



Dear Exporters

Sussex Chamber – Impact of COVID-19 Coronavirus on Export Documentation Services

The government has moved from the 'containment' to the 'delay' phase of infection control. In the last week we have seen the number of people in the UK testing positive for the virus increase substantially. A move to the delay phase means that the disease has become established in the UK, and that further measures need to be taken to reduce the rate and extent of its spread.

As we enter the 'delay' phase, there is a risk of staff sickness, self-isolation or travel disruption. This could affect our ability to deliver documentation services. We are therefore preparing for that eventuality to ensure we can continue to deliver as many of the services customers need to keep on trading.

Our approved electronic documentation platform e-zCert, provides the scope to almost eliminate contact with trader representatives should it be necessary. Almost all documentation certified by Chambers can be issued remotely when applied for through the electronic platforms.

We can provide help with setting up and accessing the software used by the Chamber as well as advice on printing documents at your own premises. The time to do this is now.

- If you are not already registered, you will need to register on the e-zCert system www.e-zCert.com for further information on how e-zCert works please see: <https://www.e-zcert.com/uk/about/how-e-z-cert-works>
- Apply for your next documents through the e-zCert express – if you use the standard function we recommend switching to express now.
- We can provide over the phone guidance on using the electronic platform
- We can provide blank certificates for printing documents at your own premises

We realise the electronic platform will not be able to provide all of the documentation services required as this service is not available for Arab or Egyptian certificates, ATR's and some EUR1's.

Exporters should be prepared for potential disruption in the issuance of documents.

Ensure you are applying for documents electronically and you have sufficient blank certificates. Please contact the export team on 01444 259 259 or email export@sussexchamberofcommerce.co.uk if you require assistance.

Kind regards

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Ana Christie
Chief Executive