



Emergency procedure

For Customs Manifest (Entry) by sea

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 sea 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 sea, 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: 088 151 42 75 (DLTC Customs Maritime).

From abroad +31 88 151 42 75.

Types of emergency procedures

Here, you can find emergency procedures which you can use in the following cases:

1. Entry Summary Declaration (ENS) and/or Temporary Storage Declaration (TSD) prior to the ship's arrival
2. Declaration to Temporary Storage Ship's stores declaration (IMO/FAL 3)
3. entry formalities for:
 - a. the ship
 - b. the Transport Guidance System (VBS) declaration

Emergency procedure

Does Customs communicate a malfunction in Customs Manifest (Entry) by sea or has Customs granted you permission to use the emergency procedure? In that case, you can submit the next Entry Summary Declaration (ENS) and/or Temporary Storage Declaration (TSD) prior to the ship's arrival, the declaration to Temporary Storage Ship's stores declaration (IMO/FAL 3), and perform the entry formalities for the ship and the Transport Guidance System (VBS) declaration using the emergency procedure:

1 How does the emergency procedure work for the:

- **Entry Summary Declaration (ENS) and/or**
- **Temporary Storage Declaration (TSD) prior to the ship's arrival?**

You call Customs. Customs will then agree with you on how to submit the declaration:

- in what form
- in what way
- at what time

Telephone number of DLTC Customs Maritime: (088) 151 42 75

From abroad +31 88 151 42 75

2 How does the emergency procedure for the Declaration to Temporary Storage Ship's stores declaration (IMO/FAL 3) work?

- Use the Ship's stores declaration (IMO/FAL 3). You will find this declaration in Appendix 1 of the Verdrag inzake het vergemakkelijken van het internationale verkeer ter zee (Convention of Facilitation of International Maritime Traffic).
- Complete the form.
- Write on every part of the paper declaration:
NOODPROCEDURE DMF VIA ZEE.
- Scan the paper form
- Send the scanned form in PDF as an e-mail attachment to: douane.drh.inenuitklaringen@douane.nl.
- State the words 'Noodprocedure' in the subject line of the e-mail, followed by the date of arrival and the name of the ship.

3 How does the emergency procedure for entry formalities work?

You must perform the formalities upon entry in the following way:

a For the ship:

- Use the prior notification/notification of arrival of means of transport (General Declaration - IMO FAL 1). You will find this notification in Appendix 1 of the Verdrag inzake het vergemakkelijken van het internationale verkeer ter zee (Convention of Facilitation of International Maritime Traffic).
- Complete the form. Write on every part of the paper declaration:
NOODPROCEDURE DMF VIA ZEE.
- Scan the paper form
- Send the scanned form in PDF as an e-mail attachment to: douane.drh.inenuitklaringen@douane.nl.
Telephone number of the Customs Administration/
Customs office of the Rotterdam Port: 088 153 4850.
From abroad +31 88 153 4850.
- State the words 'Noodprocedure' in the subject line of the e-mail, followed by the date of arrival and the name of the ship.

b For the Transport Guidance System (vbs) declaration:

The vbs declaration can only be submitted electronically.

See the section 'After the malfunction has been solved'

Telephone number of the Customs Administration/
Customs office of the Rotterdam Port: 088 153 4850.

From abroad +31 88 153 4850.

After the malfunction has been solved

After the malfunction has been solved, 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)
- the prior notification/notification of arrival of means of transport (General Declaration - IMO FAL 1)
- the electronic vbs declaration

As a result:

- the write-down on the Temporary Storage Declaration (TSD) will still be supported electronically
- the blocking/control message will be sent
- the vbs invoice will be drawn up