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# Manual for Inland Port Dues Portal Declarations

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## OWNERSHIP AND CONFIDENTIALITY

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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](mailto:havengelden@portofrotterdam.com)

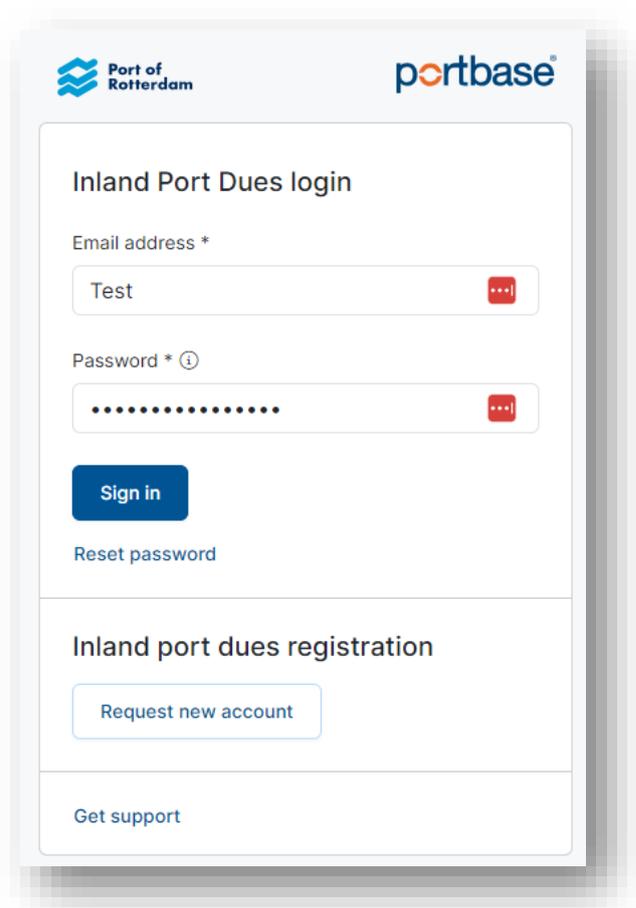
World Port Center  
P.O. Box 6622  
3002 AP Rotterdam  
[www.portofrotterdam.com](http://www.portofrotterdam.com)

## 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.



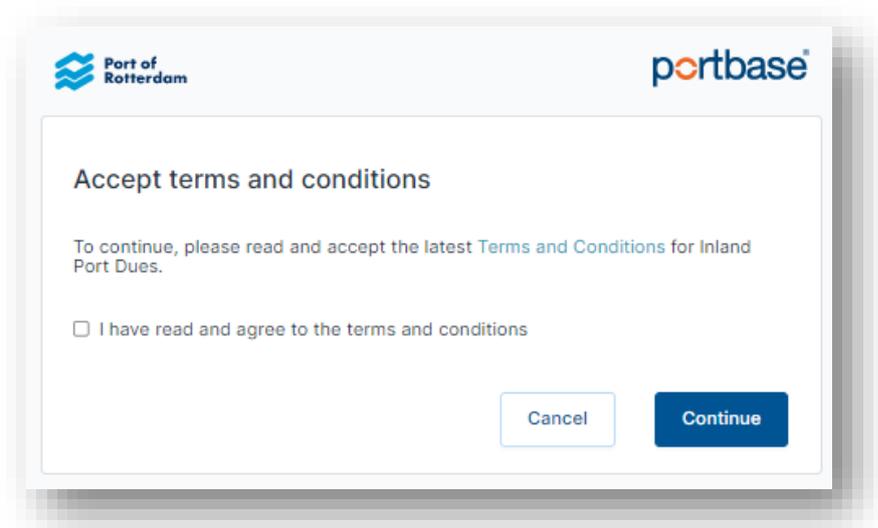
The screenshot shows the 'portbase' login interface. At the top left is the 'Port of Rotterdam' logo, and at the top right is the 'portbase' logo. The main content area is titled 'Inland Port Dues login' and contains two input fields: 'Email address \*' with the text 'Test' and a red eye icon, and 'Password \* ⓘ' with a red eye icon. Below these fields is a blue 'Sign in' button and a blue link for 'Reset password'. A horizontal line separates this section from the 'Inland port dues registration' section, which features a blue 'Request new account' button. At the bottom of the form is a blue link for 'Get support'.

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.

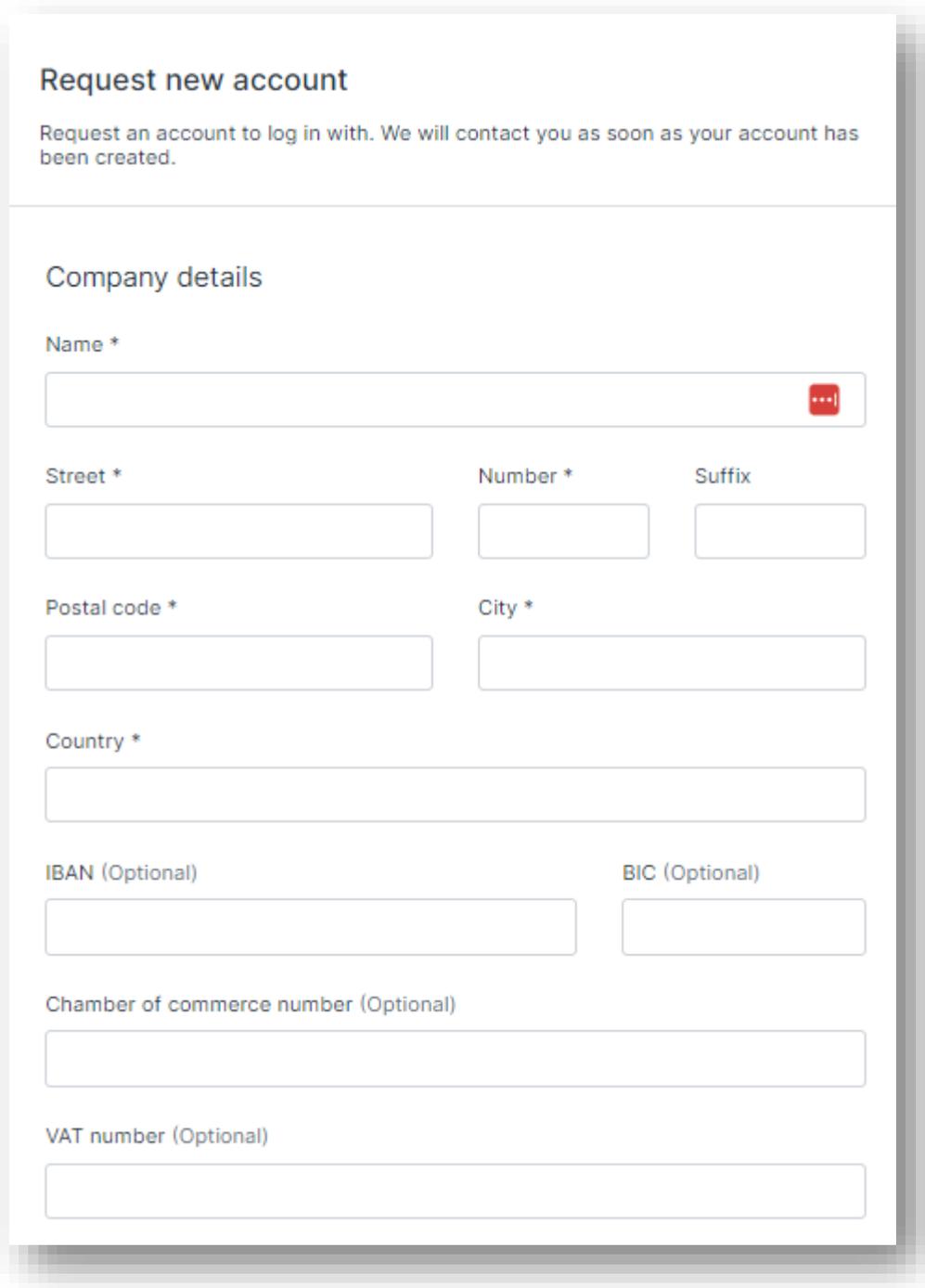


If you click 'Terms and Conditions', you will be linked to the General Terms and Conditions of the Port of Rotterdam Authority. After reading the terms and conditions, you can state that you have read and accept them. You can then click the 'Continue' button to start using the application.

