

FREQUENTLY ASKED QUESTIONS – ARAB COs

1. WHERE DO I OBTAIN AN ARAB CERTIFICATE OF ORIGIN?

Office address	Counter and telephone service times	Cut-off time for document processing	Telephone and fax numbers
London Chamber of Commerce and Industry 33 Queen Street London EC4R 1AP	9.00am - 5.00pm Monday to Fridays Office closes at 4.30pm on the last Friday of every month	C/Os - 4.45pm Carnets regular - 4.55pm Carnet express - 3.00pm Other - 4.45pm	C/Os: T:+44 (0)20 7203 1850/ 1886/ 1853 edocuments@londonchamber.co.uk Carnets: T:+44 (0)20 7203 1843/ 1846/ 1847 atacarnet@londonchamber.co.uk
Barking Branch Office 12 Town Quay Wharf Abbey Road Barking Essex IG11 7BZ	9.00am - 12.30pm 1.30pm - 4.00pm	Times vary - please contact Barking Branch Office	T:+44 (0)20 7556 2397
Hounslow Branch Office Unit 20 Belville Court 183 Hanworth Road Hounslow TW3 3TQ	9.30am - 12.30pm 1.30pm - 5.00pm	Times vary - please contact Hounslow Branch Office	T:+44 (0)20 7556 2396 F:+44 (0)20 8814 1563

2. DO I NEED TO REGISTER FOR DOCUMENTATION SERVICES BEFORE I CAN APPLY FOR ARAB CERTIFICATES OF ORIGIN AND RELATED DOCUMENTATION?

Yes. We require each company to complete a [formal undertaking](#), which must be renewed annually. We cannot issue documents without a current Formal Undertaking complete with relevant signatures.

3. HOW DO I APPLY FOR AN ARAB CERTIFICATE OF ORIGIN?

The easiest way to apply is online: www.tradecert.com/london (please note that Arab option is available to Charge Account holders only). The charge account is initiated by you depositing a set amount, representing your average monthly documentation usage, with us before commencing trading under this method. The Chamber will hold the deposit as security and the invoices issued must be settled by your company within 30 days of receipt. You can at any time request, in writing, a refund of this deposit but we reserve the right to deduct money owed to us from the deposit before it is returned.

Should you wish to set up a Charge Account, please e-mail us on edocuments@londonchamber.co.uk indicating the number of documents that will be processed in a month, type of documents and countries that you will export to.

If you are applying manually, you would have to obtain a blank Arab Certificate from one of the above offices and use the excel template on our Arab Certificate of Origin webpage to complete the Certificate. Completed document, including the payment, can be either posted to one of our issuing offices or processed over the counter.

Handwritten documents are not allowed.

4. WHEN APPLYING TO THE CHAMBER FOR A CERTIFICATE OF ORIGIN, CAN YOU PLEASE ADVISE WHAT DOCUMENTS I NEED TO INCLUDE AS BACK UP?

A Commercial Invoice must always be submitted with a Certificate of Origin, as well as the packing list or a shipping document such as Airway Bill, Bill of Lading and proof of foreign origin if the goods were manufactured outside of the UK (copy of the Certificate of Origin provided by the manufacturer, a Manufacturer's Commercial Invoice or a Suppliers Declaration).

Processing of multiple copies of the (same) invoice: multiple instances of the same invoice can be certified or legalized, however, you must specify how these should be processed by us:

1. Process the set as one original invoice and the remaining invoices as copies
2. Process all invoices as originals (in this case all invoices must be stamped with "Original" stamp before being submitted to LCCI for processing).

Any documents submitted to us for processing will need to be accompanied by cover letter specifying what needs to be done and contact details in case of a query.

5. HOW MUCH WILL IT COST?

Fees vary according to the service required and country involved. You can get an idea of the applicable costs using the Embassy Charges Matrix on our webpage, however, please contact the Export Documents Team to confirm the exact cost of processing your documents (edocuments@londonchamber.co.uk). Currently we can only accept cash or cheque payments against Arab documents.

6. HOW LONG WILL IT TAKE?

Any Arab documents submitted before 11 am will take 24 hours to be certified (48 hours for documents submitted at Barking and Hounslow offices), and a further 4 to 7 working days for legalisation. Some embassies can take up to 15 working days to legalise your documents.

7. WHAT PROCESSING OPTIONS ARE AVAILABLE FOR MY DOCUMENTS?

You can choose to have your documents certified only (LCCI + Arab Chamber of Commerce) or legalised (LCCI + Arab Chamber of Commerce + Embassy).

Certification – documents (submitted by 11am) are processed by LCCI on the same day and forwarded to the Arab Chamber for certification. Any such documents are usually returned to the LCCI by 3.30pm on the following working day. Please note that Barking and Hounslow documents take an additional day to process.

Legalization- Once the documents have been certified by LCCI and Arab Chamber, they can be taken to the embassy for legalization. Please note that legalization is mandatory for Kuwait, Qatar and UAE.

Express- LCCI will process the document while you wait. You can then take the document to the Arab Chamber in person where it is certified immediately and then proceed to the relevant Embassy for legalization if required). Please note that the express service is NOT available for Kuwait, Qatar and UAE (documents for these countries must be left with the LCCI and we will organize legalization).

