



دبي التجارية
DUBAI TRADE

DP World e-Token Generation User's Manual

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e-Token Generation

Table Designs

DOCUMENT DETAILS

Document Name	e-Token Generation
Project Name	
Business Unit	DP World
Author(s)	DT Training Dept.
Last Updated Date	8 th February, 2024
Current Version	3.1

This service enables users to create e-Token for the Hauler to Move Containers IN/OUT of the Port. Please note the new features below:

- Single token with one 'time slot' for multi-terminal jobs. The time slot shall be checked at the time of reporting to the first terminal gate.
- Terminal-wise 'Load Cut off' time is considered for 'Export In' tokens for full containers loading on multi-Terminal vessel calls.
- Amendments of seal and weight are allowed till the truck reports to terminal gate.
- Selection of Chassis type and container's position on the Trailer.
- Token Status is changed to "Completed" - once the EIR and Move Confirmed.
- Complete tracking and enquiry of e-token and printing of payment receipt from enquiry service.
- My Tokens - Token List for all the token generated by the user for last 30 days in e-Token Request screen.

Navigation:

1. Login to **Dubai Trade**
2. Go to **Request**
3. Then Go to **e-Token Generation**

The below screen will be displayed

Gate Booking - JEBEL ALI My Tokens

Attention : All truckers are advised to strictly follow the time slot selected through the E-Token. Kindly report to the Container Terminal gates within the selected slot to enable us serve you on time. The violators may expect delays in container delivery/receipt. Soon, we shall restrict the trucks from entering to the Container Terminals if reported out of the selected time slot.

Port: JEBEL ALI

* Search By: DPW REF. NO OR AGENT BOOKING REF OR CONTR. NO OR BOE

Search Reset

Click **My Tokens** to view all tokens and their details

Gate Booking - JEBEL ALI My Tokens

Attention : All truckers are advised to strictly follow the time slot selected through the E-Token. Kindly report to the Container Terminal gates within the selected slot to enable us serve you on time. The violators may expect delays in container delivery/receipt. Soon, we shall restrict the trucks from entering to the Container Terminals if reported out of the selected time slot.

Port: JEBEL ALI

* Search By: DPW REF. NO OR AGENT BOOKING REF OR CONTR. NO OR BOE

Search Reset

Gate Booking - JEBEL ALI My Tokens Back

Attention : All truckers are advised to strictly follow the time slot selected through the E-Token. Kindly report to the Container Terminal gates within the selected slot to enable us serve you on time. The violators may expect delays in container delivery/receipt. Soon, we shall restrict the trucks from entering to the Container Terminals if reported out of the selected time slot.

My Tokens

Token No	Token Date	Truck No	Time Slot	Token Status	Action
400389	29-11-22 09:23	DXB-5184	30-NOV-22 06:00-07:59	ACTIVE	Details
400388	28-11-22 13:27	DXB-5184	30-NOV-22 12:00-13:59	ERROR	Details
400385	28-11-22 12:56	DXB-5184	28-NOV-22 18:00-19:59	EXPIRED	Details
400384	28-11-22 12:49	DXB-5184	29-NOV-22 02:00-03:59	ACTIVE	Details

View 1 - 4 of 4 Previous 1 Next

Procedure:

1. Select the Port (i.e: JEBEL ALI, MINA RASHID)

Gate Booking - JEBEL ALI My Tokens

Attention : All truckers are advised to strictly follow the time slot selected through the E-Token. Kindly report to the Container Terminal gates within the selected slot to enable us serve you on time. The violators may expect delays in container delivery/receipt. Soon, we shall restrict the trucks from entering to the Container Terminals if reported out of the selected time slot.

Port:

* Search By: +

2. Enter any of the search criteria and click **Search**

Gate Booking - JEBEL ALI My Tokens

Attention : All truckers are advised to strictly follow the time slot selected through the E-Token. Kindly report to the Container Terminal gates within the selected slot to enable us serve you on time. The violators may expect delays in container delivery/receipt. Soon, we shall restrict the trucks from entering to the Container Terminals if reported out of the selected time slot.

Port:

* Search By: +

NOTE: Smart Search is Enabled, User can input Declaration Number, Container Number, Agent Reference Number or DPW Reference Numbers. "DPW reference number can be searched by using the Agent Booking Reference Number".

