

## **Manual applications**

- \* Documents received before 9:00am will be ready for collection from 12:00pm
- \* Documents received before 12:00pm will be ready for collection from 9:00am the following morning
- \* Arab-British and Egyptian documents must be received by 12:00pm for despatch the same day
- \* Cut-off time for express applications is 4.30pm

## **e-Cert applications - standard service**

- \* Arab-British and Egyptian documents must be received by 12:00pm for despatch the same day
- \* C/Os, A.TRs, EUR1s are available for collection 2 hours after receipt
- \* Cut-off time is 3.00pm

## **e-Cert eXpress applications**

- \* Returned within the hour
- \* Cut off time is 4:00pm