



Backup procedure



-  System Interface ✘
-  Web Interface ✔

Contact

If you have any questions, please feel free to contact our Service Desk:

-  +31 (0)88 625 25 25
-  servicedesk@portbase.com

Legend

-  Telephone
-  E-mail
-  Website
-  Excel upload

39 Notification Crew and Passenger

De procedure is generiek

▶ The Port Community System (PCS) is unavailable

In the event the back-up procedure described below is in effect, this will be announced on the Portbase website.

What to do during a malfunction?

You are responsible for checking with the Harbour police and/or Royal Netherlands Marechaussee to find out if they received the last notifications you sent before the malfunction occurred.

In the event the back-up procedure is in effect, you can submit the notifications to the border authorities directly via e-mail:

- Enter all the information into the Excel form provided by Portbase.
- E-mail the Excel form to the Royal Netherlands Marechaussee or Harbour police.
 - Royal Netherlands Marechaussee: dutch-immigration@mindef.nl
 - Harbour police: rotterdam@dutch-immigration.nl
- You will receive an e-mail from the applicable border authority containing a confirmation of receipt. During the emergency procedure, submitting notifications by e-mail is sufficient to meet your notification requirements.
- The emergency procedure ends:
 - once the malfunction has been repaired. This will be announced on the Portbase website;
 - when authorisation to use the emergency procedure has been revoked.

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Backup procedure



What to do after a malfunction has been resolved?

After the malfunction has been resolved, there is no longer any need for you to submit your Crew and Passengers notification via the PCS.

- Do you have a follow-up message or a PAX message mutation, and did you send this message by e-mail during the malfunction? If so, submit the entire PAX message electronically once again, including any mutations or adjustments.
- Do you not have a follow-up message or mutation? Then you do not need to submit the message electronically once again.



The Border Control systems are unavailable

What to do during a malfunction?

If a malfunction has been detected in the Border Control systems or when system maintenance has been scheduled, this will be announced on the website of the National Customs Helpdesk. You can find these messages on the Customs website by following this direct link: <https://www.oswo.nl/swodouane/course/view.php?id=4401>

of via the website www.douane.nl Select: Customs for businesses; Select: service messages; Select: the Border Control tab.

The message will specify whether you can continue to submit PAX messages via the PCS or if the emergency procedure is going into effect.

1. Keep submitting via PCS:

During the malfunction and/or system maintenance, the messages will not be processed by Border Control; they will, however, be buffered. Once the malfunction and/or system maintenance has ended, Border Control will process the messages and the confirmations of receipt (response messages) for the PAX notifications will follow. In other words, these confirmations of receipt will be received by the PCS with some delay. If your notification cannot wait until the system chain is back up and running, you can send an e-mail to the applicable Border Control authority. They will then contact you as soon as possible.

Royal Netherlands Marechaussee: dutch-immigration@mindef.nl

Harbour police: rotterdam@dutch-immigration.nl

2. Emergency procedure

You are only permitted to use the emergency procedure when this has been announced on the website or if the Border Control authority has granted you permission to do so. How the emergency procedure works:

- Enter all the information into the Excel form provided by Portbase.
- E-mail the Excel form to the Royal Netherlands Marechaussee or Harbour police.
 - Royal Netherlands Marechaussee: dutch-immigration@mindef.nl
 - Harbour police: rotterdam@dutch-immigration.nl
- You will receive an e-mail from the applicable border authority containing a confirmation of receipt. During the emergency procedure, submitting notifications by e-mail is sufficient to meet your notification requirements.
- The emergency procedure ends:
 - once the malfunction has been repaired. This will be announced on the website of the National Customs Helpdesk;
 - when authorisation to use the emergency procedure has been revoked.

Backup procedure



What to do after the malfunction has been resolved?

- Messages that are received by e-mail after the emergency procedure has ended will receive a reply that instructs the sender to submit the information electronically.
- Do you have a follow-up message or a PAX message mutation, and did you send this message by e-mail during the malfunction? If so,
- Submit the entire PAX message electronically once again, including any mutations or adjustments.
- Do you not have a follow-up message or mutation? Then you do not need to submit the message electronically once again.

Contactinformatie

🕒 Royal Netherlands Marechaussee

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🕒 Harbour police

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