

Case study

From Paper to 95% Digital: How the Latvian Chamber of Commerce Transformed Certificate of Origin Issuance

Background & Challenge

The **Latvian Chamber of Commerce and Industry (LCCI)** is one of the country’s principal issuers of non-preferential Certificates of Origin representing over 8,000 members. Prior to adopting essCert, certificate issuance was an entirely in-person, paper-based process – exporters visited the chamber in person, staff reviewed and physically signed documents, and copies had to be stored on-site.

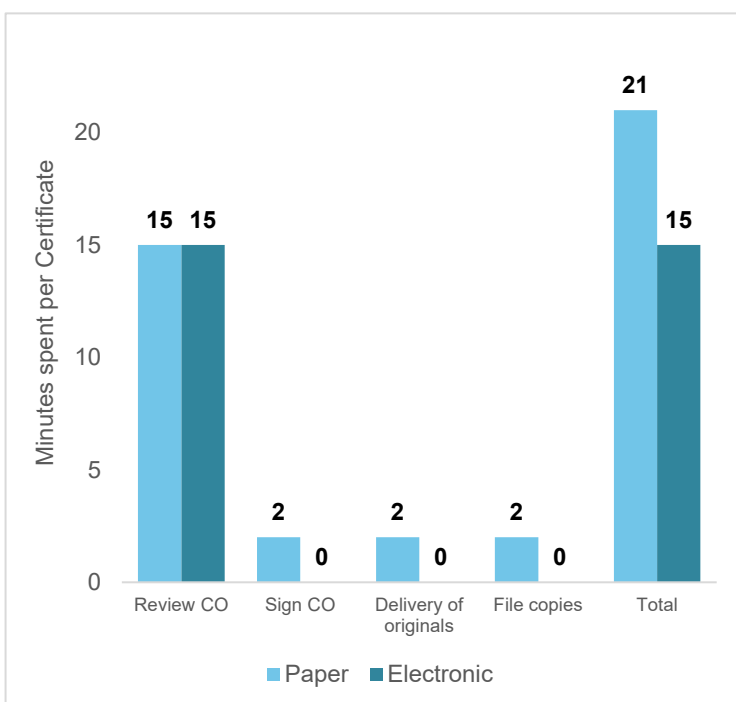
Beyond the time cost of manual processing, the accumulation of physical copies created a growing storage burden. Leadership recognized that digitization was not simply an operational improvement, but a resilience and future-readiness imperative – a lesson underscored by the disruptions of the COVID-19 pandemic.

LCCI went live with essCert in May 2022. **Within 10 months**, the chamber had already **reached 70% electronic adoption**. This case study captures the full journey, with LCCI **now operating at 95% digital certification**.

Key Results

29% Faster eCO processing	95% Digital adoption by exporters	20% Reduction in admin costs	8/10 Member satisfaction rate
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Chamber Benefits: Processing Time & Cost



29% time reduction in CO processing

Signing, delivery of originals, and filing – previously requiring 2 minutes each per certificate – **have been completely eliminated**, saving 6 minutes per certificate. Electronic transmission means certificates reach applicants instantly, with no courier coordination and no physical archive to maintain.

Across LCCI's full certificate volume, this **6-minute total time saving per CO** represents a significant recovery of staff time that can be redirected to higher-value member services.

The chamber also reported a **20% reduction in admin costs** since switching to eCOs.

Driving Adoption: Pricing & Change Management

LCCI's path to 95% adoption was the result of a deliberate combination of commercial incentive and hands-on support:

- **Pricing incentive:** A new pricing policy was introduced. Electronic certificates were priced lower than in-person equivalents, giving exporters a direct financial reason to make the switch.
- **Training & encouragement:** Both exporter members and internal staff received training and active encouragement throughout the transition.
- **Leadership alignment:** Management change at LCCI helped accelerate internal adoption, creating clear top-down commitment to the digital path.

Chamber Feedback



We are in the beginning of new changes and this is just one part of the digital transformation at LCCI. We are proud of what we have achieved and are inspired to continue the change.”

Katriņa ZARINA
Member of the Board, LCCI

Member & Exporter Benefits

The impact of digitalization extends well beyond the chamber's own operations. Members and exporters using essCert have reported tangible improvements in speed, convenience and confidence:

- **Instant digital delivery:** Exporters receive their eCOs in seconds, eliminating the need to visit the chamber in person or wait for physical documents.
- **High satisfaction:** An 8/10 customer satisfaction score and a management-confirmed reduction in member complaints reflect the strong positive reception.
- **Customs acceptance:** Electronic certificates have been accepted without issue by customs authorities, supporting smooth trade flows for Latvian exporters.
- **Crisis resilience:** The digital infrastructure proved its value during disruption scenarios. LCCI cites improved readiness for events such as COVID-19 restrictions as a tangible benefit of the transition.

Chamber Feedback



We save time and space keeping copies, our customers are satisfied — and we are better prepared for disruptions like COVID-19 restrictions. essCert works well. I would recommend it to chambers in other countries.”

Aigars KIVLIŅŠ
Head of Foreign Trade Documents Department, LCCI

Methodology: The findings above are based on written responses submitted by LCCI. For this case study, savings and process improvements are calculated on a per CO basis.