



Manual for Inland Port Dues Portal Subscriptions

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TABLE OF CONTENTS

Welcome to the Inland Port Dues Portal.....	2
1 Registration for use.....	3
1.1 Log in to Portbase	3
1.2 Accept conditions	3
1.3 Request new account	4
1.4 Report for multiple parties.....	7
2 Password forgotten?	8
3 Support	10
4 Overview of subscriptions	11
5 Request subscription	12
5.1 Select vessel	13
5.2 Select subscription	13
5.3 Reporting for multiple vessels.....	16
6 Menu bar.....	17
6.1 News and announcements from the Port Authority	17
6.2 Contact Port Dues	18
6.3 Change language setting.....	18
6.4 Manage account settings.....	19
6.5 Log out	22
7 Mobile version of Inland Port Dues Portal	23
Change history.....	24

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WELCOME TO THE INLAND PORT DUES PORTAL

Dear Sir/Madam,

This is the Manual for the Inland Port Dues Portal. It describes how to register for use of the portal and how to log in to the portal. It also contains information on the start screen and the tool bar, and how to change your password and your details. How you make, change and send your report, and how the Port Authority handles this, is also described. For more information on inland port dues in the Rotterdam, Vlaardingen, Schiedam, Dordrecht, Zwijndrecht and Papendrecht area, please see our website <https://www.portofrotterdam.com/nl/scheepvaart/havengelden>.

Kind regards,

Havenbedrijf Rotterdam N.V.

Port dues

T +31 (0)10 252 15 23

E havengelden@portofrotterdam.com

World Port Center

P.O. Box 6622

3002 AP Rotterdam

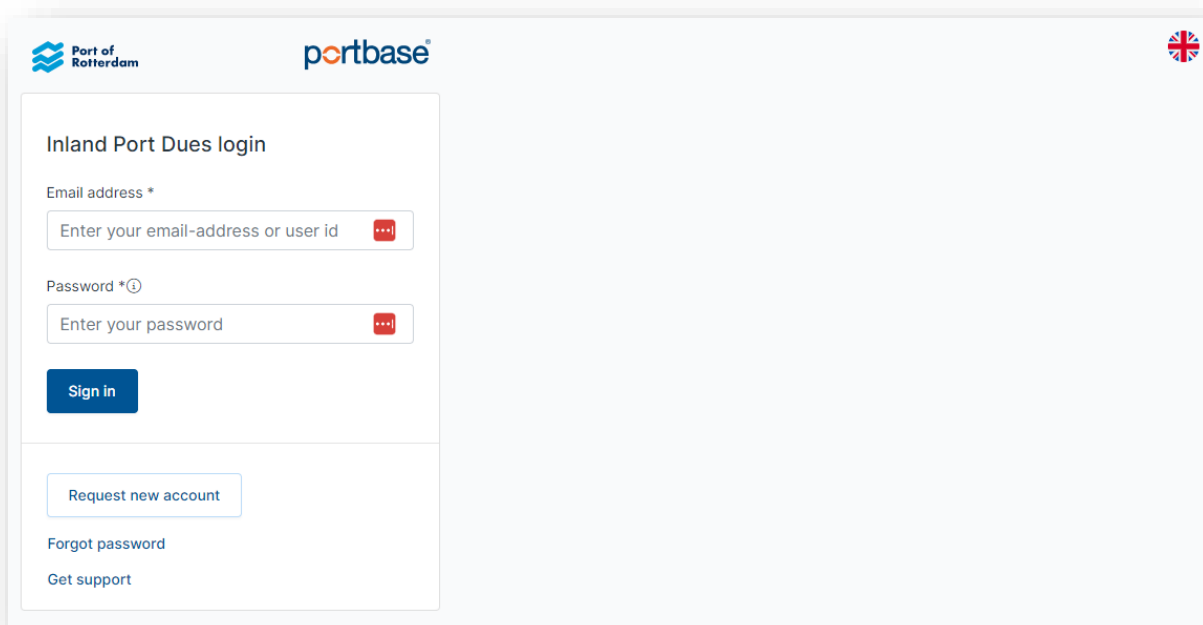
www.portofrotterdam.com

1 REGISTRATION FOR USE

1.1 Log in to Portbase

You can register for use of the portal via <https://binnenhavengeld.pcs.portbase.com>.

A log-in screen will appear. You can change your language setting by selecting the flag in the top right-hand corner of the screen.

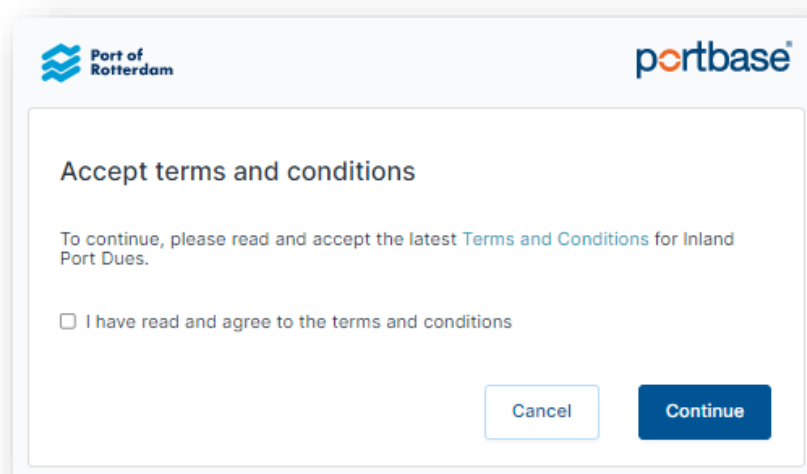


If you already have an account for Inland Port Dues, you can log in as follows in this screen:

- Enter the e-mail address with which you are registered for Inland Port Dues.
- Enter your password.
- Select 'Sign in'.

1.2 Accept conditions

The first time that you log in, or the first time that you log in after new conditions take effect, which is usually in January, you will be asked to accept the General Terms and Conditions. This is mandatory for permission to use the application, for every user.



The screenshot shows a modal dialog box with the Port of Rotterdam logo on the top left and the 'portbase' logo on the top right. The title of the dialog is 'Accept terms and conditions'. The main text reads: 'To continue, please read and accept the latest [Terms and Conditions](#) for Inland Port Dues.' Below this text is a checkbox with the label 'I have read and agree to the terms and conditions'. At the bottom right of the dialog are two buttons: 'Cancel' (a light blue button with a blue border) and 'Continue' (a solid dark blue button).

