Timetobunker

Port of Rotterdam

USER MANUAL TIMETOBUNKER

It is Timetobunker! Timetobunker is an online tool provided by the Port of Rotterdam Authority for electronically submitting official bunker pre-notifications in three simple steps. By using this tool, it is not necessary anymore to notify the Harbour Master via VHF. With the option to include the Customs notification, it is also not necessary anymore to separately notify Customs via Maritime Single Window.
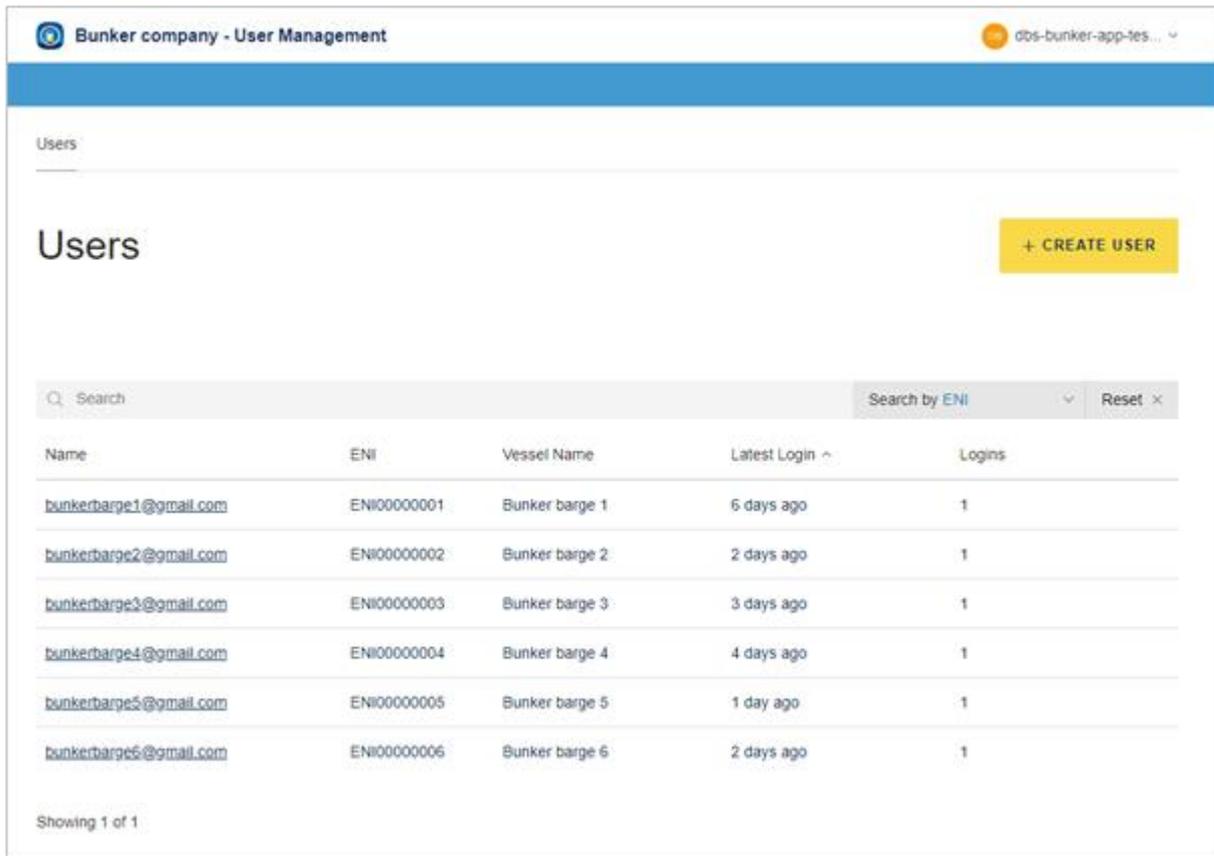
To ensure you will use the tool in the most optimal manner, we recommend you reading this manual carefully. Instructions can also be found in the tool itself. The manual includes a Frequently Asked Questions section at the end. In case you cannot find the answer to your questions here, or if you are experiencing any inconvenience and would like to provide us with your feedback, please do not hesitate to contact us via Timetobunker@portofrotterdam.com.

We hope you will enjoy the use of the tool in your bunker activities!

