

Important Notice: COVID-19 & Trade Document Service

Date: 29th May 2020

Please note that ALL our International Trade Offices are now closed to visitors (Slough, Heathrow, Banbury) but our staff are working remotely to ensure our members and customers are getting the right support. We are doing our part to keep International Trade moving.

Update:

- ◊ Turkey is now accepting Express ATRs.
- ◊ Documents for Saudi Arabia will be accepted as Express applications until further notice.
- ◊ Jordan Embassy is now open and is accepting documents for legalisation.

(See below for more information)

What to do if you have export documents for processing -

Use our online portal, E-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-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 further notice

Saudi Arabia - Closed until further notice

The Arab-British Chamber of Commerce have informed us these documents will be accepted by them for certification only, while the Embassies are closed.

Algeria, Jordan, Kuwait, Lebanon, Libya, Oman, Qatar, Tunisia, UAE & Yemen Embassies are open. The Arab-British Chamber of Commerce is still operating as normal at present but on reduced hours.

◊ ATRs for Turkey

Turkish customs have agreed to accept ATRs applied for via the express method. They require the email address of the exporter to appear in box 1 underneath the address. If you wish to do an ATR via a standard application, the addition of the email is not required.

◊ Saudi Arabia – Express applications accepted.

Saudi Arabia Customs have agreed to accept Certificates of Origin and Invoices bearing an electronic stamp (Express documents) as long as they are printed in colour – The ABCC Certification stamp is Green. Please note: In order to use the Express option, you must hold blank certificate copies in stock.

◊ 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**

We are 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 & Mexico EUR1s**

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

Our Contact Details

Slough Office:

Telephone: 01753 870 560

Email: export@tvchamber.co.uk

Heathrow Office:

Telephone: 0208 564 6300

Email: heathrow@tvchamber.co.uk

Banbury Office:

Email: banbury@tvchamber.co.uk