### 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)

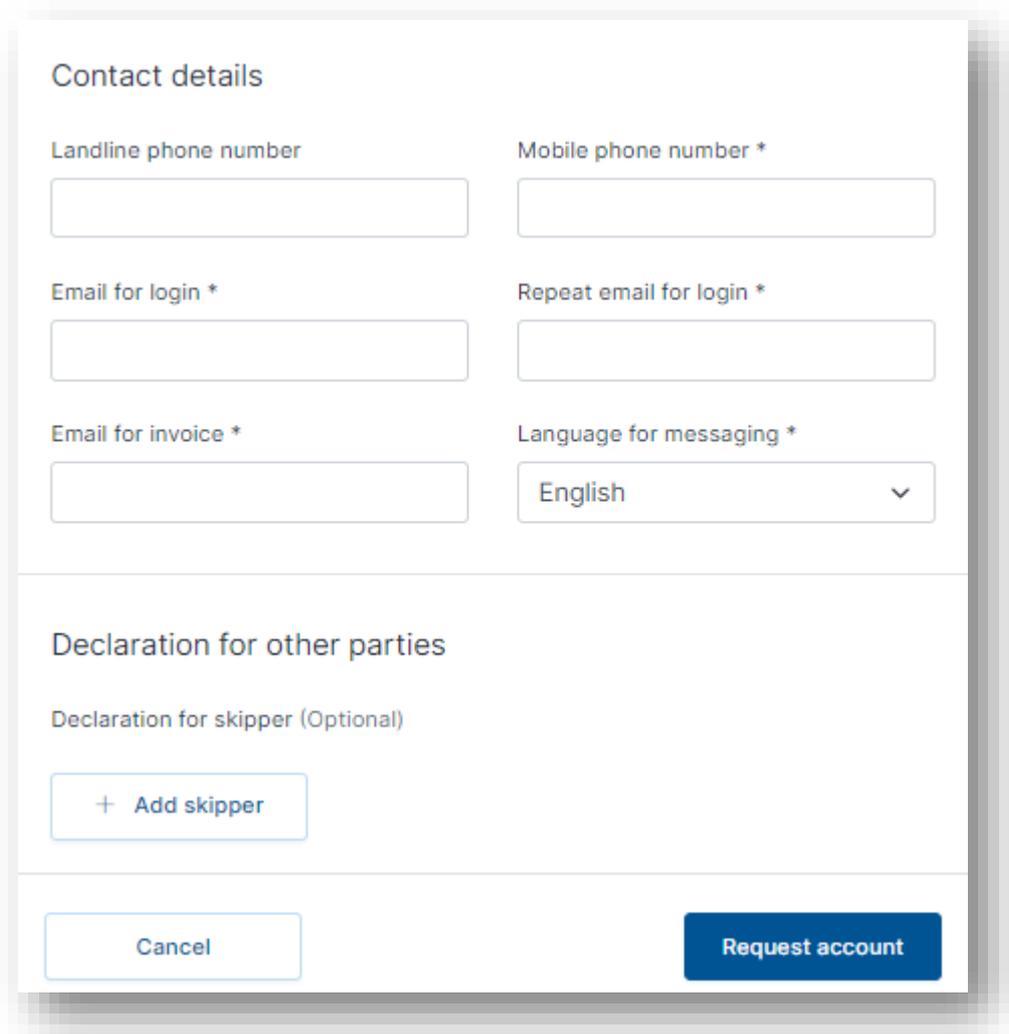
Chamber of commerce number (Optional)

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:



The screenshot shows a form titled "Contact details" with the following fields:

- Landline phone number:
- Mobile phone number \*:
- Email for login \*:
- Repeat email for login \*:
- Email for invoice \*:
- Language for messaging \*:

Below the contact details is a section titled "Declaration for other parties" with the sub-section "Declaration for skipper (Optional)". It contains a button labeled "+ Add skipper".

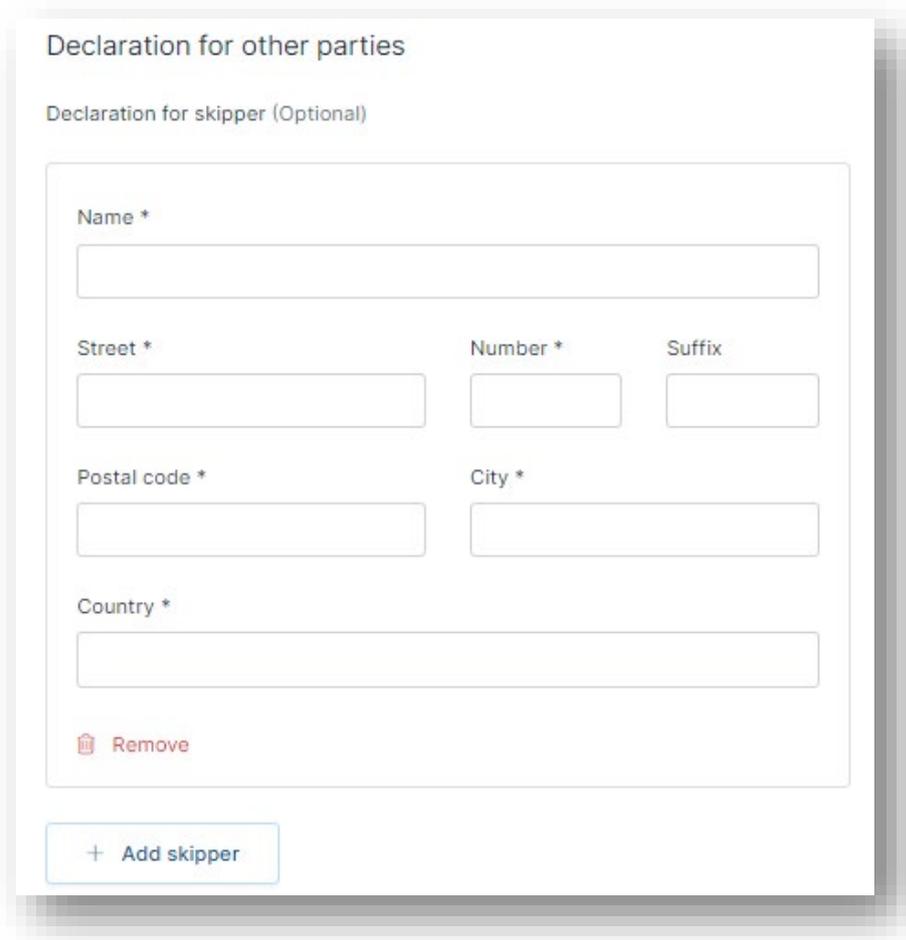
At the bottom of the form are two buttons: "Cancel" and "Request account".