! *(Company) names, locations, fuel types or any other information in the provided examples are used for illustrative purposes*

USER MANAGEMENT

As an administrator you can manage users for your company yourself. Go to https://timetobunker.eu8.webtask.io/auth0-delegated-admin/ and login with the provided account. After logging in the overview of users within your company is shown. From this overview you can open user details and create, change or delete users.
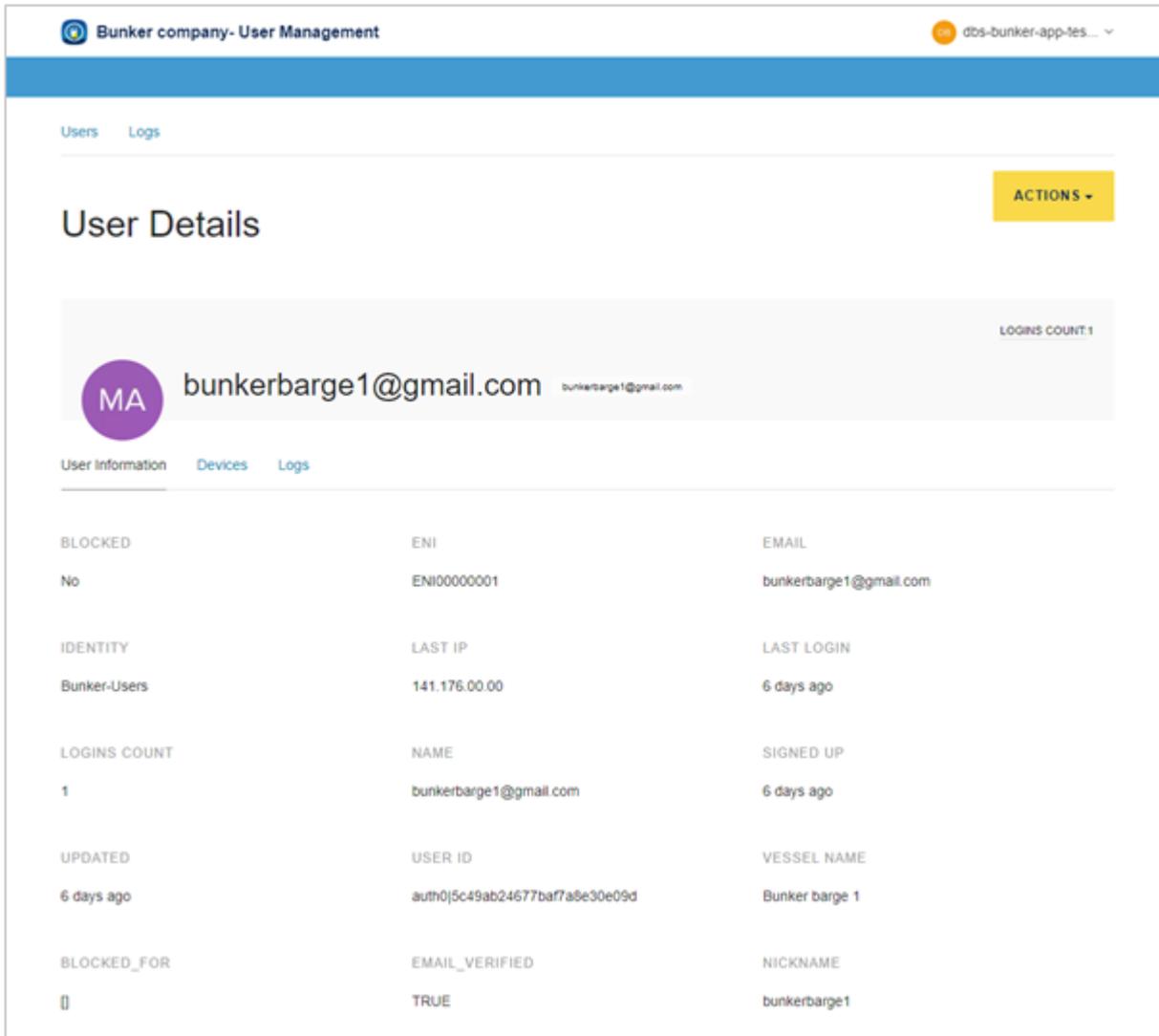

CREATE USER
You have to create a user account per bunker barge. With that account the crew of the bunker barge can login to Timetobunker.

