

29 Notification of Arrival Export Containers

The procedure is generic.

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

What to do during a malfunction?

When a terminal desk is present, you can physically accept the documentation. If no terminal desk is present, all documents can be submitted at the Customs desk, but only when the documents have been registered in the PCS before the malfunction occurred. In both cases, Customs will register the Arrival at Exit manually and, if not selected for inspection, will release the documents in the terminal system.

What to do after the malfunction has been resolved?

Documents that have been physically accepted at the terminal desk must be registered in the PCS afterwards. No further action is required if no terminal desk is present. Please contact the Portbase Service Desk if you have any questions about the processing of your notifications of arrival.

▶ **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/swodouane/course/view.php?id=4401>

What to do during a malfunction?

ECS documents without an MRN will be registered as REX document type using the Local Reference Number (LRN) as document number. Forwarders will register these documents in the PCS themselves. The physical documents are transferred to Customs. Following this Customs will be able to manually release or block containers.

	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

Backup procedure



Export cargo management

What to do after the malfunction has been resolved?

New Arrival at Exit notifications can be pre-notified using the standard procedure. Please contact the Portbase Service Desk if you have any questions about the processing of your Arrival at Exit notifications.

▶ The terminal system is unavailable

What to do during a malfunction?

When a terminal desk is present and you accept export documents physically, you can manually register these documents in the PCS. If you do not have a terminal desk you will have to wait for the malfunction to be resolved. Arrival at Exit notifications will be sent to Customs via the PCS. You can request Customs to manually release containers in the terminal system which need to be loaded straight away.

What to do after the malfunction has been resolved?

New Arrival at Exit notifications can be pre-notified using the standard procedure. Please contact the Portbase Service Desk if you have any questions about the processing of your export documentation.

▶ Contact information

🌐 Customs

☎ 088 – 15 34 850

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

✉ System Interface	✓
🌐 Web Interface	✓

Contact

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