- **Agent Booking Ref No. (MT OUT & EXP IN):** enter Agent reference no(s) to search for shipping agent's releases/container requests for empty container to be taken out and export container to be deposited.
- **DP World reference no (MT OUT & EXP IN):** enter DPW reference no(s) to search for shipping agent's releases/container requests for empty container to be taken out and export container to be deposited.
- **Inbound Containers (MT IN & EXP IN):** Either enter the empty container number to be returned or enter the export FCL container to be deposited.
- **Outbound Containers (FCL OUT):** enter the FCL import container number(s).

The Container Details will be displayed below

Container/Count Details

OUT (Delivery from Port)

	DPW BRN / BOE	Consignee	Terminal	Container/Count	Line	ISO Group	Category-Status	To Be Delivered
<input type="checkbox"/>	101-14112202-22	SONY GULF FZE	T1	FCLC111151	MSK	RT[REF]-20	IMPORT - FULL	

View 1 - 1 of 1

Previous 1 Next

Cancel Add To Token

3. Checkmark and click Add To Token

Container/Count Details

OUT (Delivery from Port)

	DPW BRN / BOE	Consignee	Terminal	Container/Count	Line	ISO Group	Category-Status	To Be Delivered
<input checked="" type="checkbox"/>	101-14112202-22	SONY GULF FZE	T1	FCLC111151	MSK	RT[REF]-20	IMPORT - FULL	

View 1 - 1 of 1

Previous 1 Next

Cancel Add To Token

The below page will be displayed

Gate Booking - JEBEL ALI

Attention : All truckers are advised to strictly follow the time slot selected through the E-Token. Kindly report to the Container Terminal gates within the selected slot to enable us serve you on time. The violators may expect delays in container delivery/receipt. Soon, we shall restrict the trucks from entering to the Container Terminals if reported out of the selected time slot.

Container's Selected to Truck

Chassis Type: Hauler:

Move	ISO Group	Terminal	Category-Status	DPW BRN / BOE	ContNo/Deliv.Cnt	Line	Weight(Tn)	Seal No	Delv.Loc	Position	Action
OUT	RT[REF]-20	T1	IMPORT - FULL	101-14112202-22	FCLC111151	MSK	30	AEJEA1234A6	-SELECT-	Position 1+	Delete

GATE IN TEU(S) : 0 GATE OUT TEU(S) : 1

Port Gate Schedule / Truck Allotment / Additional Details

Registration Place: Plate Number: Token Slot Date: Token Slot Time:
 Customer Reference: Notification Type: Mobile Prefix: Mobile Number: Email:

Gate Booking Payment

Pre-paid Card
 Against Advance Deposit (Balance = 707894.45)
 e-Payment

Charge Description	Amount	VAT%	VAT Amount	Total Amount
Token Processing Charge - Online	25 AED	0%	0 AED	25 AED
Total Charges for Gate Booking	25 AED		0 AED	25 AED

Cancel Generate Token

4. Select the Chassis Type

Chassis Type

Select

- Select
- Semi Trailer
- Dog Trailer
- B Double
- Rigid 20
- Rigid 40
- Side Loader
- A Double


5. Select Delivery Location

Container's Selected to Truck

Chassis Type: Rigid 20 | Hauler: F7100-SONY GULF FZE

Move	ISO Group	Terminal	Category-Status	DPW BRN / BOE	ContrNo/Delv.Cnt	Line	Weight(Tn)	Seal No	Delv.Loc	Position	Action
OUT	RT[REF]-20	T1	IMPORT - FULL	101-14112202-22	FCLC111151	MSK	30	AEJEA1234A6	--SELECT--	Position 1	Delete

GATE IN TEU(S) : 0 | GATE OUT TEU(S) : 1




6. Select Container Position (If applicable)

Container's Selected to Truck

Chassis Type: Rigid 20 | Hauler: F7100-SONY GULF FZE

Move	ISO Group	Terminal	Category-Status	DPW BRN / BOE	ContrNo/Delv.Cnt	Line	Weight(Tn)	Seal No	Delv.Loc	Position	Action
OUT	RT[REF]-20	T1	IMPORT - FULL	101-14112202-22	FCLC111151	MSK	30	AEJEA1234A6	--SELECT--	Position 1	Delete

GATE IN TEU(S) : 0 | GATE OUT TEU(S) : 1



7. Enter Registered Truck Details

Port Gate Schedule / Truck Allotment / Additional Details

Registration Place: DXB-DUBAI | Plate Number: 5184 | Token Slot Date: | Token Slot Time: | Customer Reference: | Notification Type: SMS | Mobile Prefix: 050 | Mobile Number: 1234567 | Email: |

NOTE: Any truck can be used (even if not registered under you) but it should be registered (approved) and available at the selected timeslot.

