

# CUSTOMER SERVICE CHARTER BORDER CONTROL POINT

# BCP

HJCU 1132 81 1 45G1  
MAX.GROSS 30.480-KG  
TARE 3990-KG 8.800-LB  
PAYLOAD 26.490-KG  
CUBE 76.0 C.U.M. 2.684  
C.U.F.T. 2.9 HIGH9 12  
MAX 3990-KG 8.800-LB

HJCU 1232 81 1 45G1  
MAX.GROSS 30.480-KG  
TARE 6.800-KG 7.760-LB  
PAYLOAD 45.321-KG  
CUBE 85.0 C.U.M. 2.964  
C.U.F.T. 2.7 HIGH9 12  
MAX 6.800-KG 7.760-LB



# BCP

The **Border Control Point (BCP)** is a port inspection centre where various agencies involved in cargo dispatch perform their duties.

The **BCP at the Port of Algeciras** is classified First Category, and is authorised by the EU to import and export all types of goods – cooled, frozen or room temperature products, and livestock (hoofed, equine and other types of animals).



## MAIN SERVICES



CUSTOMER SERVICE  
& DOCUMENTARY  
PROCEDURES



DOCUMENT  
INSPECTION



IDENTIFICATION  
CONTROL & PHYSICAL  
INSPECTIONS



APPOINTMENT  
SERVICE



LIVESTOCK  
INSPECTION



HGV & CONTAINER  
TRACKING



# COMMITMENTS

- **AGENCIES' & INSTITUTIONS':** In order to reduce customers' and users' uncertainty regards daily requests for inspection procedure times - and thus the downtime spent by HGVs and containers at the BCP for inspection - the following has been established:

## FOR HGVs:

All applications that comply with the following conditions shall be assigned same-day inspection:

- Activation of the Temporary Storage Declaration (TSD) before 22:00.
- For Customs red circuit applications, HGVs should position themselves at the gate to be inspected by Border Inspection Services and/or Customs before 22:15 from Monday to Friday, and before 21:15 on Saturdays, Sundays and public holidays.
- Prerequisite: applications to be assigned must have been completed on-line on the Managing Agency's web-site and present no incidences.
- Applications received after the above times shall be automatically assigned a next-day inspection.

## FOR CONTAINERS:

To guarantee same-day inspection:

- Assignment of container inspection applications is performed by the Border Health Authority until 20:00.
- All containers, whether animal or vegetable food products, are handled by appointment only and then assessed and passed on for physical inspection by the Border Inspection Service.
- Containers shall be inspected on the date as confirmed by the appointment made on the BCP web page, as long as BIS pre-assessment is in compliance and that the container itself is parked at the BCP's HGV park on the day and at the time as specified by the appointment.
- Prerequisite: To be assigned, all applications must be filled out on the BCP web page and should present no anomaly.



## OPENING TIMES

Various agencies involved keep the BCP open for business 24 hours/day, with manned schedules as detailed below; and, additionally, pursuant to the "Commitments" of the Customer Service Charter herein:

Monday to Friday, from **08:30 to 22:00** (except Customs: until **23:00**)

Saturdays, Sundays and public holidays, from **10:00 to 14:00** and from **16:00 to 22:00**.

**Special opening times exist on 24th, 25th and 31st December, and 1st January**  
(please ask the inspection services)



# COMMITMENTS

- **BCP USERS:** Users agree to help efficient handling of BCP resources and services by adopting and complying with the following steps:

- Users shall file applications correctly before the Border Inspection Service together with all the required documentation, and shall indicate the scheduled date of the container's positioning on the BCP web page.
- Users shall agree to position the container at the BCP's HGV-park on the day and at the time specified by the appointment in order to have their container inspected.
- Users shall have qualified professionals available who have been trained in Customs and inspection procedures and are committed to their further education in such matters.
- Shall comply with BCP access and stayover instructions as established by users.

**RELIEF MEASURES IN CASE OF NON-COMPLIANCE WITH STATED COMMITMENTS:** Should there be non-compliance with any of the commitments, APBA's General Manager shall forward a letter notifying the reasons for such non-compliance with the commitments as stated, so that - should the reasons be attributable to the agencies and institutions involved in the inspection process - the pertinent information shall be requested.

Any non-compliance claim shall not give rise to the Administration's admission of asset liability under any circumstances.



## SERVICE QUALITY TRACKING AND ASSESSMENT INDICATORS

1

### INSPECTIONS:

- Percentage of physical FAO container inspections made by appointment, versus the total number of appointments scheduled for FAO container inspection.
- Percentage of physical FPO container inspections made by appointment, versus the total number of appointments scheduled for FPO container inspection.
- Percentage of FAO HGVs with TSD activated, but not assigned before 22:00 within the day, versus the total number FAO HGV inspections.
- Percentage of FPO HGVs with TSD activated, but not assigned before 22:00 within the day, versus the total number FPO HGV inspections.

3

### INCIDENCE:

- Percentage of users' documentary anomalies, versus the total number of inspections.
- Percentage of non-compliant appointments due to no-shows of containers on the day and at the time specified.

2

### LENGTH OF STAY:

- Variation (in minutes) of the average length of stay at the BCP for FAO and FPO containers, versus last year.
- Variation (in minutes) of the average length of stay at the BCP for FAO and FPO HGVs, versus last year.

