



Returning Your AP[®] Exams Using DHL

Effective May 2024

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Process Overview

Schools outside the U.S. and Puerto Rico that don't receive pre-printed labels with their AP Exam materials will use the ETS Returns via DHL portal (DHL portal) to generate and print their DHL return labels and schedule the pickup of their AP Exam return shipment(s).

This guide is for AP coordinators and additional authorized staff (if applicable) who are responsible for returning AP Exam materials via DHL to the AP Program.

This guide provides instructions about how to:

1. Access your DHL portal account
2. Generate and print DHL return labels
3. Schedule, reschedule, or cancel your return

A list of [Frequently Asked Questions](#) is at the end of this guide.

DHL Portal System Requirements

The DHL portal is accessed through one of the below supported web browsers. It doesn't require software to be installed. The DHL portal is best viewed using a 1280 x 1024 screen resolution. The most recent version of each browser is supported.

Supported web browsers:

- Mozilla Firefox
- Safari
- Google Chrome
- Microsoft Edge

Important: Add @ets.dhl-returns.com to your safe sender list to ensure you receive emails from DHL that are required to access your DHL portal account.

Accessing Your DHL Portal Account (Initial Access)

Who gets a DHL portal account? A DHL portal account has been created on behalf of the AP coordinator and additional authorized staff person designated in AP Registration and Ordering for any school outside the U.S. and Puerto Rico that didn't receive pre-printed labels with their AP Exam materials.

Important:

- Make sure the correct contacts are designated as the AP coordinator and additional authorized staff person in AP Registration and Ordering (myap.collegeboard.org). If you need to make changes, click the **Settings** tab in AP Registration and Ordering and then select **School Information and Participation Contacts**.
- Designated DHL portal users must add @ets.dhl-returns.com to the safe sender list to ensure receipt of emails from DHL about their account.

If you used the DHL portal to return AP Exams last year:

If you used the DHL portal last year and your email address hasn't changed in AP Registration and Ordering, you'll use the same DHL portal account this year.

Jump ahead to [Logging in to the DHL Portal](#).

(You won't receive a new account email from DHL this year.)

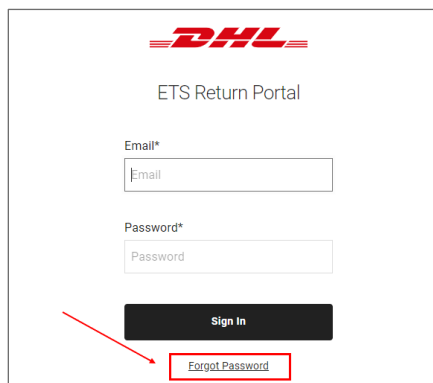
If it's your first time using the DHL portal to return AP Exams:

If it's your first time using the DHL portal, or if you're using a different email address in AP Registration and Ordering since last year, beginning in mid-April, you'll receive an email from DHL to access your new DHL portal account.

The DHL email subject line is: **ETS Returns via DHL User Confirmation Email**.

Once you receive the DHL access email, you'll need to finish setting up your account and create a password before you can begin using the DHL portal:

1. Click the first link in the DHL access email to go to the DHL portal homepage. (If you don't receive the access email, you can go to ets.dhl-returns.com.)
2. Required: When you see the below screen, select **Forgot Password**.



3. On the next screen, enter your email address listed in AP Registration and Ordering and select **Reset Password**. You won't be able to access your DHL account with any other email address.

4. Check your inbox for another email from DHL with a personalized link to reset your password. Click on the password reset link and enter your new password.

Passwords must be at least 8 characters and must include:

- a lowercase letter, a–z
- an uppercase letter, A–Z
- at least one number, 0–9

Logging in to the DHL Portal

If it's your first time accessing the DHL portal, you can log in after you've completed the steps to set up your password.

If you used the DHL portal to return AP Exams last year, and your email address in AP Registration and Ordering hasn't changed, you can log in with the same email and password.

- To log in, go to ets.dhl-returns.com and enter your email and password. (Remember, this must be the same email that you have listed in AP Registration and Ordering.)
- If you've forgotten your password, you can reset it from the login page.
- Bookmark the login page for future use: ets.dhl-returns.com.

To ensure you have access to your DHL portal account, you should log in a few weeks before the AP Exam administration. However, you won't generate return labels until you're ready to return your AP Exam materials.

Generating Return Labels and Scheduling a Return

Once you've logged in to your DHL portal account, you can begin generating and printing your return labels and scheduling your AP Exam materials return(s) with DHL.

If you experience any difficulties while working in the portal, such as blank dropdowns, clear your browser's cookies and cache, relaunch the browser, and sign back in.

