For the purpose of its Service List, the Border Inspection Point (BIP) is a port inspection centre where various agencies involved in cargo dispatch perform their duties.

On the basis of its throughput and opening times, Algeciras Port BIP is the only one in Spain that is a 1st Category BIP and is authorized by the European Union to import and export all types of products, cold and frozen goods, livestock, hoofed animals, horses and other animals.
OPENINGS:

Various agencies involved keep the BIP open for business 24 hours/day, with manned schedules as detailed below and, additionally, pursuant to the ‘Commitments’ of the List of Services herein:

Monday to Friday, from 08:00 to 22:00 (except Customs until 23:00)
Saturday, Sundays, and public holidays, from 10:00 to 14:00 and from 16:00 to 23:00. Special opening times exist on 24th, 25th, and 31st December, and 1st January (please ask the inspection services).

SERVICE QUALITY TRACKING AND ASSESSMENT INDICATORS

- **INSPECTIONS**:
  - No of physical HGV inspections/Total No. of inspections.
  - No of physical container inspections/Total No. of inspections.
  - No of HGV and container document inspections/Total No. of inspections.

- **COMPLAINTS & SUGGESTIONS**:
  - No of complaints presented to the APBA’s Customer Service Department by customers due to non-compliance of commitments.
  - No of complaints presented to the APBA’s Customer Service Department by customers because of service issues.
  - No of complaints and suggestions attended to within a 10-working day period/Total No. of complaints and suggestions presented by customers.

SUGGESTIONS & COMPLAINTS

- On-line contact form: http://www.apba.es/contact
- e-mail: atencionesdeste@apba.es
- Postal address: Avda de la Reparacion, 2 – 11017 Agencies
- Complaints form

ADDED-VALUE PROCESSES & APPLICATIONS

Notification of Temporary Storage Summary Declaration (“DSOT”) activation on the Managing Agency’s web-site:

A new automated process has been included to make inspection applications ‘status automatically “active”’ by activating the DSOT or the Managing Agency’s web-site. The addition of this process allows Border Health and users to improve and streamline the assignment process of cases.

Information about the BIP’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 inspections during the current day and the three following days, as well as the accumulated number of applications.

(https://yf1.apba.es/atenciondeste/visor)

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

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

For users:

- Access to the Managing Agency’s web-site at any time.
- Access from any of the 24 hours/day.
- Online application.
- Notification of the number of inspections requested.
- Online tracking of inspections.
- Inspections assigned to the transport company involved.

For transport companies:

- Access to the Managing Agency’s web-site at any time.
- Online application.
- Online tracking of inspections.
- Online notification of inspection number of inspections requested.