

Backup procedure



Import cargo management

12 Notification Local Clearance

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?

If possible, hold off submitting your notification local clearance until the PCS is available again. If this is not convenient operationally, you can choose to use another system to submit your notification local clearance or use a different Customs arrangement (like T1 or IMA) to do so. The notifier can register the documentation details at the terminal via the terminal website or at the terminal desk upon acceptance by Customs. When a terminal does not offer this alternative, you will have to wait for the malfunction to be resolved.



What to do after the malfunction has been resolved?

You will be able to submit your notification local clearance using the standard procedure again. If you submitted your notifications local clearance on the basis of physical documents during the malfunction, please contact Customs to determine whether you need to register your notifications with Customs retroactively via the PCS. If you have any questions, please contact the Portbase Service Desk.

▶ The Customs Manifest System (CMF) is unavailable


What to do during a malfunction?


You can send your notification local clearance to Customs using the PCS web pages. Customs will buffer your notification and process it when the malfunction has been resolved. You can also print a delivery order or screenshot (notification details, s388) via the PCS web pages. If Customs has approved the use of the back-up procedure, you can present the delivery order at the terminal desk to pick up your container from the terminal. When a terminal does not have a terminal desk, you will have to wait for the malfunction to be resolved.

	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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You can also choose to declare your goods using a different Customs arrangement (like T1 or IMA).

Upon completing the declaration, the notifier can register the documentation details at the terminal using the Service Notification Import Documentation, the terminal website or at the terminal desk. When a terminal does not offer this alternative you will have to wait for the malfunction to be resolved.

What to do after the malfunction has been resolved?

You will be able to submit your notification local clearance using the standard procedure again. Notifications submitted during the malfunction have been buffered and will be processed when the malfunction has been resolved. If you have any questions, 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. When a terminal does not offer this alternative you will have to wait for the malfunction to be resolved.


What to do after the malfunction has been resolved?


You will be able to submit your notification local clearance using the standard procedure. Previous notifications for containers already picked up do not need to be submitted to the terminal retroactively. If you have any questions, please contact the Portbase Service Desk.

	System Interface	
	Web Interface	

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Terminal specific information

Terminal	Pre-notifying online via the terminal website	Terminal desk present
APM Terminals Rotterdam	✗	✓
APM Terminals Maasvlakte II	✗	✗
Barge Center Waalhaven	✗ *	✓
ECT City Terminal	✓	✓
ECT Delta Terminal	✓	✓
Euomax Terminal Rotterdam	✓	✓
Rotterdam World Gateway	✗	✗
Uniport	✓	✓

* For this terminal, you can submit documentation physically at the terminal desk.

Contactinformatie

APM Terminals Rotterdam

☎ 0181 - 37 22 32
✉ rot.data-edi@apmterminals.com
🌐 <http://www.apmtrotterdam.nl/>

APM Terminals Maasvlakte II

Department Data/Gate
☎ 010-7549656
✉ mvii.datacenter@apmterminals.com
🌐 www.apmterminals.com/europe/maasvlakte/

Barge Center Waalhaven

☎ 088-9440551
✉ wdsbcw@waalhaven-group.nl
🌐 <http://waalhaven-group.nl/bargecenter/>

ECT Delta Terminal

☎ 0181 - 27 80 88
✉ customerservice@ect.nl
🌐 <http://myservices.ect.nl>

Euomax Terminal Rotterdam

☎ 0181 – 27 80 88
✉ customerservice@ect.nl
🌐 <http://myservices.ect.nl>

Rotterdam World Gateway

☎ not applicable
✉ dgc@rwg.nl
🌐 <http://www.rwg.nl>

Uniport

☎ 010 - 299 6016
✉ not applicable
🌐 <http://www.uniport.nl>

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Import cargo management

🕒 Douane (Summary Declaration)

National Helpdesk Customs

☎ 088 – 156 66 55

🌐 www.oswo.nl/swodouane/course/view.php?id=4401

Front office

☎ 088 – 153 48 50