



Emergency procedure

ICS2 (Entry) by sea

The emergency procedure is only available when computer systems are unavailable or when communication between computer systems is not possible.

You may only use the emergency procedure:

- if Customs announces an outage of the automated 'Entry' system through the [National Customs Helpdesk \(Nationale Helpdesk Douane\)](#); or
- if Customs gives you permission in other situations.

The emergency procedure may only be used if there is a demonstrable logistical need. This applies, for example, when goods cannot otherwise be released and removed. Use of the emergency procedure must comply with all applicable laws and regulations. In addition, its use must be proportionate, auditable and properly justified.

Outage of a Customs system

If the outage affects the automated 'Entry into the EU (ICS2)' system, Customs will announce it through the National Customs Helpdesk.

For the ICS2 Shared Trader Interface/ Portal (STI-STP)
[EU-portals](#) | [National Customs Help Desk \(NHD\)](#)

[Entry into the EU \(ICS2\)](#)
[Home](#) | [Nationale Helpdesk Douane \(NHD\)](#)

The error code consists of the combination of the date and time of the announcement.

Outage of your own system

If the outage affects your own application, you must ask Customs for permission before using the emergency procedure.

Contacting Customs

- Authorization for the ENS emergency procedure
DLTC Maritime Customs: (088) 151 42 75
When calling from abroad, please dial: +31 88 151 42 75
- Authorization for the ATO emergency procedure
Rotterdam Port Customs: (088) 153 48 50
When calling from abroad, please dial: +31 88 153 48 50

Types of emergency procedures

Has Customs announced an outage in the automated Entry into the EU (ICS2) system? Or has Customs authorised you to use an emergency procedure? If so, you may use the following emergency procedures:

- the Entry Summary Declaration (ENS) or Application for Temporary Storage (ATO) prior to the ship's arrival
- the IMO/FAL 3 Declaration of Ship's Stores, the 'STO message', or Declaration of Ship's Stores on board at arrival
- clearance formalities for the vessel
- the declaration of the Vessel Traffic Services Tariff for seagoing vessels

Operation of emergency procedures

ENS and ATO

You must complete the ENS emergency procedure before the vessel arrives. To do so, first call DLTC Maritime Customs at: (088) 151 42 75. If calling from abroad, please dial: +31 88 151 42 75.

You must complete the ATO emergency procedure before the ship arrives. To do so, first call the Rotterdam Port Customs Team BU at: (088) 153 48 50. If calling from abroad, please dial: +31 88 153 48 50. Customs will instruct you:

- which format to use
- how to submit the declaration
- when to submit it

Declaration of Ship's Stores

Use the paper IMO/ FAL form for the Declaration of Ship's Stores. You can find this form in Appendix 2 of the Convention on Facilitation of International Maritime Traffic. Complete the form and clearly write 'Emergency Procedure for Maritime Entry' on each part of the declaration.

Afterwards, scan the completed form and send it as a PDF attachment to douane.drh.inenuitklaringen@douane.nl. In the email subject line, include the text 'Emergency procedure' along with the date of arrival and the name of the vessel.

Entry formalities

Different formalities apply for the entry of the vessel and for declaring the Vessel Traffic Services Tariff.

For the vessel

Use the paper version of General Declaration-IMO FAL Form 1: 'Advance Notice of Arrival of a Means of Transport.' This form can be found in Appendix 2 of the Convention on Facilitation of International Maritime Traffic.

Fill out the form and write 'Emergency Procedure for Maritime Entry' on each section of the declaration. Then scan the completed form and send it as a PDF attachment to douane.drh.inenuitklaringen@douane.nl. In the email subject line, include the text 'Emergency procedure' along with the date of arrival and the name of the vessel.

If you have any questions, please contact the Rotterdam Port Customs Office at: (088) 153 48 50. If you are calling from abroad, please dial: +31 88 153 48 50.

To report the Vessel Traffic Services Tariff

You can only report the Vessel Traffic Services Tariff electronically. For more information, see 'After the outage.'

After the outage

Once the outage has been resolved, you must submit the following data electronically to the Customs system no later than the first working day after the outage:

- the ENS
We will send you the blocking/ control message retroactively.
- the ATO
The write-off against the ATO will then be processed retroactively.
- the pre-notification of arrival of means of transport
- the Notification of Arrival (NA) and Actual Time of Arrival (ATA)
The NA is only required if the Dutch port is the first port of entry into the Union. In this case, Customs will still process the notification of arrival in DG-TAXUD's Common Repository application (CR). The CR is the central application for processing data and managing the applications of member states.
- Declaration of the Vessel Traffic Services Tariff
Once the declaration has been submitted, Customs will issue the invoice for the Vessel Traffic Services Tariff.