

Fallback procedure for ship clearance

Information is presented here on what to do if you experience an outage in the Swedish Customs' ship clearance system or the Swedish Maritime Administration's ship clearance system and you need to report information to Swedish Customs or the Swedish Maritime Administration.

The fallback procedures differ depending on whether the outage is affecting the Swedish Maritime Administration's system or the Swedish Customs' system. Therefore, the first thing you need to do is check the Swedish Maritime Administration website to see whether the error appears there.

You then have to follow the steps in option 1 or 2, depending on the type of error in question.

Option 1: Outage in the Swedish Customs' system

There may be an error in the Swedish Customs' system if you log in to the MSW portal, enter your details and click signera [sign] without receiving a response from Swedish Customs, for example, even though you are receiving responses from other authorities.

If this is the case, please report the information to Swedish Customs using the email address reservrutin.fartygsanmalan@tullverket.se instead.

Please note that outside office hours (08:00–16:00) on weekdays, it is necessary to invoke the fallback procedure by both contacting us on 08 456 65 60 to provide notification that a fallback procedure is being invoked, and also sending an email to reservrutin.fartygsanmalan@tullverket.se with the accompanying documentation.

In the subject line of the email, indicate which ship you are reporting for. You should also indicate which of the following decisions you are providing information for: arrival authorisation, unloading authorisation, provisioning application, request for release of provisions or departure authorisation.

Include the following information in your email:

- your visit ID (from MSW)
- port of arrival and your operating authorisation, where applicable
- port of departure
- ship name and IMO number
- estimated time of arrival (ETA)
- name of the captain
- the cargo to be unloaded (quantity and brief description) and the customs status of the cargo.

Where applicable, you should also attach:

- proof of Union goods status (T2L) or customs ID
- completed FAL 3 or FAL 4 forms if you are applying for provisioning or release of provisions
- information on ESDs (entry summary declarations) for all goods on board, or information on the ship's entry key – if Sweden is the first port of entry into the EU.

Option 2: Maritime Single Window (MSW) outage at the Swedish Maritime Administration

There may be an error in the Swedish Maritime Administration's system if you are unable to enter information in the MSW portal or are not assigned a visit ID, for example. In this case, you must report your information to Swedish Customs by email: reservrutin.fartygsanmalan@tullverket.se.

In the subject line, state:

- which ship the information relates to
- which decisions you are providing information for (arrival authorisation, unloading authorisation, provisioning application, request for release of provisions or departure authorisation).

Attach the following to your email:

- FAL forms 1–4
- any proof of EU status or customs ID for non-Union goods

Download FAL 1, General Declaration.

Download FAL 2, Cargo Declaration. Download FAL 3,

Ship's Stores Declaration.

Download an application for a provisioning permit for a specific occasion.

If Sweden is the first point of entry into the EU, you must also provide references for the entry summary declarations for all goods on board, or the ship's entry key.

If you are unloading goods and submitting a notification of arrival of goods, you must attach the same information that you would have entered in MSW Reportal.

Submit the information in MSW as well

When MSW is up and running again, you have to enter the same information there that you have reported by email as indicated in the fallback procedure.

Swedish Customs' fallback procedure for ship clearance

<https://www.tullverket.se/foretag/ansokochdeklarera/deklarationsstod/reservrutinerochkontinuitetsplan/reservrutinforfartygsklarering>