



دبي التجارية  
DUBAI TRADE

# *DP World* *User Management User's* *Manual*

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## DOCUMENT DETAILS

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Document Name	User Management
Project Name	User Management
Business Unit	Dubai Trade
Author(s)	DT Training Dept.
Last Updated Date	29 <sup>th</sup> August, 2023
Current Version	2.0

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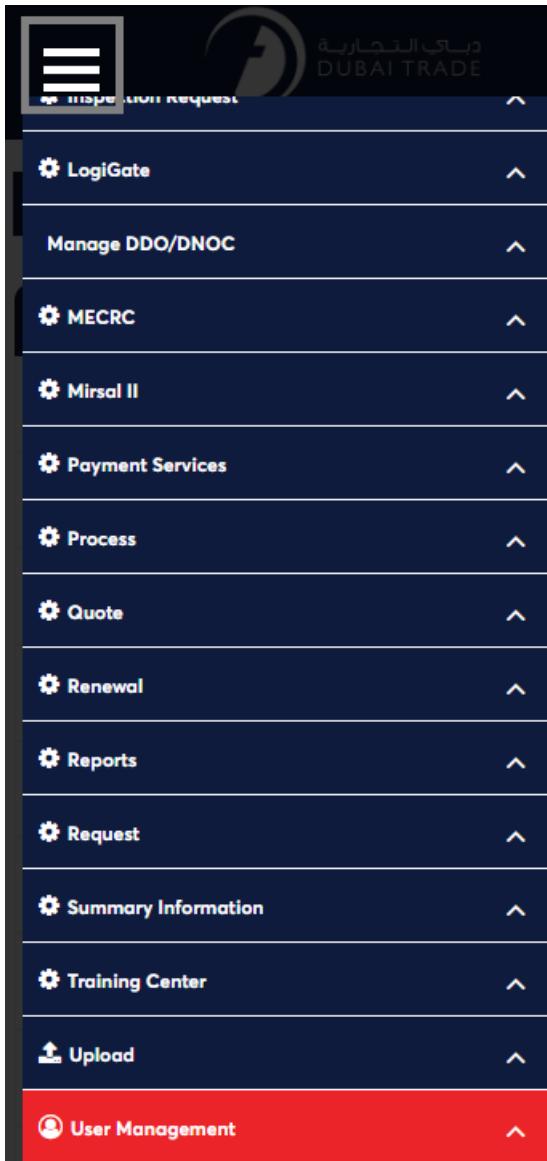
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## Introduction

User Management is a suite of services that enables the Dubai Trade User and Admin User manage their company's account on Dubai Trade.

### Navigation:

1. Login to **Dubai Trade**
2. Go to the **Services Menu**
3. Click on **User Management**



The below e-Services will be available

User Management	
Change Password	☆
Change Password Hint	☆
Create User	★
Enable/Disable User	☆
Modifications	☆
Modify User	★
My Users	☆
Resend Activation Mail	☆
Reset Password	☆
Update Profile	☆
VAT Profile	☆

#### Procedure:

1. Click on "Change Password":

User Management	
DT Subscription	^
Change Password	★
Change Password Hint	☆
Change Password New	☆
Create User	★

The below screen will be displayed

Change Password

Password Details

Current Password \*

New Password \*

Confirm New Password \*

Submit Reset

• Password should be Minimum 8 characters with at least 1 Uppercase Alphabet,1 Special Character (#,@,\$,&) and 1 Number. Space not allowed.

