



# 2022-23 Returning AP Exam Materials

**NOTE:** Schools must return materials via the courier selected by the AP Program. **Do not make your own shipping arrangements without instructions from AP Services for Educators.**

## Return Labels for Domestic Shipments

Schools in the **United States and Puerto Rico** receive two types of UPS return shipping labels. Which label to use depends on the materials in the carton. See the next page for details about return labels in the United States and Puerto Rico.

It's important to pack cartons correctly to ensure prompt processing of your school's materials. You'll pack exam materials that require priority processing (items 5–11 below) in cartons separate from unused exam packets, used multiple-choice booklets, used orange booklets, and used and unused master audio CDs (items 1–4 below).

The numbering of these items corresponds to the packing sequence instructions on page 5 (multiple-carton return) and page 6 (single-carton return).

<b>Cartons Containing <u>Only</u> These Items (Items 1–4): Use the Return Label <u>Without</u> the "A"*</b>	<b>Cartons Containing <u>Any</u> of These Items (Items 5–11): Use the Return Label <u>With</u> the "A"*</b>
1. Unused Exam Packets	5. Used Free-Response Booklets
2. Used Multiple-Choice Booklets	6. U.S. History, European History, and World History: Modern Short-Answer Response Booklet Return Envelope(s)
3. Used Orange Booklets	7. Answer Sheet Return Envelopes
4. Used and Unused Master Audio CDs	8. Services for Students with Disabilities (SSD) Return Envelope(s)
	9. Incident Report (IR) Return Envelope(s)
	10. Calculator Release Statement(s)
	11. Packing List

\* References to labels with and without an "A" apply **only** for schools within the U.S. and Puerto Rico.

**UPS LABELS (SCHOOLS IN THE U.S. AND PUERTO RICO)**

UPS labels are included in your exam shipment. You'll receive two types of labels: Labels to use on cartons containing only items 1–4 and labels to use on cartons containing any items 5–11.

**SAMPLE UPS LABELS (U.S. AND PUERTO RICO)**

**Label to Return Cartons Containing Only Items 1–4**

**Labels to Return Cartons Containing Any Items 5–11**

The image displays three sample UPS return labels. The first label on the left is for 'Only Items 1–4' and is a 'UPS GROUND' label. The middle label is for 'Any Items 5–11' and is a 'UPS GROUND' label with a large 'A' in the top right corner. The third label on the right is also for 'Any Items 5–11' but is a 'UPS 2ND DAY AIR' label with a large 'A' in the top right corner. Callout boxes provide instructions: 'Use the label without the "A" to return only items 1–4' (pointing to the first label), 'Use labels with the large "A" to return any items 5–11' (pointing to the middle and right labels), 'Complete steps 1–3 on each label' (pointing to the bottom section of the first and middle labels), and 'Depending on the location of your school, these will be either UPS Ground or UPS 2nd Day Air labels' (pointing to the service level section of the right label). Each label includes a QR code, a barcode, tracking information, and a return address: 'SHIP TO: RETURNS 0003, 200 LUDLOW DRIVE, EWING NJ 08638'. The bottom section of each label contains completion steps: 'STEP 1 - EXAM CARTON \_\_\_ OF \_\_\_', 'STEP 2 - SCH NAME: \_\_\_\_\_', and 'STEP 3 - AI CODE: \_\_\_\_\_'. A large 'SAMPLE' watermark is overlaid on the labels.

**PREPARING YOUR UPS LABEL**

Steps 1–3 must be completed on each label before shipping. Remove the label backing and apply one completed label on each carton:

1. EXAM CARTON \_\_\_\_\_ OF \_\_\_\_\_

Enter the carton number and the total number of cartons per shipment in the spaces provided.

2. SCHOOL NAME: Fill in your school's name in the space provided.
3. AI CODE: Fill in your six-digit alphanumeric code in the space provided.

**Write down or photograph the tracking number(s) of your return shipment(s) for your records.** You can give your return shipment to UPS if you have regular UPS stops at your school. If not, you can call 1-800-PICK-UPS (1-800-742-5877) to schedule a pickup.

