

Important – ValenciaportPCS – Discontinuation of Transport Documents Sent via Email

Dear Customer,

To enhance security and efficiency, ValenciaportPCS (Port Community System) will no longer support land transport document submissions via email for unregistered freight forwarders, starting in Q1 2025. Consequently, delivery/admission orders will not be generated for non-registered logistics operators. This change aligns with Royal Decree 311/2022 to prevent identity fraud and document alteration.

What you need to do:

Ensure registration with ValenciaportPCS to avoid operational delays. Contact the User Support Center (CAU) at cau@valenciaportpcs.net if you haven't registered yet.

How we can support you:

- We can manage your transport with 48 hours' notice if you're unregistered.
- Manual document modifications are available for **15 EUR** with complete driver and tractor unit details.

For any questions regarding this topic, please feel free to [contact our team](#), who will guide you based on your individual situation.

Best regards,
Hapag-Lloyd