

# Backup procedure



## Import cargo management

### 14 Declaration Food and Consumer Products

This procedure is generic.

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

What to do during a malfunction?

The party declaring cargo may submit a new CVED declaration in writing using a CVED form after receiving approval from the Netherlands Food and Consumer Product Safety Authority (NVWA). (download at <https://www.nvwa.nl/documenten/import/veterinair/nvwa-import-veterinair/el.-vooraanmelden/verzoek-gdb>)

Please include the following text on your CVED form: "MALFUNCTION, ELECTRONIC MESSAGE TO FOLLOW" as this means the CVED can be presented at the usual locations for Customs inspections. Customs will allocate a unique number to your CVED following the inspection. For all destinations, except destination Transit or VVE (Veterinary Free Bonded Warehouse), a copy of the certificate should accompany the cargo to the inspection station. The original certificate will remain at the Customs office and will be scanned by Customs after the resolution of the malfunction where it will be linked to the electronic number. You will not receive any electronic status messages during a malfunction.

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

You will be able to submit your CVED declarations using standard procedure again. All paper CVED declarations submitted during the malfunction need to be submitted to the PCS retroactively. You will then receive an electronic CVED number which you need to submit to Customs, together with the unique number you received during the malfunction, as quickly as possible\*. Customs will link the electronic CVED number to the scanned certificate in the Veterinary Border Inspection system. Customs will then transfer the two corresponding numbers to the NVWA at the inspection station so that other inspections can be added. 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.

+31 (0)88 625 25 25  
 +31 (0)88 625 25 02  
 servicedesk@portbase.com

#### Legend

	Telephone
	Fax
	E-mail
	Website
	Excel upload

*\*Please note! The NVWA will register the details in the Veterinary Border Inspection system (VGC) itself if an electronic declaration is not submitted in a timely fashion. These activities will be at the expense of the party declaring cargo.*

#### ▶ Message chain CLIENT is unavailable

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### What to do during a malfunction?

The party declaring cargo may submit a new CVED declaration in writing using a CVED form after receiving approval from the Netherlands Food and Consumer Product Safety Authority (NVWA). (download at <https://www.nvwa.nl/documenten/import/veterinair/nvwa-import-veterinair/el.-vooraanmelden/verzoek-gdb>)

Please include the following text on your CVED form:

"MALFUNCTION MESSAGE CHAIN" as this means the CVED can be presented at the usual location used for Customs inspections. The CVED will be allocated a unique number by Customs after the inspection.

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

You will be able to submit your CVED declarations using the standard procedure again. For CVEDs submitted during the malfunction, no electronic message has to be send afterwards in principle, unless the NVWA specifically requests one.

## The NVWA's VGC (Veterinary Border Inspection) system is unavailable

### What to do during a malfunction?



The party declaring cargo may submit a new CVED declaration in writing using a CVED form after receiving approval from the Netherlands Food and Consumer Product Safety Authority (NVWA). (download at <https://www.nvwa.nl/documenten/import/veterinair/nvwa-import-veterinair/el.-vooraanmelden/verzoek-gdb>)

Please include the following text on your CVED form:

"MALFUNCTION, ELECTRONIC MESSAGE TO FOLLOW" as this means the CVED can be presented at the usual locations for Customs inspections. The CVED will be allocated a unique number by Customs after the inspection. A signed copy of the form DOM inspection results will be provided after the inspection has been carried out by the inspector responsible. A completed CVED and a (duplicate) certificate may also be provided if available. The NVWA will register batches that have been processed in the Veterinary Border Inspection system using a DOM copy and will provide a signed CVED and a duplicate certificate when the malfunction has been resolved.

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

You will be able to submit your CVED declarations using standard procedure again; no further action is required.

	System Interface	✓
	Web Interface	✓

### Contact

Heeft u vragen of heeft u hulp nodig, dan kunt u contact opnemen met onze Service Desk:

 +31 (0)88 625 25 25  
 +31 (0)88 625 25 02  
 servicedesk@portbase.com

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### ▶ Contact information

#### ⊙ Netherlands Food and Consumer Product Safety Authority (NVWA) Functional application management VGC (Verinary Border Inspection)

☎ +31 (0)88 - 223 11 16

✉ [vgc@nvwa.nl](mailto:vgc@nvwa.nl)

#### ⊙ Customs

☎ +31 (0)6 – 112 77 825

✉ [Douane.dsc.vwa.frontoffice@belastingdienst.nl](mailto:Douane.dsc.vwa.frontoffice@belastingdienst.nl)