8. Select the Time Slot Date and Time

Port Gate Schedule / Truck Allotment / Additional Details

Registration Place: DXB-DUBAI | Plate Number: 5184 | Token Slot Date: | Token Slot Time: | Customer Reference: | Notification Type: SMS | Mobile Prefix: 050 | Mobile Number: 1234567 | Email: |

Token Slot Time

Select

- Select
- 10:00-11:59
- 12:00-13:59
- 14:00-15:59
- 16:00-17:59
- 18:00-19:59
- 20:00-21:59
- 22:00-23:59

NOTE: Time Slot is of 2 hours, the truck should be at the gate before the start time

NOTE: Import FCL Token Generation (Customs Inspection Container) - Customs Quota is displayed and Haulier can select only from the available slots and generate token

***Time Slot - Customs Inspection Availability**

Select

- Select
- 08:00-09:59 - No
- 10:00-11:59 - Yes
- 12:00-13:59 - Yes
- 14:00-15:59 - Yes
- 16:00-17:59 - Yes
- 18:00-19:59 - No
- 20:00-21:59 - No
- 22:00-23:59 - No

Customs Inspection Booking Time slots are configured in e-token service and are based on the availability of the inspection slots from Customs. Inspection time Slot drop down in e-Token service will be available for users to book customs inspection. Once the token is created user will get notification about customs inspection booking details along with Location.

Any amendments or cancellations of the tokens having inspection containers will lead cancelation or amendment of customs inspection booking

9. Enter Customer Reference

Port Gate Schedule / Truck Allotment / Additional Details

Registration Place: DXB-DUBAI | Plate Number: 5184 | Token Slot Date: [Calendar Icon] | Token Slot Time: [Dropdown]

Customer Reference: [Text Field] | Notification Type: SMS | Mobile Prefix: 050 | Mobile Number: 1234567 | Email: [Text Field]

10. Select the Notification Type

*** Notification Type**

SMS

- SMS
- Email
- Both

11. Enter Drivers Mobile Number

* Mobile

050

1234567

NOTE: System will be sending SMS to the driver to allocate the location of picking/dropping your inbound/outbound container(s).

12. Enter **Email** (If Notification Type selected as Email or Both)

* Email

13. Select the **Mode of Payment**

Gate Booking Payment		Charge Details				
<input type="radio"/> Pre-paid Card		Charge Description	Amount	VAT%	VAT Amount	Total Amount
<input type="radio"/> Against Advance Deposit (Balance = 707894.45)		Token Processing Charge - Online	25 AED	0%	0 AED	25 AED
<input type="radio"/> e-Payment		Total Charges for Gate Booking	25 AED		0 AED	25 AED

Payment Methods

- **Prepaid** – this method involves the use of a prepaid card either obtained from the Documentation Center or the online service called **Prepaid Deposit Request**
Steps for Prepaid Transactions:
 - a. Enter the prepaid card number
 - b. Enter the pin number (this is obtained through sms)
- **E- Payment** – This method will re-direct you to the Rosoom payment gateway. Details for e-payment are outlined below (Steps defined at the end of this manual)
- **Advanced Deposit** – The charge is debited against the company’s Advanced Account Deposit.

14. Click **Generate Token**

Gate Booking - JEBEL ALI


Attention : All truckers are advised to strictly follow the time slot selected through the E-Token. Kindly report to the Container Terminal gates within the selected slot to enable us serve you on time. The violators may expect delays in container delivery/receipt. Soon, we shall restrict the trucks from entering to the Container Terminals if reported out of the selected time slot.

Containers Selected to Truck

Chassis Type: Rigid 20 Haulier: F

Move	ISO Group	Terminal	Category Status	DPW BRN / BOE	ContrNo/Deb.Cnt	Line	Weight(Tn)	Seal No	DelvLoc	Position	Action
OUT	RT[REF]-20	T1	IMPORT - FULL	101-14112202-22	FCLC111151	MSK	30	AEJEA123446	--SELECT--	Position 1	Delete

GATE IN TEU(S) : 0 GATE OUT TEU(S) : 1



Port Gate Schedule / Truck Allotment / Additional Details

Registration Place: DXB-DUBAI Plate Number: 5184 Token Slot Date: 29-11-2022 Token Slot Time: 02:00-03:59

Customer Reference: SMS Notification Type: SMS Mobile Prefix: 650 Mobile Number: 1234567 Email:

