

## 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 according to the means of reporting (types of connection) and the cause of difficulty.

Filers are exempted from filing in case Japan Customs confirms it is difficult to file cargo information electronically due to natural disasters, such as storm, heavy rain, floods, earthquake, tsunami, volcano eruption, or man-made disasters, such as an accident by explosives, war, or armed conflict. When Japan Customs considers it is difficult to electronically file cargo information through NACCS due to a system failure, etc., filers are required to file by e-mail or through other means with Customs Form “MARITIME CONTAINER CARGOES INFORMATION” as shown in Reference 2 below, following instructions by Japan Customs. The blank form is available on the following website;

【 Customs Form C No.2032: <http://www.customs.go.jp/english/summary/advance5/annex.htm> 】

### ○ In case of a 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

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

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

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

##### **Procedure**

① Please contact your service provider.

① When you find a failure/multifunction in the system of your contracted service provider, please follow the instruction by your contracted service providers, please file cargo information by the filing deadline through the alternative mean.

② When you find no failure/multifunction in the system of your service provider, please verify if there is any failure in your own computer terminal and/or access lines. When you find the failure/multifunction is due to your computers and/or access lines and it is difficult to fix the problem by the filing deadline, please contact Information Desk of Japan Customs shown in Reference 1. After informing Customs of the incident, please file cargo information by the deadline with Customs Form shown in Reference 2, following instructions by Japan vice provider. When you are able to use other Customs.

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

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

**Procedure**

① Please verify if there is any failure in the NACCS system by viewing System Operation Status on the "Advance Filing Rules Website" below;

【Advance Filing Rules Website: <https://bbs.naccscenter.com/naccs/dfw/web/afr/index.html>】

① When you find a failure/multifunction in 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 instruction above, please contact Information Desk of Japan Customs shown in Reference 1.

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

② When you find a failure in your own computer system that is difficult to be fixed by the filing deadline, please contact Information Desk of Japan Customs shown in Reference 1. After informing Customs, please file cargo information by the deadline with Customs Form shown in Reference 2, following instructions by Japan Customs.

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

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

#### **Procedure**

① Please verify if there is any failure in the NACCS system by viewing System Operation Status on the “Advance Filing Rules Website” below;

【Advance Filing Rules Website : <https://bbs.naccscenter.com/naccs/dfw/web/afr/index.html>】

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

② When you find no failure in the NACCS system, please verify if there is any failure in your own computer terminal and/or access lines. When you cannot confirm whether there is a failure in NACCS or your own computer terminal and/or 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 a failure in your own computer terminal and/or access lines which is difficult to be fixed by the filing deadline, please contact Information Desk of Japan Customs shown in Reference 1. After informing Customs, please file cargo information by the deadline with Customs Form shown in Reference 2, following instructions by Japan Customs.

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, floods, earthquake, tsunami, volcano eruption, or man-made disasters such as an accident by explosives, war, or armed conflict, please contact Information Desk of Japan Customs 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 clearly indicate “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/place of the system failure, location/place and nature of disaster, etc.)”, “prospect of system recovery (in case of a system failure in filer’s own computer system)”, etc. In addition, please explain contents of the filing (deadline, the number of filing, etc.), shipping schedule (the port of departure and arrival, estimated date of arrival, etc.) and so on, if necessary.

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

050-5865-2376

- ※ You can reach the 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 are 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 the contact points as shown in the “Advance Filing Rules” in Japan Customs website below:  
【Advance Filing Rules Website: <http://www.customs.go.jp/english/summary/advance5/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										