



Manual for Inland Port Dues Portal Subscriptions

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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

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E havengelden@portofrotterdam.com

World Port Center

P.O. Box 6622

3002 AP Rotterdam

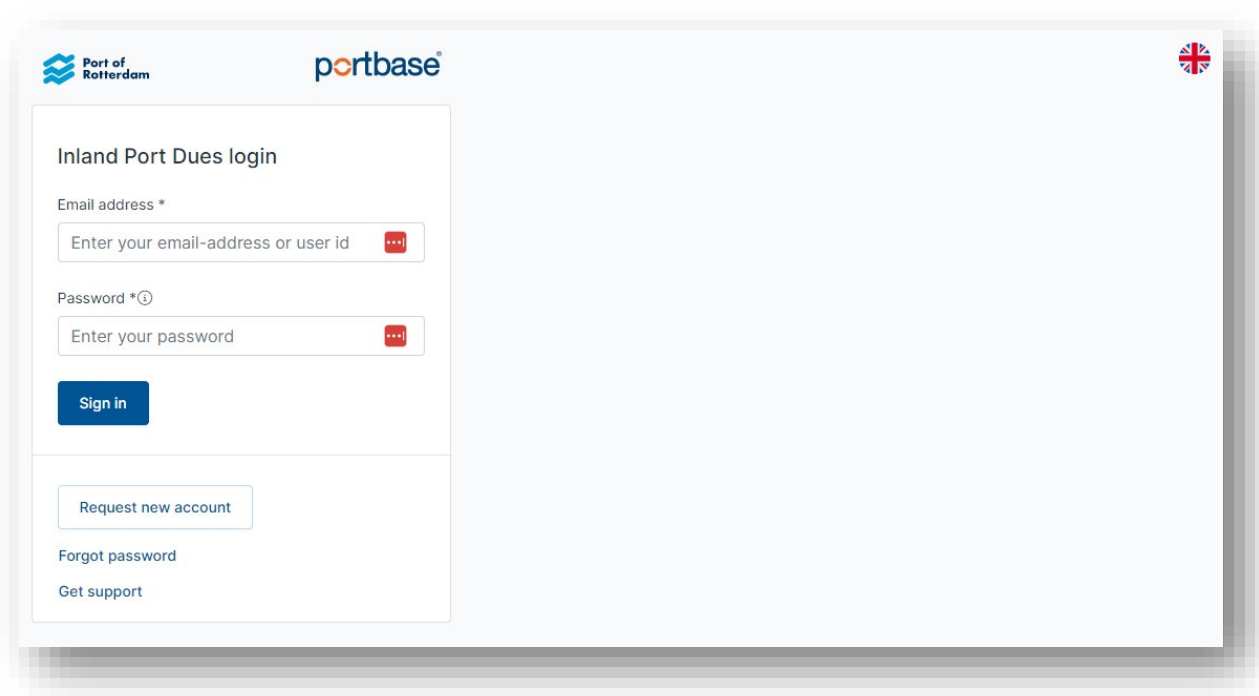
www.portofrotterdam.com

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.

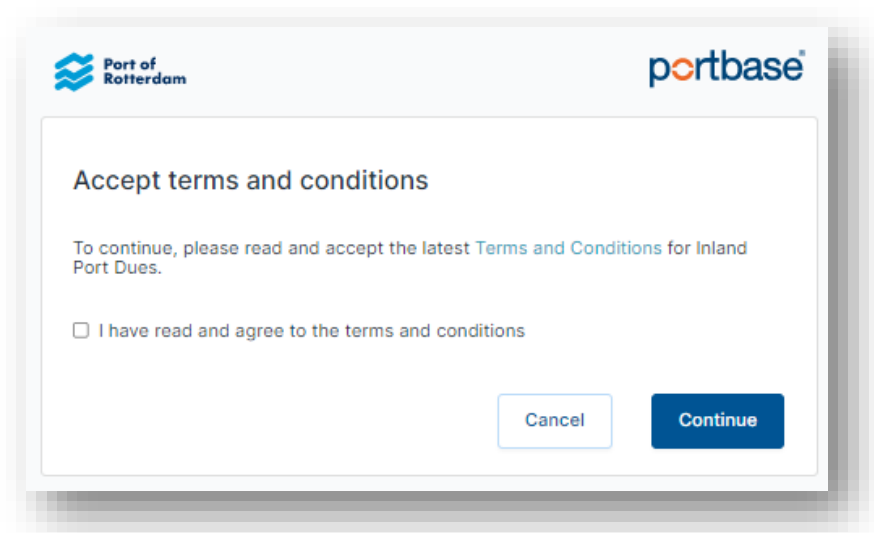


If you already have an account for Inland Port Dues, you can log in as follows in this screen:

- 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.

