

Pickup of full containers from Temporary Storage

Since 2021, all full containers arriving at the ATO terminal can only be released once a valid clearing document is presented. This means that the ATO terminal in Antwerp will block these containers upon arrival and will only release them for pick-up when the MRN number from the clearing document is provided.

In order to ensure accurate Customs administration, it is crucial that we receive the correct MRN number and the type of document (such as T1, EX, IMA, etc.). We kindly ask all expeditors responsible for generating these clearing documents to register as soon as possible on the following ATO website: etis.ato-antwerp.com. Registration is required only once. Once registered, you will have continuous access to upload MRN document numbers for the processing of new containers.

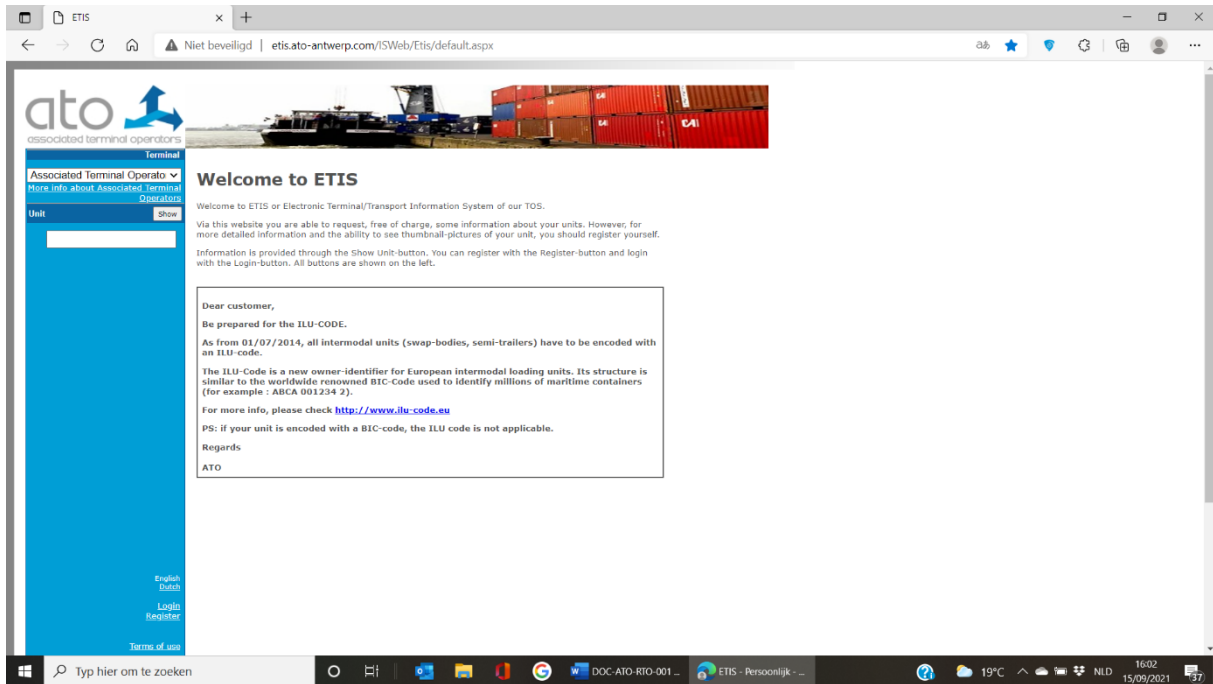
Starting from May 30, 2022, the ETIS system screen has been updated to improve internal controls for our Temporary Storage Warehouse. As a result, you will now need to provide additional detailed information, such as the number of packages, gross weight, and the previous transport document number. Furthermore, you will be required to upload the relevant customs document in order to proceed with the container's clearance. These changes are aimed at enhancing the efficiency and accuracy of our operations, ensuring a smoother and compliant handling of all shipments.

We appreciate your cooperation in ensuring the smooth flow of this process, and we thank you for your timely registration and adherence to the new procedures.

