

PAPER BASED TESTING

Answer sheet return guide



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1.0

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Classification
Confidential

Effective 1/1/2025, there is an updated process for returning completed paper-based testing answer sheets for processing and scoring.

The UPS returns portal to print labels will be disabled on 12/31/24. Please use the following sequence when shipping your completed answer sheets to the processing center for scoring.

Instructions for Return of Completed PBT Answer Sheets

1. Complete a Supervisor's Report Form (SRF)
2. Fill out the necessary information on the white return envelope
3. Place all complete answer sheets and the Supervisor's Report Form (SRF) in the white envelope
4. If necessary, complete a Supervisor's Irregularity Report (SIR) and return with associated answer sheet(s) in the blue envelope
5. Pack the white return envelope and blue return envelope (if necessary) in the return bag (return bag may be white and unbranded or UPS branded).
6. Apply the UPS pre-paid return label from your return kit to the front of the return bag
 - The UPS returns portal to print labels will no longer be available after 12/31/25. If you need additional UPS pre-paid return labels, click [here](#) to submit a reorder material request.
7. Make sure to record your package label tracking number
8. Ship your package



Ship Your Package

Use one of the following methods to return your materials. Any of the methods used below will provide a traceable receipt from origin to destination and chain of custody for the shipment.

- Regular Scheduled UPS Pickup: If you have a regularly scheduled pickup, please hand the shipment to the UPS driver at your earliest opportunity.
- UPS Pickup Request: Call UPS at 800-PICK-UPS to schedule a pickup.
- UPS Drop-off: Drop off your shipment at the UPS location and obtain a traceable receipt for your package.

Only affix one return label per package.

If you have technical issues, submit a request using the [Test Center Support Form](#)
