

FREQUENTLY ASKED QUESTIONS – EC C/Os

1. WHERE DO I OBTAIN EC CERTIFICATE OF ORIGIN AND OTHER COMMERCIAL DOCUMENTATION?

Office address	Counter and telephone service times	Cut-off time for document processing	Contact details
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 EC 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 EC CERTIFICATE OF ORIGIN?

The easiest way to apply is online: www.tradecert.com/london

There are two methods of applying for documents online:

DIY: This is the quickest way of processing documents online. Documents are certified electronically by us and the client prints the document in their own office (please note that you will need to purchase a Blank Certificate of Origin from one of the above-mentioned offices, either by posting a cheque or over the counter, to print a Certificate of Origin). Documents will contain electronic stamps and signatures.

Chamber Printed: documents are printed by us and will contain original stamps and signatures. Documents are posted to the applicant, unless we have been advised that they will be collected instead.

If you are applying manually, you would have to purchase a blank EC Certificate of Origin from one of the above-mentioned offices (by sending cheque, payable to LCCI, to one of the above offices or over the counter) and use the excel template on our EC Certificates or Origin webpage to complete the Certificate. Completed document can be either posted to one of our issuing offices or processed over the counter.

Handwritten documents are not allowed.

4. HOW MUCH WILL IT COST ME?

Click here for a [Price List](#)

London Chamber of Commerce and Industry (LCCI) Members receive up to 50% discount on standard prices.

Please contact the Export Documents Team to confirm the exact cost of processing your documents when embassy legalization is required (except for Egyptian charges, which are already shown on our Price List).

Please note that we can currently only accept cheque and cash payments in respect of Certificate of Origin applications.

5. HOW LONG WILL IT TAKE?

The EC Certificates are processed while you wait when submitted over the counter. Electronically we will usually process them within 24 hours (DIY service). Postal applications are usually processed and posted within 24 hours.

6. WHAT PROCESSING OPTIONS ARE AVAILABLE FOR MY DOCUMENTS?

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

Certification – Documents are processed by LCCI usually within 24 hours (electronic or post) or while you wait (counter).

Legalization- Once the documents have been certified by LCCI, they can be taken to the embassy for legalization. LCCI can take care of the whole process or, alternatively, the applicant can take documents to the embassy in person.

Please note that any documents requiring Egyptian legalization need to be handled by LCCI.

7. 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. A C/O is basically a Certificate of Manufacture. When you tell us the goods are of UK Origin, we simply need the full name and address to be shown on the back of the pink Application Page. If the goods are of foreign origin, we still require the full names and addresses as above, but we also require commercial documentary proof such as a copy of the Certificate of Origin provided by the manufacturer, a Manufacturer's Commercial Invoice or a Suppliers Declaration.

Please ensure that the pink Application Form, and any other document requiring certification or legalization, is signed by the Authorized Signatory of the company whose signature is on the Formal Undertaking before submitting documents 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, payment (if applicable) and contact details in case of a query.

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

Yes – if the document (other than a C/O) is to be Certified we will require an extra copy of the document. If the document is to be legalised (i.e. by an embassy) we will require three copies of the document. Please note that we are unable to make any photocopies for the customers.

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

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

Any such documents will only be processed if they bear an original signature and that signature is on the company Formal Undertaking (any documents issued by UK Government, that do not bear a physical signature, will need to be countersigned by an Authorized Signatory of the company (whose signature is held on the Formal Undertaking). 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, Solicitor or an Authorized Signatory of the company (whose signature is on the Formal Undertaking).

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 (please note that Egypt, Iran and Turkey use European Certificates of Origin).

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 CO should be used for Arab League destinations). It is advisable that you obtain any such 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 will have to use an Arab Certificate of Origin.

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

You must use an EC Certificate of Origin for Egypt.

Certificate of Origin must be legalized by the Egyptian embassy (refer to our [Price List](#) for costs). Invoice should be certified by the LCCI only (please refer to our Price List [Price List](#) for costs).

Please note that any exporters to Egypt should register their goods and factories with the Egyptian General Organization for Export & Import Control www.goeic.gov.eg

Decrees relating to export regulations for Egypt are as follows: Decree No. 991: 30 December 2015 (Products subject to registration), Decree No. 202: 17 November 2015 (Export Documentation) and Decree No. 43: 16 January 2016 (Registration of factories)

15. 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).

16. DO THE CERTIFICATES OF ORIGIN HAVE TO BE SIGNED BY THE COMPANY?

Yes. On the Arab sign the blue and green application and control copies only.

17. CAN I GET EXTRA COPIES OF THE EC CERTIFICATES CERTIFIED?

Yes, however, you will need to buy additional copies from LCCI and have them issued at the same time as the originals. We will not be able to process your document if the Formal undertaking is out of date or if we do not hold the relevant signature on the file.

18. 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.

19. 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.