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.



Declaration for other parties

Declaration for skipper (Optional)

Name \*

Street \*

Number \*

Suffix

Postal code \*

City \*

Country \*

 Remove

+ Add skipper

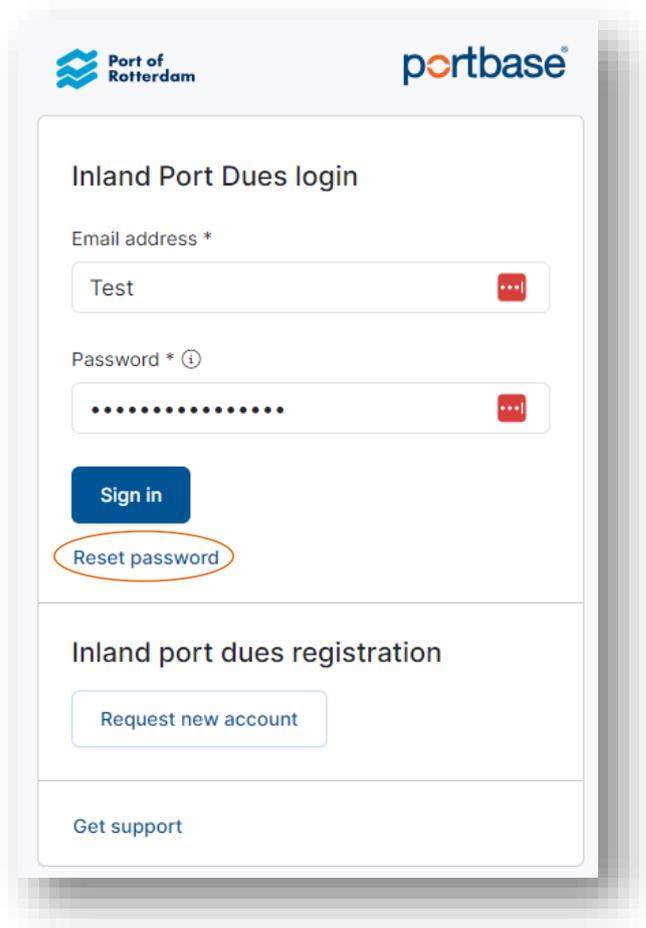
You can add multiple skippers here at the same time, or remove them again using the 'Remove' button.

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.

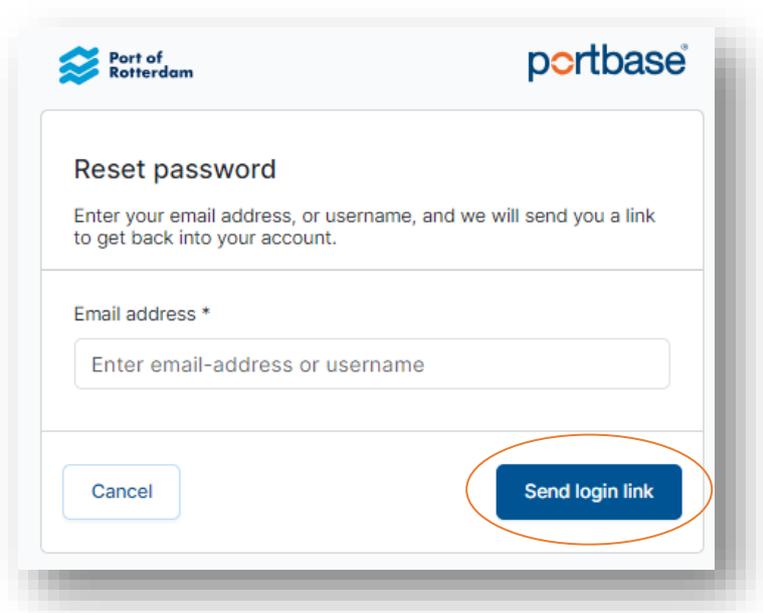


## 2 PASSWORD FORGOTTEN?

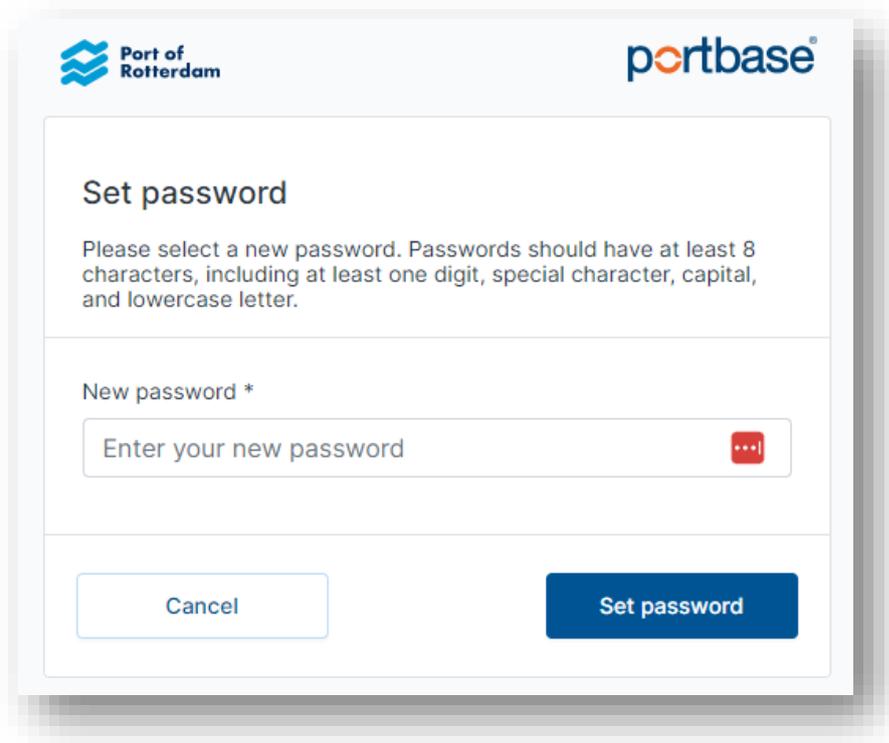
If you have already requested an account in the past, but no longer remember your password, you can request a new password with the 'Reset password' option.



The following screen will appear:



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 web form titled "Set password" with the Port of Rotterdam logo and portbase logo at the top. The form contains the following elements:

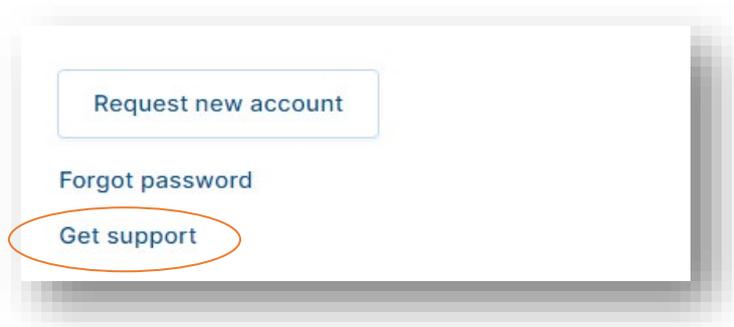
- Title:** Set password
- Instructions:** Please select a new password. Passwords should have at least 8 characters, including at least one digit, special character, capital, and lowercase letter.
- Label:** New password \*
- Input Field:** A text box with the placeholder text "Enter your new password" and a red eye icon for toggling password visibility.
- Buttons:** A "Cancel" button and a blue "Set password" button.

