



March 2023

Technical upgrade of current web portal completed

In the summer of 2022, the Port of Rotterdam Authority announced a technical upgrade of the current web portal. This upgrade has been completed on schedule and will go live on March 20, 2023.

A technical team from PortBase and the Port of Rotterdam Authority has been working over the past few months to give the outdated web portal for Inland Port Dues a technical upgrade. The system is now integrated with PortBase and is once again fully compliant with the technical requirements.

What will change for you?

For the declaration of Inland Port Dues via the web portal, only a new web address has been created: <https://binnenhavengeld.pcs.portbase.com>.

The username and password to log in will remain the same for you.

New look & feel

In addition to a new web address, the web portal has a more modern look and offers you a few more features.

- You can log in to the web portal via a cellular phone.
- You can view the subscription history
- You can submit a request for help to the Inland Port Dues team

Insight into subscription history

A new feature is access to the subscription history. It is possible to review subscriptions up to two months after the expiry date. For instance, an annual subscription ending on 31 December 2023 can be viewed in the system until 1 March 2024. And a weekly voucher ending 1 May 2023 can be viewed until 1 July 2023.

Request for help via the system

Also new is the option to directly submit a request for help via the new web portal to the Inland Port Dues team. Requests for help could include an error in the web portal, or an incorrectly sent declaration.

The manual has been updated; check our website for the latest version.

One-off reminder for failure to declare

The Port of Rotterdam Authority will adjust the process of identifying vessels for which no declaration has been submitted. From mid-April 2023, the skipper/shipowner will receive a reminder letter by email if no Inland Port Dues declaration has been submitted. In such a case, the client will be given the opportunity to submit the declaration for the vessel within five days. This will allow the client prevent paying a 100% surcharge on a reminder invoice.

The reminder letter by email is sent only in case of a first default!

Should the same vessel fail to submit a declaration again at a later date, no reminder will be sent and the client will automatically receive a reminder invoice with a 100% surcharge. The reminder letter is sent only to clients whose email address is known. The Port of Rotterdam Authority expects this to improve the declaration process by and for clients.

Questions? Or other remarks? Please email them to Binnenhavengeld@portofrotterdam.com