

# Backup procedure



## Export cargo management

### 32 Cargo Declaration Export Containers

This procedure is generic.

#### ▶ The Port Community System (PCS) is unavailable

##### What to do during a malfunction?

Notify Customs by e-mail

([douane.noodprocedure.ecs@belastingdienst.nl](mailto:douane.noodprocedure.ecs@belastingdienst.nl)) you won't be able to submit an electronic manifest due to a malfunction. In the subject line, state the declaration point number of the Customs office for which the manifest is intended.

##### What to do after the malfunction has been resolved?

New manifests can be submitted using the standard procedure.

Please note you still must electronically submit any manifests you were unable to submit during the malfunction.

#### ▶ The Customs system is unavailable

You will be informed of a malfunction in the Customs system by means of a service message at:

<https://www.oswo.nl/swdouane/course/view.php?id=4401>.



##### What to do during a malfunction?

Hold off submitting manifests until the Customs system is available again.

##### What to do after the malfunction has been resolved?


New manifests can be submitted using the standard procedure.


Please note you still must electronically submit any manifests you were unable to submit during the malfunction.

	System Interface	✓
	Web Interface	✓

#### Contact

If you have any question, please feel free to contact our Service Desk.

 +31 (0)88 625 25 25


 +31 (0)88 625 25 02

 [servicedesk@portbase.com](mailto:servicedesk@portbase.com)


#### Legend

 Telephone

 Fax

 E-mail

 Website

 Excel upload

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### **The terminal system is unavailable**

#### **What to do during a malfunction?**

As a shipping company, you or your customer, can if necessary add any missing export documents to the manifest using the service Notification Export Documentation. During a malfunction the terminal will, in consultation with Customs, manually release possible blockades in the terminal system.


#### **What to do after the malfunction has been resolved?**


New manifests can be submitted using the standard procedure. To guarantee complete outgoing Customs manifests, it is required of your client to ensure all documents are ultimately registered in the PCS. When this results in a second Arrival at Exit notification at Customs, it won't be a problem.


	System Interface	
	Web Interface	

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## Export cargo management

### ▶ Contact information

#### ⦿ APM Terminals Rotterdam

- ☎ 0181 - 37 22 32
- ✉ [rot.data-edi@apmterminals.com](mailto:rot.data-edi@apmterminals.com)
- 🌐 <http://www.apmtrotterdam.nl/>

#### ⦿ APM Terminals Maasvlakte II

- ☎ 010-7549656
- ✉ [mvii.datacenter@apmterminals.com](mailto:mvii.datacenter@apmterminals.com)
- 🌐 [www.apmterminals.com/europe/maasvlakte/](http://www.apmterminals.com/europe/maasvlakte/)

#### ⦿ ECT Delta Terminal

- ☎ 0181 - 27 80 88 (terminal) / 27 85 11 (customs)
- ✉ [boeker\\_databeheer@ect.nl](mailto:boeker_databeheer@ect.nl)
- 🌐 <http://myservices.ect.nl>

#### ⦿ Euromax Terminal Rotterdam

- ☎ 0181 – 27 80 88 (terminal)/ 27 85 11 (customs)
- ✉ [boeker\\_databeheer@ect.nl](mailto:boeker_databeheer@ect.nl)
- 🌐 <http://myservices.ect.nl>

#### ⦿ Rotterdam Shortsea Terminal

- ☎ 010-2942421
- ✉ [douanezaken@rstbv.nl](mailto:douanezaken@rstbv.nl)
- 🌐 <http://www.rstshortsea.nl>

#### ⦿ Rotterdam World Gateway

- ☎ 010 – 742 2150
- ✉ [dcg@rwg.nl](mailto:dcg@rwg.nl)
- 🌐 <http://www.rwg.nl>

#### ⦿ Uniport

- ☎ 010 - 299 6035
- ✉ n.v.t.
- 🌐 <http://www.uniport.nl>

#### ⦿ Customs

- ☎ 088 – 15 34 850
- ✉ [douane.noodprocedure.ecs@belastingdienst.nl](mailto:douane.noodprocedure.ecs@belastingdienst.nl)
- 🌐 [www.oswo.nl/swdouane/course/view.php?id=4401](http://www.oswo.nl/swdouane/course/view.php?id=4401)