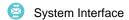
Backup procedure







V

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

42 Hinterland Notification - Barge

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 prenotifications 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.

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Vessel Call

Backup procedure





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.



Terminal-specific information

Terminal				
Terminal	Submitting notification for barge appointment	Pre-notifying loading and discharge lists*	Request status information**	Request loading and discharge confirmation**
APMTR Terminals Rotterdam	€ ⊠	X	***	***
APM2 Terminals Maasvlakte	$\mathbf{\Sigma}$	**	#	×
Barge Center Waalhaven	८ ⊠	<u> </u>	—	**
ECT Delta Terminal	८ ⋈	X III		
Euromax Terminal Rotterdam	८ ⋈	X III		(4)
Rotterdam World Gateway	$\mathbf{\succeq}$	**	<u>~</u>	\sim
Uniport	•	$\mathbf{\underline{\vee}}$		**
RST Noord	•	<u>~</u>	(1)	#

^{*} 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.

Backup procedure





Contact information

Terminals

○ APMTR Terminals Rotterdam

Barge scheduling

- 0181 372 425
- **** 0181 372 232

Bargeplanning

- **1** 0181 372 426
- http://www.apmtrotterdam.nl/

○ APM2 Terminals Maasvlakte

Afdeling Data EDI

- **** 010 754 9620
- http://www.dailyliftingmvii.com

○ ECT CAL voor barge afspraken

0181 – 278 624 b.g.g. 0181-278 601

C ECT Delta / Euromax Terminal

- **1** 0181 278 088
- http://myservices.ect.nl

RWG Rotterdam World Gateway

Afdeling Berth Planning (planning lichterbezoek)

- ✓ operations@rwg.nl
- Afdeling Data Control and Gate (laad/los lijsten)
- http://www.rwg.nl

Uniport

- √ 010 299 6015 (dag-, en avonddienst)
- bargedesk@uniport.nl
- √ 010 299 6072 (nachtdienst)
- **6** 06-29098015 (bij geen gehoor)
- http://www.uniport.nl/index.html
- https://www.uniport.nl

C RST Noord

Barge scheduling

- **** 010 294 6828
- Laad/loslijsten 010-294 6829
- https://rstshortsea.nl/

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