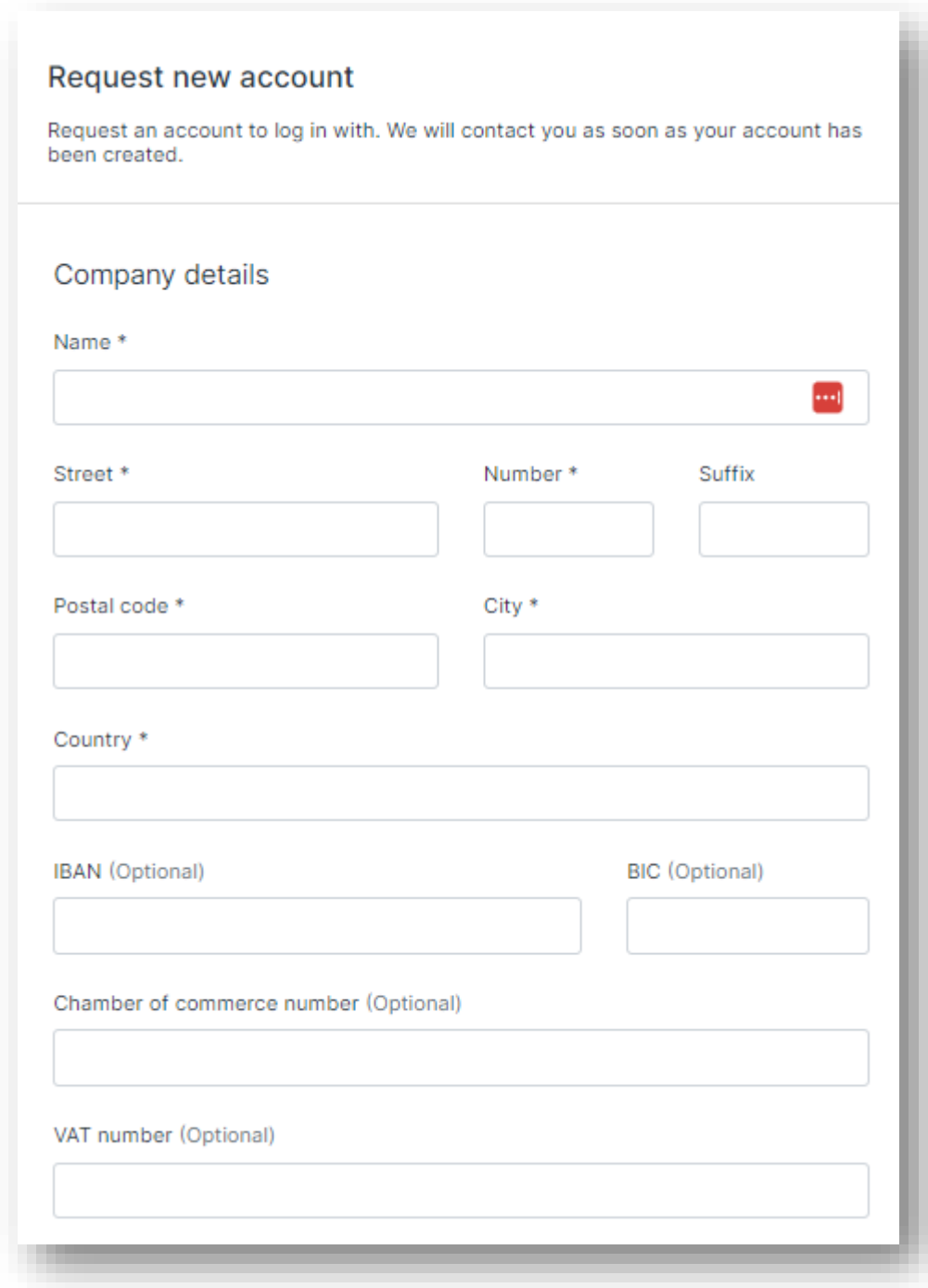


If you click 'Terms and Conditions', you will be linked to the General Terms and Conditions of the Port of Rotterdam Authority. After reading the terms and conditions, you can state that you have read and accept them. You can then click the 'Continue' button to start using the application.

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 *

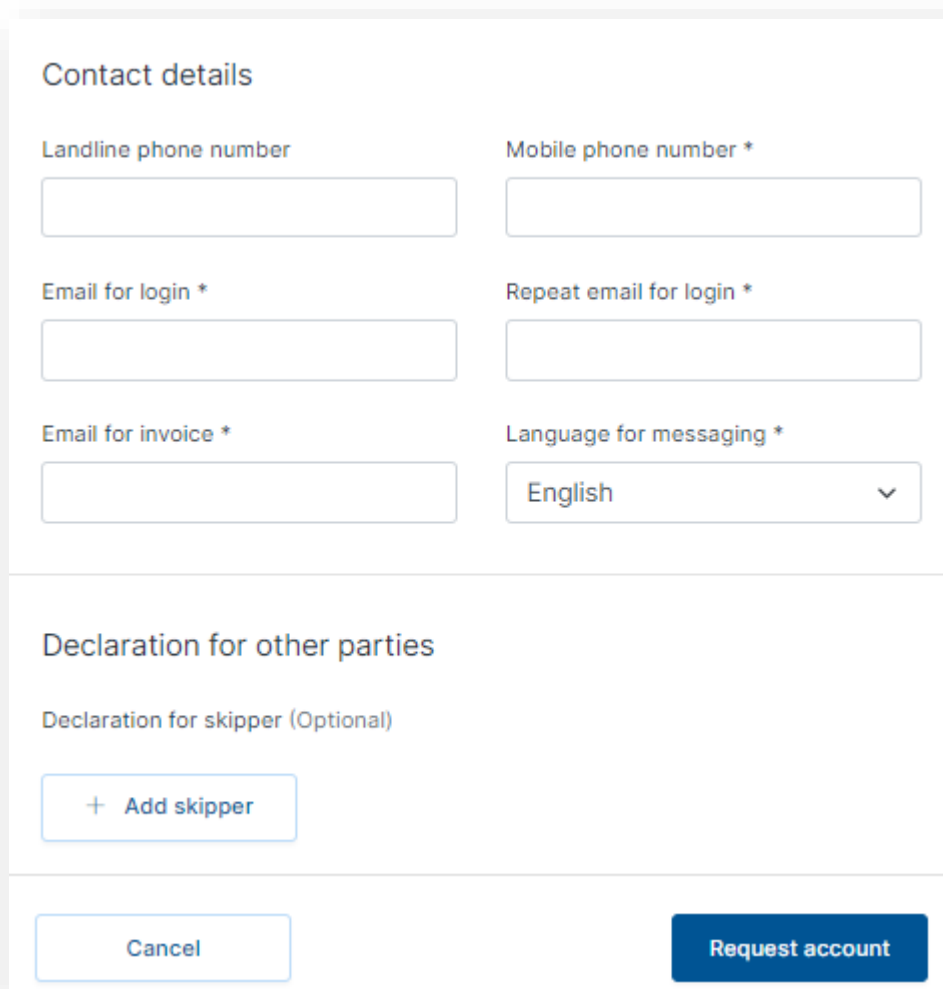
IBAN (Optional) BIC (Optional)

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".

