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1) INTRODUCTION

- a).** Contingency procedure for all information interchanges handled by the epuertobilbao platform will be activated 15 minutes after detecting a system accessibility failure.
- b).** The epuertobilbao Customer Service Centre (C.A.U) will activate the procedure by sending an email to all epuertobilbao users, indicating the cause and type of problem together with its expected time of duration.
- c).** The C.A.U telephone, 902 10 16 14, will be available for inquiries or to give relevant information about the problem.
- d).** During the period system access is non-operational, a third contact channel will be made available through mobile telephone 608 794 425 (only active while problems exist).
- e).** Once the problem has been solved, C.A.U-Bilbao will send an email to inform of service re-commencement.

2) SHIPPING AGENTS PROCEDURE

Once notification to activate contingency procedure has been received, shipping agents will proceed as follows:

- S.C.D should be sent to C.A.U.-Bilbao **by fax** to number 944 871 288 using the models available on the BPA website (www.bilbaoport.es).

Observations:

- Shipping agents should only send those S.C.D whose **entry is immediate.**
- **Ship's Clearance** Authorisation for vessel exit should be requested directly in person, by telephone, 944 241 416 or by fax, 944 248 057 from the Harbour Máster, Bilbao.
- Once the platform is in operation all documents **should be re-sent to epuertobilbao** following the usual pattern, including the paper documents presented while the system was down.

3) OPERATIONS DEPARTMENT PROCEDURE (PBA)

Once notification to activate contingency procedure for S.C.D management has been received, the Operations Department will proceed as follows:

- The Department will receive from C.A.U.-Bilbao either a fax or email copy of the S.C.D

4) HARBOUR MASTERS OFFICE PROCEDURE

Once notification to activate contingency procedure has been received, the Harbour Master's Office will proceed as follows:

- The Harbour Master's Office **will authorise by defect** entry of vessels whose S.C.D has been received either by fax or by email from C.A.U.-Bilbao.
- If **entry is not authorised**, a fax will be sent to the shipping agent, indicating exactly why entry has been denied.
- Clearance will be issued for sailing authorisations and sent to the shipping agent **by fax** or **handed** over in person.