1. In the overview of users click the button 'Create user'.
2. Fill in the fields
   - The password should meet the following requirements:
     - Contains at least 12 characters
     - Contains at least 1 upper case, 1 lower case, 1 digit and 1 special character (e.g. !@#$%^&*)
     - Does not contain (parts of) the username
   - The ENI number should start with 'ENI' followed by the 8 digit number, e.g. 'ENI12345678'
3. Click 'Create' to save the user.
4. The user appears in the overview.
5. A verification mail is sent to the entered e-mail address. The user has to open the link in this verification mail. Thereafter the user account is ready to use. Please note; the verification link is valid for 5 days. If the user account is not validated within 5 days you can send a new verification link to the user by opening the user details, click 'Actions' and choose the option 'Resend verification mail'.
6. Provide the user account details to the user in a safe way.

EDIT OR DELETE USER
1. In the overview of users click the email address of the user
2. The user details screen is opened (see below)

3. Click 'Actions' to perform one of the following actions:
   a. Block user; block the user so the user cannot login anymore. It is possible to unblock the user again.
   b. Reset password; send the user a link to create a new password.
   c. Change e-mail; change the e-mail address (that is used to login).
   d. Change password; create a new password for the user yourself.
   e. Change profile; change the ENI number of bunker vessel name.
   f. Delete user; delete the user from the system. Please note; after deletion the pre-notifications created by the user are not available anymore.

REGISTRATION & LOG-IN

Please log-in into the tool via https://timetobunker.portofrotterdam.com/ with the barge account provided by your organization. Organizations can request for access to the tool via Timetobunker@portofrotterdam.com if they don't have access yet.

OVERVIEW BUNKER ACTIVITIES

After successfully logging in, the tool opens with an overview of previous pre-notifications, if any. This allows you to check which pre-notifications has already been completed and if the pre-notification was successfully sent to Customs. You can search in the list by name of the seagoing vessel, date or time.
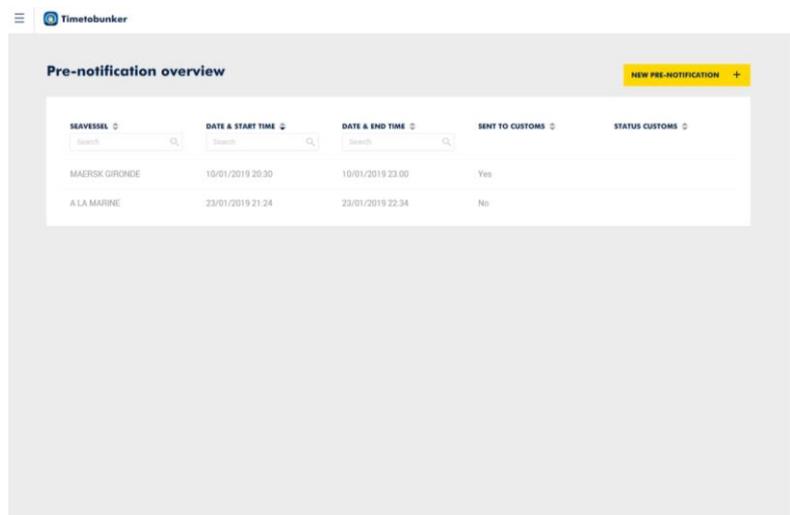
STEP 1 – ADDING A NEW PRE-NOTIFICATION

To add a new pre-notification, click on the button 'NEW PRE-NOTIFICATION' on the top right side. A screen will appear where you are asked to fill out the details of the receiving vessel (name, berth and estimated time of arrival).

Vessels can be searched by name or IMO number. If the vessel has multiple berths, please select the berth where the bunkering will take place.

The tool is connected to PRONTO. This means that the list of receiving vessels is limited to vessels that are already in the port or will be visiting the port within the next 5 days.

Please check if the information provided is correct before proceeding to the next step.
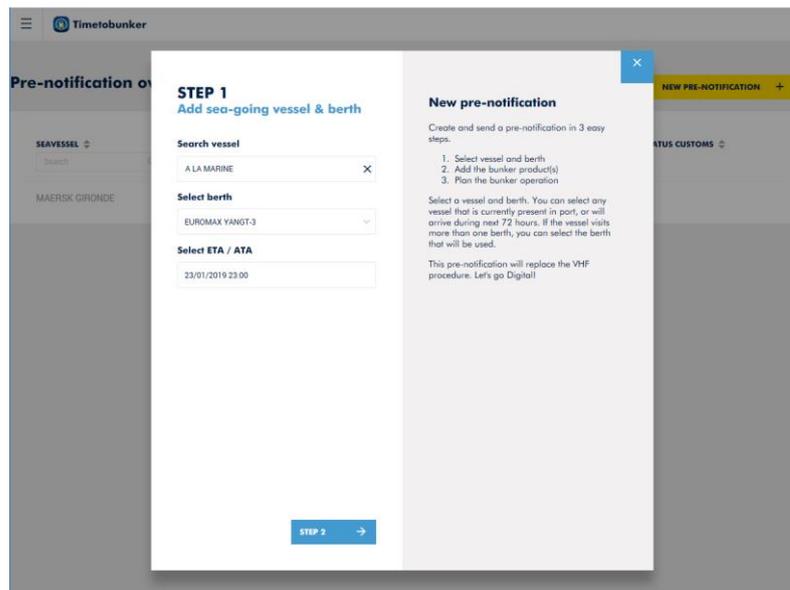
STEP 2 - ADDING A BUNKER PRODUCT

