

Backup procedure



Import cargo management

14 Cargo Declaration Import

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 notifications using the standard procedure again. SAL declarations under back-up procedure must be entered in the PCS retroactively. If you have any questions, please contact the Portbase Service Desk.

▶ Customs Manifest System (CMF) is unavailable



In the event of a malfunction in the Customs Manifest (CMF) system, Customs will report this via a service message on: <https://www.oswo.nl/swodouane/course/view.php?id=4401> and announce whether the emergency procedure may be used. In this announcement, a malfunction number will be stated. You can also find this service message at My Portbase.

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

	System Interface	✓
	Web Interface	✓

Contact

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

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 servicedesk@portbase.com

Legend

	Telephone
	Fax
	E-mail
	Website
	Excel upload

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Contact information

Douane

Maritime Customs CCC (Maritime Affairs)

Customs Entry Summary declaration (ENS)

Customs Summary Declaration for Temporary Storage (SAL)

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