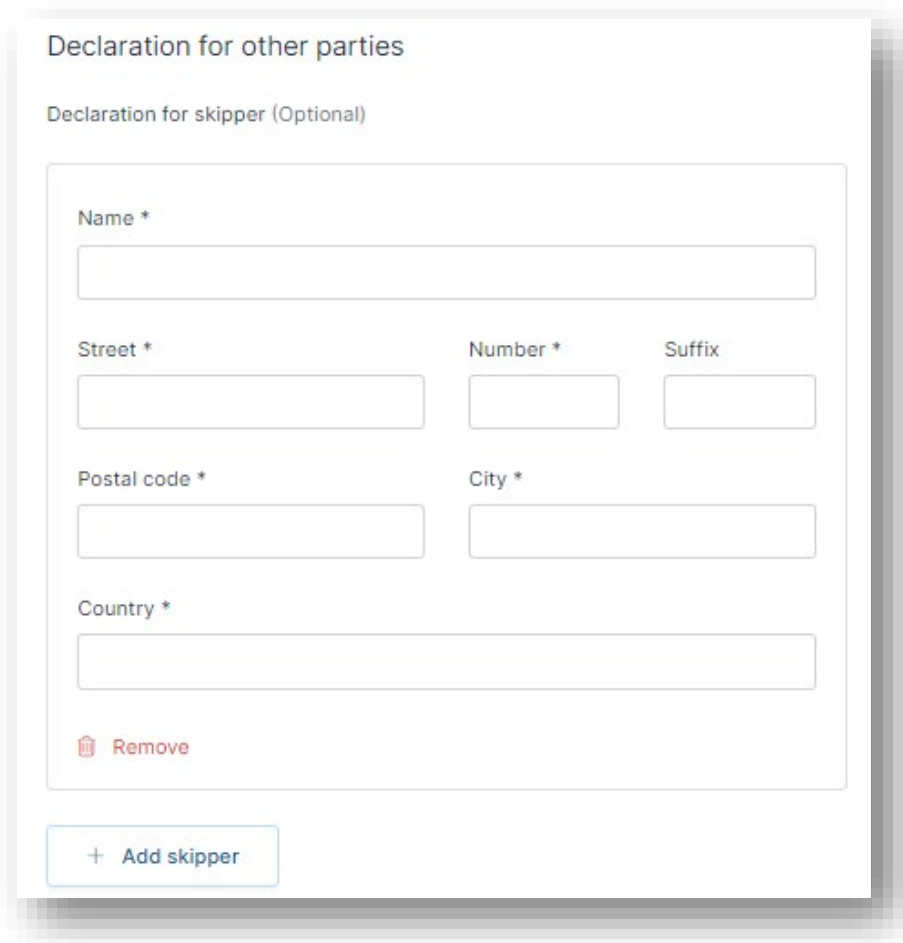
At the bottom of the form are two buttons: "Cancel" and "Request account".

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.



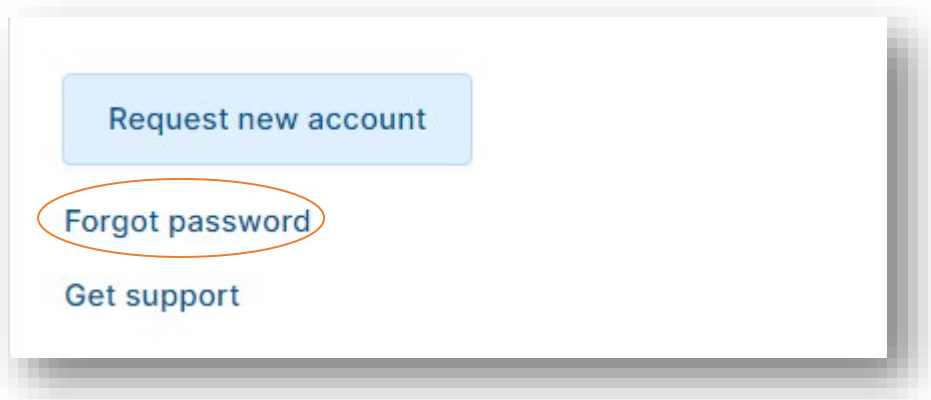
You can add multiple skippers here at the same time, or remove them again using the 'Remove' button.

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.

