

CONTENTS

- 1) INTRODUCTION**
- 2) SHIPPING AGENTS PROCEDURE**
- 3) CUSTOMER SERVICE CENTRE (CAU) PROCEDURE**
- 4) CUSTOMS OFFICE PROCEDURE**

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 (CAU) 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 CAU 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, CAU-Bilbao will send an email to inform of service re-commencement.

2) SHIPPING AGENTS PROCEDURE

Once notification to activate contingency procedure has been received, the procedure for the management of dangerous goods statements will be as follows:

- Dangerous goods statements should be sent to C.A.U.-Santurtzi **by fax** to number 944 871 245 using the models available on the BPA website (www.bilbaoport.es).

Observations:

1. Shipping agents should only send those notifications of dangerous goods statements whose **entry / exit is immediate**.
2. Shipping agents will receive authorisation for these notifications **by fax**.
3. Once the platform is in operation all documents **should be re-sent to epuertobilbao** following the usual pattern, including whatever paper documents were presented while the system was out of service.

3) CUSTOMER SERVICE CENTRE (CAU) PROCEDURE

Once notification to activate contingency procedure for dangerous goods statements management has been received, the CAU will proceed as follows:

- The statements sent by shipping agents will be received **by fax** and the most urgent from among them will be chosen.
- Authorisation for these statements will be made up manually but will have **no record number**.
- Authorisation will be sent **by fax** to the shipping agents, the stevedoring terminal and the Harbour Master's Office.
- If the Harbour Master's Office **does not grant authorisation**, a fax will be sent to the shipping agent indicating the exact reasons for denial.

4) CUSTOMS OFFICE PROCEDURE

Once notification to activate contingency procedure for dangerous goods statements management has been received, Customs will proceed as follows:

- Based on the Port Authority authorisation received by fax, Customs **will authorise by defect** the entry of dangerous goods.
- If it **does not grant authorisation**, a fax will be sent to C.A.U.-Santurtzi indicating the exact reasons for denial.