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.

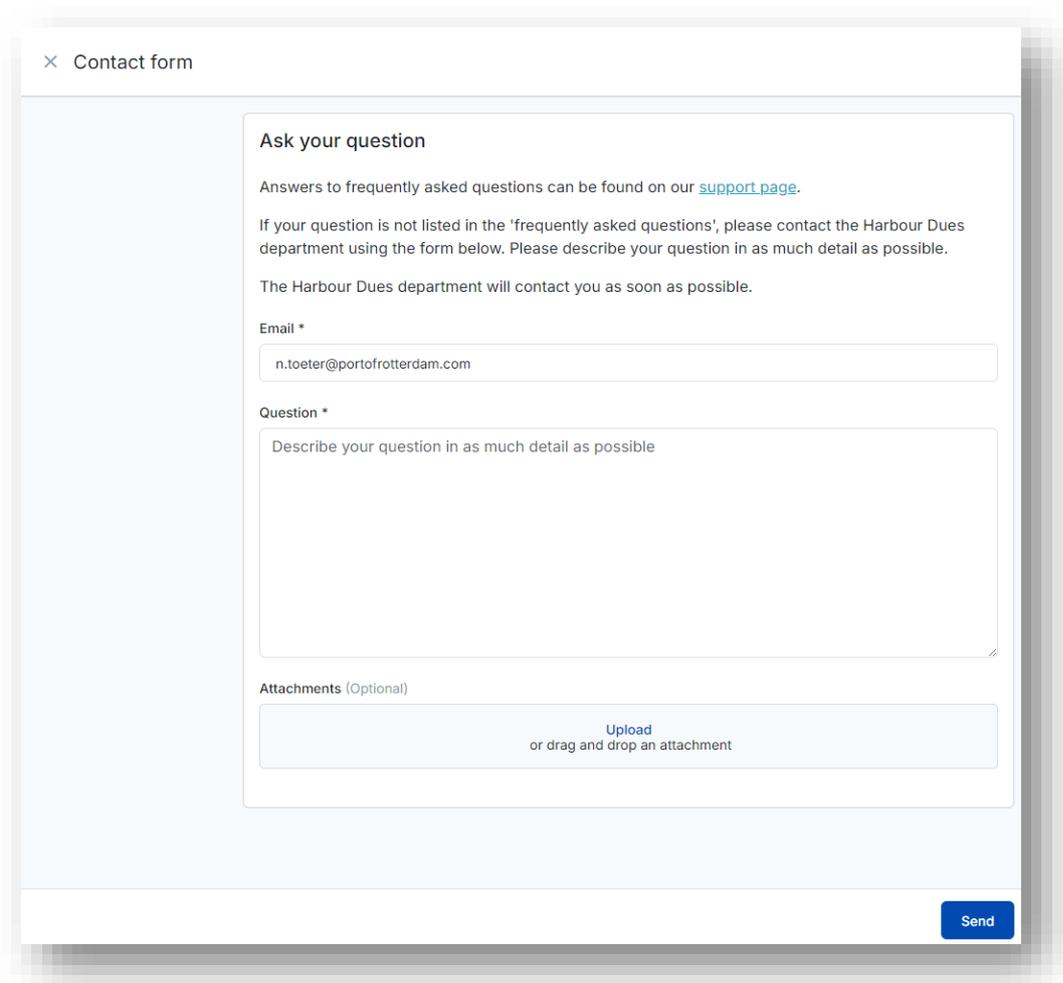
### 3 SUPPORT

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:

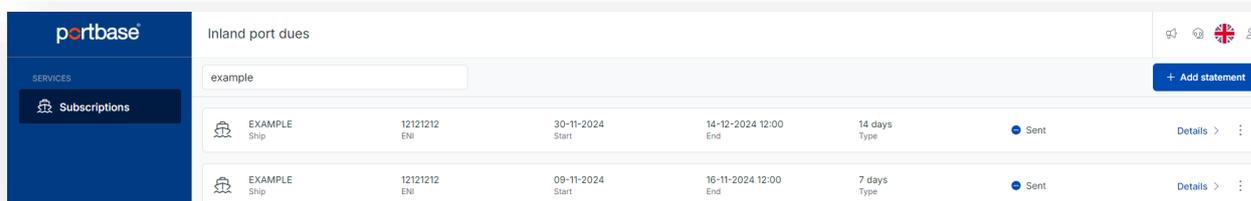
A screenshot of a 'Contact form' window. The title bar says '× Contact form'. The main content area is titled 'Ask your question'. Below the title, there is a paragraph: 'Answers to frequently asked questions can be found on our [support page](#). If your question is not listed in the 'frequently asked 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 three input fields: 'Email \*' with the value 'n.toeter@portofrotterdam.com', 'Question \*' with the placeholder text 'Describe your question in as much detail as possible', and 'Attachments (Optional)' with a button labeled 'Upload or drag and drop an attachment'. At the bottom right of the form is a blue 'Send' button.

Enter the e-mail address with which you are registered in Portbase. In the following field, you can enter your question or comment and, if applicable, upload attachments. You

then select 'Send'. The Port Dues department will now receive a message and will contact you as soon as possible.

#### 4 OVERVIEW OF DECLARATIONS

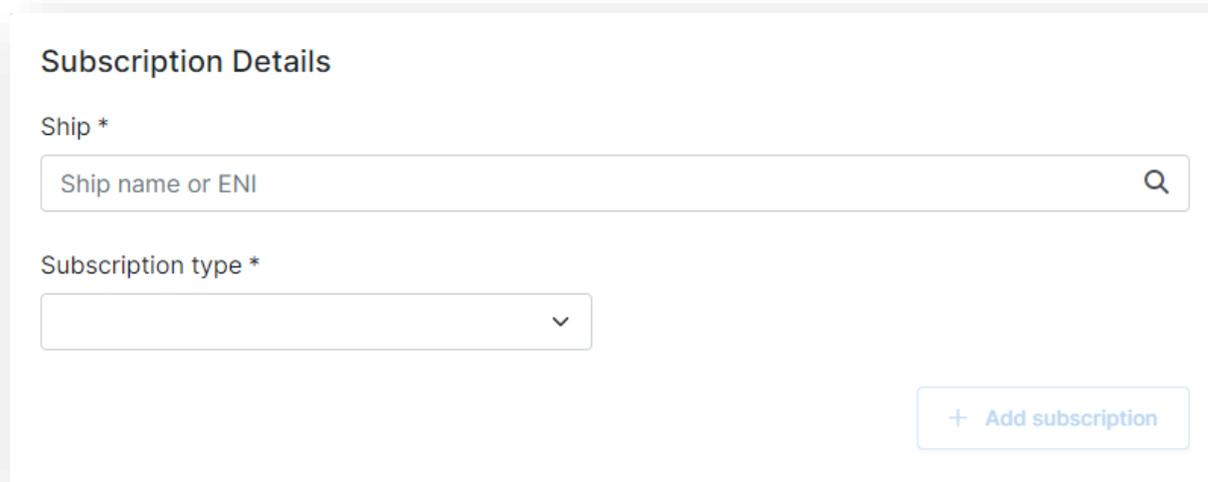
If you have successfully logged into the portal, you will see an overview screen. On this screen, you will see all subscriptions currently valid for you, with an expiration date of no more than two months prior. With the aid of the filter, you can search subscriptions that you have registered. You can search using the vessel name, the ENI number or the business partner number of the skipper.