If you click 'Terms and Conditions', you will be linked to the General Terms and Conditions of the Port of Rotterdam Authority. After reading the terms and conditions, you can state that you have read and accept them. You can then click the 'Continue' button to start using the application.

1.3 Request new account

If you have no account for Portbase yet, you can request an account with the 'Request new account' option.

The following screen will appear when you select the 'Request new account' button. Completion of the fields marked with * is mandatory.

Request new account

Request an account to log in with. We will contact you as soon as your account has been created.

Company details

Name *

Street *

Number *

Suffix

Postal code *

City *

Country *

IBAN (Optional)

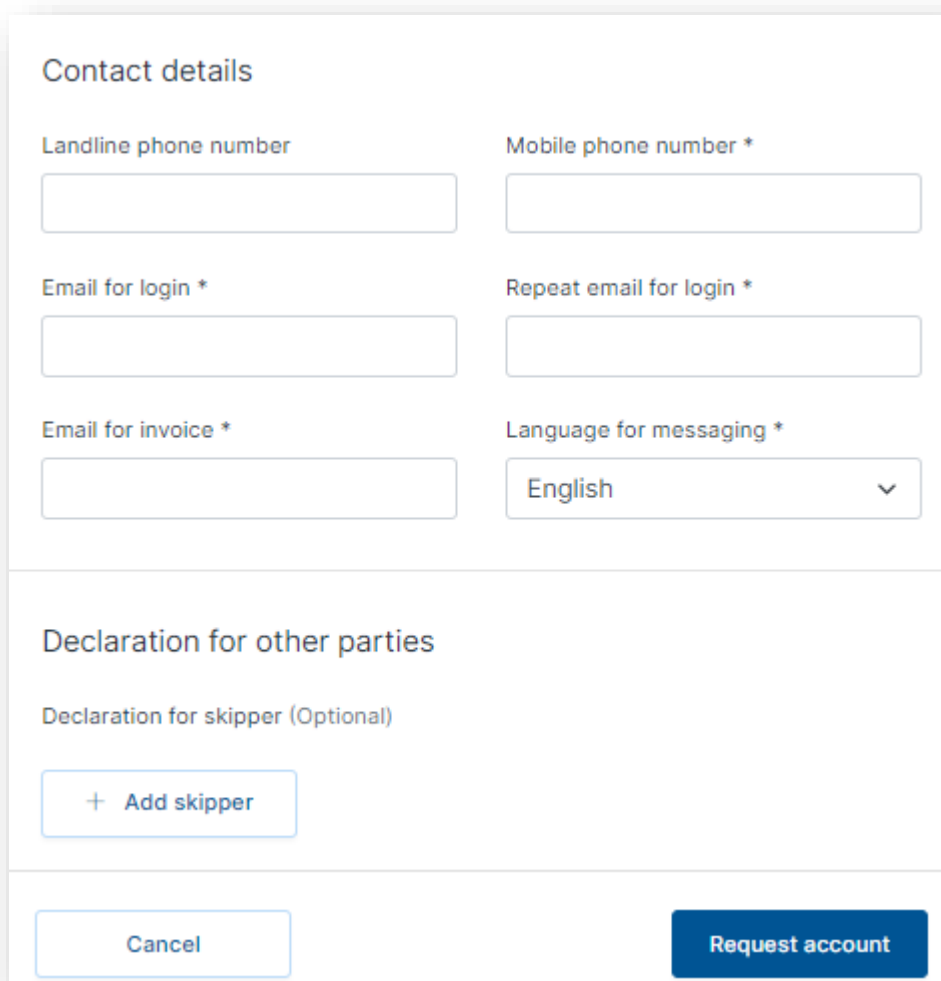
BIC (Optional)

Chamber of commerce number (Optional)

VAT number (Optional)

You can enter your company details in this screen.

You can then add your contact details and a separate e-mail address for your invoice:



Contact details

Landline phone number

Mobile phone number *

Email for login *

Repeat email for login *

Email for invoice *

Language for messaging * English ▼

Declaration for other parties

Declaration for skipper (Optional)

[+ Add skipper](#)

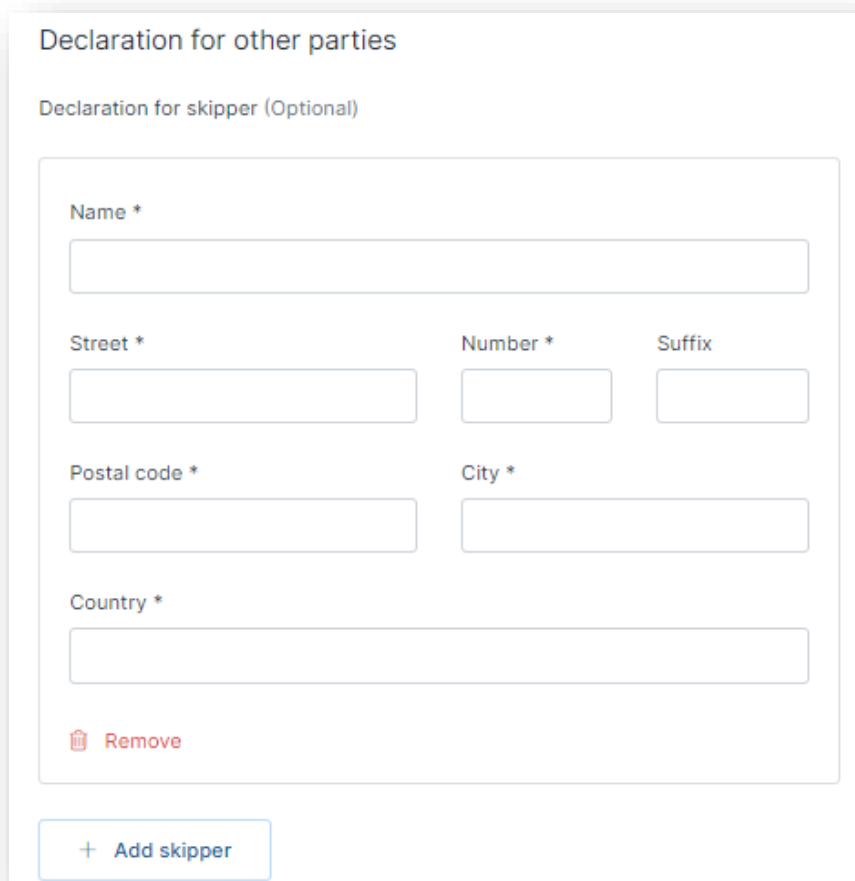
[Cancel](#) [Request account](#)

You then select 'Request account' in order to submit the request. You will be notified as soon as your request is accepted.