**If you call UPS, you need to give them the following information from your UPS return label(s):**

- Service level (ground or 2nd day air)
- Tracking number

## Return Labels for International Shipments

### For schools outside the U.S. and Puerto Rico

**NEW** Use the return UPS labels provided with your exam shipment. This year, schools outside the U.S. and Puerto Rico with DHL shipments will generate and print their own e-labels. These schools will also receive a DHL information sheet with their exam shipments and split shipment return kits.

- Instructions about return labels with and without an “A” **don’t** apply to schools outside the U.S. and Puerto Rico.
- Follow the packing sequence for items 1–11 shown on the following pages for either multiple cartons or a single carton—the packing sequence instructions apply to schools in all locations.
- The weight you list on the label does not need to be exact. The courier will weigh and update the shipment details later.
- If your school has difficulties with courier pickup or the return address labels, call AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781 immediately for further instructions.

## Return Labels for AP Art and Design

**NEW** Starting this year, all Art and Design materials are submitted digitally only. You'll no longer mail Art and Design portfolios to the AP Program.

# Returning Exam Materials

**These instructions are for schools in all locations.** Consult this checklist and the “Returning Exam Materials” section of **Part 2** of the *2022-23 AP Coordinator’s Manual* to prepare your AP Exam materials for return to the AP Program.

**In the spring, a step-by-step video will be available that walks through the process of packing and labeling return shipments. Details will be sent to AP coordinators when the video is available.**

## When to Return Exam Materials

- Schools that ordered **150 or more regularly scheduled AP Exams and are administering exams over both weeks of the AP Exam administration** are automatically enrolled in and required to use the split shipment program. Due to the high volume of materials being returned, prioritize returning week 1 and week 2 shipments as soon as you’ve completed administering exams for each week. Materials for each week must be returned **no later than**:

- ♦ Monday, May 8 for week 1
- ♦ Monday, May 15 for week 2

Detailed split shipment instructions are mailed to the AP coordinator in the spring (mailed separate from exam shipments).

- Schools that ordered **fewer than 150** regularly scheduled AP Exams (or any number of alternate exams for late testing) need to ship their exam materials before the close of the business day following the school’s last scheduled exam of a particular AP Exam administration period. For example, a school that administers its last exam of an administration on a Friday, must return its exam materials by the end of the day on the following Monday. The split shipment program doesn’t apply for orders fewer than 150 regularly scheduled AP Exams.

## SUBMIT AND PRINT YOUR PACKING LIST

**You need to submit and print a packing list for each type of AP Exam administration/shipment at your school in 2023.**

Make sure you complete the steps listed below. Full details are in the “Returning Exam Materials” section of **Part 2** of the *2022-23 AP Coordinator’s Manual*.

- To return exam shipments, sign in to AP Registration and Ordering ([myap.collegeboard.org](https://myap.collegeboard.org)) and go to the **Packing List and Invoice** page. Click the box for each type of exam listed (regular-format exams, exams with other special materials, etc.) for an administration.
- Answer how many cartons are being returned with the shipment (Step 1 of 2: Answer Shipment Question) and review the information for each subject listed (Step 2 of 2: Confirm Administered Exams).
- When you’ve confirmed the information listed is correct, click the yellow **Confirm Packing List** button for **each** subject listed. **Note:** Even if you’ve completed the Confirm Packing List step, you can still make necessary adjustments until you submit the packing list.
- After you submit your packing list, print copies: one for inclusion in your exam shipment in carton 1 of X and one to keep for reference.
- Important:** If the “unused” number listed for a particular exam doesn’t match the number of exams that were ordered but not administered, see the steps in “Create a Packing List” in **Part 2** of the *2022-23 AP Coordinator’s Manual*.

## Packing Instructions

Follow these packing instructions, which are also included along with a supporting graphic in the “Returning Exam Materials” section of **Part 2** of the *2022-23 AP Coordinator’s Manual*.

### PREPARE YOUR CARTONS

Use the same carton(s) you received your exams in for your return shipment. If your cartons have been discarded or damaged, you may use other sturdy cartons to return your exam materials. Make sure they’re as sturdy as the original cartons to avoid damage to your shipment in transit, which could delay receipt. Remove any old labels or shipment markings.

