



# Emergency procedure

## ICS2 (Entry) by air

**The emergency procedure is used only when computer systems fail or communication between computer systems is not possible.**

You may only use the emergency procedure:

- if Customs communicates a failure in ICS2 (Entry) by air on the National Customs Helpdesk internet site (<https://nh.douane.nl/en/>). Due to this failure in the Shared Trader Interphase (STI), you cannot send Pre-loading advance cargo information (PLACI) and/or lodge an entry summary declaration (ENS); or
- after permission from Customs in other cases

### Failure on the Customs side

Is there a fault in ICS2 (Entry) by air? If so, Customs will announce this via the National Customs Helpdesk internet site (see <https://nh.douane.nl/en/>). The fault number is the combination of the date and time of the message.

### Failure not on the part of Customs

Is there a malfunction in your own application? Then you should ask Customs whether you can use the emergency procedure.

How to reach Customs?

Telephone number: (088) 158 27 85 (Douane Schiphol Cargo).

From abroad: +31 88 158 27 85.

### Emergency procedure

Does Customs report a failure in ICS2 (Entry) or do you have permission from Customs to use the emergency procedure to use? Then you can make entry summary declarations using the emergency procedure.

### Operation of the emergency procedure

You do NOT send the entry summary declarations to ICS2 (Entry), but you submit them digitally.

This can be done in the following way:

You create an 'emergency declaration' with the declaration details.

- Create an emergency declaration of the manifest, the Airwaybills (AWBS) and any House AWBS, in the form of a PDF, Word, or Excel file.
- Send the emergency declaration as an attachment to an e-mail to: [douane.dsc.pre.arrival@douane.nl](mailto:douane.dsc.pre.arrival@douane.nl)
- In the subject line of the e-mail, include the text Emergency procedure followed by the date and flight number.

Customs will decide whether you can load and/or transport the goods on the emergency declaration.

### After the breakdown

#### 1 Is the failure over? And is the plane not yet loaded?

Then send directly to Customs electronically:

- The pre-loading advance cargo information (PLACI)  
Minimum data set consists of sender's name and address, consignee's name and address, number of packages, gross weight, description of goods and transport reference number (HAWB/MAWB).

#### 2 Has the malfunction passed? And has the aircraft already loaded but not yet landed?

Then send directly to Customs electronically:

- the entry summary declaration (ENS)

#### 3 Is the disruption over? And has the plane landed yet?

Then send to Customs electronically no later than the next working day after the failure:

- the Entry Summary Declaration (ENS) via STI(ICS2), and/or
- the Temporary Storage Declaration (ATO) via SW (DMF).  
As a result, depreciation on the Temporary Storage Declaration (ATO) is still supported electronically.