

Backup procedure

Handling Export Cargo

36 Clearance NCTS export containers

This procedure applies only to export shipments of type TG1 and TG2.



The Port Community System (PCS) is unavailable

What to do during a malfunction

If you have a terminal desk at your site, you can accept the documents and containers, even if they are not yet registered in the PCS. If you do not have a terminal desk at your site, you can receive containers at the terminals provided that the documents have been pre-notified in the PCS. During a malfunction, no electronic Customs release will be issued via the PCS and shipment of the container is not possible. When the logistics process requires action, a manual release of shipments and containers can be arranged with Customs at the terminal.



What to do after the malfunction has been resolved

For shipments that have arrived during the malfunction, and for which the PCS has received a Gate In, an arrival notification will be sent to Customs and a release or inspection will follow automatically. If you were presented with physical documents at the terminal desk, and these have not yet been entered into the PCS, you are still required to do so. If you do not have access to a terminal desk, no further action is required. Please contact the Portbase Service Desk if you have any questions concerning processing of your Arrival notifications.






	System interface	✓
	Web interface	✓

Contact

If you have questions or require assistance, please 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 functionality

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▶ The Customs system is unavailable

You will be informed of a malfunction in the Customs system by means of a service message at:

https://www.oswo.nl/swodouane/course/view.php?id=4401&lang=en_utf8

What to do during a malfunction

If you have a terminal desk at your site, you can accept the documents and containers manually, even if they are not yet registered in the PCS. If you do not have access to a terminal desk, you can receive containers at the terminal provided that the documents have been pre-notified in the PCS. During a malfunction, no electronic Customs release will be issued via the PCS and shipment of the container is not possible. When the logistics process requires action, a manual release of shipments and containers can be arranged with Customs at the terminal. Any blockades on the containers will be lifted automatically.

What to do after the malfunction has been resolved

For shipments that have arrived during the malfunction, and for which the PCS has received a Gate In, an arrival notification will be sent to Customs and a release or inspection will follow automatically. This requires no action on your part. Please contact the Portbase Service Desk if you have any questions concerning processing of your Arrival notifications.

▶ Contact information

🔄 Customs

Port of Rotterdam

📞 088 – 15 34 850

🌐 https://www.oswo.nl/swodouane/course/view.php?id=4401&lang=en_utf8

✉	System interface	✓
🌐	Web interface	✓

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