

## Required procedures when it is difficult to electronically file cargo information through NACCS due to disasters, system failure, etc.

When it is difficult to electronically file cargo information through NACCS due to disasters, system failure, etc., please follow the applicable procedure below by the means of reporting (type of connection) and the cause of difficulty.

Filers are exempted from filing in case Japan Customs approves it is difficult to file cargo information due to natural disasters such as storm, heavy rain, flooding, earthquake, tsunami, volcanic eruption, etc. or man-made disasters such as accident by explosives, war, armed conflict, etc. Meanwhile, when Japan Customs approves it is difficult to electronically file cargo information through NACCS due to system failure, etc., filers are required to file it by e-mail etc. with Customs Form “MARITIME CONTAINER CARGOES INFORMATION” as shown in Reference 2 below, in accordance with the instruction by Japan Customs. The customs blank form is available from the following website;

【 Customs Form C No.2032: <http://www.customs.go.jp/english/summary/advance/annex.htm> 】

### ○ In case of system failure, etc.

- Those who file cargo information via service providers: see page 2
- NACCS users in Japan who file cargo information through gateway connection with filer’s own system: see page 3
- NACCS users in Japan who file cargo information with NACCS package software: see page 4

### ○ In case of natural disasters or man-made disasters

- In case it is difficult to file cargo information due to disasters: see page 5

Required procedures when it is difficult to electronically file cargo information through NACCS due to disasters, system failure, etc.

## 1. In case of system failure, etc.

### (1) Those who file cargo information via service providers

#### **Procedure**

① Please contact your service provider.

① When you find there is a failure on the system of your contracted service provider, please follow the instruction delivered by your contracted service provider. When you could utilize other service providers, please file cargo information by the filing deadline through.

② When you find there is no failure on the system of your service provider, please check if there is any failure on your own computer terminal and access lines. When you find the failure is due to your computers and access lines, and it is difficult to recover by the filing deadline, please contact Information Desk of Japan Customs as shown in Reference 1. After the report, please file cargo information by the deadline with Customs Form as shown in Reference 2, in accordance with the instruction by Japan Customs.

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(2) NACCS user in Japan who file cargo information through gateway connection with filer's own system

**Procedure**

① Please check if there is any failure on the NACCS system by System Operation Status at the "Advance Filing Rules Websites" as follows;

【 Advance Filing Rules Websites : <http://www.naccscenter.com/afr/index.html> 】

① When you find there is failure on the NACCS system, please follow the instruction by Japan Customs to be released on "Advance Filing Rules Websites". When it is unclear what you should do by the above instruction, please contact information desk of Japan Customs as shown in Reference 1.

② When you find there is no failure on the NACCS system, please check if there is any failure on your own computer system. When you cannot recognize if there is a failure on NACCS system or your own computer system, please contact NACCS Center through your contact person registered in advance to NACCS Center.

② When you find there is failure on your own computer system that is difficult to recover by the filing deadline, please contact Information Desk of Japan Customs as shown in Reference 1. After the report, please file cargo information by the deadline with Customs Form as shown in Reference 2, following the instruction by Japan Customs.

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(3) NACCS users in Japan who file cargo information with NACCS package software

**Procedure**

① Please check if there is any failure on the NACCS system by System Operation Status at the “Advance Filing Rules Websites” as follows;

【 Advance Filing Rules Websites : <http://www.naccscenter.com/afr/index.html> 】

① When you find there is failure on the NACCS system, please follow the instruction by Japan Customs to be released on “Advance Filing Rules Websites”. When it is unclear what you should do by the above instruction, please contact information desk of Japan Customs as shown in Reference 1.

② When you find there is no failure on the NACCS system, please check if there is any failure on your own computer terminal and access lines. When you cannot recognize if there is a failure on NACCS system or your own computer terminal and access lines, please contact Help desk of NACCS Center through your contact person registered in the service contract with NACCS Center.