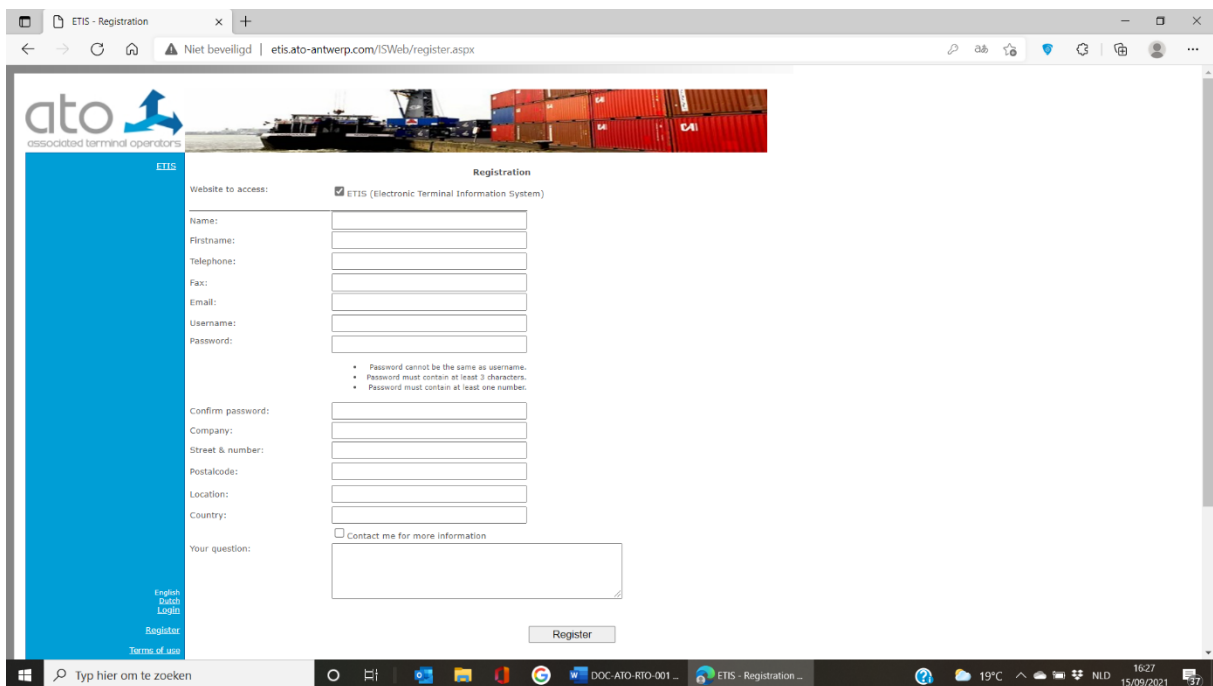
On the following page, you will find detailed instructions on how to register your documents, ensuring a seamless experience.

Follow the instructions below:

1. Registration: Click on the bottom left side of the page on "Register"



2. Please fill in the registration with the correct details:

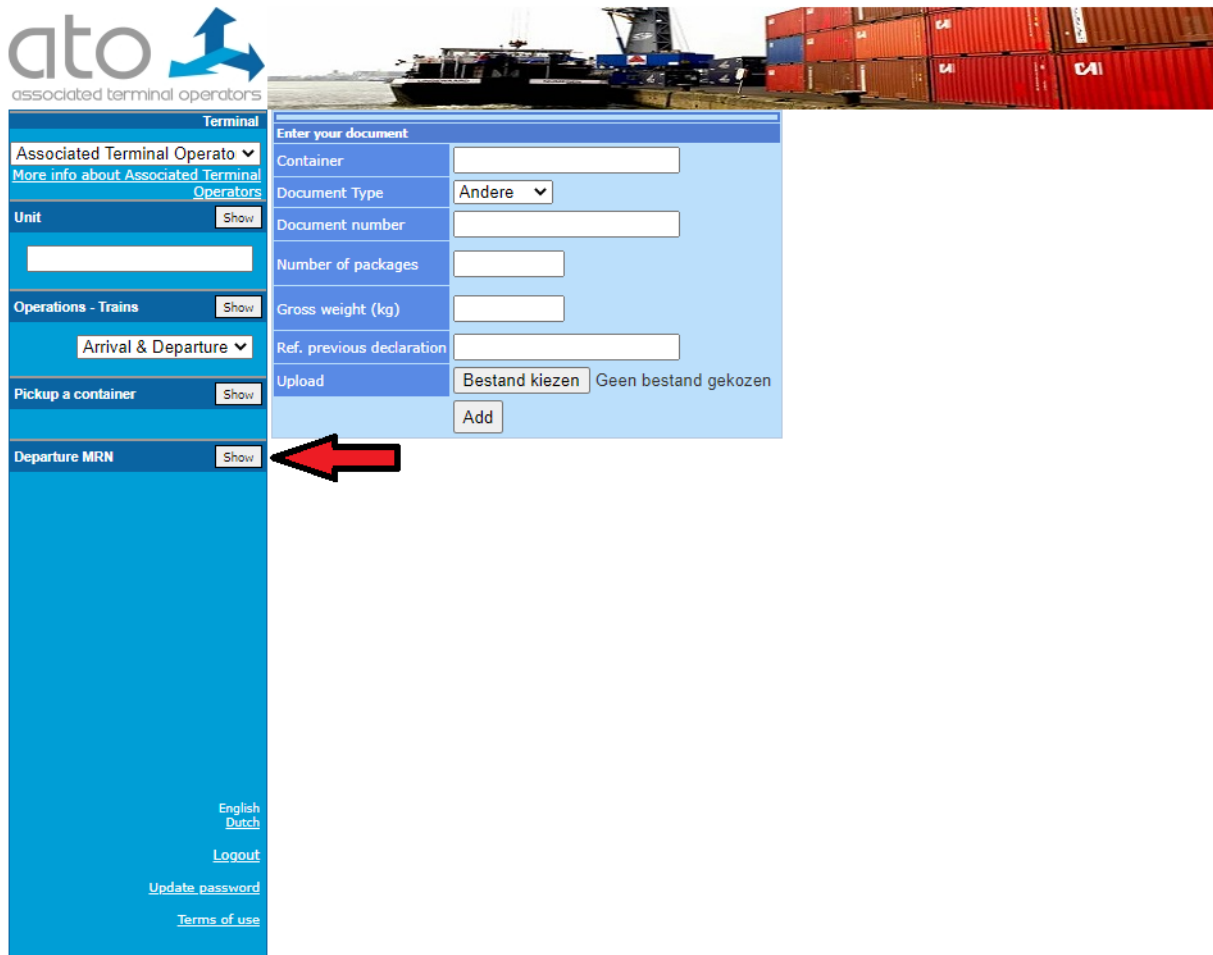


Follow the instructions below:

3. Permission needs to be granted by ATO :

After you have registered your account, we will automatically receive a notification of your registration. Following a positive manual review of your account, we will grant you the necessary permissions to access the full user interface of our ETIS platform. (You will need to log in to your account again)

A validation number will be generated, which is required to log in for the first time using your Username and Password. For subsequent logins, simply enter your credentials, and you will be directed to the next screen to upload document numbers.



The screenshot shows the ATO user interface. On the left is a sidebar menu with the following items: 'Terminal', 'Associated Terminal Operator' (with a dropdown arrow), 'More info about Associated Terminal Operators', 'Unit' (with a 'Show' button), 'Operations - Trains' (with a 'Show' button), 'Arrival & Departure' (with a dropdown arrow), 'Pickup a container' (with a 'Show' button), and 'Departure MRN' (with a 'Show' button). At the bottom of the sidebar are links for 'English', 'Dutch', 'Logout', 'Update password', and 'Terms of use'. On the right is a form titled 'Enter your document' with the following fields: 'Container' (text input), 'Document Type' (dropdown menu with 'Andere' selected), 'Document number' (text input), 'Number of packages' (text input), 'Gross weight (kg)' (text input), 'Ref. previous declaration' (text input), and 'Upload' (with two radio buttons: 'Bestand kiezen' and 'Geen bestand gekozen', and an 'Add' button). A red arrow points to the 'Departure MRN' field in the sidebar.

The “expeditor” has to fill in container number, type of document, MRN number, number of collis, Gross weight, the previous declaration and he has to upload the concerned customs document.

Introducing the valid documents will automatically create a release of the container.

Responsibles at ATO:

This section provides the contact information of the key individuals responsible at ATO. It includes details of the personnel who manage the terminal operations, document processing, and other critical tasks, enabling you to quickly reach the appropriate contact for any specific inquiries or issues related to ATO services.

Booking questions: bookings@ato-antwerp.com - 03/540 86 66

Customs questions: quality@ato-antwerp.com - 03 376/07 05

Operational questions: operations@ato-antwerp.com

Problems with ETIS: etis@ato-antwerp.com

Other questions: management@ato-antwerp.com

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