- a. Enter the "Current Password", "New Password", and "Confirm New Password" fields then click "Submit":

Change Password

Password Details

Current Password \*

New Password \*

Confirm New Password \*

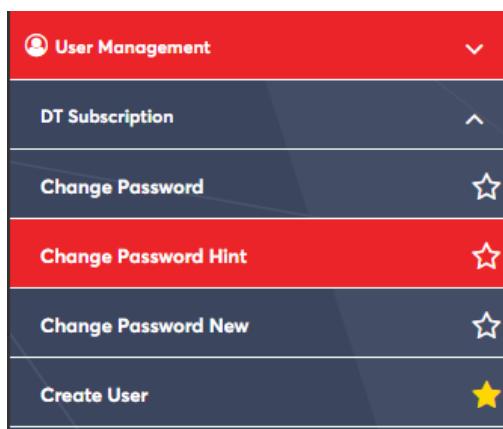
Submit Reset

• Password should be Minimum 8 characters with at least 1 Uppercase Alphabet,1 Special Character (#,@,\$,&) and 1 Number. Space not allowed.



The "Reset" button will clear all the entered information on the screen.

2. Click on "Change Password Hint":



The below screen will be displayed

Change Password Hint

Change Password Hint

Current Password \*

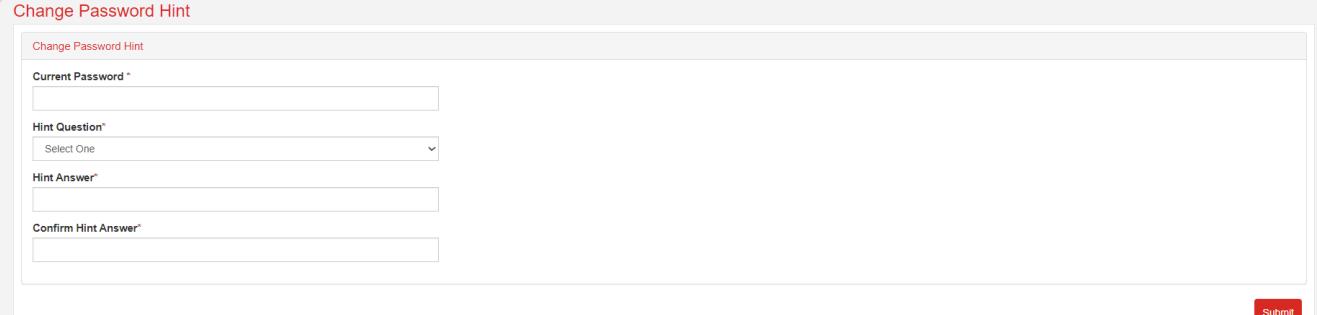
Hint Question\*

Select One

Hint Answer\*

Confirm Hint Answer\*

Submit



a. Enter the "Current Password":

Change Password Hint

Change Password Hint

Current Password \*

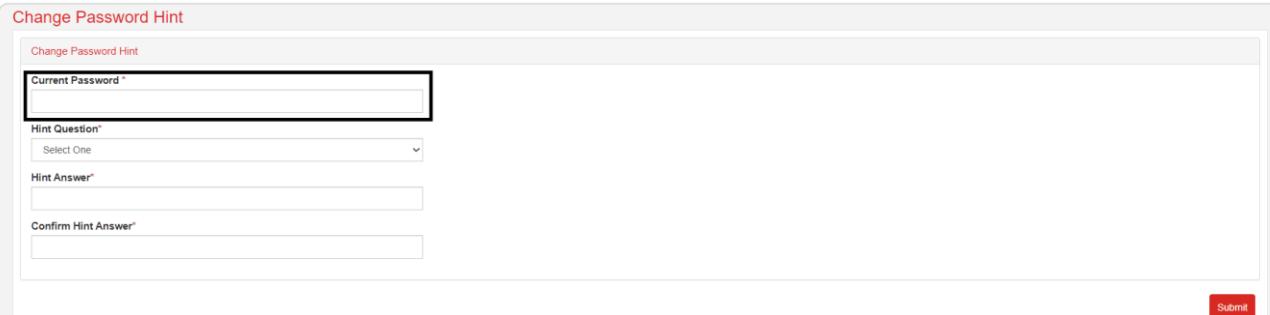
Hint Question\*

Select One

Hint Answer\*

Confirm Hint Answer\*

Submit



b. Select the "Hint Question" from the drop-down list:

Change Password Hint

Change Password Hint

Current Password \*

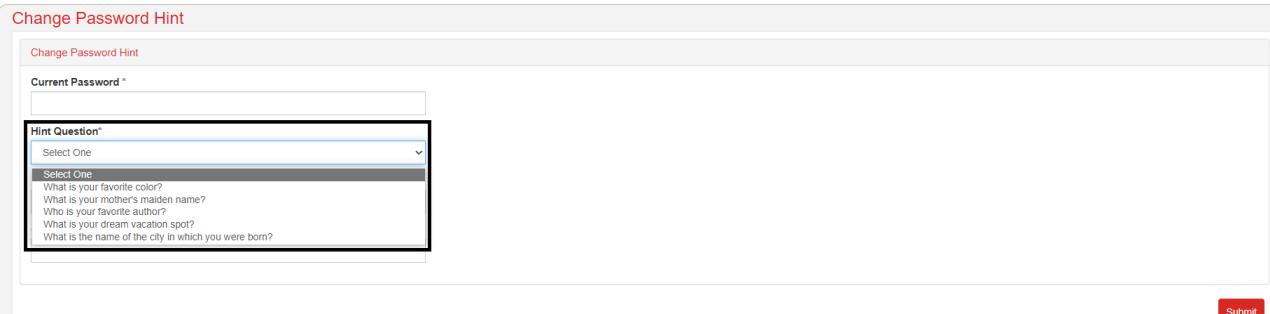
Hint Question\*

Select One

Select One

What is your favorite color?  
What is your mother's maiden name?  
Who is your favorite author?  
What is your dream vacation spot?  
What is the name of the city in which you were born?

Submit



c. Enter the "Hint Answer" and "Confirm Hint Answer" fields then click "Submit":

Change Password Hint

Change Password Hint

Current Password \*

 ⏺

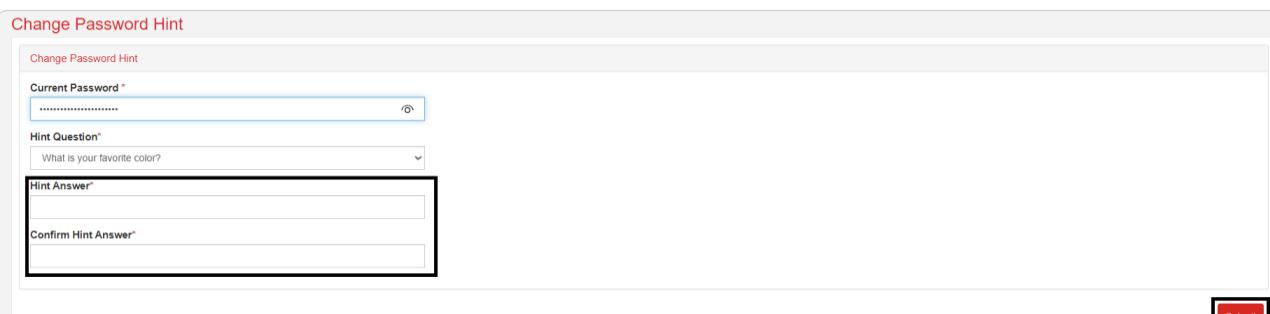
Hint Question\*

What is your favorite color?

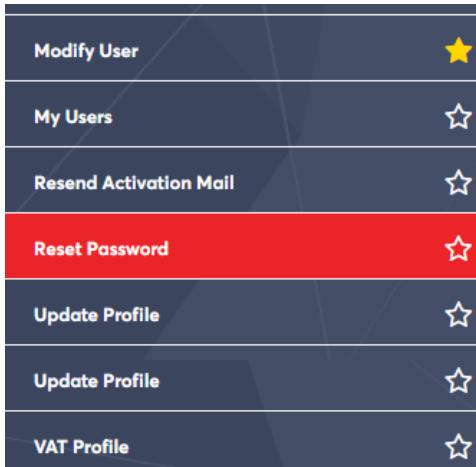
Hint Answer\*

Confirm Hint Answer\*

Submit



**3. Click on "Reset Password":**



*The below screen will be displayed*

The screenshot shows a 'Reset User Password' form with the following fields:

- Search input field
- User Name input field
- Name input field
- Submit button
- Reset button

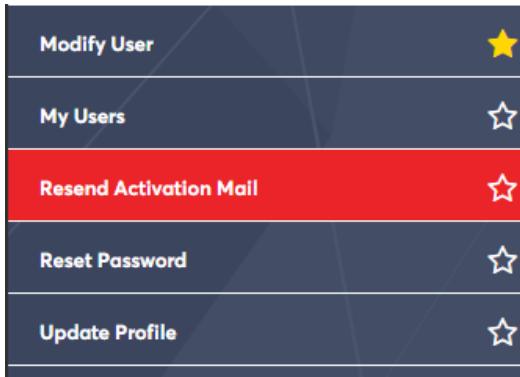
- a. Enter the "User Name" and click "Submit" to reset the password of the entered Username:**

The screenshot shows the same 'Reset User Password' form, but the 'User Name' input field is highlighted with a thick black border.



*The "Reset" button will clear all the entered information on the screen.*

**4. Click on "Resend Activation Mail":**



The below screen will be displayed

Resend Activation Link

User Details

First Name: I on t

Last Name: I on t

E-mail: I on t

Search

a. Entered either one of the fields then click on "Search"

Resend Activation Link

User Details

First Name: Pradeep

Last Name: I on t

E-mail: I on t

Search

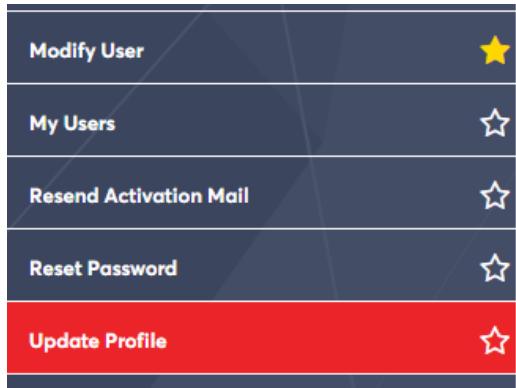
b. Click on "Resend" to resend the activation mail for the corresponding username

Resend Activation Link

User Details

User Name	First Name	Last Name	User Email Id	Action
am FZE	Pradeep	Kumar	amar.pradeep@dubairad...	Resend

5. Click on "Update Profile":



The below screen will be displayed

**Update Profile**

**Personal Information**

Title Mr	First Name* <input type="text"/>	Middle Name <input type="text"/>
Last Name* <input type="text"/>	Nationality INDIA <input type="text"/>	P.O Box* <input type="text"/>
Age Group 26 - 35	Designation* QA <input type="text"/>	

**Contact Information**

Email* <input type="text"/>	Confirm Email* <input type="text"/>	Company Telephone Number* 971 <input type="text"/> 2 <input type="text"/> 1234567
Direct Telephone Number 971 <input type="text"/> 2 <input type="text"/> 1234567	Mobile Number* 971 <input type="text"/> 50 <input type="text"/> 1234567	Fax Number 971 <input type="text"/> 2 <input type="text"/> 1234567

**Submit** **Reset**

a. Enter/Amend the fields required then click on "Submit"

**Update Profile**

**Personal Information**

Title Mr	First Name* <input type="text"/>	Middle Name <input type="text"/>
Last Name* <input type="text"/>	Nationality INDIA <input type="text"/>	P.O Box* <input type="text"/>
Age Group 26 - 35	Designation* QA <input type="text"/>	