When to Generate Return Labels

Generate your return labels **after you create your packing list(s)** in AP Registration and Ordering and pack each shipment in return carton(s) following the packing sequence and instructions in the "Returning Exam Materials" section of the [AP Coordinator's Manual, Part 2](#).

- Use the "Material Totals" information from your packing list to help complete the "Total Quantity" fields for your DHL return labels.
- Take note of the **number of envelopes** and **number of calculator release statements** you're returning. These items won't be on the packing list, but you'll need them for Step 3 on the next page of this user guide.

In the DHL portal, start a new return for each shipment you're returning. For example, if you're returning AP Exams using split shipment, start a new return at the end of week 1 and another return at the end of week 2. Also, start a new return for your late-exam shipment and special-format exam materials shipment (e.g., ATC, braille, and large-print) if applicable.

The DHL portal will generate enough return labels for each carton based on the number of cartons you indicate are in your return.

- **Reminder:** Braille, large-print, ATC-format, and multiple-day testing exams must be returned in the cartons in which they were shipped with their own packing list (separate from regular-format exams). You'll need to generate separate labels for this shipment.

Generating Return Labels

When you log in to the DHL portal, you'll see the following homepage.

Note: If you used the DHL portal for returns the previous year, you'll see those here as well.

The screenshot shows the DHL portal homepage. Callout A points to the user's email address in the top left. Callout B points to the 'Select a Test Center' dropdown menu. Callout C points to the 'AP User Guide' link in the help section. Callout D points to the 'New Return' button in the top right and the 'Make Your First Return' button in the center.

A. Email address on this account where DHL sends generated return labels.
B. School(s) linked to this account.
C. The link to this guide, *Returning Your AP Exams Using DHL*.
D. The link to start a return.

1. Select **New Return**.
 - Tip: If managing DHL returns with an additional authorized staff person, review any existing return labels listed on the homepage to avoid creating duplicate labels and pickup requests.
2. From the dropdowns, select your **Program**, and **School Code**, and then select **Next**.
 - **Program:** Select “AP”
 - **Test Center ID/School Code/AI Code:** If you're an AP coordinator for multiple schools, select the correct **school code** for your return.
3. Complete the **Return Contents** page (screenshot on the next page). You should have a printed copy of your submitted **packing list(s)** from AP Registration and Ordering when completing this section.

Note: The order of items in the screenshot on the next page may differ from what you see in the portal.

4 item(s)

Program: AP Admin Date: 01 May, 2023

Return Type: Exam Materials

RETURN (YES/NO)	CATEGORY NAME	CONTENT	TOTAL QUANTITY
<input checked="" type="checkbox"/> Yes	Envelopes for Exam Materials	<p>One or more of the following</p> <ul style="list-style-type: none">• History Short-Answer Response Booklet Return Envelopes• Incident Report (IR) Return Envelopes• SSD Return Envelopes• Answer Sheets Return Envelopes <p>Count the envelopes in your shipment. You do not need to count the items inside the envelopes.</p>	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Yes	Master Audio CDs	<p>Master Audio CDs</p> <p>Use your packing list to calculate the total quantity. Each CD or CD set is considered a single item.</p>	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Yes	Used and Unused Exam Materials	<p>One or more of the following</p> <ul style="list-style-type: none">• Unused Exam Packets• Calculator Release Statements• Used Multiple-Choice Booklets• Used Orange Booklets• Used Free-Response Booklets <p>Use your packing list to calculate the quantities of unused and used materials. Used exams may be returned as multiple booklets.</p>	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Yes	Thumb Drive, USB	<p>Thumb Drive, USB</p> <p>Used by students approved for Assistive Technology Compatible (ATC)-format exams only.</p>	<input type="text" value="1"/>



Return Contents

How many packages are you shipping?

Maximum of 50 labels can be generated per return. A label will be generated for each package at the end of the process.






Follow the instructions carefully to complete the **Total Quantity** for each item type.

Provide counts only for the items you're physically returning. Exams administered digitally, such as Chinese Language and Culture, Japanese Language and Culture, Research, and Art and Design shouldn't be included.

Providing accurate counts is important to reduce the risk of issues during pickup and customs clearance.