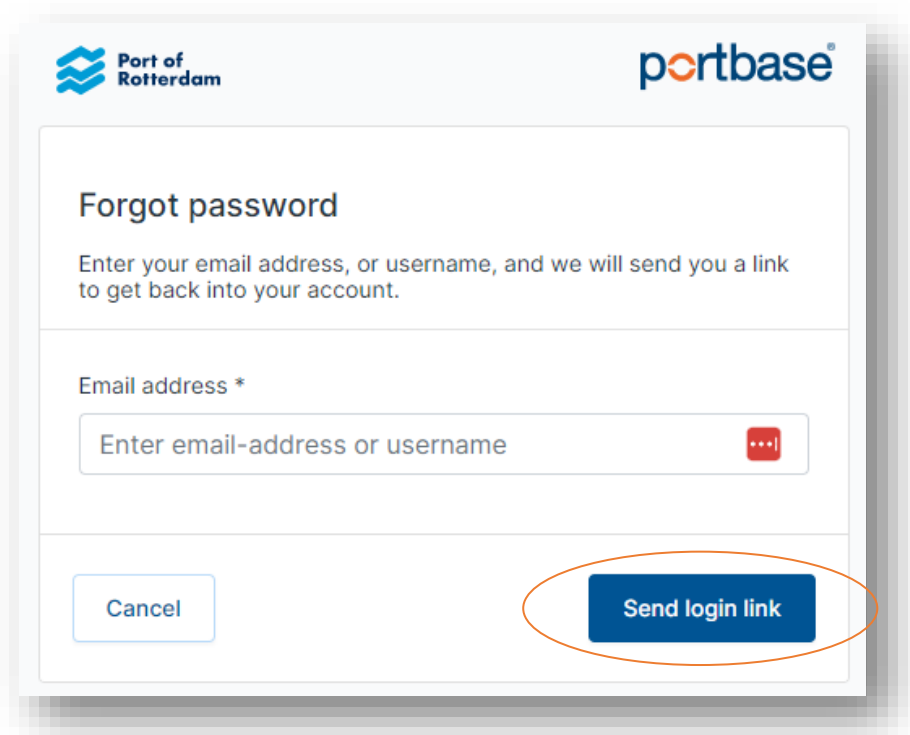


2 PASSWORD FORGOTTEN?

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

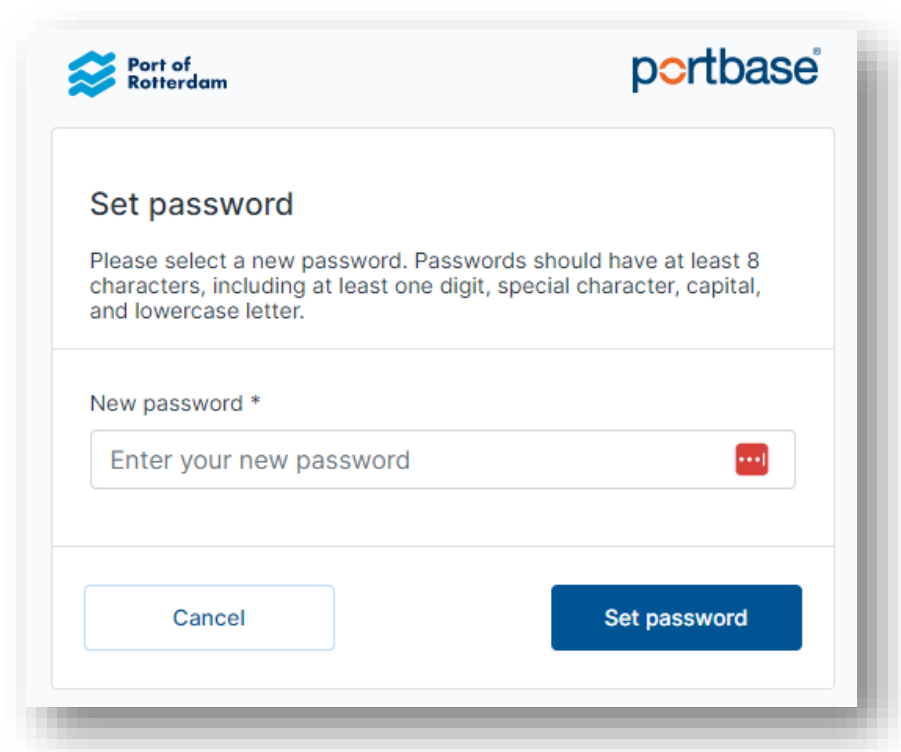


The following screen will appear:



A screenshot of the 'Forgot password' form. The form includes the Port of Rotterdam logo and the portbase logo. The title is 'Forgot password'. Below the title is the instruction: 'Enter your email address, or username, and we will send you a link to get back into your account.' There is a text input field labeled 'Email address *' with the placeholder text 'Enter email-address or username' and a red eye icon. At the bottom, there are two buttons: 'Cancel' and 'Send login link'. The 'Send login link' button is circled in orange.

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:



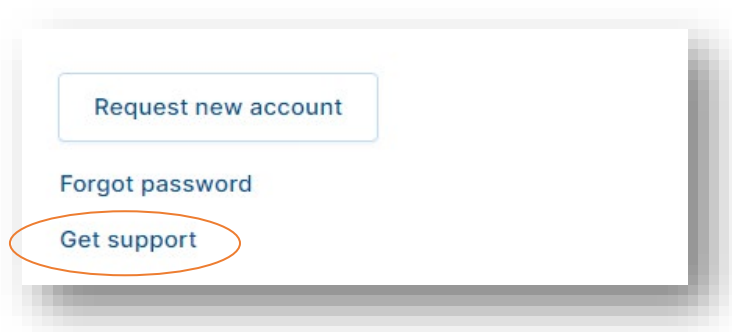
The screenshot shows a 'Set password' dialog box. At the top left is the 'Port of Rotterdam' logo, and at the top right is the 'portbase' logo. The main heading is 'Set password'. Below it, a text instruction reads: 'Please select a new password. Passwords should have at least 8 characters, including at least one digit, special character, capital, and lowercase letter.' Underneath is a label 'New password *' followed by a text input field containing the placeholder text 'Enter your new password'. To the right of the input field is a red eye icon for toggling password visibility. At the bottom, there are two buttons: a light blue 'Cancel' button on the left and a dark blue 'Set password' button on the right.

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.

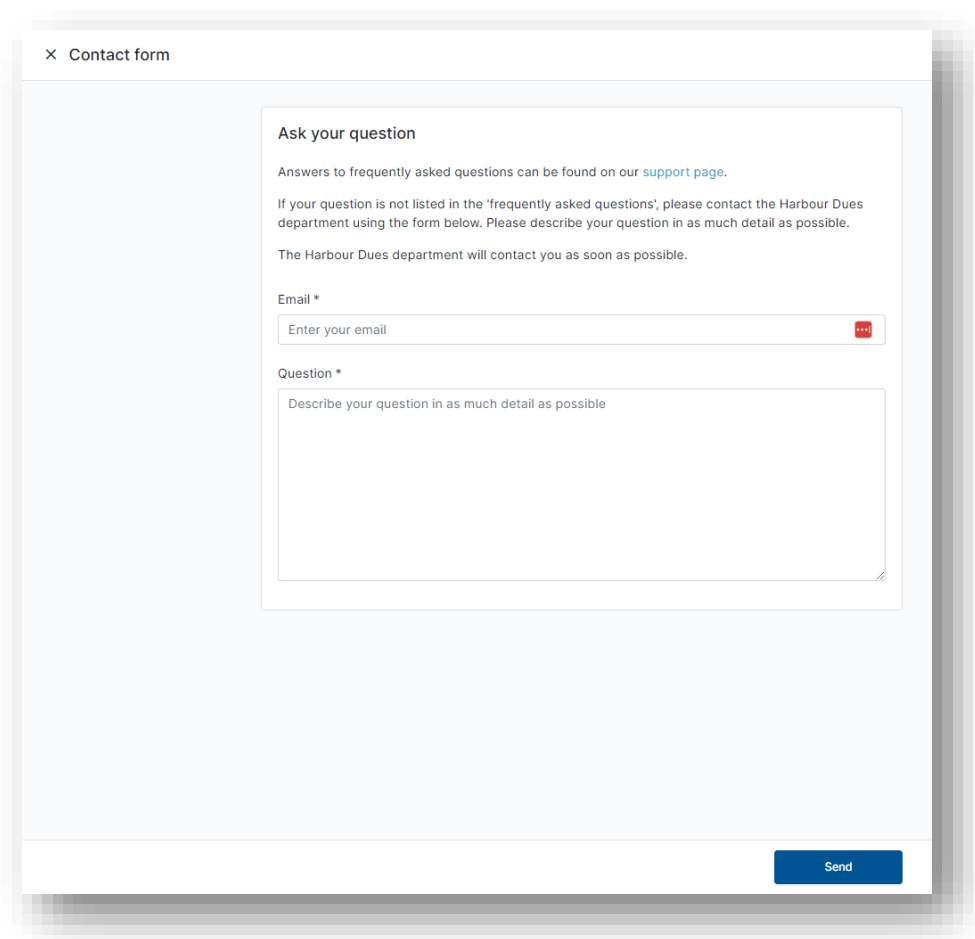
3 SUPPORT

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':