**Contact Information**

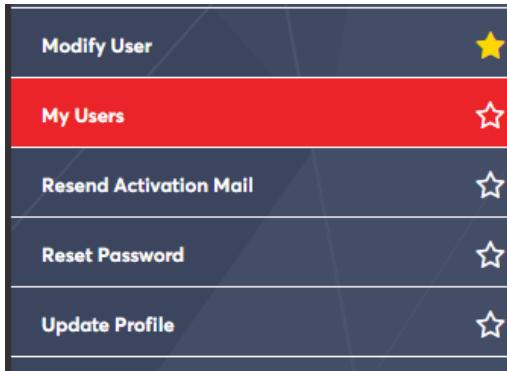
Email* <input type="text"/>	Confirm Email* <input type="text"/>	Company Telephone Number* 971 <input type="text"/> 2 <input type="text"/> 1234567
Direct Telephone Number 971 <input type="text"/> 2 <input type="text"/> 1234567	Mobile Number* 971 <input type="text"/> 50 <input type="text"/> 1234567	Fax Number 971 <input type="text"/> 2 <input type="text"/> 1234567

**Submit** **Reset**



The "Reset" button will clear all the entered information on the screen.

**6. Click on "My User":**



The below screen will be displayed

My Users						
User Name	First Name	Last Name	Mobile Number	Email	User Type	User Status
sonygulf	Pradeep		971-50-1234567		ADMIN	ENABLED
dijsony	dijsony		971-50-1234567		SUBUSER	DISABLED
leema	Pradeep				SUBUSER	ENABLED
kunalfreezonecompany	Kunal		971-50-1234567		SUBUSER	DISABLED
fzuser	Pradeep				SUBUSER	ENABLED
mazenh	Inayathullah		971-52-1234567		SUBUSER	DISABLED
dpworld_f7100	Inayathullah		971-50-1234567		SUBUSER	DISABLED
dtuxfze	DTUXFZE				SUBUSER	ENABLED

- a. Click on the icon to download the users list in excel format

My Users						
User Name	First Name	Last Name	Mobile Number	Email	User Type	User Status
sonygulf	Pradeep		971-50-1234567		ADMIN	ENABLED
dijsony	dijsony		971-50-1234567		SUBUSER	DISABLED
leema	Pradeep				SUBUSER	ENABLED
kunalfreezonecompany	Kunal		971-50-1234567		SUBUSER	DISABLED
fzuser	Pradeep				SUBUSER	ENABLED
mazenh	Inayathullah		971-52-1234567		SUBUSER	DISABLED
dpworld_f7100	Inayathullah		971-50-1234567		SUBUSER	DISABLED
dtuxfze	DTUXFZE				SUBUSER	ENABLED

**7. Click on "Create User":**



*The below screen will be displayed*

**Create User**

\* Indicates a required field

<b>Personal Information</b>	<b>Contact Information</b>
Title: Select One	Company Name: Sony Gulf FZE
First Name *	E-mail *
Middle Name	Confirm Email *
Last Name *	Telephone No. * 971
Designation *	Direct Telephone No. ....
Nationality: Select One	Mobile No. * 971
Age Group: Select One	Fax No. ....

**Assign Services**

- DUBAI CUSTOMS
- F7100 - Freezone Licencee
- S0117 - Clearing Agent

**- DP WORLD**

- A295 - Shipping Agent

**- Dubai Trade**

- C0000130 - Cargo Owner
- INS00068 - Insurance Company Agent Type
- FCO000049 - Cargo Owner for FTMS
- FCO000074 - Cargo Owner for FTMS
- FCO000072 - Cargo Owner for FTMS
- FCO000073 - Cargo Owner for FTMS

**Available Services**

Search By	Agent Type	Role Name	Service Name

Add Add All

**a. Enter the "Personal Information" and "Contact Information" of the user**

**Create User**

\* Indicates a required field

<b>Personal Information</b>	<b>Contact Information</b>
Title: Select One	Company Name: Sony Gulf FZE
First Name *	E-mail *
Middle Name	Confirm Email *
Last Name *	Telephone No. * 971
Designation *	Direct Telephone No. ....
Nationality: Select One	Mobile No. * 971
Age Group: Select One	Fax No. ....