8. WHAT OTHER TYPES OF DOCUMENTS CAN BE CERTIFIED OR LEGALIZED?

Any commercial documents required for international trade such as:
Power of Attorney, Distributor Agreement, Health Certificate, Certificate of Free Sale, Trademark Certificate, Commercial Contract, Article of Association, Certificate of Incorporation etc.

The above documents will only be certified or legalized if they show country of destination, either within the body of the text or handwritten on the reverse of the document "for use in <insert country of destination>" (in pen).

Please note that we can only certify or legalize original documents. Copies can also be processed, provided that they have been certified as "true copy of the original document" by a Notary Public or Solicitor.

Hajj and Umrah - please note that we can only certify these documents (24h certification or same day express). Documents will need to be submitted to the Saudi Embassy by a representative of the company.

9. DO I HAVE TO PROVIDE EXTRA COPIES OF THE DOCUMENT FOR PROCESSING?

Yes, the requirements are as follows:

Certification (London Chamber and Arab Chamber stamping)

Certificate of Origin – 1 copy
Invoice – 2 copies
Any other documents – 2 copies

Legalisation (London Chamber, Arab Chamber and Arab League Embassy)

Certificate of Origin – 1 copy
Invoice – 4 copies
Any other documents – 4 copies

Please note that we are unable to make any photocopies for the customers.

10. CAN THE DOCUMENTS BE DEALT WITH BY POST?

Yes. Postal applications (unless otherwise advised) are returned by 1st class post. Please note that, as we cannot take responsibility for any items lost in the postal system, it is strongly advised that the applicant uses the Special Post Delivery Service (cost of this service is currently £6.45 per batch).

11. IS THERE A DIFFERENCE BETWEEN EC AND ARAB CERTIFICATES OF ORIGIN?

Yes. Arab Certificates of Origin cover Arab League States and European Community the rest of the world.

12. CAN I HAVE AN EC CERTIFICATE FOR AN ARAB DESTINATION?

Yes, as long as you submit a signed Letter of Indemnity on your company headed paper with your application. You must confirm with your client whether an EC Certificate of Origin will be sufficient for their needs (as Arab C/Os should be used for Arab League destinations). It is advisable that you obtain this confirmation in writing to minimize any disputes (with your client) if the goods fail to clear Customs at the destination.

13. CAN I HAVE AN EC CERTIFICATE LEGALISED BY AN ARAB LEAGUE EMBASSY?

No, you must use an Arab Certificate of Origin if embassy legalization is required.

14. ARE THERE SPECIFIC REQUIREMENTS FOR CERTAIN ARAB LEAGUE COUNTRIES?

Yes, certain embassies may require your documents to be apostilled at the Foreign and Commonwealth Office prior to legalization (usually Contracts, Distributor Agreements and POAs). Iraqi embassy requires all documents to be apostilled by the Foreign and Commonwealth Office. Libyan embassy requires that all processed documents be translated into Arabic. Please consult the Embassy Charges Matrix for a list of requirements for each country.

15. WHICH CERTIFICATE SHOULD I USE FOR EXPORTS TO EGYPT?

You will have to use an EC Certificate of Origin for Egypt (as they are not part of Arab League of States).

16. WHICH CERTIFICATE SHOULD I USE FOR EXPORTS TO IRAN?

You will have to use an EC Certificate of Origin for Iran (as they are not part of Arab League of States).

17. DOES THE CERTIFICATE OF ORIGIN HAVE TO BE SIGNED BY THE COMPANY?

Yes. Green application and blue control copies must be signed before the document is submitted to us for processing.

18. DO I HAVE TO SHOW THE MANUFACTURERS NAMES AND ADDRESSES ON THE FRONT OF THE ARAB CERTIFICATE OF ORIGIN?

Yes. The name and address should be prefixed with 'manufactured by'.

19. DO I HAVE TO INCLUDE WEIGHTS ON MY CERTIFICATES OF ORIGIN?

Yes, it can be net or gross or both. Unit of weight will also need to be stated (i.e. kg).

20. CAN I GET EXTRA COPIES OF THE ARAB CERTIFICATES CERTIFIED?

Yes, however, you will need to buy additional copies from the Chamber and have them issued at the same time as the originals.

21. MY DOCUMENTS WERE PRODUCED IN THE BRITISH VIRGIN ISLANDS, CAYMAN ISLAND, JERSEY or GUERNSEY. CAN THEY BE PROCESSED BY THE LCCI or LEGALIZED IN THE UK?

Yes, however, they will need to be apostilled by the BVI / Cayman Island Governor or Guernsey / Jersey Bailiwick first and then by the Foreign and Commonwealth Office in London.

22. I WOULD LIKE TO BE ABLE TO CHECK IMPORT DUTY RATES APPLICABLE TO MY CUSTOMERS OVERSEAS. IS THERE ANYWHERE I COULD TRY?

There are two websites that you can use:

EU Market Access Database: <http://mkaccdb.eu.int/mkaccdb2/indexPubli.htm>

The World Customs Organisation (WCO) website: www.wcoomd.org (On the home page, select "About us" from the left-hand side and then "National Customs Website". Select your country and it will take you into the tariff pages.

Please note that we cannot guarantee the accuracy of the data or that the relevant websites will work.