

Back-up procedure



Export Cargo Management

28 Loading list

This procedure is generic.

▶ The external system on which the service Loading list runs is unavailable

What to do during a malfunction?

You can send in your loading list, but it will be placed in a queue rather than being processed or sent to the terminal. Should it not be operationally possible to wait, you can contact the relevant terminal.

What to do after the malfunction has been resolved?

After the malfunction has been resolved, you can submit your loading list via the standard procedure. Submitted loading lists are still being processed.

▶ The terminal system is unavailable

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▶ Contact information

Contact information for the relevant terminal is already in your possession.






	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

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