**b. Select the services from the list**

**Assign Services**

- DUBAI CUSTOMS
- F7100 - Freezone Licencee
- S0117 - Clearing Agent

**- DP WORLD**

- A295 - Shipping Agent

**- Dubai Trade**

- C0000130 - Cargo Owner
- INS00068 - Insurance Company Agent Type
- FCO000049 - Cargo Owner for FTMS
- FCO000074 - Cargo Owner for FTMS
- FCO000072 - Cargo Owner for FTMS
- FCO000073 - Cargo Owner for FTMS

**c. Select the service/s for the user from the "Available Services" and click "Add"**

**Assign Services**

- DUBAI CUSTOMS				- DP WORLD				- Dubai Trade				
<input type="checkbox"/> F7100 - Freezone Licence	<input type="checkbox"/> S0117 - Clearing Agent	<input type="checkbox"/> A295 - Shipping Agent						<input type="checkbox"/> FC0000074 - Cargo Owner for FTMS	<input checked="" type="checkbox"/> FC0000073 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000072 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000071 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000070 - Cargo Owner for FTMS
								<input type="checkbox"/> FC0000075 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000076 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000077 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000078 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000079 - Cargo Owner for FTMS

**Available Services**

Agent Code	Agent Type	Role Name	Service Name
F7100	F	Customs Admin	Change Password
F7100	F	Customs Admin	Enable/Disable User
F7100	F	Customs-FZ	Account Opening Amend U2
F7100	F	Customs-FZ	Account Opening Enquiry U2
F7100	F	Customs-FZ	Account Opening Request U1?

**Selected Services**

Agent Code	Agent Type	Role Name	Service Name
F7100	F	Customs Admin	Bill Advanced Enquiry
F7100	F	Customs Admin	Update Profile

**Add** **Add All**

d. Click on "Submit" to create the user

**Assign Services**

- DUBAI CUSTOMS				- DP WORLD				- Dubai Trade				
<input checked="" type="checkbox"/> F7100 - Freezone Licence	<input type="checkbox"/> S0117 - Clearing Agent	<input type="checkbox"/> A295 - Shipping Agent						<input type="checkbox"/> FC0000074 - Cargo Owner for FTMS	<input checked="" type="checkbox"/> FC0000073 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000072 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000071 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000070 - Cargo Owner for FTMS
								<input type="checkbox"/> FC0000075 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000076 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000077 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000078 - Cargo Owner for FTMS	<input type="checkbox"/> FC0000079 - Cargo Owner for FTMS

**Available Services**

Agent Code	Agent Type	Role Name	Service Name
F7100	F	Customs Admin	Change Password
F7100	F	Customs Admin	Enable/Disable User
F7100	F	Customs-FZ	Account Opening Amend U2
F7100	F	Customs-FZ	Account Opening Enquiry U2
F7100	F	Customs-FZ	Account Opening Request U1?

**Selected Services**

Agent Code	Agent Type	Role Name	Service Name
F7100	F	Customs Admin	Bill Advanced Enquiry
F7100	F	Customs Admin	Update Profile

**Remove** **Remove All**

**Submit** **Reset**

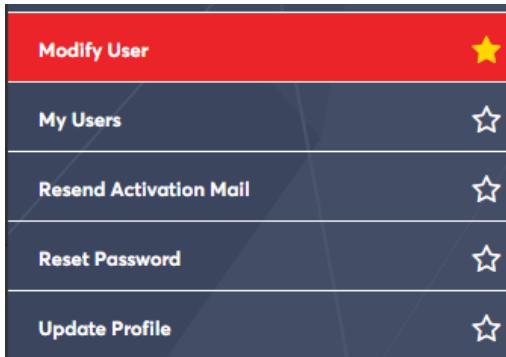
The below confirmation screen will be displayed

**Confirmation Details**

 User account created successfully.  
Activation email has been sent to

 The activation email will be sent to the registered email of the user. Follow the instruction of the email to activate the user.