1.4 Report for multiple parties

If you want to make a report for more than one party, you can do this in the request screen too.

You can then add skippers for which you wish to make a report in the 'Report on behalf of other skippers' field. You then select '+ Add skipper'. You can then enter the details of those parties.



The screenshot shows a form titled "Declaration for other parties". Below the title is a sub-header "Declaration for skipper (Optional)". The form contains several input fields: "Name *" (a single line), "Street *" (a single line), "Number *" (a single line), "Suffix" (a single line), "Postal code *" (a single line), "City *" (a single line), and "Country *" (a single line). At the bottom left of the form is a red trash icon followed by the text "Remove". At the bottom right of the form is a blue button with a plus sign and the text "+ Add skipper".

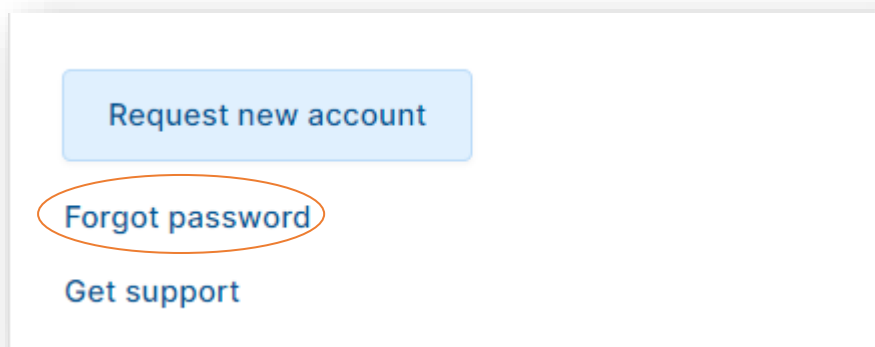
You can add multiple skippers here at the same time, or remove them again using the 'Remove' button.

This screen can also be accessed if you already have an account and are logged in. You will then find this screen under the 'Manage account' option. This will appear when you select the 'people' icon in the menu bar.

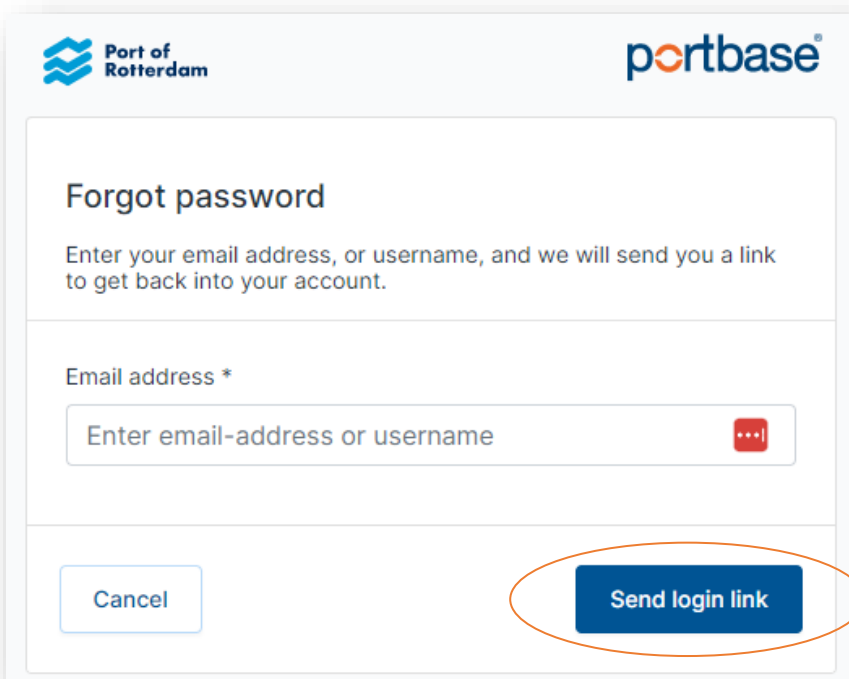


2 PASSWORD FORGOTTEN?

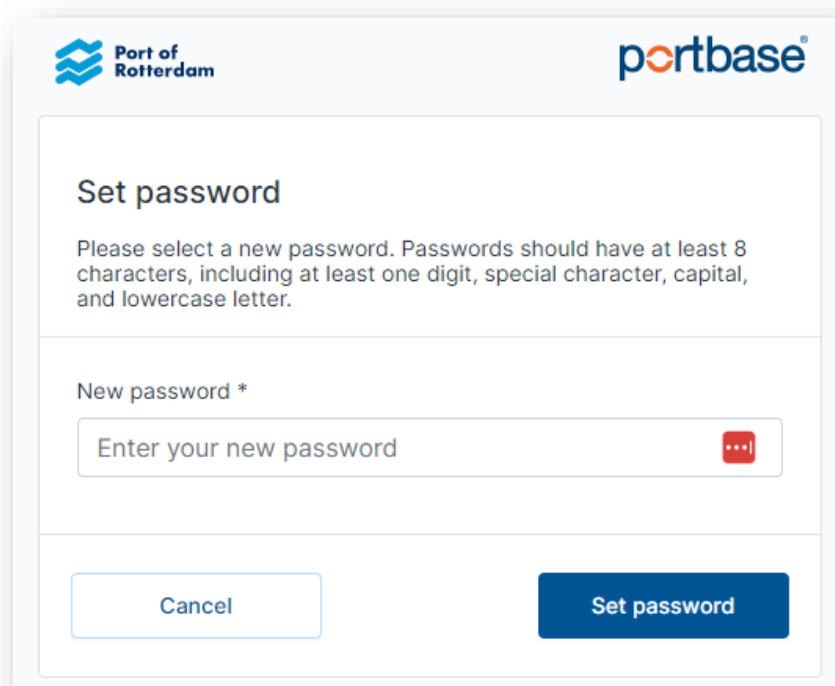
If you have already requested an account in the past, but no longer remember your password, you can request a new password with the 'Forgot password' option.



The following screen will appear:

A screenshot of the 'Forgot password' form. At the top left is the 'Port of Rotterdam' logo, and at the top right is the 'portbase' logo. The title 'Forgot password' is centered. Below it is the instruction: 'Enter your email address, or username, and we will send you a link to get back into your account.' There is a text input field with the placeholder 'Enter email-address or username' and a red eye icon to its right. At the bottom left is a 'Cancel' button, and at the bottom right is a blue 'Send login link' button, which is circled in orange.

