

# Backup procedure



## Import cargo management

### 17 Transit Declaration

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 transit declaration until the PCS is available again if possible. If this is not convenient operationally, you can use other software to submit your transit declaration or use another Customs arrangement (like Local Clearance or IMA) to do so. The declarant can register the documentation details at the terminal via the terminal website or at the terminal desk after completing the declaration. 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?

You will be able to submit your transit declaration using the standard procedure again. If you have any questions, please contact the Portbase Service Desk.

#### ▶ The New Computerised Transit System (NCTS) is unavailable


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


Please register your transit declaration in the PCS during a malfunction. You can send your transit declaration to Customs using the PCS web pages. Customs will buffer this declaration and process it when the malfunction has been resolved. You can print a back-up procedure document via the PCS web pages which will allow you to submit your declaration to Customs (with the back-up procedure number). The declarant can submit an MRN notification to the terminal via the service Notification Import Documentation, the terminal website or at the terminal desk after acceptance from Customs. When a terminal does not offer these alternatives, 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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### What to do after the malfunction has been resolved?

You will be able to submit your transit declaration using the standard procedure again. Notifications which were queued at Customs will now be sent and the data in the service Transit Declaration will also be updated. Notifications will be sent to the customer from the PCS by e-mail.





### The terminal system is unavailable

#### What to do during a malfunction?

You will be able to submit your transit declaration using the standard procedure. All formalities pertaining to document registration will be handled at the terminal desk in the terminal. 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 send your documentation details to the terminal 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 specifieke informatie

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	✓	✓
Euromax Terminal Rotterdam	✓	✓
Rotterdam World Gateway	✗	✗
Uniport	✓	✓

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

### Contact information

#### APM Terminals Rotterdam

☎ 0181 - 37 22 23  
✉ [rot.data-edi@apmterminals.com](mailto:rot.data-edi@apmterminals.com)  
🌐 <http://www.apmtrotterdam.nl/>

#### APM Terminals Maasvlakte II

Department 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/>

#### 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>

#### Rotterdam World Gateway

☎ not applicable  
✉ [dcc@rwg.nl](mailto:dcc@rwg.nl)  
🌐 <http://www.rwg.nl>

#### Uniport

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

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## 🔄 Customs

**National Help Desk**

📞 088 - 156 66 55

🌐 [www.oswo.nl/swodouane/course/view.php?id=4401](http://www.oswo.nl/swodouane/course/view.php?id=4401)