- **Envelopes for Exam Materials:** Mark **Yes** if you're returning items inside History Short-Answer Response Booklet Return Envelopes, Incident Report (IR) Return Envelopes, SSD Return Envelopes, and/or Answer Sheet Return Envelopes. The **Total Quantity** should match the number of envelopes in your shipment, not the count of items inside the corresponding envelopes.
- **Used and Unused Exam Materials:** Mark **Yes** if you're returning **(A)** unused exams, **(B)** used Free-Response Booklets, **(C)** used Multiple-Choice Booklets, **(D)** used Orange Booklets, or (not indicated on the packing list) Calculator Release Statements. The **Total Quantity** should match the sum of the quantities for A through D, which can be found in the "Material Totals" section of your packing list. Plus, add the number of Calculator Release Statements included in your shipment (if applicable)—this number is not available on your packing list.

Sample Packing List from AP Registration and Ordering

Material Totals	
Exams	
Shipped	997
Unused	37 
Materials Returning To College Board	
Answer Sheets	880
Free Response Booklets	901 
Multiple Choice Booklets	898 
Short Answer Booklets	120
Orange Booklets	899 
Returned CDs	1 

- **Master Audio CDs:** Mark **Yes** if you're returning Master Listening CDs, Master Writing/Speaking CD sets, and/or Master Sight-Singing CDs for world language and culture or AP Music Theory Exams. The **Total Quantity** should match the number of "Returned CDs" **(E)** on your packing list.
 - Note: Each Writing/Speaking CD *set* counts as a single item toward this quantity, and your total should match the number of CD cases in your shipment.

Note: If you receive a pop-up message that the DHL portal doesn't support returns for Master Audio CDs, refer to [FAQ #11](#).

- **USB Drives:** Mark **Yes** if you're returning Assistive Technology Compatible (ATC)-format exams on USB drives. Note: These exams are administered only to students with approved accommodations. ATC-format exams are **not** included in the packing list in AP Registration and Ordering. Follow the instructions provided in your shipment when returning ATC-format exams.
- **How many packages are you shipping?** Enter the number of cartons you're returning.

4. Select **Proceed** once you've entered all information on the **Return Contents** screen.

5. **Return Method:** Select **Courier Pick Up Request** from the Carrier dropdown, then select **Next**.
 - **If the dropdown is blank:** Check your network settings, clear your browser's cookies and cache, and relaunch your browser. **Note:** You'll need to start the return process again. If you continue to have trouble, try logging into your DHL portal account from a different device. If further assistance is needed, contact [AP Services for Educators](#).
6. Select a **Pickup Date** and **Pickup Time**, then select **Next**.
 - Do not select a local holiday for the pickup date. You won't have an option to select Saturdays or Sundays.
 - If you're unable to complete your return after selecting **Next**, you may need to select a different date and/or time.
 - Materials should be picked up by the close of the next business day after the school's last scheduled exam of a particular AP Exam period (i.e., regular or late). Any delays may impact when your students' scores become available.
7. Review your **Contact Data** and pickup **Address**, then select **Finish**.
 - Your pickup address in the DHL portal is the same as the shipping address indicated in AP Registration and Ordering.
 - ♦ Exams must be picked up from the same location where exams were shipped to avoid security violations. Do not modify your pickup address directly in the DHL portal unless you need to make minor clarifications for DHL (e.g., indicating a specific building number).
 - ♦ If your shipping address is incorrect in AP Registration and Ordering, you'll need to submit the [School Code Request Form](#) to update it.
8. Select **Download Labels** and follow the on-screen instructions to print your return labels.
 - You'll automatically receive an email with PDF copies of your labels, which you can print later and save for your records. See [FAQ #13](#) for information regarding the labels and any other documents you may receive.
 - If you'd like to have a copy of your labels emailed to someone else, enter the email address under **Email the labels to more people**.
9. Select **Back to All Returns** to return to the DHL portal homepage, where you'll be able to view a record of returns created by you or the additional authorized staff person for your school.

The screenshot shows the 'All Returns' page for 'School 1'. The table contains the following data:

RETURN #	PROGRAM	ADMIN DATE	RETURN TYPE	STATUS	DOWNLOAD	PICKUP
0000000288	AP	02 May, 2023	Thumb Drive, USB	Scheduled	Label	January 30, 2023 11AM - 2PM
0000000287	AP	02 May, 2023	Used and Unused Exam Materials	Scheduled	Label	January 30, 2023 11AM - 2PM
0000000286	AP	01 May, 2023	Envelopes for Exam Materials	Cancelled		
0000000285	AP	02 May, 2023	Master Audio CDs	Scheduled	Label	January 30, 2023 11AM - 2PM
0000000284	AP	01 May, 2023	Master Audio CDs	Cancelled		
0000000261	AP		Exam Materials	Scheduled	Label	January 30, 2023 11AM - 2PM

Annotations:

- A. School name
- B. Materials included in the return (if multiple types are included (e.g., Master Audio CDs and Envelopes), only one type will be listed here)
- C. Status of the return:
 - Scheduled
 - Cancelled
- D. View and print labels: see who created the label, view tracking numbers, etc.
- E. Scheduled date /time of pickup

10. Follow instructions in the “Returning Exam Materials” section of the [AP Coordinator's Manual, Part 2](#) to attach your DHL labels to your return carton(s). You should have a label for every carton you'll be returning. Each label has a unique tracking number.
11. Provide your return carton(s) to DHL on the requested pickup date and time. Keep exam materials securely stored prior to pickup.