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

## 5 REGISTER A DECLARATION

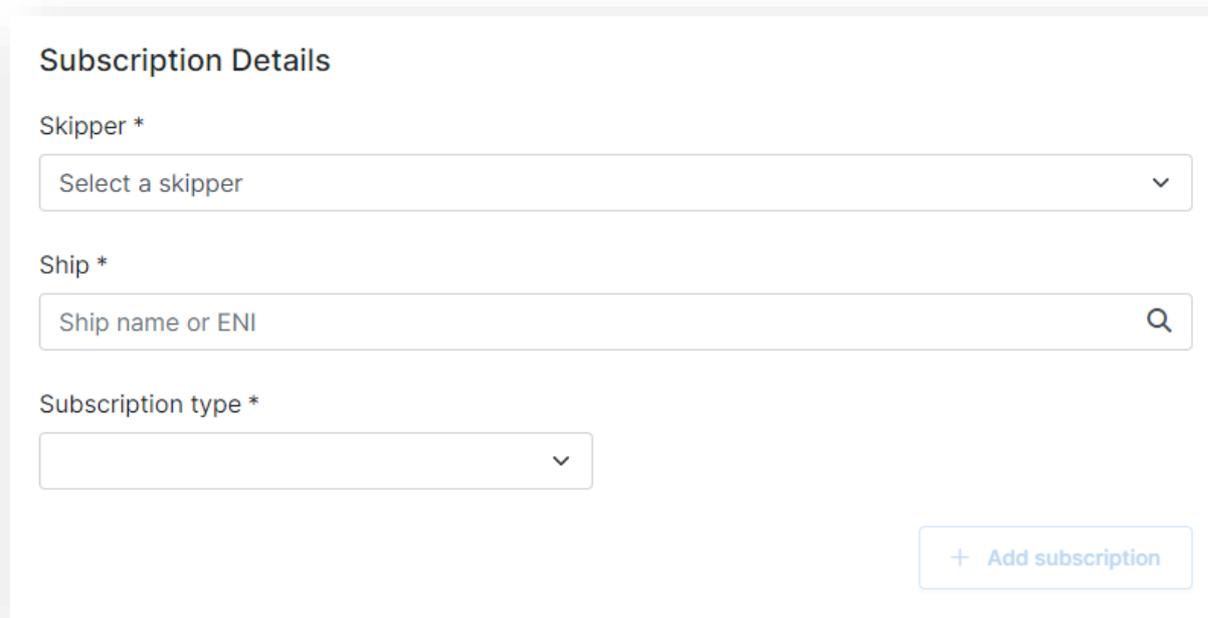
If you wish to make a declaration for yourself, the following screen will appear:



The screenshot shows a form titled "Subscription Details". It contains the following fields:

- Ship \***: A search input field with the placeholder text "Ship name or ENI" and a magnifying glass icon on the right.
- Subscription type \***: A dropdown menu with a downward arrow icon.
- + Add subscription**: A button located at the bottom right of the form.

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



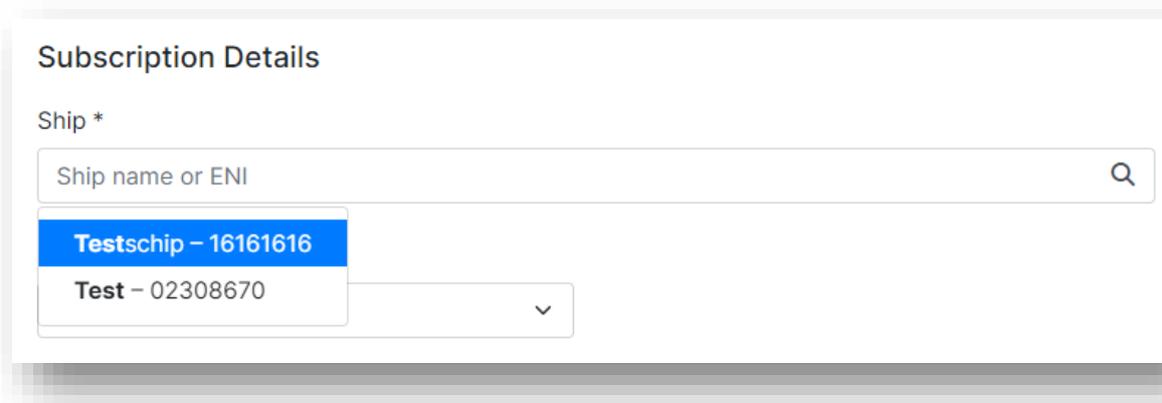
The screenshot shows a form titled "Subscription Details". It contains the following fields:

- Skipper \***: A dropdown menu with the placeholder text "Select a skipper" and a downward arrow icon.
- Ship \***: A search input field with the placeholder text "Ship name or ENI" and a magnifying glass icon on the right.
- Subscription type \***: A dropdown menu with a downward arrow icon.
- + Add subscription**: A button located at the bottom right of the form.

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 \*

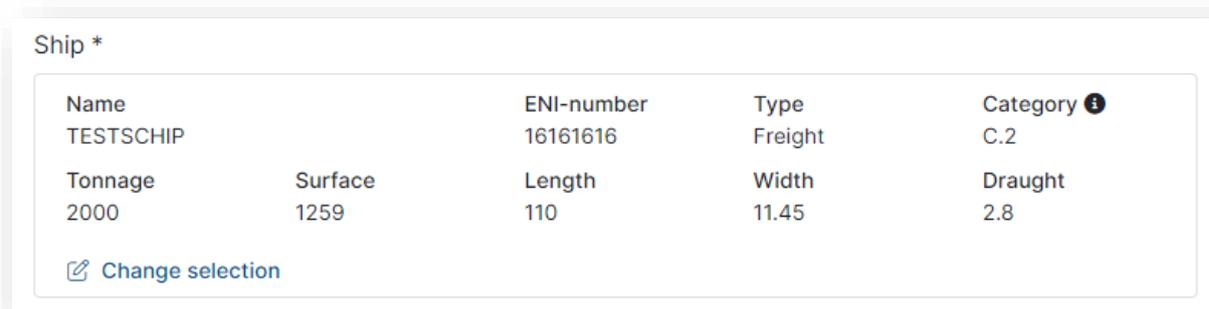
Ship name or ENI

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 the desired validity period

To select a desired validity period, you select the arrow in the 'Desired validity period' 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

✕ Add statement

**Statement details**

Ship \*

Name	ENI-number	Type	Category
EXAMPLE	11114444	Freight	C.2
Tonnage	Surface	Length	Width
3000	1259	110	11.45
			Draught
			2.16

[Change selection](#)

Validity period \*

▼

- 7 days
- 14 days
- Quarter
- Year

+ Add statement

Select the desired validity period.

The start date can be selected using the calendar or entered manually (dd-mm-yyyy).

When you click on the calendar, the default view shows the current month and the **previous** month.

<

Nov

▼

2024

▼

>

November 2024

M	T	W	T	F	S	S
28	29	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	29	30	

December 2024

M	T	W	T	F	S	S
						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	29
30	31	1	2	3	4	5

Once the ship and the date are selected, click on '+ Add declaration' to add the declaration.