8. Click on "Modify User":



The below screen will be displayed

\* Indicates a required field

Select User

Username

dtuxfze  
leema  
fzuser  
leem

a. Select the specific username from the drop-down list

dtuxfze  
leema  
fzuser  
leem

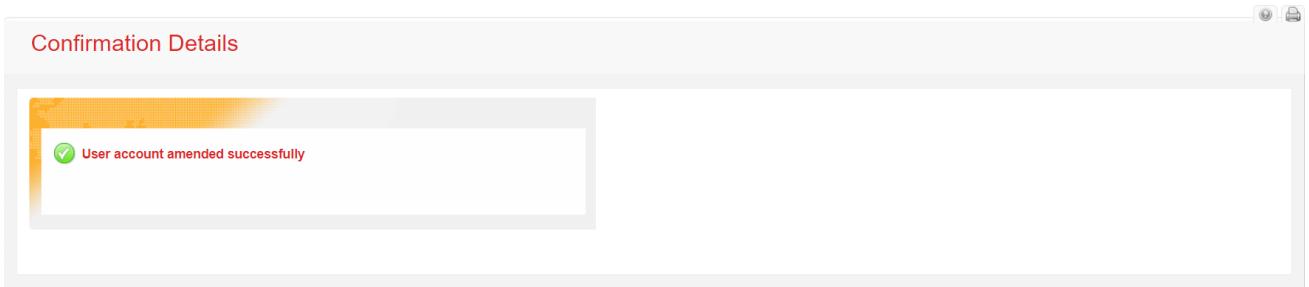
b. Modify as required then click on "Submit"

Available Services			
Search By: <input type="text"/> <input type="button" value="X"/> <input type="button" value="P"/>			
Agent Code	Agent Type	Role Name	Service Name
A295	A	Customs-ClearingAgent	Account Opening Amend U2
A295	A	Customs-ClearingAgent	Account Opening Enquiry U2
A295	A	Customs-ClearingAgent	Account Opening Request U2
A295	A	Customs-ClearingAgent	Account Transactions
A295	A	Customs-ClearingAgent	Account Transactions U2

Selected Services			
Search By: <input type="text"/> <input type="button" value="X"/> <input type="button" value="P"/>			
Agent Code	Agent Type	Role Name	Service Name
A295	A	DELIVERY_ORDER_COUNTER	Registration in DDO
F7100	F	Customs Admin	Bill Advanced Enquiry
F7100	F	Customs Admin	Change Password
F7100	F	Customs Admin	Enable/Disable User
F7100	F	Customs Admin	Update Profile

The below confirmation screen will be displayed



#### 9. Click on "Enable/Disable User":

- Enable/Disable User** ★
- Modifications ★
- Modifications U2 ★
- Modify DPWorld Company Profile ★
- Modify User ★
- My Users ★
- Resend Activation Mail ★
- Reset Password ★
- Update Profile ★

The below screen will be displayed

Enable/Disable User

Search	
User Name	<input type="text"/>
First Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	<input type="text"/>
E-mail	<input type="text"/>
User Status	<input type="text"/>
Remarks *	<input type="text"/>

- a. Enter the "User Name" and "Remarks" then click "Disable"

Enable/Disable User

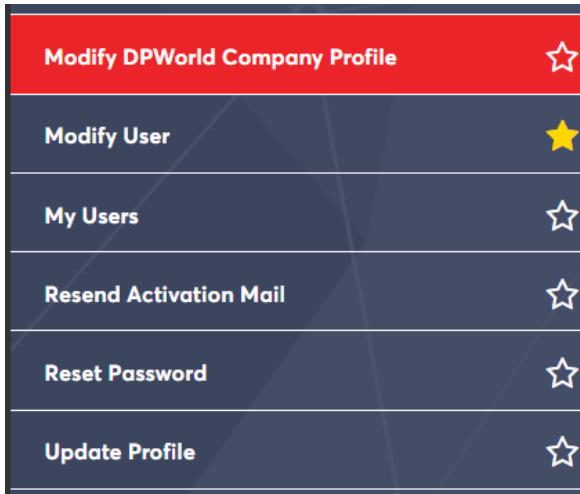
Search	
User Name	<input type="text" value="leemal"/>
First Name	<input type="text" value="Pradeep"/>
Middle Name	<input type="text"/>
Last Name	<input type="text" value="Kumar"/>
E-mail	<input type="text" value="mohdayaz.nagori@dubaitrade.ae"/>
User Status	<input type="text" value="ENABLED"/>
Remarks *	<input type="text"/>

**DISABLE**



The enable a disabled username, you may follow the same steps and "Enable" will be display instead of "Disable".