Rescheduling or Canceling a Return

If you're unable to return your carton(s) on the scheduled date and time, you may reschedule your return.

If you need to change additional details of your return, such as the contents or number of cartons, you should cancel your return and create a new one.

To reschedule or cancel a return:

1. Log in to the DHL portal at ets.dhl-returns.com.
2. On the homepage, locate the return you need to reschedule or cancel, and select the link for the current **Pickup Date** and **Pickup Time** in the Pickup column.
3. Select a new **Pickup Date** and **Pickup Time** or **Cancel**.
 - Changes or cancellations must be made no later than 30 minutes prior to your original pickup time. For example, if your requested pickup time is between 1 pm and 4 pm, you must cancel or reschedule no later than 12:30 pm that day.

Support

If you need help, first review the [Frequently Asked Questions](#) section below. If you still have questions, contact AP Services for Educators at 877-274-6474 (toll free in the United States and Canada) or +1 212-632-1781.

Frequently Asked Questions (FAQs)

1. I didn't receive an email from DHL with my new DHL portal account information.

Accounts for the DHL portal are created for the AP coordinator and the additional authorized staff person (if applicable). Principals do not receive DHL portal accounts unless they've been designated for one of those roles in AP Registration and Ordering. If you think you should be designated as the AP coordinator or additional authorized staff person, you'll need to contact the AP coordinator for your school (or the principal, if the AP coordinator is no longer with your school).

If you were recently added as the AP coordinator or additional authorized staff person in AP Registration and Ordering, allow 2-3 business days before your DHL account is created and emails from DHL are sent to you.

Add @ets.dhl-returns.com to your safe sender list to ensure you receive emails from DHL. You may also need to check your junk mail or spam folders. If your email is managed by an IT administrator or if you're using VPN, check with them to confirm these addresses are not being blocked and that the DHL address listed is whitelisted for your VPN.

2. I didn't receive the email from DHL to create/reset my DHL portal password after using the Reset Password feature.

If an account is associated with your email address, you will see an on-screen message stating "Email was successfully sent" when using the **Reset Password** feature. **Don't select Reset Password multiple times.** Allow 5 minutes to receive an email to reset your password. If you haven't received the email after 5 minutes, check your junk mail or spam folders.

Add **@ets.dhl-returns.com** to your safe sender list to ensure you receive emails from DHL. If your email is managed by an IT administrator or if you're using VPN, check with them to confirm these addresses are not being blocked and that the DHL address listed is whitelisted for your VPN.

3. The link in my DHL password reset email isn't working.

The link to reset your password is unique for each user and each time **Reset Password** is selected. If you have reset your password before, make sure you are using the latest email link. If necessary, you can copy and paste the URL into your browser.

4. After I set up my access, I forgot my password for the DHL portal.

If you forgot your password after setting up access, go to ets.dhl-returns.com and select the **Forgot Password** link at the bottom of the page.

5. I cannot access the DHL portal, or I can log in but can't start a new return.

If you encounter an error message stating the ETS Returns via DHL portal is blocked or inaccessible or there is an "error communicating with the server", complete the following steps:

1. Check your network or VPN settings to confirm you have internet access.
2. Add ets.dhl-returns.com to your list of safe or trusted websites.
3. If your school has multiple authorized staff, check with the AP coordinator and/or additional authorized staff person to confirm if they are experiencing the same issue.
4. If you've tried all the above and are still unable to access the DHL portal, contact your IT administrator for assistance. Your IT team may need to whitelist **@ets.dhl-returns.com**.

6. I'm the AP coordinator for more than one school—will I have multiple DHL portal accounts?

Accounts for the DHL portal are managed by user email addresses. If you designate the same email address in AP Registration and Ordering for multiple schools, you will have the same DHL portal account for those schools, and DHL will send one access email. If you use different email addresses for multiple schools, you will have unique accounts for each email. DHL will send DHL portal access emails for each new email address.

If your DHL portal account is linked to multiple schools, from the **All Returns** page on the left sidebar under **Test Centers**, you can select or unselect the schools or test centers you'd like to view your returns for.