If you enter the e-mail address used to request your account, you will receive an e-mail with a link that you can use to set a new password. If you select the 'Send login link' button, the following screen will appear:



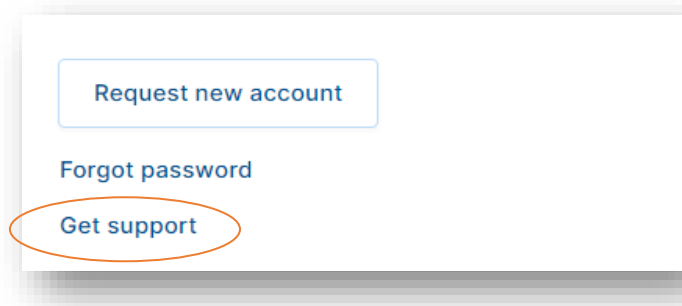
The screenshot shows a 'Set password' dialog box. At the top left is the 'Port of Rotterdam' logo, and at the top right is the 'portbase' logo. The title 'Set password' is centered. Below it, a message states: 'Please select a new password. Passwords should have at least 8 characters, including at least one digit, special character, capital, and lowercase letter.' Underneath is a label 'New password *' followed by a text input field containing the placeholder 'Enter your new password'. To the right of the input field is a red eye icon for toggling password visibility. At the bottom, there are two buttons: a 'Cancel' button on the left and a blue 'Set password' button on the right.

After entering a new password, you select 'Set password'. You will then be taken to the login page, where you can log in with the new password.

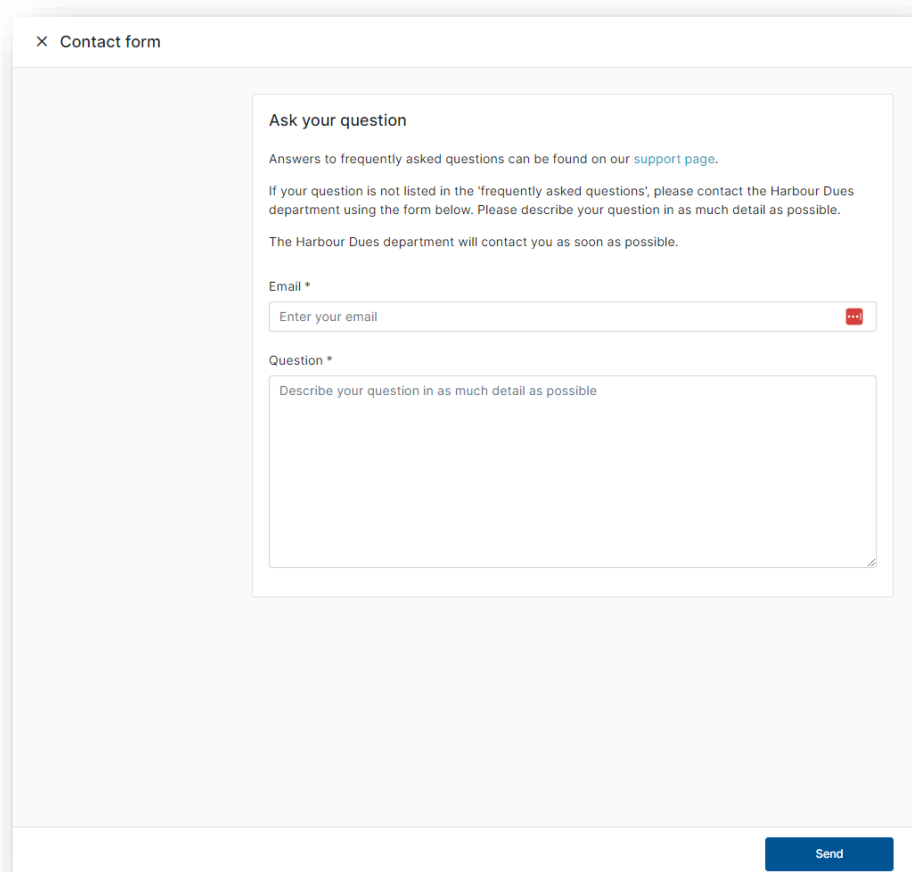
3 SUPPORT

If you require support from Port Dues for logging in or with other tasks in the portal, you can send a message to the Port Dues team via the application. Someone from the Port Dues team will then contact you.

You can request support from the log-in screen by selecting 'Get support':



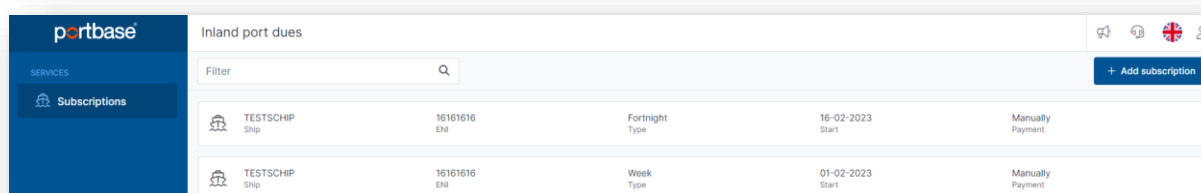
The following screen will appear:

A screenshot of a 'Contact form' modal. It has a title bar with a close button and the text 'Contact form'. The main content area is titled 'Ask your question' and contains the following text: 'Answers to frequently asked questions can be found on our [support page](#). If your question is not listed in the 'frequently asked questions', please contact the Harbour Dues department using the form below. Please describe your question in as much detail as possible. The Harbour Dues department will contact you as soon as possible.' Below this text are two input fields: 'Email *' with a placeholder 'Enter your email' and a red eye icon, and 'Question *' with a placeholder 'Describe your question in as much detail as possible'. A blue 'Send' button is located at the bottom right of the form.

Enter the e-mail address with which you are registered in Portbase. You can enter your query or comment in the next field. You then select 'Send'. The Port Dues department will now receive a message and will contact you as soon as possible.

4 OVERVIEW OF SUBSCRIPTIONS

If you have successfully logged into the portal, you will see an overview screen. This screen shows you all subscriptions applying for you at present or that have expired in the past two months. With the aid of the filter, you can search subscriptions that you have registered. You can search using the vessel name, the ENI number or the business partner number of the skipper.