10. Click on "Modify DPWorld Company Profile":



The below screen will be displayed

Modify Company Registration

\* Indicates a required field

Company/Organisation Details

Company Code:

Company Name \*

Branch Company  Yes  No

Address Line 1 \*   
Street address

Address Line 2   
Building, apartment, floor, etc.

Select Country \*  UAE  
(For UAE P.O.Box is mandatory, for other countries either P.O.Box or Zip Code is mandatory.)

Emirate/City \*  JEBEL ALI

P.O. Box \*  16871

Zip

Telephone 1 \*  971  04  1112223

Telephone 2  971  04

Fax  971  04  3334445

Email \*

Website

Brief about your Business

Previous  Next

a. **Edit** the required fields *then click* on "Next"

\* Indicates a required field

**Company/Organisation Details**

Company Code:

Company Name \*

Branch Company  Yes  No

Address Line 1 \*  test  
Street address

Address Line 2   
Building, apartment, floor, etc.

Select Country \* U.A.E.

(For UAE P.O.Box is mandatory, for other countries either P.O.Box or Zip Code is mandatory.)

Emirate/City \* JEBEL ALI

P.O. Box \* 16871

Zip

Telephone 1 \* 971  04  1112223

Telephone 2 \* 971  04

Fax \* 971  04  3334445

Email \*

Website

Brief about your Business

Previous Next

11. Click on "VAT Profile":

- |                        |   |
|------------------------|---|
| My Users               | ★ |
| Resend Activation Mail | ★ |
| Reset Password         | ★ |
| Update Profile         | ★ |
| Update Profile         | ★ |
| VAT Profile            | ★ |

*The below screen will be displayed*

Update Trade License / VAT Profile

This service will not update your TRN with Dubai Customs declaration.

Update Trade License Details

Agent Type \*  
Nothing selected

Trade License Number \*

Issuing Authority \*  
Please Select

Trade License Expiry Date \*

Trade License Copy \*  
Accepted File types(jpg/jpeg/png/pdf) and max upload size is 500KB  
 Choose File | No file chosen

VAT Profile Details

VAT Applicable

VAT Registration Country  
Please Select

VAT Number/TAX Registration Number

VAT Registration Date

VAT Certificate  
Accepted File types(jpg/jpeg/png/pdf) and max upload size is 500KB  
 Choose File | No file chosen

Address of Establishment

Country \*  
Please Select

Address \*

You hereby confirm that the information you are providing is accurate and complete

**Submit**

**a. Enter/Edit the required fields then click "Submit"**

Update Trade License / VAT Profile

This service will not update your TRN with Dubai Customs declaration.

Update Trade License Details

Agent Type \*  
Nothing selected

Trade License Number \*

Issuing Authority \*  
Please Select

Trade License Expiry Date \*

Trade License Copy \*  
Accepted File types(jpg/jpeg/png/pdf) and max upload size is 500KB  
 Choose File | No file chosen

VAT Profile Details

VAT Applicable

VAT Registration Country  
Please Select

VAT Number/TAX Registration Number

VAT Registration Date

VAT Certificate  
Accepted File types(jpg/jpeg/png/pdf) and max upload size is 500KB  
 Choose File | No file chosen

Address of Establishment

Country \*  
Please Select

Address \*

You hereby confirm that the information you are providing is accurate and complete

**Submit**

*The below confirmation screen will be displayed*

Confirmation

✓ VAT Information saved successfully with reference number VREF000280 and is pending approval

*www.dubaitrade.ae*