

Backup procedure Inspections Portal



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

The Port Community System (PCS) or Inspections Portal is unavailable

What to do during a malfunction?

- Customs Pre-Arrival will send the scan selection to the cargo handling agent/ferry-operator by e-mail
- Scan teams submit follow-up inspections and releases to cargo handling agent/ferry-operator by e-mail
- The cargo handling agent/ferry-operator commissions the terminal to release/block the cargo
- The terminal (or Customs) will release or block the cargo in the terminal system

What to do after the malfunction has been resolved?

New scan selections and releases can be submitted using the standard procedure. If you have any doubts about the status of your cargo, please contact the Portbase Service Desk.

The Customs Manifest System (CMF) is unavailable

What to do during a malfunction?

- Customs Pre-Arrival will register selections in Inspections Portal manually
- Customs Scan team registers follow-up inspections and releases in Inspections Portal
- Terminals and cargo handling agent/ferry-operator are then informed in the usual manner

What to do after the malfunction has been resolved?

New scan selections and releases can be submitted using the standard procedure. If you have any doubts about the status of your cargo, please contact the Portbase Service Desk.

Terminal-specific information

Terminal	Order from shipping agent /ferry operator for (un)blocking scan container*	Unblock the scan container in the terminal system
APM Terminals Rotterdam	e-mail	Terminal
APM Terminals Maasvlakte 2	via Customs	by Customs
ECT Delta Terminal	e-mail	Terminal
Euromax terminals Rotterdam	e-mail	Terminal
Rotterdam World Gateway	via Customs	by Customs
Uniport	e-mail	Terminal
All other container terminals	e-mail	Terminal
Ferry-terminals	Via Customs	Terminal

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* Shipbrokers have issued an ongoing commission to the terminal and have authorised them to release/block containers which need to be inspected. This procedure is not followed if the terminal does not have access to information about the scan containers when a back-up procedure is launched.

Contact information

Terminals

APM Terminals Rotterdam

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- ✉ rot.documentation@apmterminals.com
- 🌐 <http://www.apmtrotterdam.nl/>

APM Terminals Maasvlakte II

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ECT Terminals

- ☎ +31 (0)18 127 83 62
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Rotterdam World Gateway

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Uniport

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Customs

Pre-Arrival

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Scan Team Reeweg

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Scan Team Maasvlakte

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Planners

Maasvlakte Transport (planning)

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