### Subscription Details

Skipper \*

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

[Change selection](#)

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](#)

Subscription type \* Start date \*

Week 14-02-2023

[+ Add subscription](#)

The details of the declaration will be displayed under 'Selected declarations'. You can add multiple declarations for the same ship by selecting a new validity period and start date, then clicking on '+ Add declaration' again.

When all declarations 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

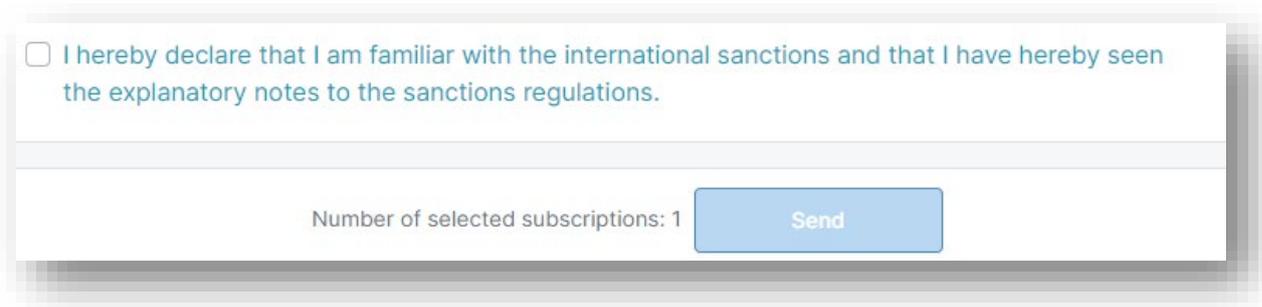
Ship	Type	Start	End
TESTSCHIP	Week	25-02-2023	04-03-2023 12:00

[Remove subscription](#)

Payment method \*

Manually

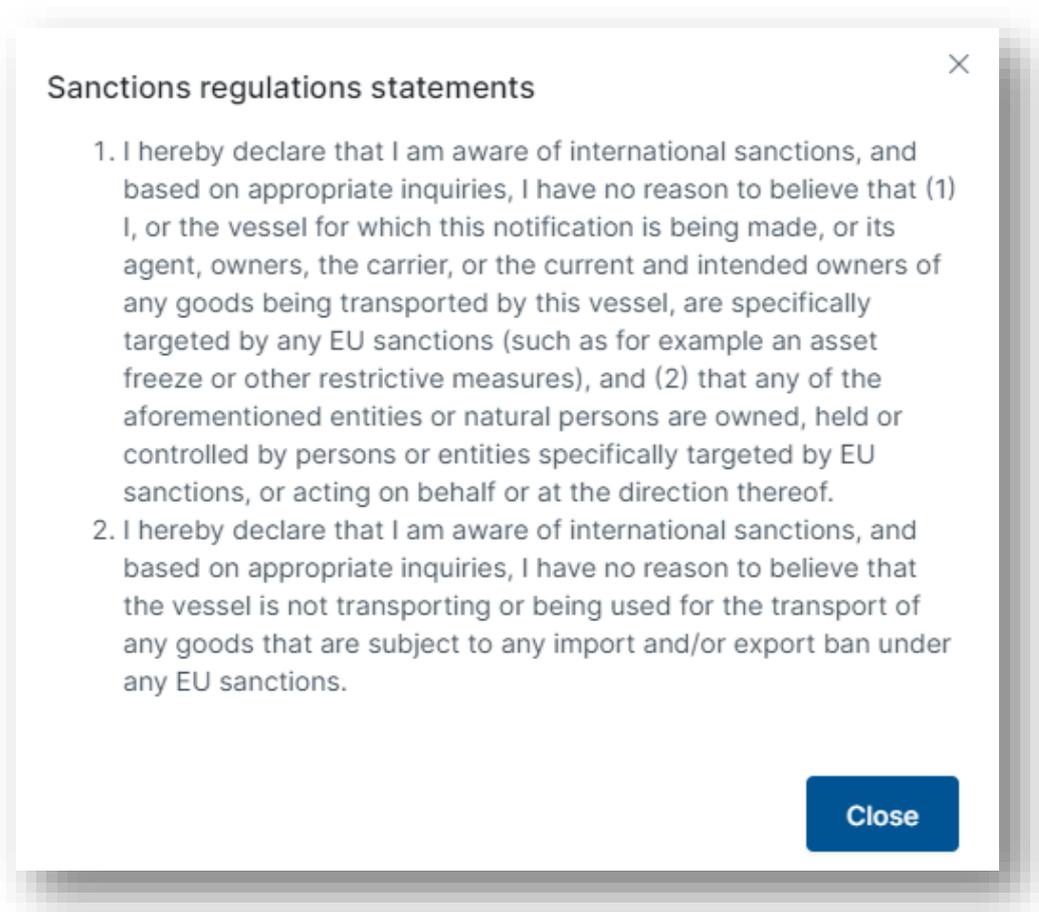
Before sending the statement, you must agree to the sanctions regulations



I hereby declare that I am familiar with the international sanctions and that I have hereby seen the explanatory notes to the sanctions regulations.

Number of selected subscriptions: 1

To view the sanction regulations, click on the line "I hereby declare that these declarations in relation to the sanction regulations are correct" and you can read the explanation of the sanction regulations.



**Sanctions regulations statements** ×

1. I hereby declare that I am aware of international sanctions, and based on appropriate inquiries, I have no reason to believe that (1) I, or the vessel for which this notification is being made, or its agent, owners, the carrier, or the current and intended owners of any goods being transported by this vessel, are specifically targeted by any EU sanctions (such as for example an asset freeze or other restrictive measures), and (2) that any of the aforementioned entities or natural persons are owned, held or controlled by persons or entities specifically targeted by EU sanctions, or acting on behalf or at the direction thereof.
2. I hereby declare that I am aware of international sanctions, and based on appropriate inquiries, I have no reason to believe that the vessel is not transporting or being used for the transport of any goods that are subject to any import and/or export ban under any EU sanctions.

After reading, you can click "Close" and must agree in order to choose "Send".

I hereby declare that I am familiar with the international sanctions and that I have hereby seen the explanatory notes to the sanctions regulations.

Number of selected subscriptions: 1

Send

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 you add a declaration that overlaps or is identical to a previous declaration for the relevant ship, a notification 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

For example, a one-week subscription from 03-11-2024 to 10-11-2024 12:00 has already been declared and now overlaps with the declaration for the start date 01-11-2024.

To remove the overlapping declaration, click on 'x Remove declarations.' If you still wish to proceed despite the overlap, select 'Submit.' All declarations will 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 declaration. 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

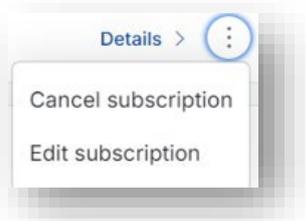
Change selection

### 5.4 Change or cancel a task

To change or cancel a task after it has been sent, click on the **three dots** to the right of **Details** on the task line in question

EXAMPLE Schip	12121212 ENI	01-10-2024 Begin	01-01-2025 12:00 Einde	Kwartaal Type	Verwerkt	Details > ⋮
---------------	--------------	------------------	------------------------	---------------	----------	-------------

Then select Cancel Subscription or Edit Subscription



### Cancel Subscription

When you select **Cancel Subscription**, the screen below appears, requiring you to provide a reason for cancellation.

