

Backup procedure



Vessel call

5 Statement Harbour Dues Port of Amsterdam

This procedure is generic

▶ The Port Community System (PCS) is unavailable

What to do during a malfunction?

You are required to send a paper statement of harbour dues directly to the Amsterdam Port Authority, within four days of departure of the vessel. This can be done by letter or by e-mailing the scanned statement.

The paper statement can be downloaded via the following direct link:
<http://www.portofamsterdam.nl/docs/nl/NS%20nautische%20info/Formulier%20opgave%20havengeld.doc>



For more information:

<http://www.portofamsterdam.nl/Ned/Scheepvaart/havengelden/>

You are yourself responsible at all times for ensuring the statement is received by the Amsterdam Port Authority's Financial Administration.


What to do after the malfunction has been resolved?

You can submit your new statement of harbour dues through the PCS as usual. It is not necessary to enter and/or submit the paper statement you have sent via the PCS retroactively when the malfunction has been resolved. If you have any questions, please contact the Portbase Service Desk.

	System Interface	✗
	Web Interface	✓

Contact

Heeft u vragen of heeft u hulp nodig, dan kunt u contact opnemen met onze 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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▶ **The harbour dues system (Ophelia) is not available**

What to do during the malfunction

The PCS is still available, but statements do not arrive in Ophelia. We advise you to only send statements once the fault has been corrected.

▶ **Connection (communication) between PSC and the harbour dues system (Ophelia) is not available**

What to do during the malfunction

The PCS is still available, but statements do not arrive in the harbour dues system. You can continue to submit the statement harbour dues but you will receive a confirmation of receipt later.

▶ **Contact information**

Amsterdam Port Authority

Financial Administration Department sales team

☎ 0031 (0)20 – 523 4633

✉ havengeld@portofamsterdam.nl



<http://www.portofamsterdam.nl/Ned/Scheepvaart/havengelden/>

Address:

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PO Box 19406
1000 GK Amsterdam