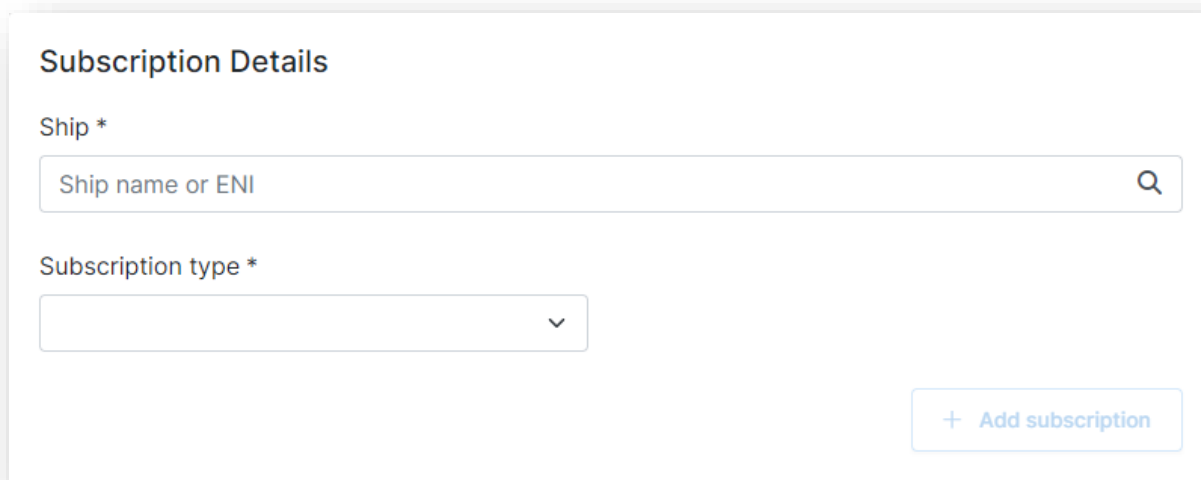
The screenshot shows the 'portbase' interface for 'Inland port dues'. It includes a sidebar with 'Subscriptions' selected, a search filter, and a table of active subscriptions. A '+ Add subscription' button is visible in the top right.

Icon	TESTSCHIP Ship	16161616 ENI	Fortnight Type	16-02-2023 Start	Manually Payment
Icon	TESTSCHIP Ship	16161616 ENI	Week Type	01-02-2023 Start	Manually Payment

With the blue '+ Add subscription' button, you can request a new subscription.

5 REQUEST SUBSCRIPTION

If you request a subscription for yourself, you will see the following screen:



The screenshot shows a form titled "Subscription Details". It contains two main input fields: "Ship *" with a search icon and "Subscription type *" with a dropdown arrow. A blue button labeled "+ Add subscription" is located at the bottom right.

Subscription Details

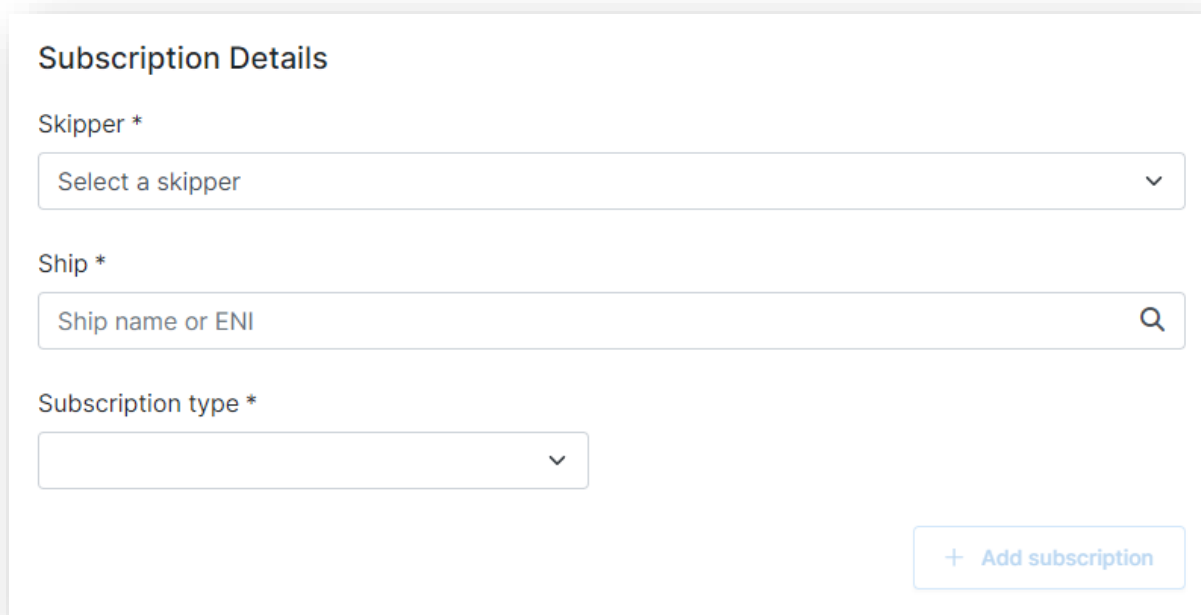
Ship *

Ship name or ENI

Subscription type *

+ Add subscription

If you may also report on behalf of other skippers, you will see the following screen:



The screenshot shows a form titled "Subscription Details". It contains three input fields: "Skipper *" with a dropdown menu, "Ship *" with a search icon, and "Subscription type *" with a dropdown arrow. A blue button labeled "+ Add subscription" is located at the bottom right.

Subscription Details

Skipper *

Select a skipper

Ship *

Ship name or ENI

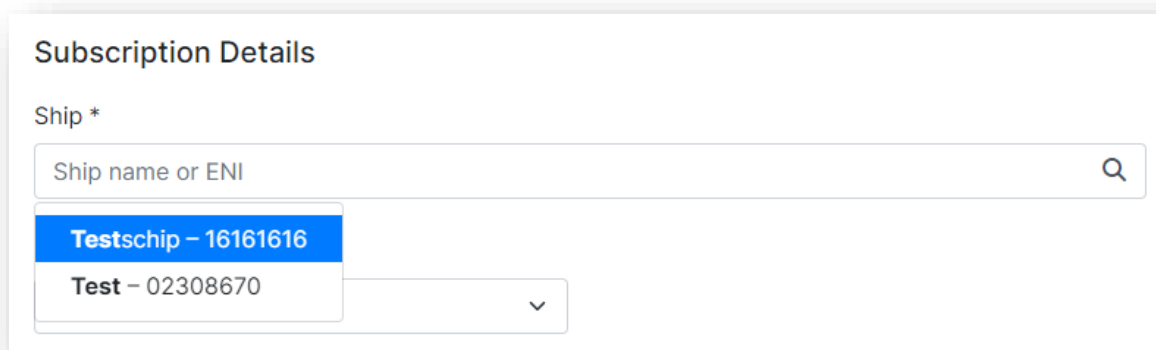
Subscription type *

+ Add subscription

In this case, you first select the skipper for which you want to make a report. You can scroll down through a list of all the skippers for which you can make reports using the arrow.