4

### COMPLAINTS & SUGGESTIONS:

- Percentage of customer complaints submitted to APBA due to breach of commitment, versus the total number of inspections.
- Percentage of customer complaints submitted to APBA regards service performance, versus the total number of complaints submitted.
- Percentage of customer complaints and suggestions attended within a 10-working-day deadline, versus the total number of complaints and suggestions submitted.



APBA  
DIGITAL OFFICE

<https://sede.autoridadportuariadelabahiadealgeciras.gob.es/>



ON-LINE  
CONTACT FORM

<http://www.apba.es/en/contact>



E-MAIL

[atencioncliente@apba.es](mailto:atencioncliente@apba.es)

## IMPROVEMENTS TO OPTIMISE OPERATIONAL PROCESSING



### Appointment Procedure for Container Inspection:

Container inspections – both for FAO (Foods of Animal Origin) and FPO (Foods of Plant Origin) – are performed by appointment only. Once users receive documentary pre-assessment approval by the Border Inspection Service, they can then request an appointment on the BCP's web page, selecting the date for specific positioning of their container (should this be deemed necessary for FPO containers; FAO containers are all positioned specifically).

The appointment system has proven to be an operational improvement in terms of organising container throughput, as well as optimising the use of our facility. All of this has given rise to a better management and availability of our HGV Ro-Ro traffic gates. For the users, this new procedure helps improve logistics scheduling by eliminating down-time, and by allowing the various phases of documentary and physical processes to be organised better.



### Scheduling Report for the Border Health Inspection Service:

Our Port Authority draws up a weekly scheduling report that matches applications for inspection with ship calls to port. This report allows us to know the volume of forecasted inspections in advance and, therefore, enables us to organise our inspecting staff more efficiently, giving us time to reinforce our staff on the days when a greater workload is expected.



### Activation Notice for TSD (Temporary Storage Declaration) on the BCP web page:

Applications for inspection go to an automatic active state on the BCP's web page, when TSD is activated. The inclusion of this process allows the Border Health Authority - and users alike - to improve and streamline the file assignment procedure.



### Customer Information regards Application Positioning and Border Health Inspector Tasking Orders:

Users may visualise the position of their application on the assigned Inspector's tasking order on-line; the Inspector has an approximate estimated time slot for cargoes to be inspected and this also improves file management.



### Information about the BCP's work-load:

Every time a user applies for a new inspection on the Managing Agency's web-site:

- The user shall receive confirmation of the number of ongoing applications for the next four working days.
- The user has access via a link to the number of ongoing applications during the current day and the three following days, as well as the accumulated number of applications.

(<http://pif-algeciras.es/cartadeservicios>)



### Managing Agency's app (available for iOS and Android):

An app has been developed for users and transport companies. The app is essentially an efficient tool to communicate with the transport company transporting the pending cargo unit for positioning and inspection.

## AGENCIES & INSTITUTIONS

### ALGECIRAS BAY PORT AUTHORITY (APBA)

Avda. de la Hispanidad, nº 2. 11207 Algeciras

Teléfono: 956 58 54 00

Fax: 956 58 54 45

Web: [www.apba.es](http://www.apba.es) / Email: [apba@apba.es](mailto:apba@apba.es)

**SAC:** [atencioncliente@apba.es](mailto:atencioncliente@apba.es)

### BCP MANAGING BODY

Muelle Juan Carlos I, s/n. 11201 Algeciras

Teléfono: 956 63 17 36

Email: [pifalgeciras@docks.es](mailto:pifalgeciras@docks.es)

### CUSTOMS

Avda. de la Hispanidad, nº 1. 11207 Algeciras

Teléfono: 956 58 02 22

Fax: 956 60 23 25

Web: [www.sede.agenciatributaria.gob.es](http://www.sede.agenciatributaria.gob.es)

### SOIVRE

Muelle Juan Carlos I, s/n. 11201 Algeciras

Teléfono: 956 58 74 26

Fax: 956 63 19 81

Email: [algeciras.dp@comercio.mineco.es](mailto:algeciras.dp@comercio.mineco.es)

### BCP HEADQUARTERS

Muelle Juan Carlos I, s/n. 11201 Algeciras

Teléfono: 956 98 90 74

Fax: 956 63 21 55

### BORDER HEALTH

Muelle Juan Carlos I, s/n. 11201 Algeciras

Teléfono: 956 98 90 70

Fax: 956 98 90 56

Email: [sanidad\\_exterior.algeciras@seap.minhap.es](mailto:sanidad_exterior.algeciras@seap.minhap.es)

### PLANT HEALTH

Muelle Juan Carlos I, s/n. 11201 Algeciras

Teléfono: 956 98 90 88/49

Fax: 956 63 21 55

Email: [svegetal.cadiz.algeciras@seap.minhap.es](mailto:svegetal.cadiz.algeciras@seap.minhap.es)

### ANIMAL HEALTH

Muelle Juan Carlos I, s/n. 11201 Algeciras

Teléfono: 956 98 90 88/49

Fax: 956 63 21 55

Teléfono de guardia: 664 49 40 53

Email: [sanimal.algeciras@seap.minhap.es](mailto:sanimal.algeciras@seap.minhap.es)