

Manual applications

- Documents for collection received before 9:00am or in the morning post will be available from 1:00pm
- Documents for collection received between 9.00am and 12:00pm will be available from 9:00am the following morning
- Cut-off time for submission of Arab/Egyptian/other legalised documents – 1.00pm
- Cut-off time for express (while you wait) applications - 4.00pm
- Posted documents are returned by post the same day

e-Cert applications - standard service (post or collection)

- Documents available for collection 2 hours after receipt
- Cut-off time - 2.00pm
- Cut-off time for submission of Arab/Egyptian/other legalised documents – 1.00pm

e-Cert 'premium' eXpress

- Returned within the hour
- Cut-off time - 4.00pm