5.1 Select vessel

You can enter a vessel name or ENI number here. A list will appear of vessel names and ENI numbers known to the Port Authority, from which you can select the correct vessel.



Subscription Details

Ship *

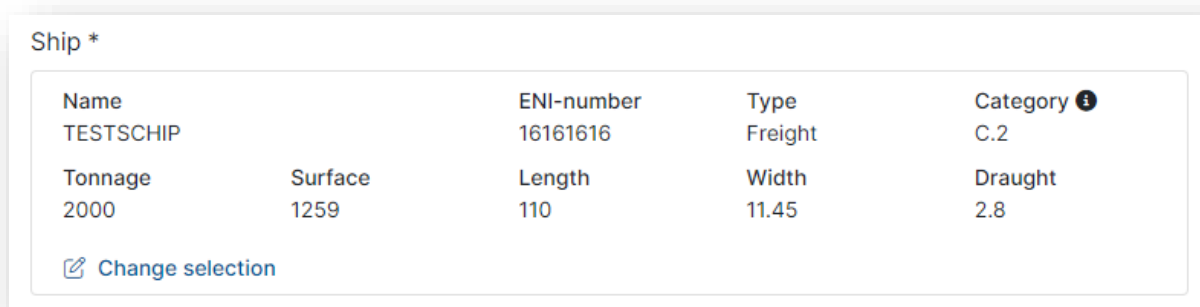
Ship name or ENI

Testschip – 16161616

Test – 02308670

If the correct vessel is in the list, you can select this. The vessel will then be taken up. If the correct vessel is not in the list, you can make a more specific search with extra letters or figures.

If you have selected a vessel, the details of the relevant vessel will be shown:



Ship *

Name	ENI-number	Type	Category	
TESTSCHIP	16161616	Freight	C.2	
Tonnage	Surface	Length	Width	Draught
2000	1259	110	11.45	2.8

[Change selection](#)

If this does not prove to be the right vessel, you can select a different vessel using the 'Change selection' option.

5.2 Select subscription


To select a subscription, you select the arrow in the 'Subscription type' field. Depending on the vessel type, a selection can be made from four or five subscriptions:

- 7 days
- 14 days
- Month (with Other Vessels only)
- Quarter
- Year

Select the required subscription.

The start date can be changed by selecting the 'calendar' icon.

Start date *

dd-mm-yyyy 

< Feb 2023 >

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

[Add subscription](#)

Once the vessel and the date have been selected, you can add the subscription by selecting '+ Add subscription'.


Subscription Details

Skipper *


Organisation name Testbedrijf BV	Debitor number 368651
Address Wilhelminakade 909 Rotterdam, Nederland	IBAN -


[Change selection](#)

Ship *

Name TESTSCHIP	ENI-number 16161616	Type Freight	Category  C.2
Tonnage 2000	Surface 1259	Length 110	Width 11.45
			Draught 2.8

[Change selection](#)

Subscription type *
Week 

Start date *
14-02-2023 

[+ Add subscription](#)

The subscription details will then be shown in 'Selected subscriptions'. You can add multiple subscriptions for the same vessel at the same time.


When all subscriptions have been added, you select the payment method. If the Port Authority has been given a SEPA mandate for automatic payment of port dues, only 'Direct debit' can be selected.

Selected subscriptions

Ship	Type	Start	End
TESTSCHIP	Week	25-02-2023	04-03-2023 12:00

[× Remove subscription](#)

Payment method *


Manually 

When you select 'Send', the report will be sent immediately. You will receive notice that the report has been sent successfully and it will appear in the overview screen. You will also receive confirmation of receipt by e-mail.

If the system recognises that there is already a current subscription for the relevant vessel for the period that you have selected, which will overlap with the subscription that you are requesting now, a message will appear:

Ship	Type	Start	End
TESTSCHIP	Week	26-02-2023	05-03-2023 12:00

[× Remove subscription](#)

**Found overlapping subscription**
Range: Feb 25, 2023 – Mar 4, 2023 12:00


In this example, there is already a weekly subscription from 25 February to 4 March, which overlaps with the weekly subscription that you are requesting from 26 February.

You can then remove the overlapping subscription via the 'x Remove subscription' option. If, despite the overlap, you still want to add the subscription, select 'Send'. All subscriptions will then be charged.

5.3 Reporting for multiple vessels





If you want to make reports for more than one vessel at the same time, you can do this by selecting a different vessel after you have added the subscription. You do this by selecting 'Change selection' in the vessel information.

Ship *

Name		ENI-number	Type	Category ⓘ
TESTSCHIP		16161616	Freight	C.2
Tonnage	Surface	Length	Width	Draught
2000	1259	110	11.45	2.8
 Change selection				

6 MENU BAR

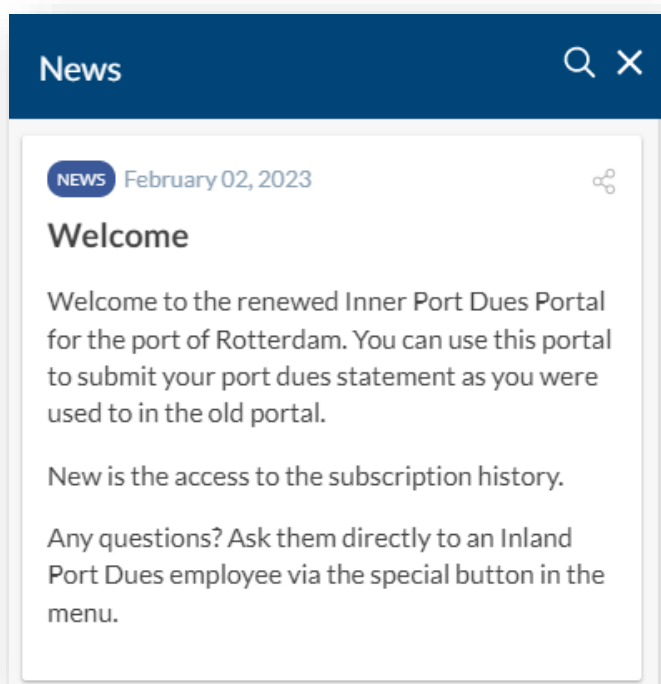
In the top right-hand corner of the overview screen is a menu bar with a number of options:

