

Frequently-asked questions regarding electronic notification:

1. Which vessels are obliged to submit an advance electronic notification of their intended shiftings and departures to the Harbour Master?

All vessels making a voyage from, to, through or within the port of Rotterdam are required to submit specific details on their voyage to the Harbour Master. All vessels with a gross tonnage in excess of 300 tonnes need to submit this advance notification via a *digital* form. Vessels with a lower tonnage are still allowed to submit their notification by telephone or via VHF11 before departure.

2. Which information are agents required to submit in electronic form?

The details of incoming voyages already have to be provided in electronic form via the 'Vessel Notification' service in the Port Community System (PCS). In the case of notifications relating to shiftings or departures, data that up to now could be submitted by telephone – e.g. the expected ETD, the name of the ship's master, maritime services, the vessel's draught and berth details – also have to be submitted electronically. Please refer to the Port Information Guide for the formal requirements for notifications of shiftings or departures, Section 4.

3. Why is the ship agent responsible for providing the correct information?

As the vessel's representative, the ship agent is responsible for satisfying all legal notification requirements. By personally submitting the details on all voyages, the agent can be certain that Portbase's Port Community System (PCS) and the Harbour Master's system (HaMIS) contain exactly the same notification details. This is important because a large number of parties in the port make use of the data stored in these systems. This effectively reduces the risk of incorrect information entering the chain.

4. How precise does the ETD time specified in the notification need to be?

As a ship agent, you are required by law to revise a previously-submitted ETD if it changes by more than 30 minutes. We expect agents to inform us of such changes as soon as they become aware of them. If you are unaware that an ETD has been changed, we do not expect you to notify us. The sooner we are informed of an ETD and the more precise it is, the more effectively the Harbour Master and maritime service providers in the port can respond to peak moments.

5. Does my notification automatically double as a booking?

No. In the port of Rotterdam, a notification and a booking are considered two separate matters. Your notification will not automatically be processed as a booking. For the time being, you are expected to still explicitly make a booking by phoning the Harbour Coordination Center (HCC). If you submit any changes to your voyage via PCS after booking it, these are also treated as changes to your booking. In the course of 2016, we also intend to start electronic support for the booking process via the 'Vessel Notification' service.

6. What's the difference between a notified and booked voyage?

In your notification, you provide all data required to allow the Harbour Master to assess your shifting or departure in administrative terms and include it in a rough provisional schedule. This provisional schedule is shared between the Harbour Master and maritime service providers.

In your booking, you request for your shifting or departure to be included in the maritime planning and – where relevant – also to be finalised by maritime service providers. You are allowed to make changes to the voyage details afterwards. Depending on which agreements are in place, the maritime service providers may bill you for costs made in this context, and the change may result in changes to the planning itself.

7. What is the deadline for submitting my notification?

If the shifting or departure requires pilot or towing services, you need to submit your notification, including an indication of the ETD, no later than 12 hours before departure (ETD). If you will only be needing linesmen for your shifting or departure – or will not be using any maritime services whatsoever – you will need to submit your initial notification no later than 6 hours before the vessel leaves its berth. If you only become aware of the intended shifting or departure within 12 or 6 hours before ETD respectively, please notify us as soon as possible.

8. What is the deadline for my booking?

You are required to make your booking for a shifting or departure no later than 2 hours before ETD. Vessels that do not require the services of a pilot or tug, but only of linesmen, can adhere to a shorter booking deadline of no less than 45 minutes.

Vessels that require no maritime services whatsoever, can submit their booking no less than 30 minutes before departure via VHF channel 11 (= the current departure notification). Of course, in the case of these vessels too, you are first required to submit an initial notification with all the required voyage details via the standard 'Vessel Notification' service!

9. Am I still allowed to enter/add a new voyage to the schedule by telephone or via the ship's master?

No*, it is no longer permitted to announce a new shifting or departure over the telephone or via the ship's master on VHF channel 11. Details on shiftings and departures need to be submitted in advance, in electronic form. You are however still allowed to make bookings over the telephone or via VHF 11. All ships with a gross tonnage under 300 tonnes are allowed to still submit their notification for an intended shifting or departure via VHF11 or on the sector channel. In cases of force majeure, the Harbour Coordination Center (HCC) may sometime enter or add a voyage on your behalf. You will be required to adapt the details of your voyage via the 'Vessel Notification' system afterwards.

**During the connection phase, the HCC will be more lenient vis-a-vis agents and masters and enter new voyages on their behalf in urgent cases. These voyages will automatically be processed as bookings. You will be required to adapt the details of your voyage via the 'Vessel Notification' system afterwards.*

10. Am I allowed to change the details of a voyage announced via the 'Vessel Notification' system over the telephone?

No.* As an agent, you are required to submit changes to announced voyages in electronic form.

