

# Backup procedure



## Import cargo management

### 16 Notification Import Documentation

The 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?**

Import documentation can be pre-notified via the terminal website. When the terminal does not offer online services, all formalities will be handled at the terminal desk. Please note you will have to wait for the malfunction to be resolved when terminals do not offer these alternatives.

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

New import documentation can be submitted using the standard procedure. If you have any doubts about the processing of your pre-notification, please contact the Portbase Service Desk.



#### ▶ **The terminal system is unavailable**

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

All formalities will be handled at the terminal desk in the terminal. Please note you will have to wait for the malfunction to be resolved when terminals do not offer this alternative.

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

New import documentation can be submitted using the standard procedure. If you have any doubts about the processing of your pre-notification, 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

# Back-up procedure

## Import cargo management

### Terminal-specific information

Terminal	Online pre-notification via the terminal website**	Terminal desk present
APM Terminals Rotterdam	✗	✓
APM Terminals Maasvlakte II	✗	✗
Barge Center Waalhaven	✗ *	✓
Broekman Distriport	✗	✓
CCT Moerdijk	✗	✓
CLDN (C.RO Ports) Rotterdam	✓	✓
CLDN (C.RO Ports) Vlissingen	✓	✓
DFDS Seaways Rotterdam (Vlaardingen)	✗	✓
ECT Delta Terminal	✓	✓
Euromax Terminal Rotterdam	✓	✓
Kloosterboer Vlissingen	✗	✓
KVSA (DFDS) IJmuiden	✗	✓
P&O Ferries Rotterdam (Europoort)	✗	✓
Rotterdam World Gateway	✗	✗
Rotterdam Shortsea Terminals	✗	✓
Stena Line Hoek van Holland	✗	✓
Stena Line Rotterdam (Europoort)	✗	✓
TMA Amsterdam	✗	✓
Uniport	✓	✓
Verbrugge Vlissingen	✗	✓

\* You can submit documentation physically at the terminal desk in this terminal.

\*\* Only during a PCS malfunction, unavailable during a terminal system malfunction

# Back-up procedure

## Import cargo management

### 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
- 010-7549656
- [mvii.datacenter@apmterminals.com](mailto:mvii.datacenter@apmterminals.com)
- [www.apmterminals.com/europe/maasvlakte/](http://www.apmterminals.com/europe/maasvlakte/)

#### Barge Center Waalhaven

- 088-9440551
- [wdsbcw@waalhaven-group.nl](mailto:wdsbcw@waalhaven-group.nl)
- <http://waalhaven-group.nl/bargecenter/>

#### Broekman Distriport

- 010 – 494 9581
- [BDPBalie@broekmanlogistics.com](mailto:BDPBalie@broekmanlogistics.com)
- <https://www.broekmanlogistics.com/>

#### CCT Moerdijk

- 0168 - 33 42 89
- [customs@cctmoerdijk.com](mailto:customs@cctmoerdijk.com)
- <http://www.cctmoerdijk.com/>

#### 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)

#### ECT Delta Terminal

- 0181 - 27 80 88
- [CustomerService@ect.nl](mailto:CustomerService@ect.nl)
- <http://myservices.ect.nl>

#### Euromax Terminal Rotterdam

- 0181 – 27 80 88
- [CustomerService@ect.nl](mailto:CustomerService@ect.nl)
- <http://myservices.ect.nl>

#### Kloosterboer Vlissingen

- 0118 – 48 62 43
- [kbv.services@kloosterboer.nl](mailto:kbv.services@kloosterboer.nl)
- <https://www.kloosterboer.com/>

#### KVSA (DFDS) IJmuiden

- 06- 26 434 993
- [felison@kvsa.nl](mailto:felison@kvsa.nl)
- <http://www.kvsa.nl>

#### P&O Ferries Rotterdam (Europoort)

- +31 (0)181-255310
- [customs.clearance.europoort@poferries.com](mailto:customs.clearance.europoort@poferries.com)
- [www.poferriesfreight.com](http://www.poferriesfreight.com)

#### Rotterdam World Gateway

- 010 – 742 2150
- [dcg@rwg.nl](mailto:dcg@rwg.nl)
- <http://www.rwg.nl>

# Backup procedure

## Import cargo management

### Rotterdam Shortsea Terminals (RST)

- ☎ 010 - 294 2422
- ✉ douanezaken@rstbv.nl
- 🌐 <https://rstshortsea.nl/>

### Stena Line Hoek van Holland

- ☎ + 31 (0)174-389444
- ✉ security.holland@stenaline.nl

### Stena Line Rotterdam (Europoort)

- ☎ +31 (0)181-242180
- ✉ security.europoort@stenaline.nl

### TMA Amsterdam

- ☎ 020 – 705 2444
- ✉ amsterdam\_ct@tmalogistics.nl
- 🌐 <https://www.tmalogistics.nl/>

### Uniport

- ☎ 010 - 299 6016
- ✉ n.v.t.
- 🌐 <http://www.uniport.nl>

### Verbrugge Vlissingen

- ☎ 0118 – 42 63 90
- ✉ avis@verbrugge.nl
- 🌐 <https://www.verbruggeinternational.com/>