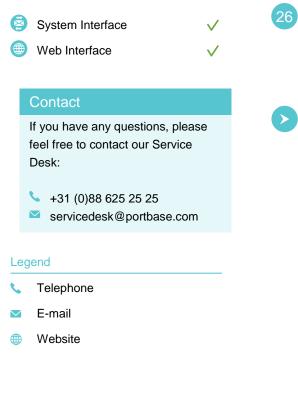
Backup procedure





6 Road Back Up planning

The procedure is generic. Terminal-specific information can be found in the table

The Port Community System (PCS) is unavailable

What to do during a malfunction?

All formalities will be handled at the terminal desk. You can view any status information available on the terminal's website. Please note that for terminals without a desk, you will have to wait for the malfunction to be resolved.

ECT Delta Terminal, Euromax Terminal Rotterdam and Rotterdam World Gateway offer a backup system for the service Road Planning, which can be used when the Port Community System (PCS) is unavailable. The backup will be triggered after approximately one hour. You must request a separate password for this system – preferably before a malfunction occurs. You can do so via <u>https://did0391h3eawv.cloudfront.net/login</u>. If you have submitted a pre-notification using the Road Planning backup system, you will receive an e-mail containing the information necessary to pick up or drop off containers. Via the PCS, you can consult the Quick Start Guide to familiarise yourself with how the Road Planning backup system works. <u>https://www.portbase.com/wp-</u> content/uploads/2017/04/QSG-Road-Planning-Back-up-service-

NL.pdf

Additionally, other terminals will be connected to the Road Planning backup system at a later date.

What to do after the malfunction has been resolved?

New pre-notifications can be submitted using the standard procedure. If you have any doubts about the processing of your pre-notification, please contact the Portbase Service Desk. When you have submitted a pre-notification using the Road Planning backup system, this pre-notification will not be visible in the PCS. This is because the PCS is not linked to the

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Backup procedure

backup system in any way. If you have questions about a pre-notification you submitted via the Road Planning backup system, you can contact the Portbase Service Desk

The terminal system is unavailable?

What to do during a malfunction?

All formalities will be handled at the terminal desk. You can view

All formalities will be handled at the terminal desk. Unfortunately, when terminals do not offer this alternative, you will have to wait for the malfunction to be resolved. In that situation, status information will not be available. The backup system for Road Planning will not be in operation either.

What to do after the malfunction has been resolved?

New pre-notifications can be submitted using the standard procedure. If you have any doubts about the processing of your pre-notification, please contact the Portbase Service Desk

Terminal specifieke informatie

Terminal	Terminalbalie aanwezig	Back-up system*	Statusinformatie*
APMTR	×	×	
APM II	×	×	
ECT Delta	\checkmark	\checkmark	
Euromax	\checkmark	\checkmark	•
RWG	×	\checkmark	
Uniport	\checkmark	×	(
RST Noord	\checkmark	×	

*Back-up system alleen bij PCS storing, bij een terminalsysteem storing is dit niet van toepassing.

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Import Cargo Management

Organization of Hinterland Transport

Backup procedure

Contact information

Terminals

C APMTR Terminals Rotterdam

- **\$** 0181 37 2480
- ✓ rot.gate@apmterminals.com
- http://www.apmtrotterdam.nl/

In order to create a pre-notification whilst the back up procedure is applicable, customers from APMTR can send a mail to: <u>rot.gate@apmterminals.com</u>.

Containernumber: Boekingsnumber: ISO-code: Hauliers name:

Date of visit:

O Uniport

- 010-2996032/33 (during day/evening)
- ▶ balieintern@uniport.nl
- Sector 10-2996072 (during night)
- controll@uniport.nl
- https://www.uniport.nl

C RST Noord

- **\$** 010-2942461
- balienoord@rstbv.nl
- https://rstshortsea.nl/

O APM Terminals Maasvlakte II

Department Data/Gate

- Section 10 754 9620
- mvii.datacenter@apmterminals.com
- http://www.dailyliftingmvii.com

C ECT Delta en Euromax Terminals

- 0181 278 088
- ✓ customerservice@ect.nl
- http://myservices.ect.nl

C Rotterdam World Gateway

- ✓ dcg@rwg.nl
- http://www.rwg.nl

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