**During the connection phase, you will be allowed to still submit ETD changes to announced voyages over the telephone.*

11. Am I allowed to change the details of a booked voyage over the phone?

Yes. As an agent, you are allowed to change the details of a voyage after booking (or during the booking process) over the telephone. These changes relate to details like the ETD, services, the vessel's draught, dolphin number and mooring side, etc.

Changes to the berth itself are made according to a separate procedure – you are referred to Questions 12 and 13.

12. Am I allowed to change the details of a *booked* voyage using the electronic system?

Yes, you are – but please note the following: If after booking a voyage, you make further changes to your booking (a new ETD, for example) via the ‘Vessel Notification’ system, this may lead to extra costs being charged by one of your service providers. This is because making these changes amounts to changing your booked voyage. Your voyage will be rescheduled, and it cannot be guaranteed that you will be assigned the newly applied-for time slot.

If the vessel is already en route, we request that you notify us of any further changes to the voyage over the telephone, due to the urgency of such adjustments and the need to update the pilot on board!

13. Am I also allowed to change the vessel’s berth over the telephone?

As a rule, it is not permitted to let the HCC adjust the vessel’s destination/berth. * This would have consequences for your previously-announced berth order, which forms the backbone of your port call. In cases of force majeure, or when vessels are already en route, the HCC may process a change of berth on your behalf via HaMIS. In this case, you will be required to update the berth details afterwards via the ‘Vessel Notification’ system. We also refer you to Question 13.

**During the connection phase, the HCC will be more lenient vis-a-vis agents and masters and process a change of berth on their behalf in urgent cases.*

14. As an agent, what should I do if the HCC records a change in the announced berth or enters/deletes a voyage in the system?

If the HCC changes the announced berths in HaMIS, you are required to update your port call in PCS as soon as possible. This will allow you to announce or book your next voyage. In this procedure, the initial berths (codes and orders) need to perfectly match the berths as registered in HaMIS (you need to receive an email confirmation of this match). You are expected to send an update notification to the Harbour Master. Where applicable, you can also announce possible future voyages in the context of the port call in this update email message.

If the details of the berth order that you have announced for the initial berths do not conform to the berth order as recorded in HaMIS, the system will not accept your electronic update notification. You will need to resolve the issue before you can continue within the electronic system.

15. How do I know which lay-bys are available?

If as an agent, you would like to make use of a lay-by, a berth managed by the Port of Rotterdam Authority or a berth that is allocated by the Port Authority, you can contact the HCC for a reservation or book via the KING system. If one of the public berths is available, please announce your voyage/voyages to this berth electronically via Portbase’s PCS.

For further information on how to use the KING system, visit:

<http://www.portofrotterdam.com/.....>

16. Do I also have to submit notifications for dredging vessels, working vessels and tugs?

The situation for vessels that work in the port ‘around the clock’ remains the same as before. Dredgers, working vessels and tugs that move through the port area only have to announce themselves electronically when they enter the port area, sail to a different port and at the start and end of their day’s work.

17. Why am I expected to adapt my work processes as a (small-scale) agent?

As an agent, you are responsible for ensuring that the vessel’s shifting or departure is announced in a timely and correct manner. As the Harbour Master, I do not distinguish with regard to this responsibility between agents on the basis of their respective types and/or size. In addition, as the Harbour Master, I expect agents to be able to deliver 24/7 service and be accessible at all hours of the day on behalf of their clients, the ships – regardless of the size of their firm. And finally, the

'Vessel Notification' service is easy to access via a mobile device, meaning that you can also submit your notification or changes after office hours.

18. What am I required to do as an agent when a vessel provides incomplete security information?

The Dutch decree on information processing 'Besluit meldingsformaliteiten en gegevensverwerkingen scheepvaart' assigns responsibility for the completeness of the notification details to the vessel, the operator or the agent. In cases where a vessel submits an incomplete notification, the agent is first required to inform the vessel of this fact, referring to the form stipulated in European Directive 2010/65/EU. If the ship continues to provide incomplete notification details, the agent is required to pass on the information provided to the agent by the vessel. In cases where the Harbour Master has taken enforcement measures in response to the incompleteness of the ship security information, both the ship's master and the agent will be heard in order to establish which party is at fault. The Harbour Master will show some lenience vis-a-vis agents and masters in this context during the connection phase.

19. Whom should I turn to if I have further questions or expect specific issues as a result of the system's introduction?

We have listed a large number of frequently-asked questions regarding electronic reporting [on our website](#). Do you have a different question? In that case, feel free to send an email to hcc@portofrotterdam.com. We will work to provide you with an answer as soon as possible.