

# Back-up procedure



## Export Cargo Management

### 33 Exit Summary Declaration

This procedure is generic.

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

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

The advice is to hold off submitting your declaration until the malfunction has been resolved. Should this not be operationally possible, you can contact Customs to request consent to use the back-up procedure. See the following section for further information.

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

All declarations that are yet to be submitted must still be submitted via the PCS. You can submit new declarations via the standard procedure again.

#### The Customs AGS export system is unavailable

In the event of a malfunction in the AGS export system, Customs will report this via a service message at: <https://www.oswo.nl/swodouane/course/view.php?id=4401> and announce whether the back-up procedure may be used.

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

You can submit your declaration via the PCS, but it will be placed in a queue rather than being processed by Customs. Should it not be operationally possible to wait, you may decide to adopt the back-up procedure in consultation with Customs. See next page.

	System interface	✗
	Web interface	✓

Contact

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

+31 (0)88 625 25 25

+31 (0)88 625 25 02

servicedesk@portbase.com

#### Legend

Phone

Fax

E-mail

Website

Excel upload functionality

*Do NOT report to a Customs office with your declarations*

- ✓ Create an electronic document of the declaration made in the form of a PDF file with the

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## Export Cargo Management

- layout of the Single Document.
- ✓ This declaration can be sent as an attachment to an e-mail to:
    - **Douanekantoor Breda:**  
[douane.dbr.uitvoer.ags@belastingdienst.nl](mailto:douane.dbr.uitvoer.ags@belastingdienst.nl)
  - ✓ State the text in the subject line of the e-mail  
Back-up procedure followed by your EORI number and the declaration number.

For further information and the detailed procedure see:

[https://download.belastingdienst.nl/douane/docs/noodprocedure\\_ags\\_weder\\_uitvoer\\_do1751z2fd.pdf](https://download.belastingdienst.nl/douane/docs/noodprocedure_ags_weder_uitvoer_do1751z2fd.pdf)

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

After the malfunction has been resolved, you can submit your declaration via the standard procedure again. Buffered messages are still being processed.

✉ [servicedesk@portbase.com](mailto:servicedesk@portbase.com)

### Legend

☎ Phone

☎ Fax

✉ E-mail

🌐 Website

📄 Excel upload functionality

✉ System interface ✖

🌐 Web interface ✔

### Contact

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☎ +31 (0)88 625 25 25

☎ +31 (0)88 625 25 02

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## Export Cargo Management

### ▶ Contact information

#### 🕒 Customs

##### Declaration Processing Rotterdam

☎ Mo. Thru Fri 7 a.m. - 11 p.m. and Sat. 7 a.m. – 3.30 p.m. +31 (0)88 151 41 03

☎ Other times +31 (0)88 151 20 00

✉ [douane.dbr.Uitvoer.ags@belastingdienst.nl](mailto:douane.dbr.Uitvoer.ags@belastingdienst.nl)

🌐 <https://www.oswo.nl/swodouane/course/view.php?id=4401>

🌐 For further information and the detailed procedure see:

[https://download.belastingdienst.nl/douane/docs/noodprocedure\\_ags\\_weder\\_uitvoer\\_do1751z2fd.pdf](https://download.belastingdienst.nl/douane/docs/noodprocedure_ags_weder_uitvoer_do1751z2fd.pdf)