

# Backup procedure



## Export cargo management

### 31 Notification Export Documentation for Forwarders/Exporters

This procedure is generic. Terminal-specific information can be found in the table.

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

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

Unregistered export documentation can be physically submitted at the terminal desk. Please note you will have to wait for the malfunction to be resolved when terminals do not offer this alternative. Please contact the relevant terminal if this threatens a planned departure.

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

New export documentation can be submitted using the standard procedure. Forwarders/exporters have the responsibility to register all documents in the PCS that were physically submitted during the malfunction, for the purpose of a complete customs manifest. Please contact the Portbase Service Desk if you have any questions about the processing of your export documentation.



#### **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?**


If you have not yet received an MRN from Customs, you can use your Local Reference Number (LRN). You can submit documents physically at terminals with a terminal desk. ECS export shipments can be pre-notified using code REX when no terminal desk is available. Your LRN can be used as document number. For NCTS export shipments, you will need to use the code RTR. The physical documents should be submitted at the Customs 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

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## Export cargo management

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

New export documentation can be submitted using the standard procedure. Please contact the Portbase Service Desk if you have any questions about the processing of your export documentation.





### The terminal system is unavailable

#### What to do during a malfunction?

Unregistered export documentation can be registered in the PCS. Physical documents can then be submitted at the terminal desk. When no terminal desk is present, your haulier will only be able to make an appointment with the terminal after the malfunction has been resolved.


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


New export documentation can be submitted using the standard procedure. Please contact the Portbase Service Desk if you have any questions about the processing of your export documentation.


	System Interface	
	Web Interface	

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## Export cargo management

### Terminal-specific information

Terminal	Terminal desk present	Customs desk present
APM Terminals Rotterdam	✓	✓
APM Terminals Maasvlakte II	✗	✓ *
CLDN (C.RO Ports) Rotterdam	✓	✓
CLDN (C.RO Ports) Vlissingen	✓	✓
DFDS Seaways Rotterdam (Vlaardingen)	✓	✓
ECT Delta Terminal	✓	✓
Euromax Terminal Rotterdam	✓	✓
KVSA (DFDS) IJmuiden	✓	✓
P&O Ferries Rotterdam (Europoort)	✓	✓
Rotterdam Shortsea Terminal	✓	✓
Rotterdam World Gateway	✗	✓ *
Stena Line Hoek van Holland	✓	✓
Stena Line Rotterdam (Europoort)	✓	✓
Uniport	✓	✓

\* In case of documents not yet registered in the PCS, the forwarder is responsible for registration in the PCS. During the night and during the weekend the Customs Desk is only available on demand.

### 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

- Afdeling Data/Gate**
- ☎ 010 – 754 96 56
- ✉ [mvii.datacenter@apmterminals.com](mailto:mvii.datacenter@apmterminals.com)
- 🌐 [www.apmterminals.com/europe/maasvlakte/](http://www.apmterminals.com/europe/maasvlakte/)

#### CLDN (C.RO) Ports Rotterdam

- ☎ +352 264466288
- ✉ [freight.uk@cldn.com](mailto:freight.uk@cldn.com)

#### CLDN (C.RO) Ports Vlissingen

- ☎ +352 264466288
- ✉ [freight.uk@cldn.com](mailto:freight.uk@cldn.com)

#### DFDS Seaways Rotterdam (Vlaardingen)

- ☎ +31(0)10-2084991
- ✉ [ferry.vlaardingen@dfds.com](mailto:ferry.vlaardingen@dfds.com)

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## Export cargo management

### ECT Terminals

- ☎ 0181-278511 (douane)/278088 (terminal)
- ✉ [CustomerService@ect.nl](mailto:CustomerService@ect.nl)
- 🌐 <http://myservices.ect.nl>

### KVSA (DFDS) IJmuiden

- ☎ +31 (0)6-2643 993
- ✉ [felison@kvs.nl](mailto:felison@kvs.nl)
- 🌐 <http://www.kvs.nl>

### P&O Ferries Rotterdam (Europoort)

- ☎ +31 (0)181-255310
- ✉ [customs.clearance.europoort@poferry.com](mailto:customs.clearance.europoort@poferry.com)
- 🌐 [www.poferryfreight.com](http://www.poferryfreight.com)

### 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>

### Stena Line Hoek van Holland

- ☎ 0174-389444
- ✉ [security.holland@stenaline.nl](mailto:security.holland@stenaline.nl)

### Stena Line Rotterdam (Europoort)

- ☎ 0181-242180
- ✉ [security.europoort@stenaline.nl](mailto:security.europoort@stenaline.nl)

### Uniport

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

### Douane

- ☎ 088 – 15 34 850
- ✉ n.v.t.
- 🌐 <https://www.oswo.nl/swodouane/course/view.php?id=4401>