

# Backup procedure



## Import cargo management

### 19 Veterinary Inspection Process

This procedure is generic

#### ▶ Port Community System (PCS) is unavailable

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

Requested veterinary inspections will be performed by the inspection station and the Netherlands Food and Consumer Product Safety Authority (NVWA) in accordance with standard procedures at the inspection station. Please contact the relevant inspection station by phone for status information.

Parties presenting cargo can request new veterinary inspections at the inspection station by fax, e-mail or phone. The party presenting cargo must agree with the inspection point upon the desired type of confirmation necessary for the inspection request and the arrival of cargo.

##### What to do after the malfunction has been resolved?

You will be able to request inspections using standard procedure. Requests made during the malfunction can, if deemed necessary by one of the parties, be registered in the PCS at a later date. This is not mandatory.

#### ▶ The NVWA's VGC (Veterinary Border Inspection) system is unavailable

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

Please contact the relevant inspection station by phone for status information.

##### What to do after the malfunction has been resolved?

The final status after a physical inspection will be included in the Veterinary inspection process pages afterwards.

	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

#### Inspection Stations

##### 🕒 Eurofrigo Distripark Eemhaven

- ☎ 010 - 491 31 13/4
- 📠 010 - 491 31 88
- ✉ [checkpointeh@eurofrigo.com](mailto:checkpointeh@eurofrigo.com)

##### 🕒 Eurofrigo Distripark Maasvlakte

- ☎ 010 - 491 31 75/6 (humaan)
- ☎ 010 - 491 31 73 (niet humaan)
- 📠 010 - 491 31 88
- ✉ [checkpointmvl@eurofrigo.com](mailto:checkpointmvl@eurofrigo.com)

##### 🕒 FrigoCare

- ☎ 088 - 400 18 30
- 📠 088 - 400 18 40
- ✉ [planning.rtm@frigocare.com](mailto:planning.rtm@frigocare.com)

##### 🕒 Coldstore Wibaco

- ☎ 0180 - 61 81 11
- 📠 0180 - 61 41 23
- ✉ [info@coldstore-wibaco.nl](mailto:info@coldstore-wibaco.nl)

##### 🕒 Kloosterboer Delta Terminal

- ☎ 0181 - 35 46 00
- 📠 0181 - 35 46 46
- ✉ [KDT.Sip@kloosterboer.nl](mailto:KDT.Sip@kloosterboer.nl)