

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

New customer of Hapag-Lloyd? Follow the steps below to get started with Secure Container Release and connect to Portbase for imports into Rotterdam.

Step 1: Request an invitation for Secure Container Release

Fill in the form below to request an invitation. You will receive an email from SCR to begin your onboarding process:

 [Secure Container Release - Hapag-Lloyd](#)

Step 2: Onboard your company

You'll receive a unique link to start the online onboarding. Your SCR administrator account and ID-wallet (for secure access) will be set up. After setting your password, you can start using SCR.

Step 3: 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 4: 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.