Cancel subscription ×

Reason for cancellation \*

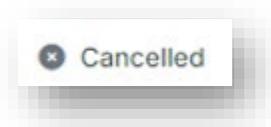
Keep subscription
Cancel subscription

After you click **Cancel Subscription**, the status of the task changes to:



You will receive email confirmation and the application will be processed by an Inland Port Dues employee.

Once the application is approved, you will receive a confirmation email and the status of the task is changed to:



If the application is rejected, you will receive a confirmation email stating the reason for rejection. The status of the task is changed to:



### Edit Subscription

When you choose **Edit Subscription**, the screen below appears and allows you to change the Subscription form (validity period) and/or the effective date of the task. You must include a reason for the change.

**Note!** If you have submitted a task for the wrong ship, you must select a subscription cancellation request and then submit a statement for the correct ship.

Name TEST RICK	ENI-number 22334455	Type Freight	Category ⓘ C.5
Tonnage 9998	Surface 1500	Length 150	Width 10
7 days Type		13-11-2024 Start	

**Requested modification**

Subscription type \*  
7 days

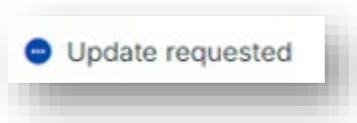
Start date \*  
14-11-2024

Payment method \*  
Manually

Reason for modification \*

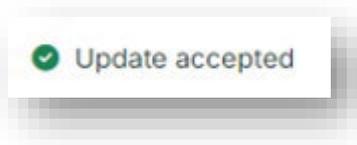
**Send**

After you click **Submit**, the status of the task changes to:

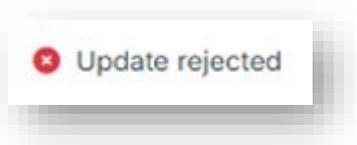


You will receive an email confirmation and the change request will be processed by an Inland Port Dues employee.

Once the application is approved, you will receive a confirmation email and the status of the task is changed to:



If the application is rejected, you will receive a confirmation email stating the reason for rejection. The status of the task is changed to:



## 6 MENU BAR

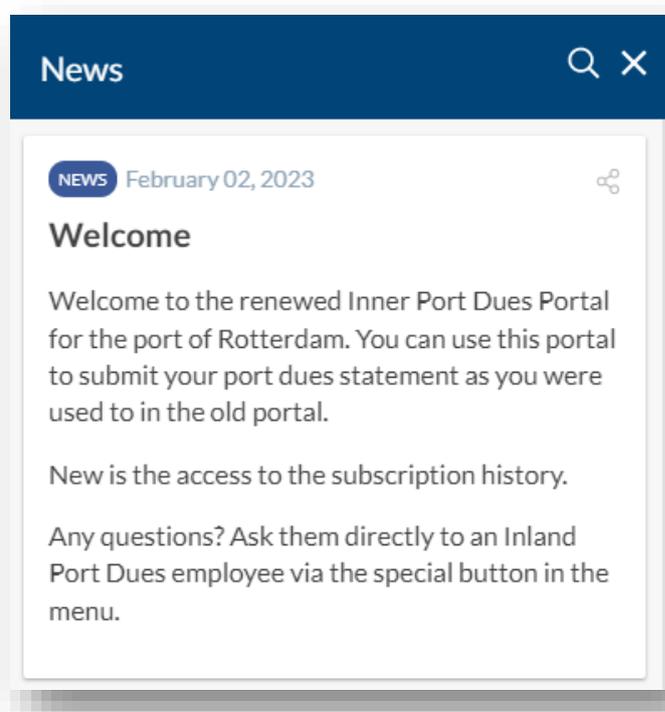
In the top right-hand corner of the overview screen is a menu bar with a number of options:

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

### 6.1 News and announcements from the Port Authority

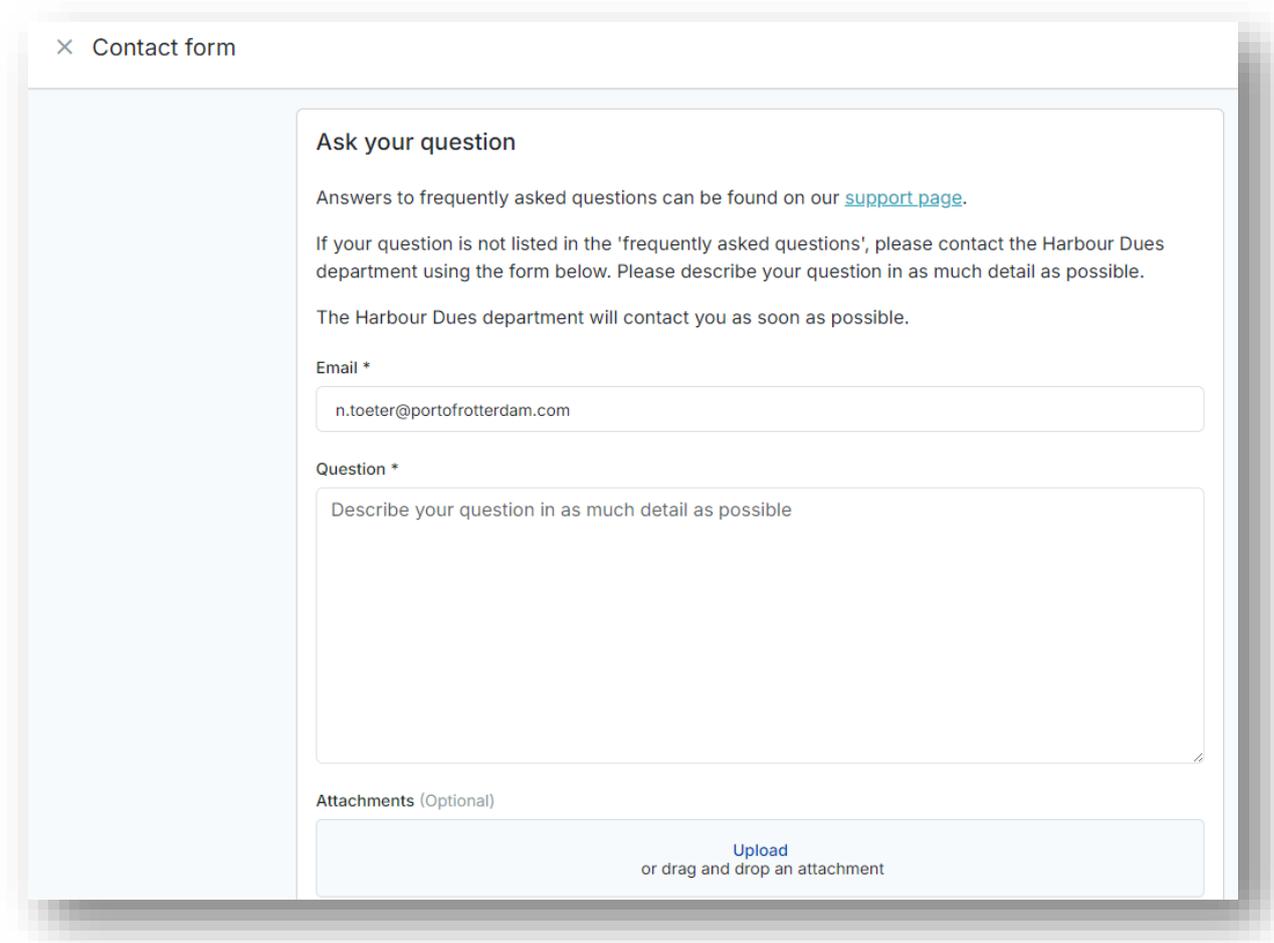
If you select the 'megaphone' icon, a screen showing News and Announcements from Port Dues or Portbase will appear. These will be posted if, for example, improvements have been made to the application or if maintenance is being performed. If there is an unread announcement, a red figure will be shown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



× Contact form

**Ask your question**

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.

