



## INFO SHEET EXPORT (FROM EU TO UK)

# CUSTOMS DOES NOT AUTHORISE SHIPPING

Due to the United Kingdom's departure from the European Union (EU), all goods traffic to and from the UK has been subject to customs formalities since the 1<sup>st</sup> of January 2021. A customs declaration is always required prior to transport. This customs document must next be digitally pre-notified at the ferry and shortsea terminals in the Dutch ports through the Portbase service Notification Export Documentation.

You have complied with both of the above-mentioned Brexit requirements for your export cargo. **However, upon arrival at the terminal, it becomes apparent that Customs will not authorise shipping. How is this possible? How can you fix this?** In this info sheet, we will explain how you can recognise this situation and what you can do about it.

### FOR WHAT REASON IS CUSTOMS BLOCKING MY EXPORT SHIPMENT?

The moment your export shipment arrives at a Dutch terminal, this terminal will report its arrival to Customs via Portbase. It may be the case that Customs does not grant the terminal permission for shipping. Because the shipment is unknown to Customs, for example, or because it has already been reported to them in the past. As a result, Customs does not issue a clearance notification. Your export shipment remains blocked in the Terminal Operating System. Action is required. Only then will your shipment be able to still depart the Netherlands!

### HOW CAN I SEE WHY MY SHIPMENT HAS BEEN BLOCKED AT THE TERMINAL AND HOW CAN I SOLVE THIS?

Customs uses an error code to indicate the reason why the arrival notification has been rejected. Via the track & trace function of the service Notification Export Documentation, you can easily look up which error code is involved in your case. You can next use [this table](#) to find out the meaning of the error code and the actions that are required on your part.

You consecutively take the following steps:

1. On your start screen of the Port Community System, select the service Notification Export Documentation and then go to the 'Track and Trace' tab to locate your shipment.
2. The shipment that you have searched for will feature 'Arrival notification rejected by Customs with error code' or 'Diversion of arrival at exit rejected by Customs' at the bottom of the screen.
3. On the basis of the code that is listed here, you can next consult [the table](#) to see which action is required. This way, your shipment can still be shipped successfully.

### FROM NOW ON, HOW DO I IMMEDIATELY KNOW THAT CUSTOMS IS BLOCKING A SHIPMENT?

Portbase offers you automatic e-mail notifications. The moment Customs rejects an arrival notification, you will pro-actively be notified by e-mail straight away. You can set up e-mail notifications as follows:

1. Go to the 'My Portbase' home screen in the Port Community System
2. At 'My profile' select the option 'Notification Settings'
3. Select 'Export shipment message received from Customers' and 'Diversion reject notification received from Customs' and enter your email address.
4. From now on, you will automatically receive e-mail notifications whenever Customs blocks the shipment of your export shipment. You are able to react immediately.

### WANT TO CONTACT CUSTOMS?

For additional questions about the blocking of an export shipment, please contact Customs in the country in which the declaration was made. If the declaration was made in the Netherlands, you can contact the [National Customs Helpdesk](#) for this. Below, please find the contact details of Customs in the Netherlands and in the main countries of origin:

COUNTRY	FOR ECS CARGO		FOR NCTS CARGO	
	TELEPHONE	MAIL	TELEPHONE	MAIL
Netherlands	+31 (0)88 1566655	<a href="mailto:nhd.apeldoorn@belastingdienst.nl">nhd.apeldoorn@belastingdienst.nl</a>	+31 (0)88 1566655	<a href="mailto:nhd.apeldoorn@belastingdienst.nl">nhd.apeldoorn@belastingdienst.nl</a>
Germany	+49 40428202324	<a href="mailto:nsd-ecs@zoll.bund.de">nsd-ecs@zoll.bund.de</a>	+49 40428202324	<a href="mailto:nsd-ecs@zoll.bund.de">nsd-ecs@zoll.bund.de</a>
Belgium	+3225793333	<a href="mailto:helpdesk.ecs@minfin.fed.be">helpdesk.ecs@minfin.fed.be</a>	+32 25763066	<a href="mailto:ncts.be.helpdesk@minfin.fed.be">ncts.be.helpdesk@minfin.fed.be</a>
Poland	+48126290154	<a href="mailto:ecs.hd@kra.mofnet.gov.pl">ecs.hd@kra.mofnet.gov.pl</a>	+35 1218813942	<a href="mailto:helpdesk@ncts-centrum.mofnet.gov.pl">helpdesk@ncts-centrum.mofnet.gov.pl</a>

### ALSO CHECK OUT GET READY FOR BREXIT

Do you have a Brexit question on another specific topic? Visit [www.getreadyforbrexit.eu](http://www.getreadyforbrexit.eu) for more information in our knowledge center. Here, you will find all the details about the consequences of Brexit for your transport via the Dutch ports as well as tips from our partners.