After completing step 1, you are asked to provide details of the bunker product in step 2.

First select the product type. By typing in the search field, a drop-down list will appear where you can select the right product. Next step is to fill-out the (expected) delivered quantity. The system will automatically choose the right unit based on the selected product type. Finally, please select the bunker supplier.

If the correct supplier does not appear in the drop-down list, please contact us via timetobunker@portofrotterdam.com.

Unfortunately, without a supplier the pre-notification cannot be finalized, we advise you to contact the Harbour Coordination Center to notify them about the planned bunker activity.

Please check if the information provided is correct before proceeding to the next step.
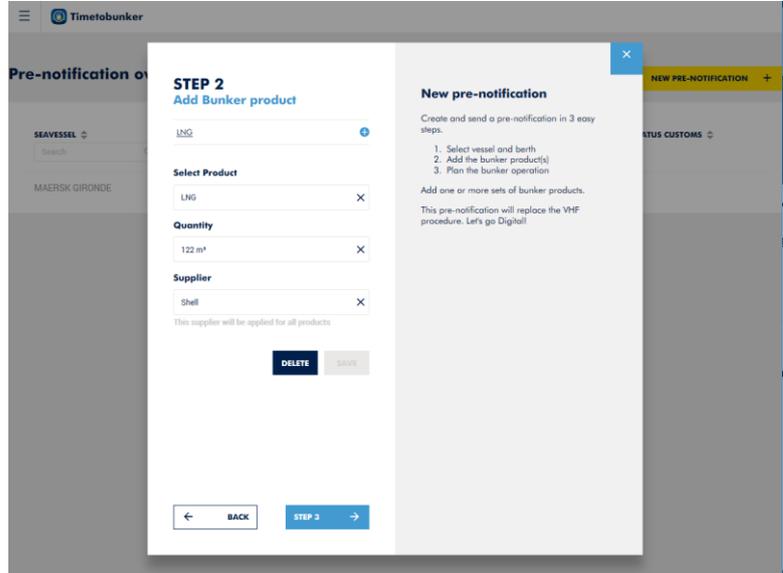
STEP 3: START & COMPLETION TIME

In the third step you are asked to provide information on (expected) timing (start and completion).

Timetobunker compares the selected information with the window of the seagoing vessel provided by PRONTO. If your Estimated Start or Estimated Completion is outside the vessel's window, the tool will show an alert. Please carefully read the instructions if an alert is shown and consider adjusting your planning or contact the vessel. Please note, that the alert will not prohibit you to proceed to the next step.

Please check if the information provided is correct before proceeding to the next step.
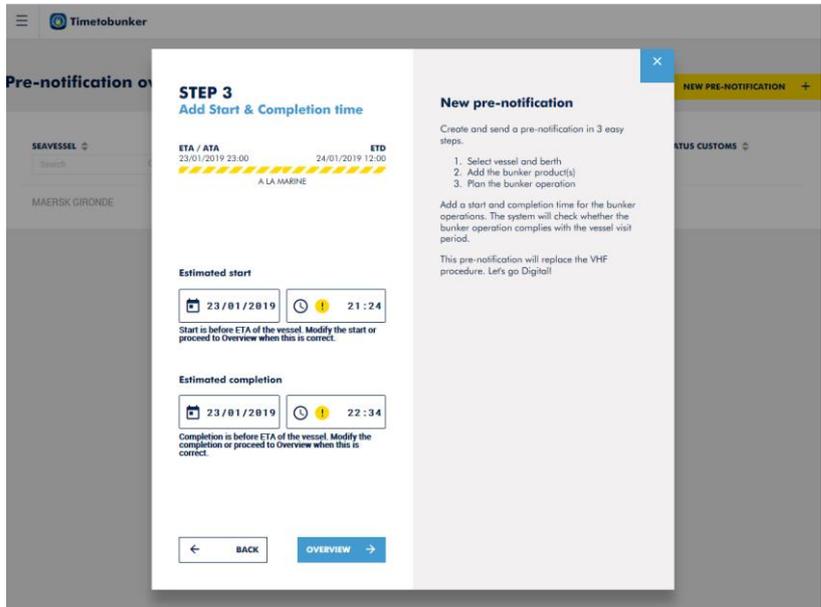
LEGAL DOCUMENTS

