

# Backup procedure



## Export cargo management

### 32 Cargo Declaration Export Bulk

This procedure is generic.

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

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

Please contact Customs by email to notify them you are not able to submit an electronic manifest due to a malfunction. In the subject line, state the declaration point number of the Customs office for which the manifest is intended.

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

Manifests can again be submitted to Customs using the standard procedure. Manifests you were unable to submit during the malfunction need to be registered in the PCS retroactively. If you have any questions, please contact the Portbase Service Desk.

#### ▶ Customs Export Control System (ECS) is unavailable

If there is a malfunction in ECS, Customs will report this via a service message on: <https://www.oswo.nl/swodouane/course/view.php?id=4401> and launch the use of the back-up procedure. You can also find this service message at My Portbase.

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

Hold off submitting manifests until the Customs systems become available again.


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


Manifests can again be submitted to Customs using the standard produce. Manifests you were unable to submit during the malfunction need to be registered in the PCS retroactively. If you have any questions, please contact the Portbase Service Desk.


	System Interface	✗
	Web Interface	✓

#### Contact

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

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#### Legend

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 Excel upload

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### Contact information

### Customs

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