



# Emergency procedure

## For Customs Manifest (Entry) by air

**The emergency procedure will only be used whenever computer systems are malfunctioning or where communications between computer systems are no longer possible.**

You may only use the emergency procedure:

- if Customs communicates a malfunction in Customs Manifest (Entry) by air on the website of the National Customs Help Desk (<https://nh.douane.nl/en/>) or
- after permission from Customs in other cases

### Malfunction on the part of Customs

Wherever a malfunction occurs in Customs Manifest (Entry) by air, Customs will communicate this via the website of the National Customs Help Desk. (see: <https://nh.douane.nl/en/>). The malfunction number will be the combination of the date and time of the message.

### Malfunction *not* on the part of Customs

Wherever a malfunction occurs in your own application, you should ask Customs for permission to use the emergency procedure.  
How to reach Customs?  
Telephone number: (088) 158 27 85 (Customs Schiphol Cargo).  
Calls from abroad: +31 88 158 27 85.

### Emergency procedure

Does Customs communicate a malfunction in Customs Manifest (Entry) or has Customs granted you permission to use the emergency procedure? In that case, you can use the emergency procedure to submit entry summary declarations and/or temporary storage declaration.

### How does the emergency procedure work?

You do not send the entry summary declarations and/or temporary storage declaration to Customs Manifest (Entry), but you submit them in digital form.

This can be done as follows:

You create an 'emergency declaration' containing the declaration data.

- Create an emergency declaration of the manifest, the AWBS (Air Waybills) and any House AWBS, in the form of a PDF, Word or Excel file.
  - You send the emergency declaration as an e-mail attachment to: [douane.dsc.pre.arrival@douane.nl](mailto:douane.dsc.pre.arrival@douane.nl)
  - State the words 'Noodprocedure' in the subject line of the e-mail, followed by the date and flight number.
- Customs will decide if you may remove the goods stated in the emergency declaration.

### After the malfunction has been solved

#### 1 *Has the malfunction been solved? And has the plane not landed yet?*

In that case, you immediately submit the following to Customs in electronic form:

- the Entry Summary Declaration (ENS) and/or
- the Temporary Storage Declaration (TSD)

As a result, the further handling will be completed electronically.

#### 2 *Has the malfunction been solved? And has the plane landed?*

In that case, you submit, no later than the next working day after the malfunction, the following to Customs in electronic form:

- the Entry Summary Declaration (ENS), and/or the Temporary Storage Declaration (TSD).

As a result, the write-down on the Temporary Storage Declaration (TSD) will still be supported electronically.