



Emergency procedure

ICS2 (Entry) by sea

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

You may only use the emergency procedure:

- if Customs announces a malfunction within the automated system for 'Entry' on the [National Customs Help Desk](#) website
- after permission from Customs in other cases

Malfunction on the part of Customs

If the automated system for 'Entry into the EU (ICS2)' malfunctions, Customs will announce this on the [National Customs Help Desk](#) website. The malfunction number will be the combination of the date and time of the message.

Malfunction *not* on the part of Customs

When a malfunction occurs in your own application, you should ask Customs for permission to use the emergency procedure. You can reach Customs at 088 151 42 75 (DLTC Customs Maritime). If you're abroad, call +31 88 151 42 75.

Types of emergency procedures

There are different types of emergency procedures. You can use them for the following cases:

- for the Entry Summary Declaration (ENS) or Temporary Storage Declaration (TSD) prior to the ship's arrival
- for the Ship's Stores Declaration IMO/FAL 3, the 'STO message', at arrival
- for formalities upon entry for the ship and the Declaration of the Traffic Control Fee for Sea-Going Ships

Emergency procedure

Has Customs communicated a malfunction of the import control system Entry into the EU (ICS2)? Or has Customs granted you permission to use the emergency procedure? If so, you can use the emergency procedure to submit the following declarations: before the ship arrives, you can submit the Entry Summary Declaration (ENS) or Temporary Storage Declaration (TSD). After the ship arrives, you can submit the Ship's Stores Declaration and the Declaration of the Traffic Control Fee for Sea-Going Ships.

How to use the Emergency Procedure for ENS and TSD

You must complete the emergency procedure for the ENS or TSD before the ship arrives. However, before doing so, call DLTC Customs Maritime at (088) 151 42 75. If you're calling from abroad, dial +31 88 151 42 75. Customs will then work with you to determine how, where and when to submit the declaration.

How to use the emergency procedure for the Ship's Stores Declaration

Use the paper IMO/FAL form for Ship's Stores Declaration.

You can find this form in [Appendix 2 of the Convention of Facilitation of International Maritime Traffic \(Verdrag inzake het vergemakkelijken van het internationale verkeer ter zee\)](#). Complete the form and mark each section of the form with the words: 'Noodprocedure DMF via zee'.

Scan the paper form and send the scan in PDF format as an email attachment to douane.drh.inenuitklaringen@douane.nl. State the words 'Noodprocedure' in the subject line of the email, followed by the date of arrival and the name of the ship.

How to use the emergency procedure formalities for entry

There are various formalities for bringing the ship into port and for the Declaration of the Traffic Control Fee.

For the ship

Use the paper IMO/FAL form for the Ship's Stores Declaration. You can find this form in [Appendix 2 of the Convention of Facilitation of International Maritime Traffic \(Verdrag inzake het vergemakkelijken van het internationale verkeer ter zee\)](#). Complete the form and mark each section of the form with the words: 'Noodprocedure DMF via zee'.

Scan the paper form and send the scan in PDF format as an email attachment to douane.drh.inenuitklaringen@douane.nl. State the word 'Noodprocedure' in the subject line of the email, followed by the date of arrival and the name of the ship.

Do you have any questions about the form? Call the Customs Office of the Port of Rotterdam at (088) 153 4850. If you're abroad you can call +31 88 153 4850.

For the Declaration of the Traffic Control Fee

The Declaration of the Traffic Control Fee can only be submitted electronically. You can find more information under 'After the malfunction has been solved'.

After the malfunction has been solved

Has the malfunction been solved? Then, no later than the next working day after the disruption, you should electronically send the following information to Customs:

- the ENS
We will then send the blockage/control message.
- the TSD
The debit on the TSD will still be electronically supported.
- the pre-notification of arrival of the means of transport
- the Notification of Arrival (NA) and Actual Time of Arrival (ATA) notification
The NA is only required if the Dutch port is the first port of entry into the Union. We will then process the arrival notification in the Common Repository (CR) application of DG-TAXUD. The CR is the central application for processing data and managing the Member States' applications.
- the Declaration of the Traffic Control Fee
We will prepare the invoice for the traffic control fee.