7. I see multiple school codes in the dropdown menu on the New Return page.

If you're an AP coordinator at multiple AP schools, you'll see multiple school codes listed in the dropdown. Select the code of the school you're creating a return for.

If you're seeing a school that you're no longer working at, contact the school's current AP coordinator to update their designated contacts in AP Registration and Ordering.

8. I see other testing programs in the dropdown menu on the New Return page.

If you're a coordinator for other testing programs, such as GRE® or TOEFL®, you may have multiple options available for your school. If you participate in testing for the AP Program only, you should see AP as your only option.

9. How do I indicate the correct quantities on the Return Contents page?

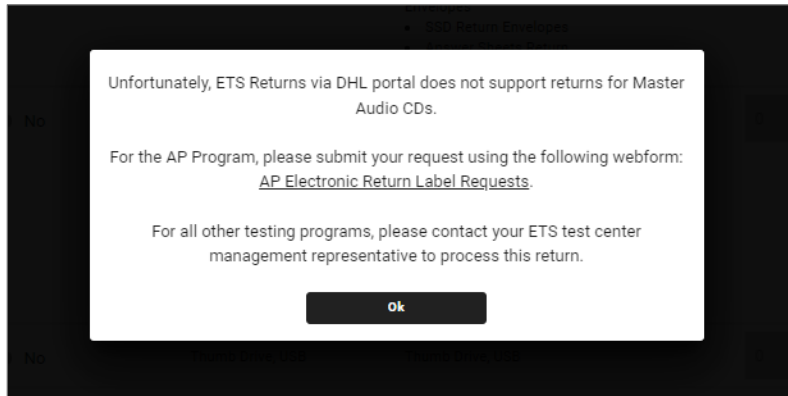
Review Step 3.

10. I can't move past the address validation step (Step 7).

The DHL portal will validate that an appropriate combination of city, postal code, and country has been identified. Please check your address information to confirm the correct city and postal code have been listed. The building number field will default to N/A, update this only if your shipping address has a specific building number.

If you've confirmed your address information is correct, you may also need to select a different date or time for your pickup request. You can move back to the previous page to change your pickup date and time when creating a new return.

11. I get the following pop-up when generating a label for CDs. What does it mean?



Due to local restrictions, schools/test centers in India are unable to use the DHL portal to return shipments with Master Audio CDs and/or USBs. Follow the instructions in the pop-up to request AP Electronic Return Labels. If you are returning other shipments that do **not contain CDs, please continue to use the DHL portal to generate labels.**

12. My courier refused my pickup.

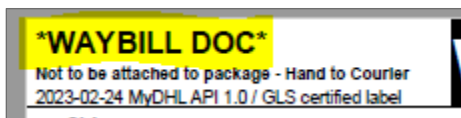
DHL should not request any payment or other paperwork beyond what is emailed to you to be printed. See [Step 8](#). If your courier states there are issues with the type of return labels and/or the weight on your labels, confirm you have identified the correct types and quantities of items in your return. Refer to [Step 3](#) and [FAQ #13](#) for more information. If corrections are needed, cancel your return and create a new return.

If you've verified the contents of your shipment and continue to experience any issues when returning your cartons, contact [AP Services for Educators](#) for assistance. If needed, provide AP Services with the specific reason(s) why the shipment was refused. Do not make any separate arrangements to return the carton(s), unless advised to do so by AP Services.

13. What documents will be included with my labels?

You will receive return label(s), a waybill, and if applicable, a commercial invoice:

- **Label(s):** You should have a unique label to affix on each carton you're returning. For example, you'll see two labels (Piece 1/2 and Piece 2/2) if you're returning two cartons. If you are missing a label, check that you entered the correct number of packages in [Step 3](#). Cancel this return and generate a new label(s) if you need to adjust the number of boxes.
- **Waybill:** The document labeled "Waybill Doc" following your labels does not need to be attached to the cartons. Print and hand it to the DHL courier.



Check the following two items ONLY if you indicated your return contents include Master Audio CDs and/or USBs (from [Step 3](#)):

- **1) COMMERCIAL INVOICE:** The DHL portal will automatically include this document at the end of your downloaded labels. Be prepared to print and hand this document to the DHL courier upon request.
- **2) WPX:** Verify you see the letters "WPX" at the top of each return label. If you have any electronic media in your shipment and your labels do not show WPX, please cancel this return and generate a new label(s). If the new label(s) still show something other than "WPX", contact [AP Services for Educators](#) for an alternate solution; inform them that you need a WPX label to return CDs/USB drives, but the DHL portal is not providing WPX labels as expected.