### HOW TO PACK MATERIALS IN THE CARTONS

#### For schools in the U.S. and Puerto Rico

The following packing return process is for shipments within the United States and Puerto Rico. It’s important to pack cartons correctly to ensure prompt processing of your school’s exam materials.

The exam materials to be returned are numbered and shown in the sequence to be packed on the next page.

1. First pack all items 1–4 in as many cartons as needed. When you’re done packing items 1–4, pack items 5–11, starting with a new carton.
  - ♦ Combine items 1–4 and items 5–11 in the same carton **only** if you don’t have enough cartons to pack the items separately.
2. You’ll need to use different return labels on cartons that contain only items 1–4 and cartons that contain any items 5–11.
  - ♦ On cartons containing **only items 1–4**: Use the return label **without** the “A” on the outside of the carton (see page 2).
  - ♦ On cartons containing **any items 5–11**: Use the return label **with** the large “A” near the top on all cartons that contain any items 5–11 (see page 2). If you need to include items 5–11 in the same carton containing items 1–4, use the label with the large “A” on that carton as well. **Any box that contains any items 5–11 must have the return label with the large “A” affixed to the outside of the carton.** These are the items that must be processed with high priority, so using the correct return label is important to ensure your students’ scores aren’t delayed.

#### For schools outside the U.S. and Puerto Rico

- Schools outside the U.S. and Puerto Rico receive one of the following for returning exam materials:
  - ♦ Schools in locations with UPS returns will continue to receive pre-printed international return labels. Additional instructions for the return process will be sent with the labels.

- ◆ In 2023, schools that received printed DHL return labels in previous years will be sent instructions by email to generate their labels online. These schools will also receive a DHL information sheet with their exam shipments and split shipment return kits.
- Instructions about return labels with and without an “A” **don’t** apply to schools outside the U.S. and Puerto Rico.
- Follow the packing sequence shown below and on the next page for either multiple cartons or a single carton.

### For schools in all locations

Follow the correct packing sequence below and on the next page.

- If you need to pack in multiple cartons, follow the packing instructions for **large carton (multiple-carton return)**.
- If you can fit all of your exam materials (1–11) in a single carton, follow the packing instructions for **single carton return**.
- Pack all cartons tightly so materials cannot shift during shipping.
- Double-check all cartons to make sure exam materials are packaged correctly.
- Use crumpled newspapers or bubble wrap as packing material if there’s any space at the top of the carton, and seal the cartons securely. If packing material is not used, the package could be damaged in transit, resulting in exam materials that can’t be scored.
- Do **not** use tape to wrap any exam materials—especially the answer sheets and exam booklets. Use tape **only** to secure the outside of the cartons and wrap the tape all the way around the carton.
- Affix all appropriate labels immediately after you have securely taped each carton.

### IMPORTANT

- Returning used answer sheets: Don’t staple or tape anything to used answer sheets. The answer sheets are scannable documents, so don’t fold or bend the edges. Place all answer sheets in the answer sheet return envelope(s). Don’t seal the envelope(s).
- Don’t return unused answer sheets.
- Don’t insert any exam booklet inside another booklet.
- Answer sheet return envelopes (item 7), SSD return envelopes (item 8), and IR return envelopes (item 9) must be packed together in the same carton.
- Return unused European History, U.S. History, and World History: Modern Section I short-answer response booklets with any other unused exam packets in the bottom of the carton. **Don’t** put unused booklets in the yellow short-answer response booklet return envelope.
- **NEW** This year, incidents requiring an Incident Report (IR) form will need to be submitted online through AP Registration and Ordering. The IR return envelope will be used only if the Administration Incidents table requires the return of exam materials or seating charts. Do **not** return paper IR forms from previous years.
- If any incident that requires an IR form to be completed occurs during an exam administration for a student testing with accommodations, refer to the Administration Incidents table in **Part 2** of the *2022–23 AP Coordinator’s Manual*. If the directions do not apply, follow the instructions for “Returning Exams Administered with Accommodations” in the manual.

- Score Cancellation forms should **not** be returned with exam materials. Advise students to return the score cancellation request following the instructions on the form. (See the Score Reporting Services section of **Part 2** of the *2022–23 AP Coordinator’s Manual* for details.)