The contracts are intended to regulate mutual liability matters in the event damages would occur as a result of potential incorrect use or functioning of the app. This is important for both parties. The contract structure is as follows:

1.   **Framework agreement**

This 3-page overarching contract between PoR and the customer which contains the general terms and conditions. This is not negotiable, but the appendix (General sales conditions IT) is "for information" only.

2.   **Specific agreement Timetobunker**

In this 5-page document we agree on the use of Timetobunker based on closed scholarships (i.e. payment in Data). Amongst others the document stipulates the contract duration and contains some liability clauses The appendices (Product Description and End-user License Agreement) are for information only.

SUMMARY

The final step before it is possible to send the pre-notification to the authorities, is a summary of all information provided. In case of any error, it is possible to adjust the information by clicking on one of the pencils or to go back.

This is the screen in which you can include customs. If you want to send your pre-notification to Customs as well, click on the switch after 'INCLUDE CUSTOMS'. The default value is that the pre-notification will not be send to Customs.

Please check if the information is correct before clicking the 'SEND' button. By clicking the 'SEND' button the information will be send to the Harbour Master, Rotterdam Port Authority and Customs (if this option is included). Currently, there is no possibility to adjust the information after clicking on the 'SEND' button. We are working on the possibility to adjust and delete a pre-notification after clicking 'SEND'. The following screen will appear:
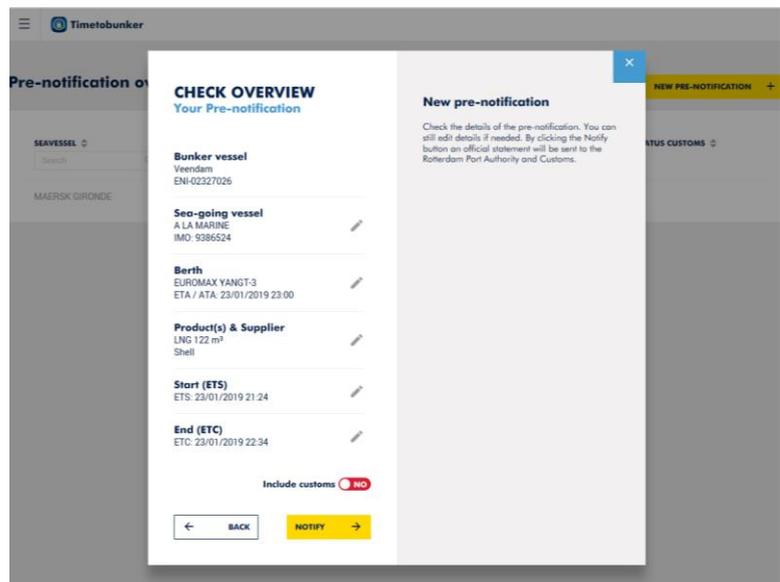
Your pre-notification is now completed, officially sent to the authorities and added to the pre-notification overview.
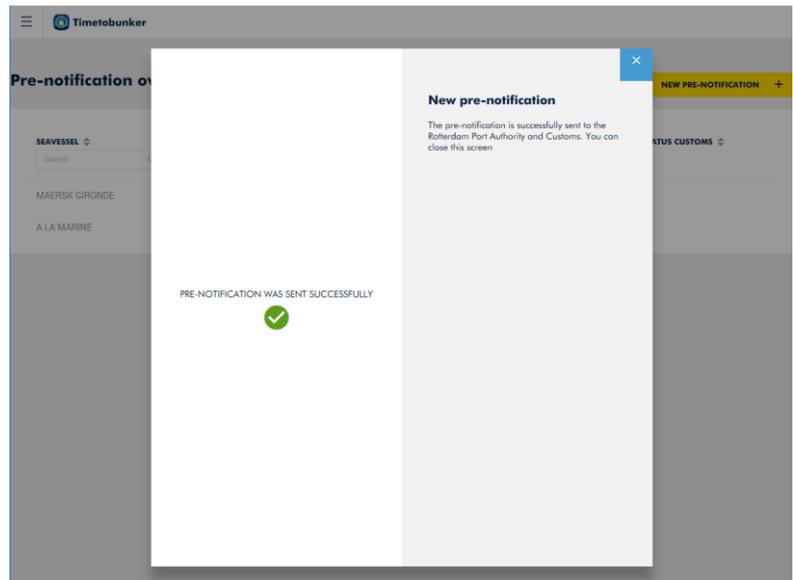
FREQUENTLY ASKED QUESTIONS