② When you find there is failure on your own computer terminal and access lines which will be difficult to recover by the filing deadline, please contact information Desk of Japan Customs as shown in Reference 1. After the report, please file cargo information by the deadline with Customs Form as shown in Reference 2, following the instruction by Japan Customs.

Required procedures when it is difficult to electronically file cargo information through NACCS due to disasters, system failure, etc.

## 2. In case of natural disasters or man-made disasters

When it is difficult to file cargo information due to natural disasters such as storm, heavy rain, flooding, earthquake, tsunami, volcanic eruption, etc. or man-made disasters such as accident by explosives, war, armed conflict, etc., please contact information desk of Japan Customs as shown in Reference 1.

(Reference 1) Contact number when it is difficult to electronically file cargo information due to system failure, etc.

When you contact Japan Customs, please explain clearly “Filer’s Name and NACCS user ID (Reporter ID)”, “Contact person’s name and contact information (phone number etc.)”, “Reason for difficulty in filing (location of system failure, contents and location of disaster, etc.)”, “prospect of system recovery (in the case of system failure at filer’s own computer system)”, etc. In addition, please explain contents of filing (deadline, the number of filing, etc.), shipping schedule (port of departure and arrival, estimated date of arrival, etc.) and so on, if necessary.

● Contact number to Japan Customs when it is difficult to electronically file cargo information due to system failure, etc.

050-5865-2376

- ※ We connect you to our operators by choosing “inquiries when it is difficult to electronically file cargo information through NACCS due to system failure, etc.” in the voice guidance.
- ※ Please kindly understand inquiries will be accepted only in Japanese and English.
- ※ Please note that this contact number is ONLY for when it is difficult to electronically file cargo information due to system failure, etc. For other inquiries, please ask our contact points as we show in the “Advance Filing Rules” in Japan Customs websites below:  
【 Advance Filing Rules Websites : <http://www.customs.go.jp/english/summary/advance/index.htm> 】

# (Reference 2) MARITIME CONTAINER CARGOES INFORMATION (Customs Form C No.2032)

税関様式C第2032号  
Customs Form C No.2032

## 海上コンテナ貨物に係る積荷情報 MARITIME CONTAINER CARGOES INFORMATION

平成 年 月 日

Date:

1. 報告者氏名又は名称 Name of Reporter		2. 報告者住所及び電話番号 Address and Telephone Number of Reporter			3. 申請者ID Reporter ID		4. 報告者メールアドレス e-Mail Address of Reporter		
5. 船舶の名称又は信号符号 Name or Call sign of ship		6. 船舶の国籍 Nationality of ship	7. 航海番号 Voyage number	8. 船積港 Port of loading	9. 船積港出港(予定)日時 (Estimated) date-time of departure at port of loading	10. 船卸港 Port of discharge	11. 船卸港入港予定日時 Estimated date-time of arrival at unloading port		12. 船会社コード Carrier code
13. 荷送人名称、住所、国名及び電話番号 Consignor Name, Address, Country, Telephone Number	14. 荷受人名称、住所、国名及び電話番号 Consignee Name, Address, Country, Telephone Number	15. 着荷通知先名称、住所、国名及び電話番号 Notify Party Name, Address, Country, Telephone Number	16. 荷渡地 Place of delivery	17. 品名 Description of Goods	18. 代表品目番号 Harmonized System Code (6-digit)	19. 包装の数 Number of Packages	20. 総重量 Total Gross Weight	21. 容積 Volume	22. 記号・番号 Mark and Number of Cargo
23. 船荷証券番号 Bill of lading No.	(混載親B/L番号) (Master B/L No.)	24. コンテナ番号 Container No.	25. シール番号 Seal No.	26. コンテナサイズコード Container Size Code	27. コンテナタイプコード Container Type Code	28. コンテナ所有形態コード Container Ownership Code	29. IMDGコード・国連番号 IMDG Class Number and United Nations Dangerous Goods Identifier	30. 仕出地 Place of Shipment	31. 税関記入欄 Official Use
1									
2									
3									