### FOR A LARGE (18-INCH) CARTON (MULTIPLE-CARTON RETURN):

Pack items 1–4 together in separate cartons from items 5–11. All cartons should be packed in two columns and have packing material or bubble wrap on top.

**IMPORTANT FOR SCHOOLS IN THE U.S. AND PUERTO RICO:** Cartons containing **only** items 1–4 should have the return label **without** the “A.”

**NOTE:** Do not insert any exam booklet inside another booklet.

- 1. All unused exam packets** in the bottom of the carton. If administering multiple exam subjects, you may pack the unused exam packets after each subject is administered.
- 2. All used multiple-choice booklets** on top of the unused exam packets.
- 3. All used orange booklets** next to the used multiple-choice booklets and unused exam packets.
- 4. All used and unused master audio CDs** for the listening, writing, and speaking parts of the French, German, Italian, and Spanish Language and Culture Exams; the listening and sight-singing parts of the Music Theory Exam; and the listening part of the Spanish Literature and Culture Exam.

### PUT PACKING MATERIAL OR BUBBLE WRAP ON TOP.

**IMPORTANT:** Begin with a new carton for items 5–11. As a carton fills, continue packing sequence below in a new carton. **For schools in the U.S. and Puerto Rico: These cartons must use the return label with the large “A.”**

- 5. All used free-response booklets** starting in a new carton.
- 6. All U.S. History, European History, and World History: Modern short-answer response booklet return envelope(s)**, if applicable, on top of the used free-response booklets. Group the booklets by subject. Within each envelope, the spines of all the booklets should face in the same direction. Don’t insert more than 25 booklets in a single envelope.
- 7. Answer Sheet return envelopes** containing used answer sheets only (answer sheets don’t need to be grouped by subject).
- 8. SSD return envelopes.** For **regular-format exam** returns: Include free-response booklets and short-answer response booklets for students approved to type their free-response essays or short-answer responses, and the multiple-choice booklets for students approved to record their multiple-choice answers in the exam booklet. For **special-format exam** returns: Include only large-print answer sheets or scannable answer sheets when used with braille, ATC-format, and large-print exams.
- 9. Incident Report (IR) return envelope.** If required, include completed seating charts and when necessary, affected exam materials. Refer to the “Administration Incidents” section of **Part 2** of the *2022–23 AP Coordinator’s Manual* for details about what to return per incident.

- 10. Calculator Release Statement(s)**, if applicable.
- 11. Copy of the packing list.**

**PUT PACKING MATERIAL OR BUBBLE WRAP ON TOP.**

### IMPORTANT NOTES:

- Stack the two columns so the spines meet in the center of the carton.
- For Incident Report and SSD return envelopes, if the materials don't fit into the envelope, wrap the envelope around the materials and secure with a rubber band.
- It's important for answer sheet return envelopes (item 7), SSD return envelopes (item 8), and IR return envelopes (item 9) to be packed together in the same carton.

### FOR A SINGLE-CARTON RETURN:

**Pack all items 1–11 in the single carton in this sequence (item 1 at the bottom to item 11 on top with packing material or bubble wrap, if needed).**

**IMPORTANT FOR SCHOOLS IN THE U.S. AND PUERTO RICO:** Use the return label **with** the large "A" on single carton returns.

**NOTE:** Do not insert any exam booklet inside another booklet.

- 1. All unused exam packets** in the bottom of the carton.
- 2. All used multiple-choice booklets** on top of the unused exam packets.
- 3. All used orange booklets** on top of the used multiple-choice booklets.
- 4. All used and unused master audio CDs** for the listening, writing, and speaking parts of the French, German, Italian, and Spanish Language and Culture Exams; the listening and sight singing parts of the Music Theory Exam; and the listening part of the Spanish Literature and Culture Exam.
- 5. All used free-response booklets** on top of the master audio CDs.
- 6. All U.S. History, European History, and World History: Modern short-answer response booklet return envelope(s)**, if applicable, on top of the used free-response booklets. Group the booklets by subject. Within each envelope, the spines of all the booklets should face in the same direction. Don't insert more than 25 booklets in a single envelope.
- 7. Answer Sheet return envelopes** containing used answer sheets only (answer sheets don't need to be grouped by subject).
- 8. SSD return envelopes.** For **regular-format exam** returns: Include free-response booklets and short-answer response booklets for students approved to type their free-response essays or short-answer responses, and the multiple-choice booklets for students approved to record their multiple-choice answers in the exam booklet. For **special-format exam** returns: Include only large-print answer sheets or scannable answer sheets when used with braille, ATC-format, and large-print exams.
- 9. Incident Report (IR) return envelope.** If required, include completed seating charts and when necessary, affected exam materials. Refer to the "Administration Incidents" section of **Part 2** of the *2022-23 AP Coordinator's Manual* for details about what to return per incident.

