



# Emergency procedure

## ICS2 (Entry) by air

**The emergency procedure is only to be used whenever computer systems are malfunctioning or when 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 of Goods to the EU on the [Dutch National Customs Helpdesk \(NHD\) 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 [NHD website](#). The malfunction number is a combination of the date and time of the announcement.

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

Is your own application or the application of your IT service provider malfunctioning? Then contact Customs to get permission to use the emergency procedure. You can reach Customs at 088 - 158 27 85 (Customs Schiphol Cargo). If you're abroad, call +31 88 158 27 85.

### Emergency procedure

If Customs announces a malfunction within the automated system Entry of Goods to the EU (ICS2) or if you have permission from Customs to use the emergency procedure, you can submit PLACI, ENS and TSD/TSR declarations using the emergency procedure.

### How to use the emergency procedure

For the PLACI and ENS, send us an 'emergency declaration' via email containing the declaration data no later than 2 hours before arrival at the airport in the Netherlands. You can submit the TSD/TSR declarations electronically to Customs when the system is operational again.

An emergency PLACI or ENS declaration is submitted as follows:

- Create an emergency declaration consisting of the manifest, Airwaybills (AWBS) and, if applicable, House AWBS. This can be done in a PDF, Word or Excel file.
- Send the emergency declaration as an email attachment to: [douane.dltc.spl.pre.arrival@douane.nl](mailto:douane.dltc.spl.pre.arrival@douane.nl).
- Include 'Emergency Procedure', followed by the date of arrival and the flight number in the subject line of the email.

After receiving the emergency declaration, Customs may request further information or documentation. Provide the requested information as soon as possible by email.

Do you have any questions, for example about the content of the emergency declaration? Please call or email, using the phone number and email address mentioned above.

### After the malfunction has been solved

Is the system operational again? Then send the following to Customs, using the usual procedure:

- The Entry Summary Declarations (ENS) and the Notifications of Arrival via ICS2
- The Temporary Storage Declaration (TSD/TSR) and the Arrival Notification (Actual Time of Arrival, ATA) via the Single Window. Do this no later than the next working day after the system is operational again.