	News and announcements
	Contact the Port Authority
	Change language setting
	Manage account details

6.1 News and announcements from the Port Authority

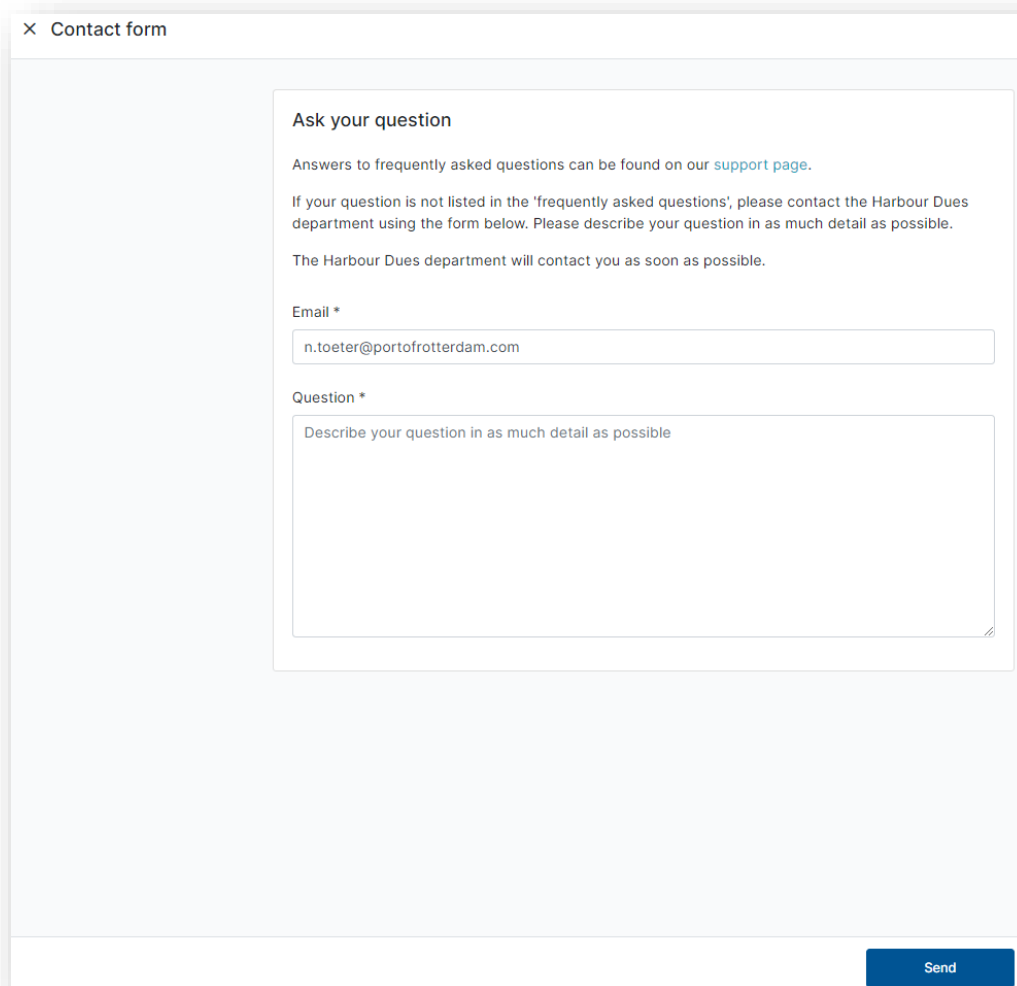
If you select the 'megaphone' icon, a screen showing News and Announcements from Port Dues or Portbase will appear. These will be posted if, for example, improvements have been made to the application or if maintenance is being performed. If there is an unread announcement, a red figure will be shown next to the megaphone icon.

The News and Announcements' screen will open. You can search for a message in this screen using the magnifying glass icon. Click 'X' to close the screen again.



6.2 Contact Port Dues

You can contact the Port Authority using the 'headphone' icon. If you select the headphone icon, the following screen will appear:



The screenshot shows a 'Contact form' window. At the top left is a close button 'X'. The form is titled 'Ask your question'. Below the title, there is a link to the 'support page' and instructions to contact the Harbour Dues department if the question is not in the FAQ. A text box for 'Email *' contains the email 'n.toeter@portofrotterdam.com'. Below that is a larger text box for 'Question *' with the placeholder text 'Describe your question in as much detail as possible'. At the bottom right of the form is a blue 'Send' button.

Enter the e-mail address with which you are registered in Portbase. You can enter your query or comment in the next field. You then select 'Send'. The Port Dues department will now receive a message and will contact you as soon as possible.

You can exit the screen by clicking X in the top left-hand corner.

6.3 Change language setting

The default setting for the language in which the application is presented is the language in which you receive your communications from the Port Authority. You can change this default setting yourself by selecting the 'flag' icon. You can then select a different language for the portal.

You can select Dutch, German, English or French.

6.4 Manage account settings

You can manage your account by selecting the 'people' icon. You will receive an overview with your account details known to the Port Authority.

Username	
Testbedrijf	
Organisation name	Debitor number
Testbedrijf BV	368651
Address	IBAN
Wilhelminakade 909 Rotterdam, Nederl	–

[Manage account](#)

[Terms and Conditions](#)

[Sign out](#)

If you select 'Manage account', a screen will open in which you can enter your changed details. You only need to complete changed fields here. If you have permission to make reports on behalf of other skippers and no longer need this, please call or send an e-mail to the Port of Rotterdam Authority.



Manage account

You only need to complete changed fields here. You can also request to declare for other skippers. If you have permission to declare for other skippers and no longer require this, you should contact the Port of Rotterdam Authority by telephone or e-mail.

Reason for update

Reason (Optional)

Company details

Name (Optional)

Street (Optional)

Number

Suffix

Postal code (Optional)

City (Optional)

Country (Optional)

IBAN (Optional)

BIC (Optional)

Chamber of commerce number (Optional)

VAT number (Optional)

Contact details

Landline phone number	Mobile phone number (Optional)
<input type="text"/>	<input type="text"/>
Email for login (Optional)	Email for invoice (Optional)
<input type="text"/>	<input type="text"/>
Language for messaging (Optional)	
<input type="text" value="v"/>	

Declaration for other parties

Declaration for skipper (Optional)

+ Add skipper

Cancel

Update

You can also add new skippers on behalf of whom you may make reports. You then select '+ Add skipper'. You can then enter the details of those parties.