1. I don't have an account yet, where can I get one?

If you would like to receive an account, please check whether your organization has received a master account. If your organization has a master account, it can add your barge to the account and provide you with log-in details. The master account can add accounts specific for barges and manage the passwords for these accounts.
If your organization does not have an account yet, the person that will be responsible for managing the master account can email to Timetobunker@portofrotterdam.com to receive access to a master account.

2. I forgot my password, what do I have to do?

In the login screen you can ask for a password reset by clicking "Don't remember your password?". After you have entered the e-mail address of your account, a link to create a new password will be sent.
If you don't know the e-mail address of your account (anymore) your organization should be able to provide you with a new password or link to create a new password via the master account.

3. I cannot find the seagoing vessel/product/supplier?

If you cannot find a seagoing vessel, first check whether you have written the name correctly. If you cannot find the vessel by name, try finding the vessel by IMO number. If you still cannot find the seagoing vessel it is possible that the vessel is not in port yet and will not arrive in port within the next 5 days. Only vessels that are in port or will arrive in the port in the next 5 days are included in the list.

If you cannot find a product, please check if you have searched the product by its English abbreviated name (HFO). If you are sure the right product is not included in the list, please contact timetobunker@portofrotterdam.com.
If you cannot find a supplier, please contact us and provide the following details of the supplier in the email: supplier name, supplier contact person, supplier email dress, phone number and the EORI number of the supplier. Do not forget to contact the Harbour Master/ Coordination Center to communicate your pre-notification.

4. Is my information properly secured?

Yes, your information is properly secured. As Port of Rotterdam we highly value the security of our data systems. It is extremely important for us that we, and our partners handle data safely. Therefore, various security measures are integrated in our product lifecycle process to ensure data in Timetobunker is secured.

5. The tool is not working properly, what can I do?

To ensure the Harbour Master is aware of your bunker activities, please contact the Harbour Master / Harbour Coordination Center. In addition, it would help us if you could let us know when there are any problems by emailing to Timetobunker@portofrotterdam.com

6. Do I comply to the Customs legal requirements by sending a pre-notification via Timetobunker?

Yes, you comply to the legal requirements of Customs by sending a pre-notification via Timetobunker. During the development of Timetobunker we have cooperated with Customs intensively to ensure everything is in line with their requirements. Though, it is important that you monitor the status of the pre-notifications sent in the Timetobunker overview with pre-notifications.

- Only if the status shows 'CONFIRMED' you comply with Custom legislation.
- If the status shows 'PENDING' the application is still waiting for response of Customs that your pre-notification has been received correctly and is approved.
- If the status shows 'FAILED', please inform us about this via timetobunker@portofrotterdam.com
- If the status shows 'DECLINED', please contact Customs

Though, if it is the first time you will notify Customs electronically, you need to request approval by Customs. Visit the Customs website for more information.

7. I forgot to send my pre-notification to Customs as well, what do I have to do?

You must send your pre-notification to Customs separately, like you did before using Timetobunker. The new update we are working on will only allow you to edit or delete a pre-notification. It will not be possible to include Customs afterwards by editing the pre-notification. If you forgot to include Customs the pre-notification will need to be send separately to Customs.

8. Can I delete or adjust a pre-notification after I have send it?

Currently, it is not possible to edit or delete a pre-notification after you have sent it to the Harbour Master, Rotterdam Port Authority and Customs (if applicable). Though, we are working on an update which allows you to edit or delete a pre-notification. If you choose to edit a pre-notification an update will be send to Harbour Master, Rotterdam Port Authority and Customs (if applicable).

9. **Is it mandatory to notify Harbour Master, Rotterdam Port Authority and Customs (if applicable) via Timetobunker?**

No, it is not mandatory to notify via Timetobunker. It is still possible to notify the Harbour Master via VHF radio. Though, we do not prefer this as we believe notifying via Timetobunker provides you with more reliable data and more insight in your bunker activities.