Email \*

n.toeter@portofrotterdam.com

Question \*

Describe your question in as much detail as possible

Attachments (Optional)

Upload  
or drag and drop an attachment

Enter the email address registered with Portbase. In the following field, provide your question or comment and, if applicable, upload attachments (e.g., a measurement certificate). Then click on 'Send.' The Port Dues department will receive your message and contact you as soon as possible.

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

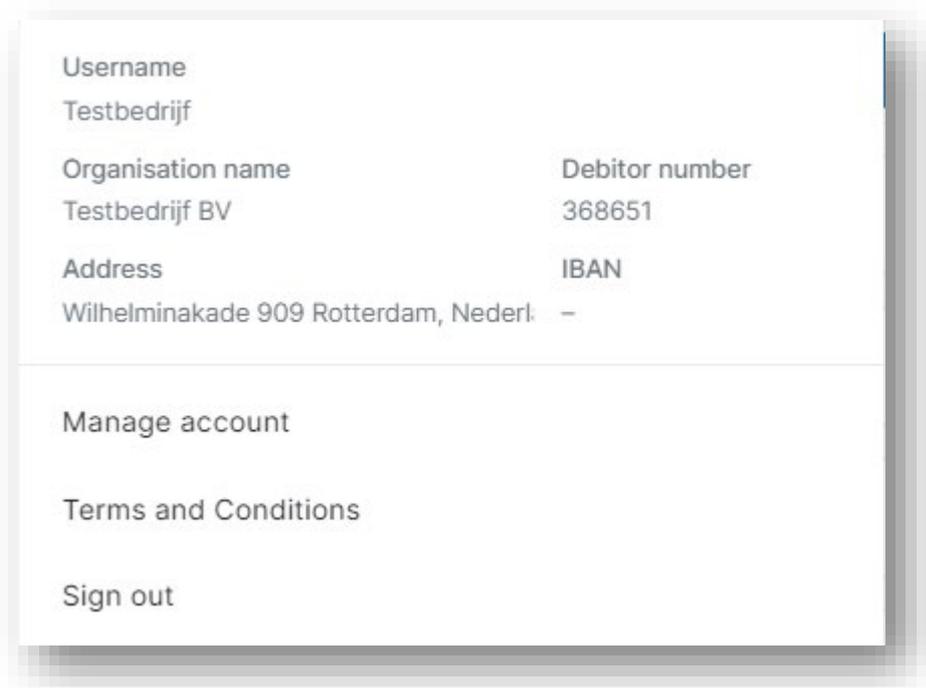
## 6.3 Change language setting

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.



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)

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	Debitor number
Testbedrijf BV	368651
Address	IBAN
Wilhelminakade 909 Rotterdam, Nederl.	-

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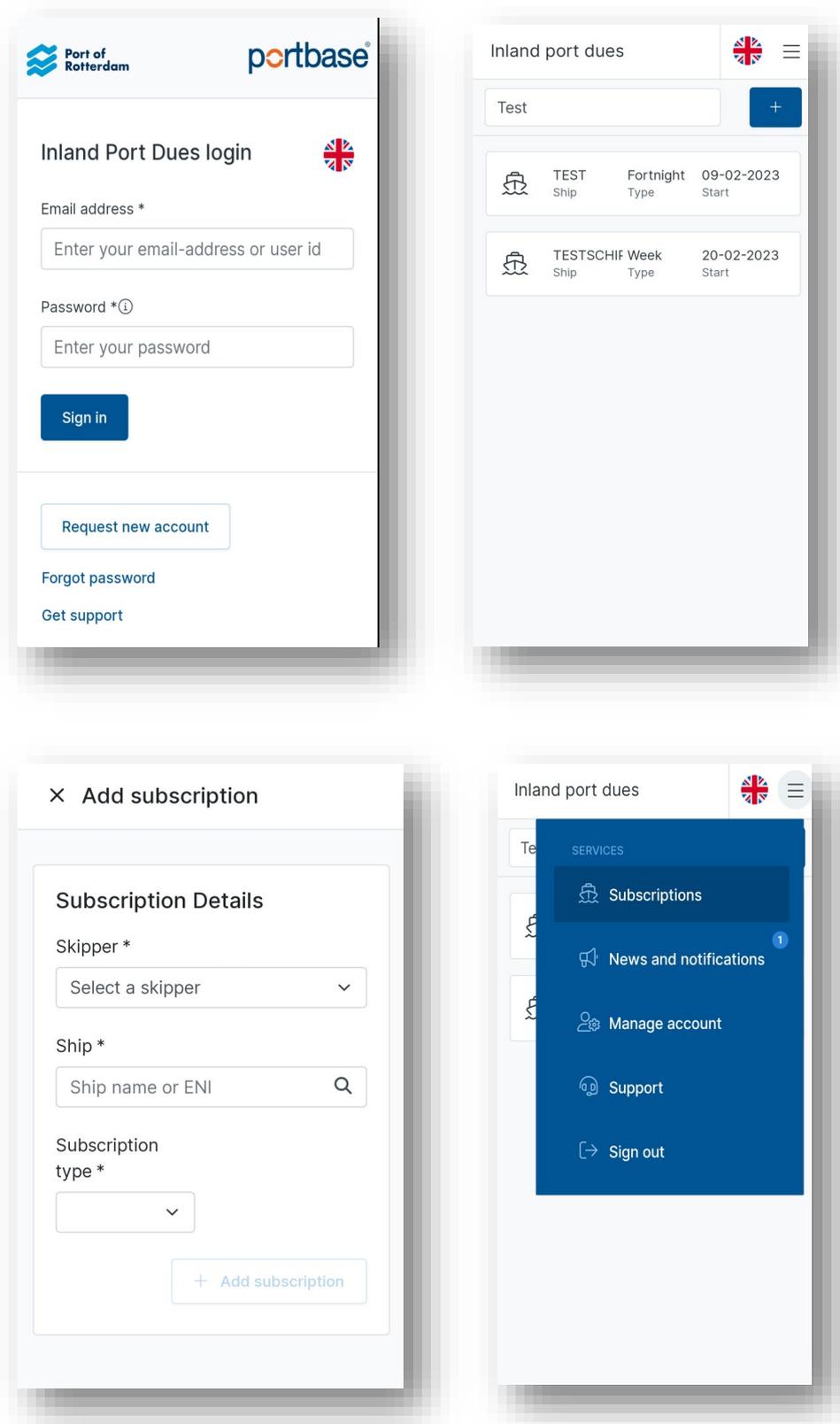
Manage account

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:



## 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
1.2	Final	08.11.2023	Button texts update	Port of Rotterdam
1.3	Final	21.12.2023	Button texts update	Port of Rotterdam
1.4	Final	27.02.2024	Button texts update	Port of Rotterdam
1.5	Final	16-12-2024	Button texts update	Port of Rotterdam