Declaration for other parties

Declaration for skipper (Optional)

Name (Optional)

Street (Optional)


Number

Suffix

Postal code (Optional)

City (Optional)

Country (Optional)

 Remove

[+ Add skipper](#)

You can add multiple skippers here at the same time, or remove them again using the 'Remove' button.

6.5 Log out

Once you have finished entering or checking subscriptions, log out by selecting the account icon in the top right-hand corner. On a mobile telephone or tablet, this can be found under the menu icon. Then select **'Sign out'** in the menu.

Username
Testbedrijf

Organisation name
Testbedrijf BV

Address
Wilhelminakade 909 Rotterdam, Nederl

Debitor number
368651

IBAN
-

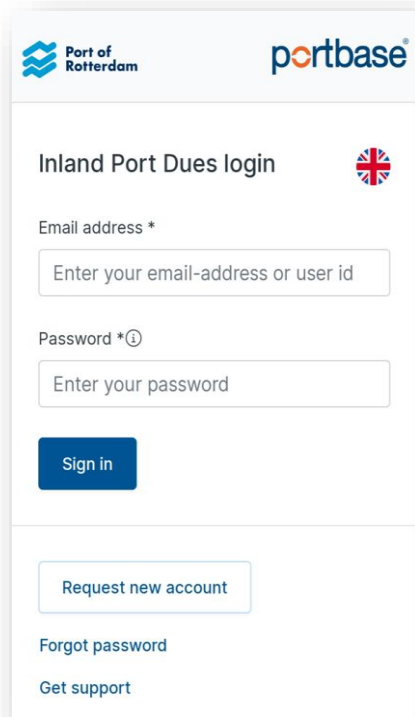
Manage account

Terms and Conditions

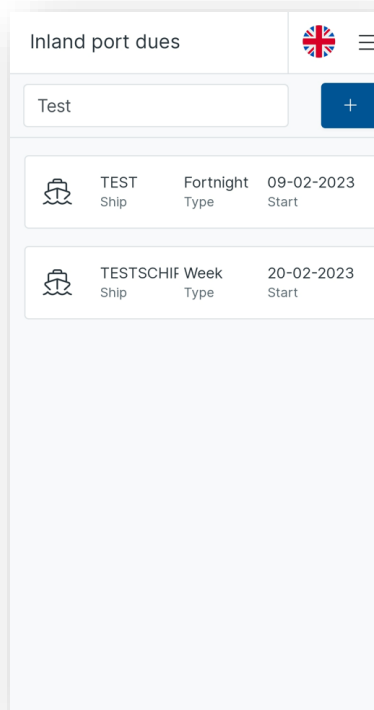
Sign out

7 MOBILE VERSION OF INLAND PORT DUES PORTAL

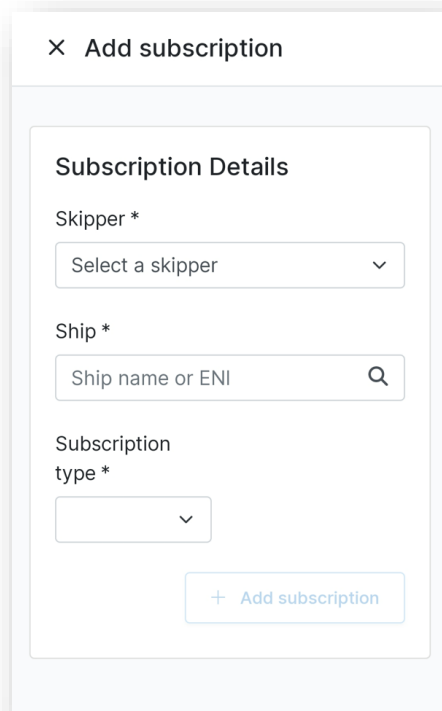
The Inland Port Dues Portal can also be used on your mobile telephone and tablet. You then follow the same link as on your computer. The portal will open in a version suitable for your mobile or tablet:



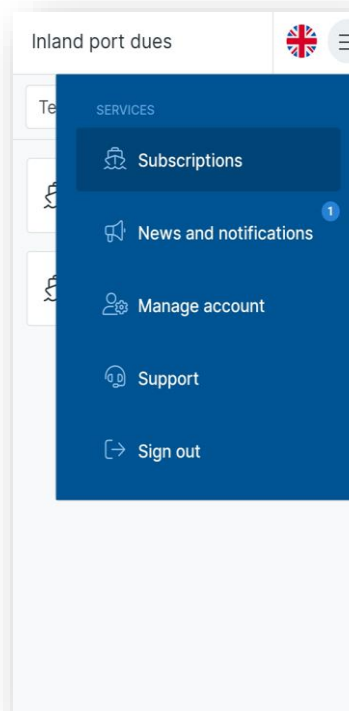
The login screen features the Port of Rotterdam and portbase logos at the top. Below is the 'Inland Port Dues login' header with a UK flag icon. The form includes fields for 'Email address *' (with a placeholder 'Enter your email-address or user id') and 'Password *(i)' (with a placeholder 'Enter your password'). A blue 'Sign in' button is positioned below the password field. At the bottom, there are links for 'Request new account', 'Forgot password', and 'Get support'.



The dashboard shows the title 'Inland port dues' and a UK flag icon. A search bar contains the text 'Test' and a blue '+' button. Below are two subscription cards. The first card shows a ship icon, 'TEST Ship', 'Fortnight Type', and '09-02-2023 Start'. The second card shows a ship icon, 'TESTSCHIF Week Ship', 'Type', and '20-02-2023 Start'.



The 'Add subscription' screen has a title bar with a close icon and the text 'Add subscription'. The 'Subscription Details' section includes a 'Skipper *' dropdown menu with the placeholder 'Select a skipper', a 'Ship *' search field with the placeholder 'Ship name or ENI' and a magnifying glass icon, and a 'Subscription type *' dropdown menu. A blue '+ Add subscription' button is at the bottom right.



The dashboard is shown with a blue services menu open. The menu lists: 'SERVICES', 'Subscriptions', 'News and notifications' (with a blue circle containing the number 1), 'Manage account', 'Support', and 'Sign out'.

CHANGE HISTORY

Version	Status	Date	Changes	Author(s)
0.1	Provisional	13.02.2023	Initial version	Port of Rotterdam
0.2	Provisional	14.02.2023	Images added	Port of Rotterdam
1.0	Final	15.02.2023	Latest changes	Port of Rotterdam
1.1	Final	01.03.2023	Button texts update	Port of Rotterdam