



MAINTAINING EXPORT DOCUMENTATION SERVICES DURING DISRUPTIONS

With the potential for future trade disruptions and office shutdowns due to coronavirus COVID-19, we recognise that your business, your clients and your exporters are currently making contingency plans.

As an authorised Chamber with preferential (FTA) and non-preferential Certificates of Origin, we have a commitment and a responsibility to continue to issue certificates as an important service to your business.

We remain committed to manual and electronic Certificates of Origin in a timely and accurate manner across this challenging period.

From Monday 30 March 2020, PLEASE NOTE the following:

- All electronic certificates will be processed business as usual from a remote office.
- The Chamber will also remain OPEN for essential stamping of export documentation requiring manual certification or a wet signature.

However we will reduce the hours for certification as follows:

- Certificates can only be DROPPED between 12 NOON and 2PM Monday to Friday.
- Stamped Certificates can be PICKED UP at 3PM SHARP Monday to Friday.
- The procedure for MANUAL certification during these times will be as follows:

- STEP 1: Please place the documents requiring stamping into an A4 Yellow Envelope located on the stand outside the Chamber Office
- STEP 2: Place the A4 Yellow Envelope into the INBOX inside the door of the Chamber
- STEP 3: Leave the building and return at 3PM to collect your documents from the OUTBOX files
- STEP 4: Upon return please take ONLY the A4 Yellow Envelope marked with YOUR Export or Agent number provided by email from the OUTBOX (*you will be allocated your manual exporter number on arrival*)
- Please note only ONE exporter or agent is to enter the building at any one time.

We request all social distancing and hygiene protocols are followed for the safety of our staff and our clients. If you or someone you are with:

- Have a fever
- Cough, shortness of breath and have travelled in the last 14 days
- Known exposure to someone diagnosed with COVID-19

Please do not enter and make alternate arrangements for certification.

Our Fremantle Chamber of Commerce Export desk is available across this challenging period to help with any queries at all via email export@fremantlechamber.com.au or phone 9335 2711, or mobile 0408 930 073.

An electronic essCert User Guide can be found on the Chamber website [HERE](#). Additional updates and the links to the electronic system can be found [here](#).

We hope that each of your businesses continues to find and access new markets for your products, and that business disruption can be kept as low as possible for you and your teams.

Yours sincerely,



Dancia Quinlan
CEO
Fremantle Chamber of Commerce



*Copyright © *2019* *IFREMANTLE CHAMBER OF COMMERCEI*, All rights reserved.*

Our mailing address is:

export@fremantlechamber.com.au

[unsubscribe from this list](#) [update subscription preferences](#)