- 10. Calculator Release Statement(s)**, if applicable.
- 11. Copy of the packing list.**

**PUT PACKING MATERIAL OR BUBBLE WRAP ON TOP.**

**NOTE:** Spines of each type of booklet should face in the same direction, but alternately layer the types of booklets so they stack evenly.

For Incident Report and SSD return envelopes, if the materials don't fit into the envelope, wrap the envelope around the materials and secure with a rubber band.

## What Not to Return

It's important to return only the materials listed in the previous packing sequence instructions to ensure prompt processing.

**Do not put these materials in your return shipments:**

- *AP Coordinator's Manual*
- *AP Exam Instructions*
- Nonstandard Administration Report (NAR) forms (AP coordinator retains for six months)
- AP ID label sheets and the checklist sent with the label sheets\*
- Unused answer sheets\*\*
- Unused return envelopes
- Chinese and Japanese scratch paper\*
- Exam booklet seals

\*AP ID label sheets should be destroyed after your school is done administering **all** AP Exams in 2023 (across all administrations). Chinese and Japanese scratch paper must be destroyed.

\*\*Keep all unused answer sheets until the end of September 2023. The AP Program may contact schools until then if a school mistakenly fails to return a used answer sheet because it was accidentally stored with unused answer sheets. Schools **can't** use unused answer sheets for the following year's administration.

## Shipping Your Cartons

**Failure to label your shipments correctly may result in lost or damaged return shipments and late-return charges.**

**SCHOOLS IN THE U.S. AND PUERTO RICO:** Before sealing the cartons, make sure you know which items are in each carton, to ensure you use the correct return label.

- Cartons containing only items 1–4 (as listed in the packing sequence) should use the return label **without** the large "A."
- Cartons containing **any** items 5–11 should use the return label **with** the large "A."

### Schools Outside the U.S. and Puerto Rico

Use the return UPS labels provided with your exam shipment. This year, schools that received printed DHL return labels in previous years will be sent instructions by email to generate their labels online.

## Schools in All Locations

Follow these steps to seal and label your cartons:

- Once the exam materials have been packed after the administration, use packing tape to seal all cartons for return shipping. Use at least two layers of tape and wrap the tape all the way around the carton to prevent these large, heavy cartons from breaking in transit. **Note:** Three-inch packing tape is only supplied in shipments with large (18") cartons.
- Schools must use the return labels they are directed to use.
- Only use **current** return labels sent to you this year. **Don't** use labels from a previous year. Discard any leftover labels.
- You should have enough courier return labels to put one return label on each box. Do not put more than one label on a box and do not use photocopies of labels.
- Number the cartons ("1 of 2," "2 of 2," etc.) in the **reverse** order in which you packed them; i.e., the **last** box you packed with items 5–11 should be marked **1** of X. The packing list should always be placed in carton **1** of X.
- NEW** If you're returning any materials in IR return envelopes (exam materials, and/or seating charts), carton 1 of X should have **red and white IR labels** on all four vertical sides.
- If you have enclosed any free-response booklets and short-answer response booklets for students approved to type their free-response essays or short-answer responses, multiple-choice booklets for students approved to record their multiple-choice answers in the exam booklet, or large-print answer sheets or scannable answer sheets used with braille, ATC-format, and large-print exams in the SSD return envelope, carton 1 of X should have **blue and white SSD labels** on all four vertical sides.
- If using split shipment, you must also place a "Week 1" label on the four vertical sides of each carton with the first week's exam materials.** (There are no labels to indicate week 2 materials return.)
- Remove or cover any old shipping labels or shipment markings on a carton.

