

Back-up procedure



Import Cargo Management

10 Discharge information

This procedure is generic.

▶ The Port Community System (PCS) is unavailable

What to do during a malfunction?

You can request your discharge information directly from your bulk agent.

What to do after the malfunction has been resolved?

Your discharge information can be consulted via the PCS web screens again.

▶ The Customs Manifest System (CMF) is unavailable.

What to do during a malfunction?

The service Discharge information reuses the summary declaration given to Customs via the service Cargo Declaration Import. If the Customs Manifest System is unavailable or temporarily unavailable, this can affect the availability of the discharge information data. You can request your discharge information directly from your bulk agent.

What to do after the malfunction has been resolved?

Your discharge information can be consulted via the PCS web screens again.


▶ Contact information


The contact details for this procedure are already in your possession.

	System Interface	
	Web Interface	

Contact

If you have any questions or need help, please contact our Service Desk:

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 +31 (0)88 625 25 02

 servicedesk@portbase.com

Legend

 Phone

 Fax

 E-mail

 Website

 Excel upload functionality

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