

Backup procedure



Organization of hinterland transport

22 Barge 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?

Barge appointments can be notified to the barge planning service at the relevant terminal by telephone and/or e-mail. You can submit pre-notifications for loading and discharge lists by means of the Excel upload functionality on the terminal website or, in the event the terminal does not offer this service, by e-mail. Status information and loading and discharge confirmations can be requested via the terminal website or by e-mail. Please note you will have to wait for the malfunction to be resolved when terminals do not offer these alternatives.

What to do after the malfunction has been resolved?

New barge appointments and loading and discharge lists 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.

The terminal system is unavailable

What to do during a malfunction?

You can submit pre-notifications for barge appointments via Portbase as usual. You can submit pre-notifications for loading and discharge lists by means of the Excel upload functionality on the terminal website or, in the event the terminal does not offer this service, by e-mail. Please note you will have to wait for the malfunction to be resolved when terminals do not offer these alternatives. Status information is not available in this situation.

What to do after the malfunction has been resolved?

New loading and discharge lists can be submitted via the standard procedure. If you have any doubts about the processing of your pre-notification, please contact the Portbase Service Desk.

	System Interface	✓
	Web Interface	✓

Contact

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

+31 (0)88 625 25 25

+31 (0)88 625 25 02

servicedesk@portbase.com

Legend

Telephone

Fax

E-mail





































Website

Excel upload

Back-up procedure

Organization of hinterland transport

Terminal-specific information

Terminal	Submitting notification for barge appointment	Pre-notifying loading and discharge lists*	Request status information**	Request loading and discharge confirmation**
APM Terminals Rotterdam	 			
APM Terminals Maaslakte 2		 **		
Barge Center Waalhaven	 			
ECT Delta Terminal	 			
Euromax Terminal Rotterdam	 			
Rotterdam World Gateway		 **		
Uniport				
RST Noord				

* The contents of this list should be identical to the discharge and loading list you normally submit via Portbase.

** Only during a PCS malfunction, unavailable during a terminal system malfunction.


Contact information


Terminals

Contactinformatie


APMTR Terminals Rotterdam


Barge scheduling

 0181 – 372 425


 rot.bargescheduling@apmterminals.com


Laad/loslijsten


 0181 – 372 232

 rot.data-edi@apmterminals.com

Bargeplanning


 0181 – 372 426


 rot.barge@apmterminals.com


 <http://www.apmtrrotterdam.nl/>

APM2 Terminals Maasvlakte

Afdeling Data EDI


 010 - 754 9620


 mvii.datacenter@apmterminals.com

 <http://www.dailyliftingmvii.com>

Barge Center Waalhaven

 088 – 944 0441

 bcwplanning@waalhaven-group.nl

 <https://www.bargecenterwaalhaven.nl/>

Backup procedure

Organization of hinterland transport

ECT CAL voor barge afspraken

☎ 0181 – 278 624 b.g.g. 0181-278 601

ECT Delta / Euromax Terminal

☎ 0181 – 278 088

✉ customerservice@ect.nl

🌐 <http://myservices.ect.nl>

RWG Rotterdam World Gateway

Afdeling Berth Planning (planning lichterbezoek)

✉ operations@rwg.nl

Afdeling Data Control and Gate (laad/los lijsten)

✉ dcg@rwg.nl

🌐 <http://www.rwg.nl>

Uniport

☎ 010 – 299 6015 (dag-, en avonddienst)

✉ bargedesk@uniport.nl

☎ 010 – 299 6072 (nachtdienst)

✉ controll@uniport.nl

☎ 06-29098015 (bij geen gehoor)

🌐 <http://www.uniport.nl/index.html>

RST Noord

Barge scheduling

☎ 010 – 294 6828

✉ inspectie@rstbv.nl

Laad/loslijsten

☎ 010-294 6829

✉ wvbnoord@rstbv.nl

🌐 <https://rstshortsea.nl/>