Schools must return materials via the courier selected by the AP Program. Enclosed in your exam shipment will be information on the courier you must use, return labels for that courier (or guidance to print the label from DHL), and detailed instructions. You will be able to track your shipment. **Do not make your own shipping arrangements without instructions from AP Services for Educators.**

If your school has difficulties with courier pickup or you have an issue with your return, call AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781.

Emails will be sent to the AP coordinator when the return shipment has been picked up from the school by the courier and when the shipment has been received back by the AP Program. The emails will be sent from the AP Program via an **ets.org** address.

## Returning Exams Administered with Accommodations

### REGULAR-FORMAT EXAMS ORDERED ONLINE

Regular-format exams that were administered to students with accommodations should be returned along with **all other** regular format exam materials, following the packing sequence on page 5 (multiple-carton return) or page 6 (single-carton return).

- The exam proctor completes a Nonstandard Administration Report (provided by the SSD coordinator). The AP coordinator retains the NAR at the school for six months. Do not return the NAR with exam materials.
- The AP coordinator checks the number of exams being returned against the AP Shipping Notice and generates a packing list.
- The AP coordinator prepares the following materials for return to AP Services: Free-response booklets and short-answer response booklets for students approved to type their free-response essays or short-answer responses, the multiple-choice booklets for students approved to record their multiple-choice answers in the exam booklet, and large-print answer sheets. Securely **staple** the essays to the **first page inside** the free-response booklets and typed short-answer responses to the **first page inside** short-answer response booklets. **Failure to do so may lead to loss of responses.**
- Only the items listed above should be placed in the SSD return envelope in the first carton (1 of X) returned to AP Services. If these items don't fit in the envelope, wrap the envelope around the materials and secure them with a rubber band.
- If there's an incident with an SSD administration, refer to the instructions in the Administration Incidents table starting on page 77 in **Part 2** of the *2022-23 Coordinator's Manual*. If the directions do not apply, follow the instructions for "Returning Exams Administered with Accommodations" in the manual. Submit the IR form online through AP Registration and Ordering.
- Return any reader copies used with a nonstandard exam administration.
- Put your packing list **in carton 1 of X** of the return shipment.
- Place blue and white SSD labels on all four vertical sides of the first carton or front and back of the envelope being returned. SSD labels are included in the AP Coordinator's Pack.
- Keep proof of the return shipment for tracking purposes.

**BRILLE, LARGE-PRINT, MULTIPLE-DAY AND ASSISTIVE TECHNOLOGY COMPATIBLE (ATC)-FORMAT EXAMS ORDERED ONLINE, BUT SHIPPED SEPARATELY**

Braille, large-print, or Assistive Technology Compatible (ATC)-format exams must be returned in the cartons in which they were shipped to you (separate from your regular exams).

**SCHOOLS IN THE U.S. AND PUERTO RICO:** For shipments of these exams, you'll receive only the return label **with** the "A."

- The exam proctor completes a NAR (provided by the SSD coordinator). The AP coordinator retains the NAR at the school for six months. Do not return the NAR with exam materials.
- The AP and SSD coordinators check the number of braille and large-print exams being returned against the shipping notice sent with those exams, and check the number of ATC-format exams being returned against the shipping notice sent with those exams.
- The AP coordinator generates a packing list.

The AP coordinator and SSD coordinator prepare the following materials for return to AP Services:

- Answer sheets (large-print answer sheets, or scannable answer sheets when used with braille, ATC-format, and large-print exams). Include only the answer sheets in the SSD return envelope.  
**NOTE:** For multiple-day testing exams, there is no SSD return envelope. Return the multiple-day testing answer sheet with the exam materials in the carton in which they were shipped.
- Braille, ATC-format, and large-print exams and master CDs.
- Place blue and white SSD labels on all four vertical sides of the carton being returned. SSD labels are included in the shipment of these materials.
- Return braille, large-print, multiple-day, or ATC-format exam materials in the separate cartons in which you received them. Don't return them with other exams from your school. Include the corresponding packing list with each shipment. Use the return shipping labels and materials enclosed with the original exam shipment to prepare your return.
- Keep proof of the return shipment for tracking purposes.

