

Important Notice: COVID-19 & Trade Document Service

Date: 6th April 2020

Please note the International Trade Offices in Slough, Heathrow and Banbury are now closed to all visitors until further notice as our Trade Team work remotely.

What to do if you have export documents for processing

Use our online portal, E-Z Cert

- As part of our strategy to provide continuity and speed of service for our members and customers in relation to trade documents during this ever-changing environment, we would strongly encourage companies to apply for all export documentation through the online E-Z cert platform ([click to find out more](#))
- Wherever possible applications are submitted via the Express option which will enable the Chamber to electronically stamp and sign your documents, which once approved you can print at your location.

Please note: In order to use the Express option for EC Certificates of Origin and EUR1s, you must hold blank copies in stock.

- Electronic standard applications will be printed and posted out to customers. We are also accepting uploaded invoices and other docs for electronic stamping where the destination/country allows.

Sending documents by Post or Courier

- For companies where the online applications are not possible (standard invoices etc), we would ask that these be sent by post or courier as we will be collecting post from the office on a regular basis.
- These documents will be processed and then posted back to you but please note if you wish them to be returned by recorded or special delivery you must give clear instructions and any charges for this will be passed on.

In all cases please make sure you give clear instructions on all documents submitted as to what service you require done and where they should be sent back to.

Please note that during this time some services may not be available and for some, delays are expected.

Other updates

- **Arab Embassy Closures**

Bahrain	-	Closed until further notice
Iraq	-	Closed until 12 th April
Qatar	-	Closed until further notice
Saudi Arabia	-	Closed until further notice

The Arab-British Chamber of Commerce is still operating as normal at present but on reduced hours.

- **Qatar**

The Arab-British Chamber of Commerce have informed us that documents are being accepted by them for certification only, while the Embassy is closed.

- **Egyptian Embassy**

Only open one day a week currently. The Egyptian-British Chamber of Commerce is operating normal at present.

- **Foreign & Commonwealth Office (FCO) - Apostille Service**

From Tuesday 7th April we will be able to get documents legalised / apostilled by the FCO. *Please note that they are only operating from Monday to Thursday and they have limited the number of documents we can send them per day hence the turnaround of documents may be slightly slower than usual.*

- **Switzerland**

Swiss customs have confirmed they will be accepting “express” applications with an electronic stamp and signature on applications until further notice.

Our contact details

Should you have any questions relating to any of the above or have any other trade related queries please contact us on:

Slough Office

Telephone: 01753 870560

Email: export@tvchamber.co.uk

Heathrow

Telephone: 0208 564 6300

Email: heathrow@tvchamber.co.uk

Banbury

Email: banbury@tvchamber.co.uk