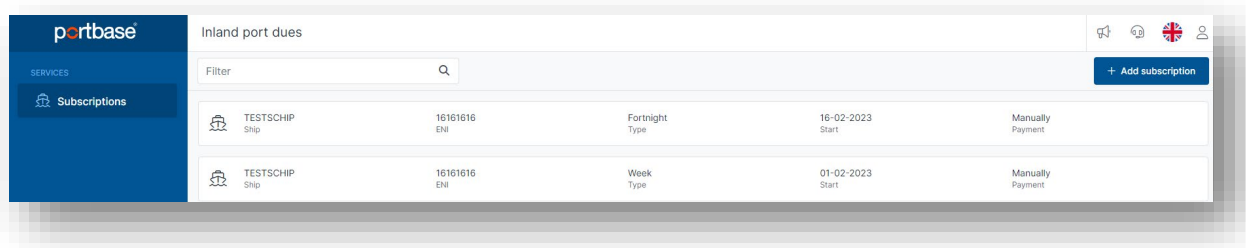
The following screen will appear:

A screenshot of a 'Contact form' window. The form has a title 'Ask your question' and a sub-header 'Ask your question'. Below this, there is a paragraph of text: '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.' There are two input fields: 'Email *' with a placeholder 'Enter your email' and a red eye icon, and 'Question *' with a placeholder 'Describe your question in as much detail as possible'. A blue 'Send' button is located at the bottom right of the form.

Enter the e-mail address with which you are registered in Portbase. You can enter your query or comment in the next field. You then select 'Send'. The Port Dues department will now receive a message and will contact you as soon as possible.

4 OVERVIEW OF SUBSCRIPTIONS

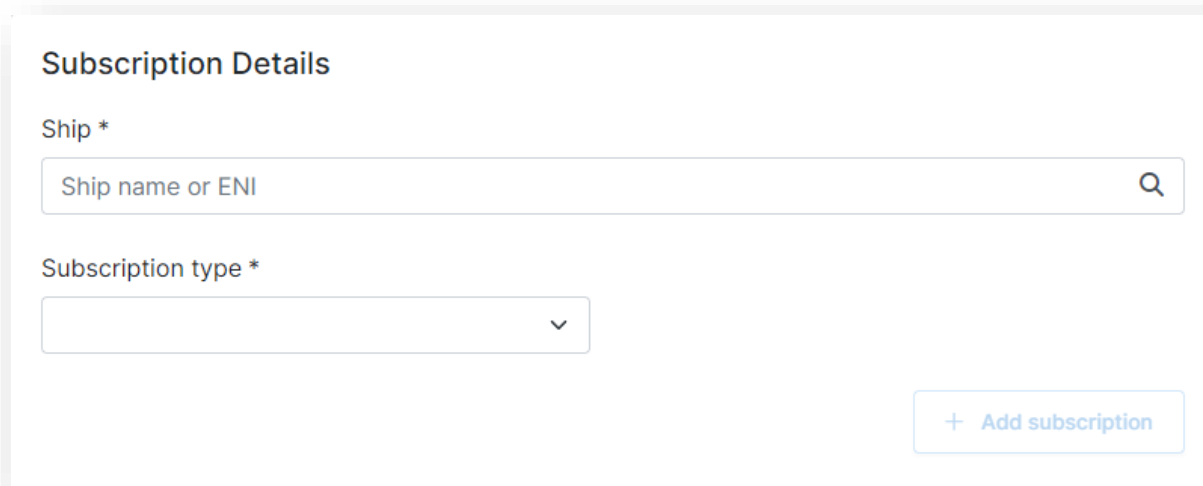
If you have successfully logged into the portal, you will see an overview screen. This screen shows you all subscriptions applying for you at present or that have expired in the past two months. With the aid of the filter, you can search subscriptions that you have registered. You can search using the vessel name, the ENI number or the business partner number of the skipper.



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

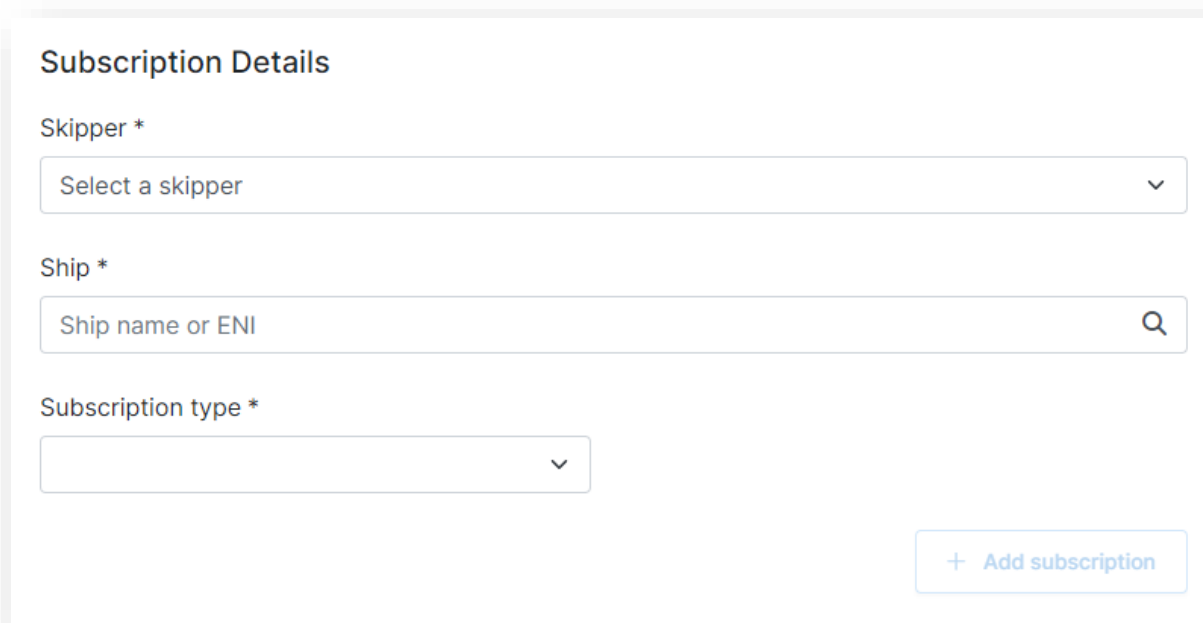
5 REQUEST SUBSCRIPTION

If you request a subscription for yourself, you will see the following screen:



