

CONTINGENCY

Failure in the epuertobilbao telematics platform (www.epuertobilbao.com).

PROBLEM

Impossible to send Entry Summary Declarations and Cargo Manifests from the epuertobilbao platform to Customs.

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(1) INTRODUCTION

1. Contingency procedure for all information exchanges carried out on the epuertobilbao platform will be activated 15 minutes after detecting a failure in the system's accessibility.
2. The epuertobilbao Customer Service Centre (CAU) will activate the procedure by sending an email to all epuertobilbao users, indicating the cause and type of problem together with the time it is expected to last.
3. After checking the specific case and in accordance with the nature of the emergency, the Port Authority and Customs will activate the emergency procedure and decide on its type.
 - (a) - GENERAL
 - (b) – EXCEPTIONAL
4. Operators will consult the CAU concerning how they should act:
 - (a) – The **CAU telephone, 902 10 16 14**, will be available to accept inquiries or give information about the problem.
 - (b) – If the system is not working, a third contact channel will be made available through **mobile telephone 608 794 425 (only active when there are problems)**.
5. The Maritime Customs Office will inform Tax Control that Emergency Procedure has started.
6. Once the problem has been solved, the CAU will send an email to inform of service re-commencement.

(2) SHIPPING AGENTS PROCEDURE

Once notification to activate contingency procedure has been received, the process for Entry Summary Declarations and Cargo Manifests will be as follows:

(a) Entry Summary Declarations

- ✓ Once the Port Authority has communicated the problem to Customs, unloading goods from vessels is authorised: to obtain **freight release** a paper version of the Entry Summary Declaration must have been received in the CAU.
- ✓ Bilbao Customs will activate vessels whose Summary Declarations were sent to Customs previous to the onset of the problem, and which enter the Port while the emergency procedure is in force, after communication by the CAU.
- ✓ Paper versions of Entry Summary Declarations should be delivered to the Customer service centre (CAU at 37 Campo Volantín Street, Bilbao).

A **signed and stamped original** for Customs and a **copy for the CAU** should be presented. Additional copies, signed at the time and date of delivery at the Port Authority and to be returned to the shipping agent, may also be presented.

- ✓ As soon as the epuertobilbao platform returns to normal, Entry Summary Declarations will be electronically transmitted in the usual way

(b) Cargo Manifests

- ✓ To obtain freight release a paper version of the packing list must be sent to Tax Control together with the documents, covering the exit of each of the goods in question.
- ✓ As soon as the epuertobilbao platform returns to normal, Cargo Manifests will be electronically transmitted in the usual way

Observations

- (a) Since an emergency procedure is being dealt with, the first recommendation is to **telephone** the CAU (902 10 16 14), which after considering each individual case, and according to the type of problem, will request the presentation of a paper version of the necessary documents, or will advise delaying their presentation until normal service is resumed.

(3) CUSTOMS AGENTS PROCEDURE

Once the contingency procedure is under way for Entry Summary Declarations and Cargo Manifests, Customs Agents will consult the CAU about the nature of the contingency with a view to finding out what procedure to follow.

- (a) General
- (b) Exceptional

(a) General Procedure

1. Imports

(a) Non-Community Goods

Customs Agents will present to the Customs Office paper versions only of SADs corresponding to goods whose release from Customs is urgent.

Release will be effected at the main Customs Office (1 Barroeta y Aldamar Street, Bilbao) only upon the presentation of a paper version of the Entry Summary Declaration issued by the CAU.

For goods to be released from the unloaded goods area, it is essential to present a copy of SAD Number 9 at Tax Control.

For release of entering goods covered in the transit document whose finalization will take place outside the Port of Bilbao area, the transit-accompanying document will be presented to Tax Control.

(b) Community Goods

b.1) Regular Services

All Community Goods marked "C" status on the summary declaration will be authorized to leave.

b.2) Non-Regular Services

Customs Release of these goods will be granted when the authorisation issued by Customs confirming their Community status as such is presented to Tax Control.

2. Exports

While the emergency procedure is in operation, SADs will be presented in the usual way.

(b) Exceptional Procedure

1. Imports

SADs will normally be transmitted electronically.

2. Exports

While the emergency procedure is in force, SADs will be presented in the usual way.

(4) CUSTOMER SERVICE CENTRE (CAU) PROCEDURE

Once the contingency procedure for de Entry Summary Declarations and Cargo Manifests, has been activated, the Customer service centre (CAU) will proceed as follows:

- (1) It will collect the Entry Summary Declarations and Cargo Manifests presented in paper version and after an initial validation, will register the **date and time** they were received.
- (2) It will choose the most **urgent** documents.
- (3) Both the documents selected and all those required by Customs will be sent to the main Customs Office at 1 Barroeta y Aldamar Street, Bilbao.
- (4) It will provide Tax Control with copies of the chosen Summary Declarations.

(5) **CUSTOMS PROCEDURE**

Once the contingency procedure for the Entry Summary Declarations and Cargo Manifests, has been activated, Customs will proceed as follows:

- (a) The Maritime Customs Administrator will inform the Office Director of the fact and request the corresponding department to carry out the appropriate **Activations** with a view to enabling the electronic transmission of Entry Summary Declarations documents that have already been received and whose vessels enter port during the contingency.
- (b) The Maritime Customs Administrator must inform Tax Control that the contingency procedure has been activated.
- (c) In accordance with the nature of the contingency, Customs will follow one of the following procedures:

- (a) General

- (b) Exceptional

(a) General Procedure

1. Entry

(a) Non-Community Goods

Customs Agents will only present paper SADs to the Customs Office for goods whose exit from the Customs area is urgent.

Release will be effected at the main Customs Office at 1 Barroeta y Aldamar Street, Bilbao only upon the presentation of a paper version of the Entry Summary Declaration issued by the CAU.

The Customs Administrator will decide the order of precedence of documents to record:

- 1. Perishables
- 2. Dangerous goods
- 3. Other urgent circumstances / cases

Customs Agents will present to the Customs Office paper versions only of SADs corresponding to goods whose release from Customs is urgent.

Release will be effected at the main Customs Office (1 Barroeta y Aldamar Street, Bilbao) only upon the presentation of a paper version of the Entry Summary Declaration issued by the CAU.

For unloaded goods to be released from the Customs area, it is essential to present a copy of SAD Number 9 at Tax Control.

For release from the Customs area of entering goods covered in the transit document whose finalization will take place outside the Port of Bilbao area, the transit accompanying document should be presented to Tax Control.

(b) Community Goods

b.1) Regular Services.

All goods marked "C" status on the summary declaration will be authorized to leave.

b.2) Non-Regular Services

Customs Release of these goods will be granted when the authorisation issued by Customs confirming their Community status as such is presented to Tax Control.

2. Export

While the emergency procedure is in force, SADs will be presented in the usual way.

(b) Exceptional Procedure

1. Imports

Customs will record Summary Declarations presented in printed versions and assign the number provided by the Port Authority.

SADs will normally be sent electronically.

2. Exports

While emergency procedure is in force; SADs will be presented in the usual way.