Gate Booking Payment

Pre-paid Card Against Advance Deposit (Balance = 707894.45) e-Payment

Charge Description	Amount	VAT%	VAT Amount	Total Amount
Token Processing Charge - Online	25 AED	0%	0 AED	25 AED
Total Charges for Gate Booking	25 AED		0 AED	25 AED

Cancel Generate Token

The below confirmation page will be displayed

Token Generated Successfully. DP WORLD

Token No. : 400384
Receipt No. : Z211400403

New Gate Booking View Token View Receipt

New Gate Booking: To create another e-Token

View Token: To view and print the e-Token



e-TOKEN SLIP - JEBEL ALI
Terminal - T1
Booked Time Slot - 29-Nov-22 02:00-03:59

Issue Time : 28-Nov-22 12:49	Token No : 400384	Token Status : ACTIVE
Vehicle No : DXB-5184	Mobile No : 050-1234567	Generated By : F7100-SONY GULF FZE
Notification Type : SMS	Customer Ref. :	Hauler : H0001-DETROIT SHIPPING L.L.C
Email :		

Container No	Line	MoveType	Catg-Status	ISO Code	Weight (Tons)	Seal No	In Gate	DeliveryLocation	Imco
FCLC11151[R]	MSK	OUT	IMPORT-FULL	22R1	30	AEJEA1234A6	GATE-3	DUBAI - AL QUSSAIS INDUSTRIAL	1.1 - 2345.5.1 - 1222.7 - 1235

Note:

If you are not served within 30 minutes in yard Please Contact the Gate Admin : +971 4 8898503 / Below 24 Hours Operation

T1: Contact +971 4 8898517
 T2: Contact +971 4 8898784 & 8898786 (Full or Empty Boxes)
 T3: Contact +971 4 8899315 (Full or Empty Boxes)
 T4: Contact +971 4 8898688 (Full or Empty Boxes)

DED (MT Nomination) Please contact the below numbers

T1 : +9714 - 8898602
 T2 : +9714 8898662
 T3 : +9714 8898499
 T4 : +9714 8897011

Communicate Token # Time Slot and Gate ID to the Driver

For Terminal 1 And 3
 Please proceed to Ramp Number 15 and counter 1 in Gate 3 Inspection complex for Unified Inspection by Dubai Customs and Dubai Municipality. For Reefer Containers,you can proceed to any available ramp in Gate 3 Inspection Complex

For Terminal 2
 Please proceed to, Ramp Number 1 and counter 9 in Terminal 2 Inspection facilities for Unified Inspection by Dubai Customs and Dubai Municipality. For Reefer Containers,you can proceed to any available ramp in Terminal 2 inspection complex

For Terminal 4
 Please proceed to, Ramp Number 1 and counter 9 in Terminal 2 Inspection facilities for Unified Inspection by Dubai Customs and Dubai Municipality. For Reefer Containers,you can proceed to any available ramp in Terminal 2 inspection complex

Use lane 1 for 2 or more containers
 On approaching the Terminal Gate please make sure the container doors are closed
 Speed limit is 5 kmh when passing Terminal Gates and 30 kmh inside the Terminal

Print Date 28-Nov-22 12:52 Page: 1 /2

**Safety Regulations
Jebel Ali Port Terminal**



Seat Belts must be worn




Flashing Amber Beacon must be On



PPE is Mandatory




Maximum Speed Limit is 30 KMPH




Mobile prohibited when driving



Smoking Prohibited in Port Premise





No Pedestrian Activities in Restricted Areas



No U-Turns Allowed in Restricted Areas

View Receipt: To view and print the Receipt

		Jebel Ali Terminals FZE P.O Box no. 17000, Dubai, UAE 04-88155555 Customerservice@dpworld.com www.dpworld.ae 1005760560003		
INVOICE (Cash Account)				
Receipt No	: 2211400403	Transaction ID	: 2211400289	
Transaction	: 28-Nov-22 12.49	TRN	: VAT020	
Customer	: H00001/D... SHIPPING L.L.C	eToken No	: 400384	
Email	:	Token Status	: ACTIVE	
Charge Description				
Token Processing Charge - Online	25.00	0.00	0.00	25.00
Tax Code: AE_VAT_AR_11				
Total (in AED)	25.00		0.00	25.00
Payment Details				
Mode of Payment	Advance Deposit			
Amount	25.00			
Payer Details				
Paid By	F7100 -	FZE		
Created By	fzuser			
Customer Reference :				
Tax Description : AE_VAT_AR_11 The transaction is subject to the 0% rate based on Article 45 sub 2 and 7 of the Federal Decree-Law No 8 of 2017.				
NOTE :: E-TOKEN CHARGES ARE NON-REFUNDABLE.				
		Print Date	28-Nov-22 12:54	Page: 1 /2



DP WORLD


Payment Order

Pay To	Pay For	Total
Jebel Ali Terminals	EToken Payment	25 AED

Pay using

Credit Debit Card -


mastercard


VISA


Direct Debit +


Notify me with the payment status.