The screenshot shows a form titled "Subscription Details". It contains three main input fields: "Ship *" with a search icon, "Subscription type *" with a dropdown arrow, and a "+ Add subscription" button at the bottom right.

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

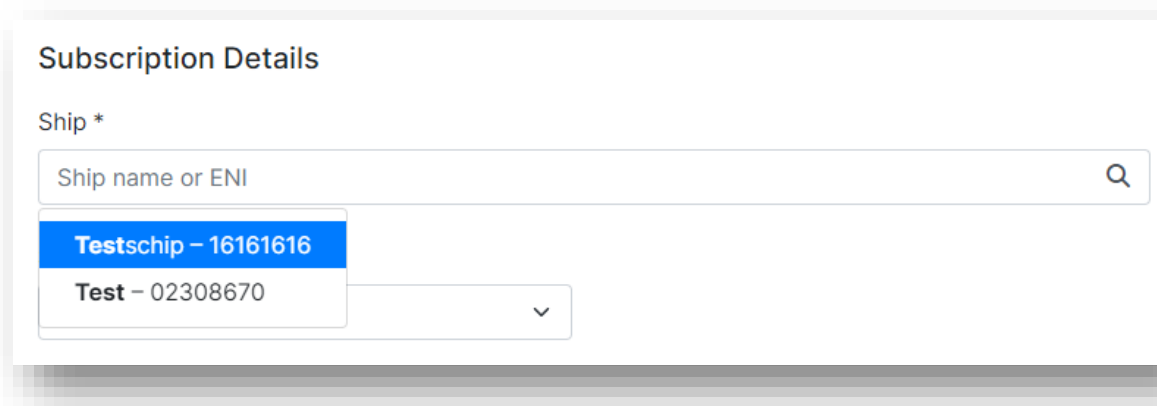


The screenshot shows a form titled "Subscription Details". It contains three main input fields: "Skipper *" with a dropdown menu showing "Select a skipper", "Ship *" with a search icon, and "Subscription type *" with a dropdown arrow. A "+ Add subscription" button is located at the bottom right.

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 *

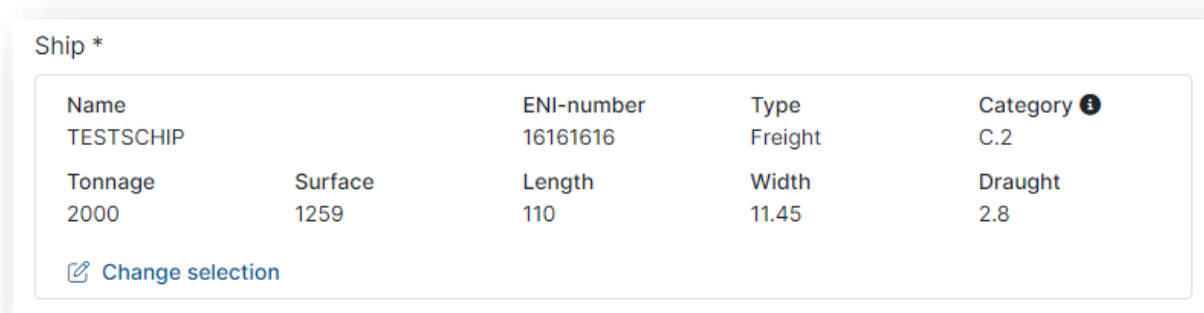
Ship name or ENI

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.

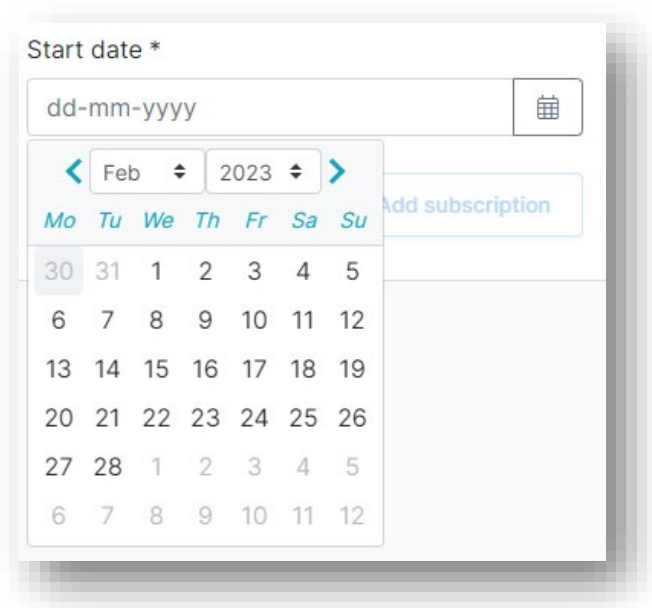
5.2 Select subscription

To select a subscription, you select the arrow in the 'Subscription type' 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

Select the required subscription.

The start date can be changed by selecting the 'calendar' icon.



Once the vessel and the date have been selected, you can add the subscription by selecting '+ Add subscription'.

Subscription Details

Skipper *

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

[Change selection](#)

Ship *

Name TESTSCHIP	ENI-number 16161616	Type Freight	Category ⓘ C.2
Tonnage 2000	Surface 1259	Length 110	Width 11.45
			Draught 2.8

[Change selection](#)

Subscription type * Week ▼

Start date * 14-02-2023 📅

+ Add subscription

The subscription details will then be shown in 'Selected subscriptions'. You can add multiple subscriptions for the same vessel at the same time.

