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

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 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.

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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	Submitting notification for barge appointment	Pre-notifying loading and discharge lists*	Request status information**	Request loading and discharge confirmation**
APMTR Terminals Rotterdam	📞 ✉	📊➤	🌐	🌐
APM2 Terminals Maasvlakte	✉	✉ **	🌐	❌
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.

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Backup procedure

▶ Contact information

Terminals

⟳ 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.apmtrotterdam.nl/

⟳ APM2 Terminals Maasvlakte
Afdeling Data EDI
- 📞 010 - 754 9620
- ✉ mvii.datacenter@apmterminals.com
- 🌐 http://www.dailyliftingmvii.com

⟳ 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
- 🌐 https://www.uniport.nl

⟳ RST Noord
Barge scheduling
- 📞 010 – 294 6828
- ✉ inspectie@rstbv.nl

Laad/loslijsten
- 📞 010-294 6829
- ✉ wvbnoord@rstbv.nl
- 🌐 https://rstshortsea.nl/

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