

Backup procedure



Vessel call

5 Statement Harbour Dues Port of Rotterdam

This procedure is generic.

The Port Community System (PCS) is unavailable

What to do during a malfunction?

Notifications to HbR:

No back-up procedure applicable, wait until the PCS is available again.

Notifications to Moerdijk:

All notifications with a berth in Moerdijk must be submitted directly to the Port of Moerdijk by e-mail, using the form found in annex 1. You yourself must check whether your notification has been received.



What to do after the malfunction has been resolved?

Notifications to HbR:

The statement harbour dues can be submitted again via the PCS using the standard procedure.


Notifications to Moerdijk:


The statement harbour dues for vessels with a berth in Moerdijk can be submitted again via the PCS using the standard procedure. Any notifications submitted during the malfunction to the Moerdijk Harbour Master on the form found in annex 1, must be re-submitted retroactively via the PCS. If you have any questions, 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

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Vessel call

▶ The Port of Rotterdam Authority's (HbR) system is unavailable

What to do during a malfunction?

Notifications to HbR:

No backup procedure applicable, wait until the HbR system is available again.

Notifications to Moerdijk:

All notifications with a berth in Moerdijk must be submitted directly to the Port of Moerdijk by e-mail, using the form found in annex 1. You yourself must check whether your notification has been received.

What to do after the malfunction has been resolved?



Notifications to HbR:

The statement harbour dues can be submitted again via the PCS using the standard procedure.

Notifications to Moerdijk:


The statement harbour dues for vessels with a berth in Moerdijk can be submitted again via the PCS using the standard procedure. Any notifications submitted during the malfunction to the Moerdijk Harbour Master on the form found in annex 1, must be re-submitted retroactively via the PCS.


If you have any questions, please contact the Portbase Service Desk.

	System Interface	✗
	Web Interface	✓

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▶ **The Port of Moerdijk's port management system is unavailable**

What to do during a malfunction?

All notifications with a berth in Moerdijk must be submitted not just in the PCS at the HbR, but also directly by e-mail to the Port of Moerdijk using the form from annex 1. You yourself must check whether your notification has been received.

What to do after the malfunction has been resolved?

All notifications with a berth in Moerdijk that have been recorded in the PCS before or during the malfunction and that have been sent to the HbR are processed retrospectively by the Port of Moerdijk.

If you have any questions, please contact the Portbase Service Desk.

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Contact information


Port of Rotterdam Authority

Afdeling Havengelden Rotterdam

havengelden@portofrotterdam.com

010 252 1523

Port of Moerdijk

 0168 38 8874

 havendienst@portofmoerdijk.nl

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▶ Annex 1 NOTIFICATION TO MOERDIJK HARBOUR MASTER

Notification to Moerdijk Harbour Master

To : Port of Moerdijk Fax. +31 (0)168 380815

E-mail: havendienst@havenschapmoerdijk.nl

Name of sea-going vessel : Lloyd number :

Nationality :

Volume : GT

Length :

Beam :

Draught :

Arrival date :

Departure date :

Berth in Moerdijk :

Bunkering : yes/no Name of bunkering vessel :

Particulars

Cargo information

Description of materials :

Amount in tonnes : Loading/discharging

Hazard class : IMO: UN:

dry bulk / wet bulk / general cargo / containers / RORO / LASH – SEABEE etc.

Reported by :

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Handled by : Telephone
Fax
E-mail
Agency operations department