5	£42.92	£51.06	£61.37	£62.86	£60.91	£51.76	£61.46	£72.03	£89.19	£98.85	£38.35	£56.80
8	£43.87	£52.62	£63.43	£64.97	£62.80	£53.44	£63.35	£74.59	£92.71	£102.80	£39.30	£58.86
8.5	£44.82	£54.18	£65.49	£67.08	£64.69	£55.12	£65.24	£77.15	£96.23	£106.75	£40.25	£60.92
9	£45.77	£55.74	£67.55	£69.19	£66.58	£56.80	£67.13	£79.71	£99.75	£110.70	£41.20	£62.98
9.5	£46.72	£57.30	£69.61	£71.30	£68.47	£58.48	£69.02	£82.27	£103.27	£114.65	£42.15	£65.04
10	£47.67	£58.86	£71.67	£73.41	£70.36	£60.16	£70.91	£84.83	£106.79	£118.60	£43.10	£67.10
10.5	£48.33	£59.95	£73.28	£75.04	£71.99	£61.44	£72.54	£87.34	£110.24	£122.25	£43.76	£68.71
11	£48.99	£61.04	£74.89	£76.67	£73.62	£62.72	£74.17	£89.85	£113.69	£125.90	£44.42	£70.32
11.5	£49.65	£62.13	£76.50	£78.30	£75.25	£64.00	£75.80	£92.36	£117.14	£129.55	£45.08	£71.93
12	£50.31	£63.22	£78.11	£79.93	£76.88	£65.28	£77.43	£94.87	£120.59	£133.20	£45.74	£73.54
12.5	£50.97	£64.31	£79.72	£81.56	£78.51	£66.56	£79.06	£97.38	£124.04	£136.85	£46.40	£75.15
13	£51.63	£65.40	£81.33	£83.19	£80.14	£67.84	£80.69	£99.89	£127.49	£140.50	£47.06	£76.76
13.5	£52.29	£66.49	£82.94	£84.82	£81.77	£69.12	£82.32	£102.40	£130.94	£144.15	£47.72	£78.37
14	£52.95	£67.58	£84.55	£86.45	£83.40	£70.40	£83.95	£104.91	£134.39	£147.80	£48.38	£79.98
14.5	£53.61	£68.67	£86.16	£88.08	£85.03	£71.68	£85.58	£107.42	£137.84	£151.45	£49.04	£81.59
15	£54.27	£69.76	£87.77	£89.71	£86.66	£72.96	£87.21	£109.93	£141.29	£155.10	£49.70	£83.20
15.5	£54.93	£70.85	£89.38	£91.34	£88.29	£74.24	£88.84	£112.44	£144.74	£158.75	£50.36	£84.81
16	£55.59	£71.94	£90.99	£92.97	£89.92	£75.52	£90.47	£114.95	£148.19	£162.40	£51.02	£86.42
16.5	£56.25	£73.03	£92.60	£94.60	£91.55	£76.80	£92.10	£117.46	£151.64	£166.05	£51.68	£88.03
17	£56.91	£74.12	£94.21	£96.23	£93.18	£78.08	£93.73	£119.97	£155.09	£169.70	£52.34	£89.64
17.5	£57.57	£75.21	£95.82	£97.86	£94.81	£79.36	£95.36	£122.48	£158.54	£173.35	£53.00	£91.25
18	£58.23	£76.30	£97.43	£99.49	£96.44	£80.64	£96.99	£124.99	£161.99	£177.00	£53.66	£92.86
18.5	£58.89	£77.39	£99.04	£101.12	£98.07	£81.92	£98.62	£127.50	£165.44	£180.65	£54.32	£94.47
19	£59.55	£78.48	£100.65	£102.75	£99.70	£83.20	£100.25	£130.01	£168.89	£184.30	£54.98	£96.08
19.5	£60.21	£79.57	£102.26	£104.38	£101.33	£84.48	£101.88	£132.52	£172.34	£187.95	£55.64	£97.69
20	£60.87	£80.66	£103.87	£106.01	£102.96	£85.76	£103.51	£135.03	£175.79	£191.60	£56.30	£99.30

Adder rate per additional 0.5kg from 20.1Kg													
From (Kg)	To (Kg)	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9	Zone 10	Zone 11	Zone 12
20.1	30	£0.83	£1.16	£1.68	£1.71	£1.61	£1.25	£1.61	£2.36	£3.45	£3.69	£0.71	£1.56
30.1	70	£0.97	£1.35	£1.99	£2.01	£2.02	£1.63	£2.04	£3.18	£4.59	£4.85	£0.85	£1.87
70.1	300	£1.19	£1.71	£2.34	£2.34	£2.36	£1.92	£2.39	£3.67	£5.35	£5.61	£1.07	£2.22
300.1	9999	£1.21	£1.74	£2.38	£2.38	£2.39	£1.97	£2.43	£3.73	£5.45	£5.68	£1.09	£2.25

5. Select **'Add charges'** and then choose freight/shipping charge from the select type drop-down. Add the freight charge and ensure the currency is shown as GBP.
6. Do not select the 'I want to include pre-calculated duties and taxes' option. Add 'STEP' and your centre number into the shipment reference field so we can identify your shipment. There is no need to protect your shipment so ensure this option is not selected.
7. Select the 'Create Invoice' option, but do not select any other options. There are no additional parties so select 'No' to this option.
8. Select 'Own packaging' from the drop-down, add the number of packages you are returning, the weight of the shipment and the dimensions of the packages.
9. Select account number '966082982' from the two drop-down lists to ensure all charges are billed to our account. Select 'DAP' from the list of customs terms of trade drop-down.

