

Backup procedure



Export cargo management

30 Notification of Arrival ECS Cargo

This procedure is generic.

▶ The Port Community System (PCS) is unavailable

What to do during a malfunction?

Arrival location without Customs:

Please notify Customs of the arrival of goods by e-mail. In the subject line of the e-mail, state the malfunction number, followed by the declaration point number of the Customs office for which the notification is intended.

Contents of e-mail:

- ✓ Movement Reference Number, if unavailable, please state the Local Reference Number
- ✓ The time when the shipment arrived
- ✓ The location of the goods.

Arrival location with Customs:

Provide the information requested above to Customs on location.

What to do after the malfunction has been resolved?

Arrival at Exit notifications can again be submitted to Customs using the standard procedure. All arrivals that took place during the malfunction, must still be registered in the PCS retroactively. If you have any questions, please contact the Portbase Service Desk.

▶ Customs Export Control System (ECS) is unavailable

If there is a malfunction in ECS, Customs will report this via a service message on:

<https://www.oswo.nl/swodouane/course/view.php?id=4401> and launch the use of the back-up procedure. You will also find this service message at My Portbase.

	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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▶ Contact information

🔄 Customs

- ☎ +31 (0)88 – 15 34 850
- ✉ douane.noodprocedure.ecs@belastingdienst.nl
- 🌐 <https://www.oswo.nl/swdouane/course/view.php?id=4401>

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