

Backup procedure



Import cargo management

21 Cargo Declaration Import (4h)

This procedure is generic.

▶ Port Community System (PCS) is unavailable

What to do during a malfunction?

During a malfunction in the PCS, please call Maritime Customs CCC. Customs will agree further instructions with you to enable you to submit your pre-notification.

What to do after the malfunction has been resolved?

You will be able to submit your 4-hour notification using the standard procedure again. If you have any questions, please contact the Portbase Service Desk.

▶ Customs Manifest System (CMF) is unavailable

What to do during a malfunction?

During a malfunction in the CMF, please call Maritime Customs CCC. Customs will agree further instructions with you to enable you to submit your pre-notification.

What to do after the malfunction has been resolved?

You will be able to submit your 4-hour notification using the standard procedure again. ENS declarations under back-up procedure must be entered in the PCS retroactively. If you have any questions, please contact the Portbase Service Desk.

▶ Contact information

🕒 Customs

Maritime Customs CCC (Maritime Affairs)

Customs Entry Summary declaration (ENS)

Customs Summary Declaration Temporary Storage (SAL)

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✉ douane.drh.inenitklaringen@belastingdienst.nl

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

📧	System Interface	✓
🌐	Web Interface	✓

Contact

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

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Legend

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