





# 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

## 26 Road Back Up planning

The procedure is generic. Terminal-specific information can be found in the table

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

#### What to do during a malfunction?

All formalities will be handled at the terminal desk. You can view any status information available on the terminal's website. Please note that for terminals without a desk, you will have to wait for the malfunction to be resolved.

ECT Delta Terminal, Euromax Terminal Rotterdam and Rotterdam World Gateway offer a backup system for the service Road Planning, which can be used when the Port Community System (PCS) is unavailable. The backup will be triggered after approximately one hour. You must request a separate password for this system – preferably before a malfunction occurs. You can do so via <https://did0391h3eawv.cloudfront.net/login>. If you have submitted a pre-notification using the Road Planning backup system, you will receive an e-mail containing the information necessary to pick up or drop off containers. Via the PCS, you can consult the Quick Start Guide to familiarise yourself with how the Road Planning backup system works. <https://www.portbase.com/wp-content/uploads/2017/04/QSG-Road-Planning-Back-up-service-NL.pdf>

Additionally, other terminals will be connected to the Road Planning backup system at a later date.

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

New pre-notifications can be submitted using the standard procedure. If you have any doubts about the processing of your pre-notification, please contact the Portbase Service Desk. When you have submitted a pre-notification using the Road Planning backup system, this pre-notification will not be visible in the PCS. This is because the PCS is not linked to the

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backup system in any way. If you have questions about a pre-notification you submitted via the Road Planning backup system, you can contact the Portbase Service Desk

## ➤ The terminal system is unavailable?

### What to do during a malfunction?

All formalities will be handled at the terminal desk. You can view

All formalities will be handled at the terminal desk. Unfortunately, when terminals do not offer this alternative, you will have to wait for the malfunction to be resolved. In that situation, status information will not be available. The backup system for Road Planning will not be in operation either.

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

New pre-notifications can be submitted using the standard procedure. If you have any doubts about the processing of your pre-notification, please contact the Portbase Service Desk

## ➤ Terminal specifieke informatie

Terminal	Terminalbalie aanwezig	Back-up system*	Statusinformatie*
APMTR	✗	✗	🌐
APM II	✗	✗	🌐
ECT Delta	✓	✓	🌐
Euromax	✓	✓	🌐
RWG	✗	✓	🌐
Uniport	✓	✗	🌐
RST Noord	✓	✗	🌐

\*Back-up system alleen bij PCS storing, bij een terminalsysteem storing is dit niet van toepassing.

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## Contact information

### Terminals

#### APMTR Terminals Rotterdam

- ☎ 0181 - 37 2480
- ✉ [rot.gate@apmterminals.com](mailto:rot.gate@apmterminals.com)
- 🌐 <http://www.apmtrotterdam.nl/>

**In order to create a pre-notification whilst the back up procedure is applicable, customers from APMTR can send a mail to: [rot.gate@apmterminals.com](mailto:rot.gate@apmterminals.com).**

Containernumber:

Boekingsnummer:

ISO-code:

Hauliers name:

Date of visit:

#### APM Terminals Maasvlakte II

- Department Data/Gate
- ☎ 010 - 754 9620
- ✉ [mvii.datacenter@apmterminals.com](mailto:mvii.datacenter@apmterminals.com)
- 🌐 <http://www.dailyliftingmvii.com>

#### ECT Delta en Euromax Terminals

- ☎ 0181 – 278 088
- ✉ [customerservice@ect.nl](mailto:customerservice@ect.nl)
- 🌐 <http://myservices.ect.nl>

#### Rotterdam World Gateway

- ✉ [dcg@rwg.nl](mailto:dcg@rwg.nl)
- 🌐 <http://www.rwg.nl>

#### Uniport

- ☎ 010-2996032/33 (during day/evening)
- ✉ [balieintern@uniport.nl](mailto:balieintern@uniport.nl)
- ☎ 010-2996072 (during night)
- ✉ [controll@uniport.nl](mailto:controll@uniport.nl)
- 🌐 <https://www.uniport.nl>

#### RST Noord

- ☎ 010-2942461
- ✉ [balienoord@rstbv.nl](mailto:balienoord@rstbv.nl)
- 🌐 <https://rstshortsea.nl/>

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