10. Select the date you want the courier to collect the shipment.

IMPORTANT:select **END OF DAY for Date/Delivered by – the bottom option. This is when the package** will arrive at Cambridge – not when the package will be collected. Do not select the other options as additional charges will apply.

11. Do not select any of the '**Optional Services**'

12. If you wish to send your customs invoice electronically, select yes and add your name and position into the relevant fields. You will also need to upload an image of your signature. Do not tick the add other documents option. If you do not select yes, your customs invoices will be printed along with the shipment AWBs later in this process.

13. Select '**YES – Schedule a Pickup**' to arrange courier collection. Select the pick-up time by moving the yellow counters. You **MUST** leave at least a 2-hour window.

14. You do not need a return label.

15. You can review your pickup request here and edit if required. If the details are correct 'Accept and Continue'

16. If you chose to send your customs invoice electronically you will now be asked to submit.

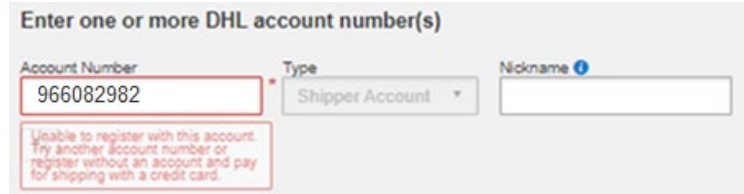
17. Print your waybill and customs invoice, if not sent electronically. The receipt is optional so please tick if you would like a paper copy. Please complete declaration at the bottom of the invoice. You can now affix your waybill and one copy of the invoice to the package. Hand any remaining labels and invoices to the courier.

18. You will then see the shipment confirmation screen – where you can request notifications or share details with the receiver (optional)

19. Finally – you can monitor your shipment by selecting **Manage Shipments** from the Home Screen.

Appendix 3 – Alternative instructions for registering for MyDHL+

These alternative instructions should be used by centres outside the United Kingdom who have received the following error when trying to register for MyDHL+. If you are experiencing issues with registering or making a booking, please contact DHL by selecting 'Help Centre'.



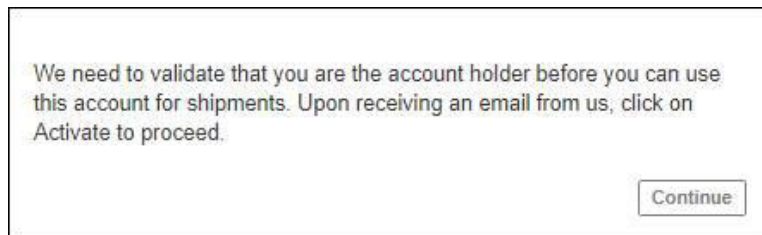
The screenshot shows a registration form titled "Enter one or more DHL account number(s)". It has three input fields: "Account Number" with the value "966082982", "Type" with a dropdown menu set to "Shipper Account", and "Nickname". Below the "Account Number" field, there is a red-bordered error message box that reads: "Unable to register with this account. Try another account number or register without an account and pay for shipping with a credit card."

1. Go to: <https://mydhl.express.dhl> and select location.
2. Click '**Register Now**' or '**Register**' – ensure the flag is showing the country you are shipping from.
3. Do you have a DHL Express account number? '**No**'
4. Complete your registration details.
5. Once registered, login and go to My Shipment Settings > My DHL Accounts
6. Click 'Add Existing DHL Account'



The screenshot shows a section titled "Saved Accounts". It contains three buttons: "Delete Selected" (disabled), "Request Account" (disabled), and "Add Existing DHL Account" (highlighted with a red border).

7. Enter a 'Nickname', Account Number (966082982) and click 'Add'.
8. The pop up below will appear, explaining a validation email has been sent to the registered user to activate account number usage, click 'Continue'.



The screenshot shows a validation pop-up message with the text: "We need to validate that you are the account holder before you can use this account for shipments. Upon receiving an email from us, click on Activate to proceed." Below the text is a "Continue" button.

9. You will receive an email from MyDHL+. Click on the link to activate your account.
10. You will now be redirected to the US MyDHL+ welcome page – Log back in and you should now be able to create shipments using the account number in question.

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