

Procedures for ServSafe Exams

- Order **Print Base** exams from **ServSafe.com** at least **9 business days** prior to the date of the exam to receive them at **NO Charge**
 - Log in
 - Select Instructors/Proctors
 - Select Exam Activities
 - Schedule Exam Session
 - Schedule Exam (orange box)
 - Click I Accept
 - Select **Print Exam**
 - Select Organization
 - Fill in number of training hours
 - Select Mail to Proctor Address
 - Complete Exam Session Information including the number of exams that will be needed
 - Select Save

- When the exams arrive
 - Count the exams to make sure you have received the correct number
 - If an exam is missing contact Customer Service at 1-800-765-2122 to report the irregularity
 - Note the irregularity on the Exam Information Sheet

- Returning the Exams
 - Count the number of used Examination Answer Sheets and record the number on the Exam Information Form
 - Note any irregularities in the irregularity section of the Exam Information Form
 - Recount all used and unused exam booklets, place in numerical order
 - **ALL** exam booklets must be returned
 - Review Exam Information Form and sign.
 - Make a copy of the Exam Information Form for your records
 - Place Exam Answer Sheets in the small white envelope provided with the completed Exam Information Sheet
 - Place exam booklets, along with the small white envelope containing the Answer Sheets in the secure, tamper-resistant packaging provided
 - Return package using the pre-paid UPS return-shipping label to the National Restaurant Association Solutions Service Center within **two business days** of the exam date

NOTE: Instructions for Scheduling Online Exam Sessions are located on page 20 of the Exam Administration Handbook.