Onboarding Guide for Existing Hapag-Lloyd Customers: Connect with Portbase for Imports into Rotterdam

As an existing Hapag-Lloyd customer, you already have an SCR account.

Step 1: Register customer code in Portbase

👉 https://start.pcs.portbase.com/

1. **New to Portbase?** Subscribe to the Portbase service *Cargo Controller* or the basic version, *Cargo Release Manager*, to get started.

2. **Already connected to Portbase?** Log in, open the service, and go to the **User Menu**. Then select **Manage data authorisations**.

3. The screen will open on the **Commercial releases** tab.
   • Select the carrier.
   • Enter the customer reference (SCR ID).
   • Click **Save**.

4. Hapag-Lloyd will be notified to review your verification request.

   Please note: As long as your customer code is still in *Pending* or has been *Rejected*, you won't be able to use the Secure Chain.

Step 2: Connect SCR with Portbase for all imports to Rotterdam

👉 https://admin.securecontainerrelease.com/

1. Log in to **SCR | Secure Container Release | Admin Area**

2. Go to **Integrations** (top right) and click on **Click here to connect with Portbase**.

3. Select **I want to manage my releases in Portbase, and not in SCR**, then click **Next**.

4. Choose **I am a Release-To-Party** and click **Next**.

5. Enter your email address.

6. Choose to automatically send releases to the *Vertrouwensketen* (Secure Chain).

7. Click **Confirm**, and then **Submit**.

Note: The functionality becomes active once SCR is connected with Portbase. That's why we ask you to first register your customer code in Portbase before connecting SCR.