

MAIN SERVICES



**CUSTOMER SERVICE
& DOCUMENTARY
PROCEDURES**



**CONTAINER & HGV
ACTIVITY COORDINATION**



**DOCUMENT & ID
INSPECTION**



**PHYSICAL CARGO
INSPECTION**



**LIVESTOCK
INSPECTION**



**CARGO DISPATCH &
RELEASE**

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.



AGENCIES & INSTITUTIONS

ALGECIRAS BAY PORT AUTHORITY (APBA)

Avda. de la Hispanidad, nº 2. 11207 Algeciras
Telephone Nº: 956 58 54 00
Fax: 956 58 54 45
Web: www.apba.es / Email: apba@apba.es

APBA's CUSTOMER SERVICE DEPARTMENT

Avda. de la Hispanidad, nº 2. 11207 Algeciras
Email: atencioncliente@apba.es

CUSTOMS

Avda. de la Hispanidad, nº 1. 11207 Algeciras
Telephone Nº: 956 58 02 22
Fax: 956 60 23 25
Web: www.aeat.es

SOIVRE

Muelle Juan Carlos I, s/n. 11201 Algeciras
Telephone Nº: 956 58 74 26
Fax: 956 63 19 81
Email: algeciras.dp@comercio.mineco.es

BIP HEADQUARTERS

Muelle Juan Carlos I, s/n. 11201 Algeciras
Telephone Nº: 956 98 90 74
Fax: 956 63 21 55

BORDER HEALTH

Muelle Juan Carlos I, s/n. 11201 Algeciras
Telephone Nº: 956 98 90 70
Fax: 956 98 90 56
Duty Telephone Nº: 664 49 36 56
Email: sanidad_exterior.algeciras@seap.minhap.es

PLANT HEALTH

Muelle Juan Carlos I, s/n. 11201 Algeciras
Telephone Nº: 956 98 90 88/49
Fax: 956 63 21 55
Duty Telephone Nº: 664 49 40 39
Email: svegetal.cadiz.algeciras@seap.minhap.es

ANIMAL HEALTH

Muelle Juan Carlos I, s/n. 11201 Algeciras
Telephone Nº: 956 98 90 88/49
Fax: 956 63 21 55
Duty Telephone Nº: 664 49 40 53
Email: sanimal.algeciras@seap.minhap.es

LIST OF SERVICES

BORDER INSPECTION POINT

2019 - 2021



On the basis of its throughput and opening times, Algeciras Port BIP is the only one in Spain that is a First 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.



BIP POSITION

Puerto Bahía de Algeciras
Autoridad Portuaria de la Bahía de Algeciras

SAC SERVICIO DE
ATENCIÓN AL
CLIENTE

GOBIERNO DE ESPAÑA
MINISTERIO DE FOMENTO



Algeciras
Port

COMMITTMENTS

- **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 BIP for inspection - the following has been established:

FOR HGVs:

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

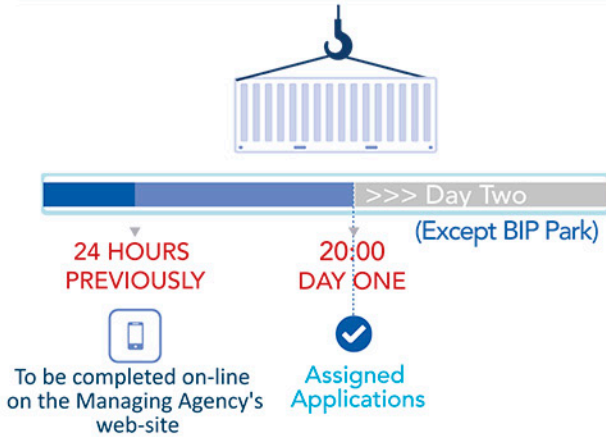
- Activation of the Temporary Storage Summary Declaration before **22:00**.
- For Customs red circuit applications, HGVs should position themselves at the gate to be inspected by Border Inspection Services and/or Customs before 22:15 from Monday to Friday, and before 21:15 on Saturdays, Sundays and public 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 applications shall be made before **20:00**.
- After the above time, any containers that are located at the BIP park shall also be assigned same-day inspection, excepting Customs red circuit applications (deadline for assigned gate: 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 before 20:00 of the previous day and present no incidences.
- Applications received after the above times shall be automatically assigned a next-day inspection.



- **USERS:** Contribute to a more efficient management of resources and services.

- Only those inspection applications for same-day inspection shall be registered.

- Shall have qualified and trained personnel in Customs and inspection-procedure matters, and promote continuous training.

- Shall comply with BIP 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 Managing Director 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.

OPENING TIMES

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 **08:30** 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).



A MORE EFFICIENT MANAGEMENT OF RESOURCES AND SERVICES

SERVICE QUALITY TRACKING AND ASSESSMENT INDICATORS

INSPECTIONS:

- N° of physical HGV inspections/Total N° of inspections.
- N° of physical container inspections/Total N° of inspections.
- N° of HGV and container document inspections/Total N° of inspections.

COMPLAINTS & SUGGESTIONS:

- N° of complaints presented to the APBA's Customer Services Department by customers due to non-compliance of commitments.
- N° of complaints presented to the APBA's Customer Services Department by customers because of service issues.
- N° of complaints and suggestions attended to within a 10-working-day period/Total N° of complaints and suggestions presented by customers.

SUGGESTIONS & COMPLAINTS



On-line contact form: <http://www.apba.es/en/contact>



e-mail: atencioncliente@apba.es



Postal address: **Avda.de la Hispanidad, 2 – 11207 Algeciras**



Complaints forms

ADDED-VALUE PROCESSES & APPLICATIONS



Notification of Temporary Storage Summary Declaration ("DSDT") activation on the Managing Agency's web-site:

A new telematic process has been included to make inspection applications' status automatically "active" by activating the DSDT on the Managing Agency's web-site. The addition of this process allows Border Health and users to improve and streamline the assignation 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 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.



INSPECTION & STAYOVER TIMES:

- Average inspection time by container and HGV.
- Average BIP stayover time by container and HGV.

INCIDENCES:

- N° of user incidences/Total N° of inspections.