When all subscriptions 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 [Send](#)

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.

[Close](#)

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 the system recognises that there is already a current subscription for the relevant vessel for the period that you have selected, which will overlap with the subscription that you are requesting now, a message 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


In this example, there is already a weekly subscription from 25 February to 4 March, which overlaps with the weekly subscription that you are requesting from 26 February.


You can then remove the overlapping subscription via the 'x Remove subscription' option. If, despite the overlap, you still want to add the subscription, select 'Send'. All subscriptions will then 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 subscription. 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
2000	1259	110	11.45
			Draught
			2.8

 Change selection

6 MENU BAR

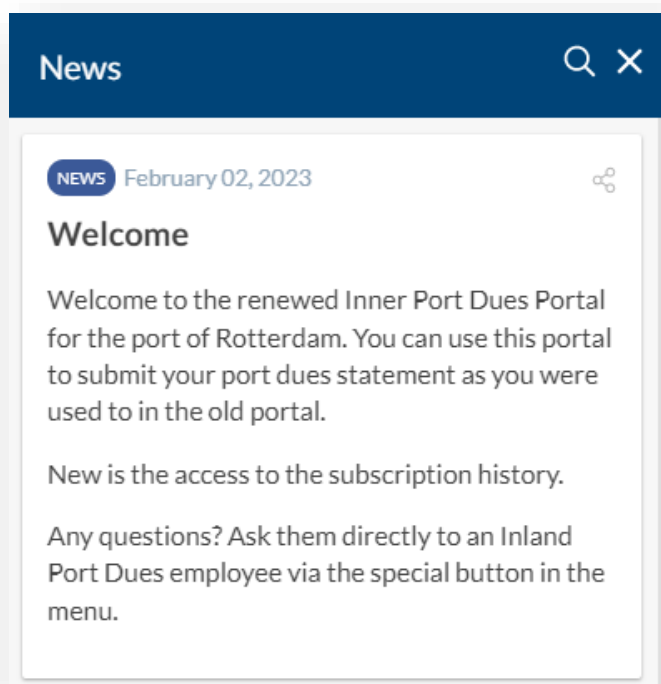
In the top right-hand corner of the overview screen is a menu bar with a number of options:

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

6.1 News and announcements from the Port Authority

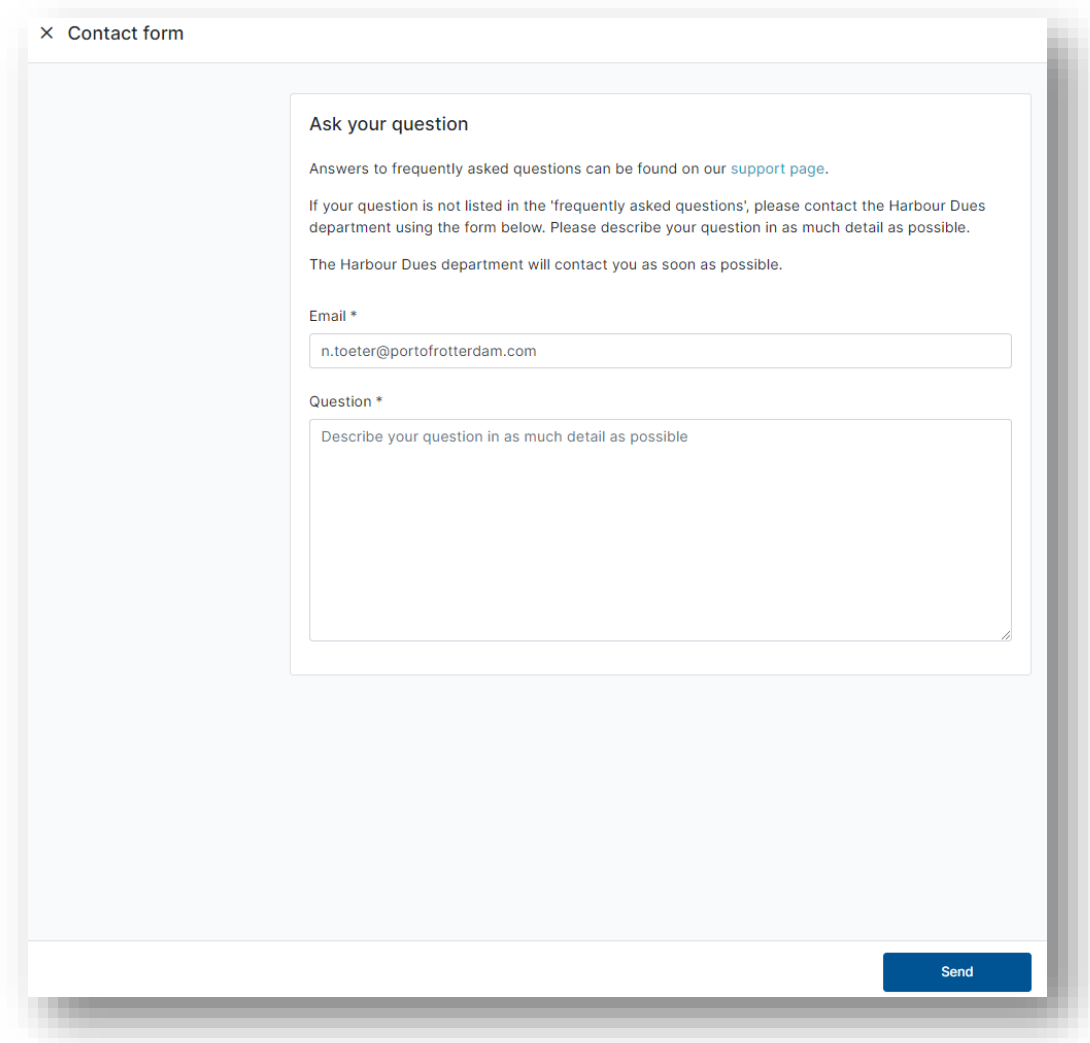
If you select the 'megaphone' icon, a screen showing News and Announcements from Port Dues or Portbase will appear. These will be posted if, for example, improvements have been made to the application or if maintenance is being performed. If there is an unread announcement, a red figure will be shown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

Send

Enter the e-mail address with which you are registered in Portbase. You can enter your query or comment in the next field. You then select 'Send'. The Port Dues department will now receive a message and will contact you as soon as possible.

