

INFORMATION AND TRANSPARENCY

Organizations certified by the Efficiency Network Quality Mark are committed to carry out the exchanges of information respecting the times and format established in the Quality Commitments, in such a way that these exchanges of information have the necessary quality so that the passage of merchandise through the Port of Barcelona is as efficient as possible.

In addition, Barcelona Port Authority (APB) undertakes to provide reliable on the main operations, dates and incidents relating to the import/export of containerised cargo.

Scope of the commitment:

- Exchanges of information between certified organizations covered by the Quality Commitments.
- Any information request addressed to the APB Customer Care Service (SAC) through the Web Form of the Port of Barcelona and the queries made in the CTA application (Container Tracking Application).

Points to keep in mind:

- Any information provided by APB will be reliable.
- Information will be provided on the following processes:
 - Clearance for entry of dangerous goods.
 - Entry and/or exit of containerised cargo at the Port.
 - Customs clearance.
 - Inspection by Border Inspection Services (BIS) and clearance.
 - Notification of bills of lading.

Compensation if the commitment is not met:

150€ per request

Exclusions:

- Information on LCL containers in maritime grouping and cabotage containers.
- Cases where the commitment is not met on grounds of force majeure.