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Organization of hinterland transport

25 # Rail Planning

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?
Loading or discharge lists and train compositions must be pre-notified to the terminal by either e-mail or Excel upload functionality on the terminal website. Status information and loading and discharge confirmations can be requested by e-mail or at the terminal website. 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 loading and discharge lists and train compositions 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?
Loading or discharge lists and train compositions must be pre-notified to the terminal by either e-mail or Excel upload functionality on the terminal website. Terminals pro-actively dispatch actual train compositions by e-mail. Please note you will have to wait for the malfunction to be resolved when terminals do not offer these alternatives. Status information is not available in this situation.

What to do after the malfunction has been resolved?
New loading and discharge lists and train compositions 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.

Terminal specific information

✉ 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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Backup procedure

Organization of hinterland transport

Terminal	Pre-notifying loading and discharge lists*	Request status information on pre-notifications**	Request status information on loading and discharge confirmations**
APM Terminals Maasvlakte 2	✖	🌐	✖
ECT Delta Terminal	📊	🌐	🌐
Euromax Terminal Rotterdam	📊	🌐	🌐
RSC Rotterdam	✉	🌐	✖
Rotterdam World Gateway	✉ **	✉	✉

* The contents of this list should be identical to the discharge and loading list you normally submit via Portbase.

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

Terminal	Pre-notifying planned train compositions via*	Receiving realised train compositions via
EMO	✉	✉

* The contents of this list should be identical to the planned train formation you normally submit via Portbase.

Terminals contact infomation:

♻ APM Terminals Maasvlakte II

Afdeling Data/Gate
📞 010 - 754 9620
✉ mvii.datacenter@apmterminals.com
🌐 http://www.dailyliftingmvii.com

♻ ECT Delta / Euromax Terminal

📞 0181 – 278 088
✉ customerservice@ect.nl
🌐 http://myservices.ect.nl

♻ RWG Rotterdam World Gateway

✉ dcg@rwg.nl
🌐 http://www.rwg.nl

♻ RSC Rotterdam

📞 010-491 6345
✉ procesleiding@rscrotterdam.nl cc naar
✉ data@rscrotterdam.nl
🌐 http://www.rscrotterdam.nl/

♻ EMO Europees Massagoed Overslagbedrijf

📞 0181 – 371 175
✉ controlekamer@emo.nl
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