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

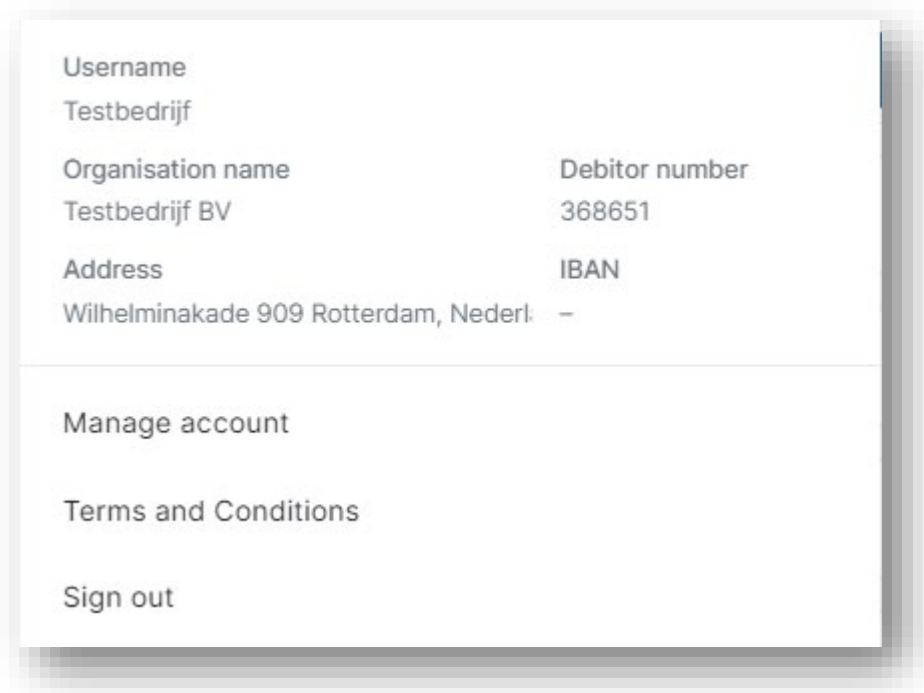
6.3 Change language setting

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.	-

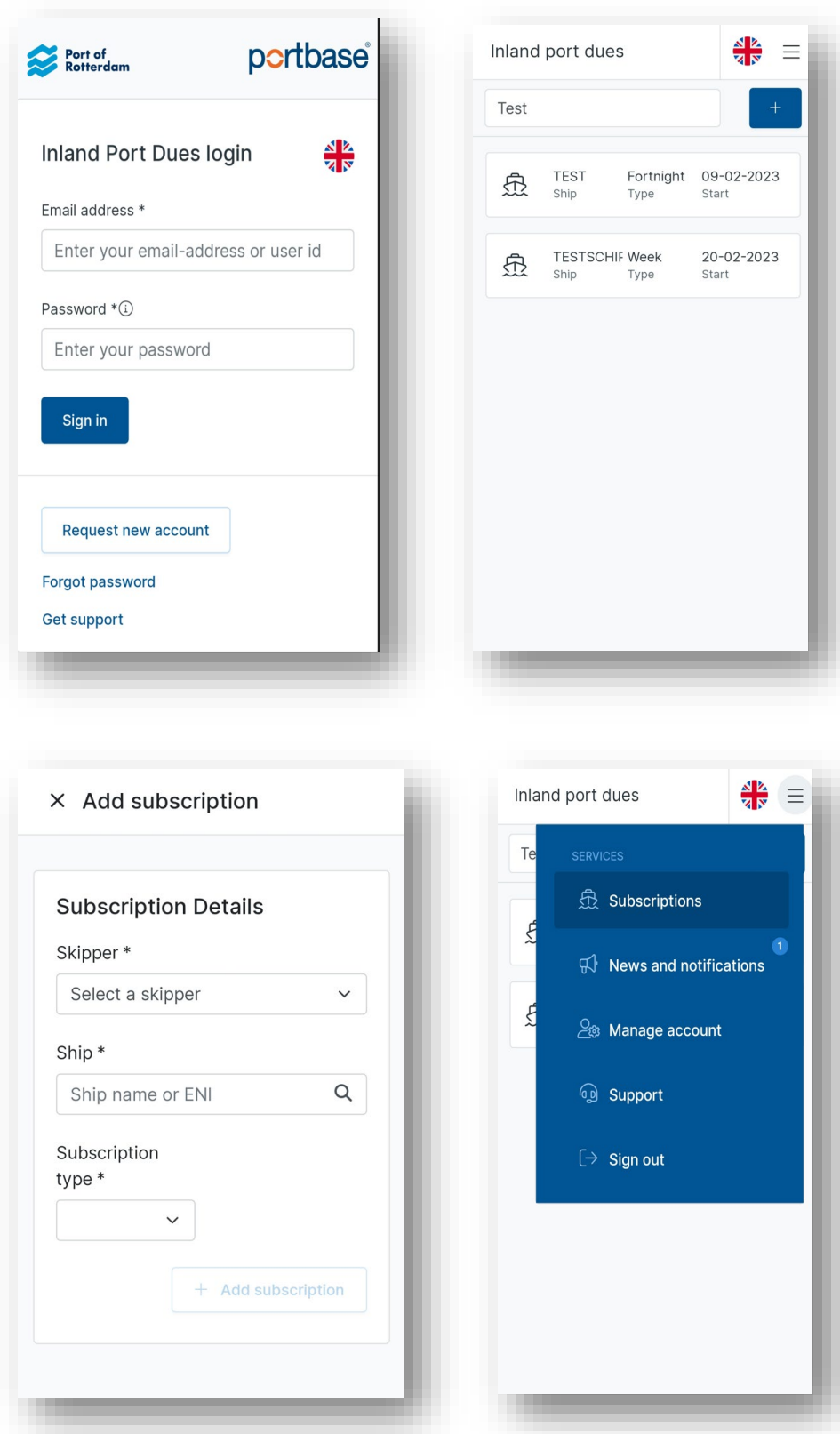
Manage account

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