Email Address

I accept the [Terms and Conditions](#) for this payment


Cancel Order Agree & Pay


Electronic Payment Gateway


بوابة الدفع الإلكتروني

E-Payment

- Credit / Debit Cards
- Direct Debit


DP WORLD

Payment Order

Pay To	Pay For	Total
Jebel Ali Terminals	EToken Payment	25 AED




Pay using

Credit Debit Card	+
Direct Debit	+

Notify me with the payment status.

Email Address


I accept the [Terms and Conditions](#) for this payment



NOTE: Make sure the browser **Pop up Blocker** is **turned off**.

Credit / Debit Card

Select **Credit / Debit Card (Visa & Master)**, Read and accept **Terms and Conditions** then click **Agree & Pay**




DP WORLD

Payment Order

Pay To	Pay For	Total
Jebel Ali Terminals	EToken Payment	25 AED

Pay using




Credit Debit Card —

Direct Debit +

Notify me with the payment status.
Email Address

I accept the [Terms and Conditions](#) for this payment

The below payment page will be displayed

The screenshot shows a payment page with a top navigation bar containing 'Payment' (highlighted in orange), 'Review', and 'Receipt'. The main content is divided into two columns. The left column, titled 'Payment Details', contains a 'Card Type *' section with radio buttons for 'VISA Visa' (selected) and 'Mastercard'. Below this are fields for 'Card Number *', 'Expiration Month *' (Month dropdown), 'Expiration Year *' (Year dropdown), and 'CVN *' (with a note: 'This code is a three or four digit number printed on the back or front of credit cards.'). A 'Next' button is at the bottom right of this section, and a 'Cancel_Order' link is at the bottom left. The right column, titled 'Your Order', features a red box with 'Total amount' and '25.00 AED'.

Note: system remembers your selection before landing to this page i.e. Master or Visa card. However, you can still change it

YOU CAN:

1. **Cancel Order:** (cancel the payment and revert back to DT)

This screenshot is identical to the previous one but includes a red 'Cancel Order' dialog box overlaid in the center. The dialog box contains the text 'Are you sure you want to cancel your order?' and two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a dashed border. The 'Cancel_Order' link in the bottom left of the 'Payment Details' section is also highlighted with a dashed border.

2. Proceed with the payment:
 - a. Enter the **Card Details** and click **Next**

The screenshot shows a checkout interface with three tabs: 'Payment' (active), 'Review', and 'Receipt'. The 'Payment Details' section is highlighted with a red border and contains the following fields:

- Card Type ***: Radio buttons for **VISA** (selected) and **Mastercard**.
- Card Number ***: An empty text input field.
- Expiration Month ***: A dropdown menu with 'Month' selected.
- Expiration Year ***: A dropdown menu with 'Year' selected.
- CVN ***: A text input field with a note: "This code is a three or four digit number printed on the back or front of credit cards." and a magnifying glass icon over the number '123'.

A **Next** button is located at the bottom right of the 'Payment Details' section. A [Cancel Order](#) link is at the bottom left. The 'Your Order' section on the right shows a red box with **Total amount 25.00 AED**.

- b. Review your card details

The screenshot shows the 'Review' step of the checkout process. The 'Review your Order' section is active and displays the following information:

- Payment Details**:

Card Type	Mastercard
Card Number	xxxxxxx4444
Expiration Date	12-2022
- Your Order**: A red box showing **Total amount 25.00 AED**.

At the bottom, there are three buttons: **Back** (to edit details), **Pay** (to complete the transaction), and [Cancel Order](#) (to cancel the transaction).

Note: Click **Back** to edit card details or **Cancel Order** to cancel this transaction

c. Click **Pay**

The screenshot shows a 'Review your Order' page with a navigation bar at the top containing 'Payment', 'Review' (highlighted), and 'Receipt'. The main content is divided into two columns: 'Payment Details' and 'Your Order'. Under 'Payment Details', there are three rows: 'Card Type' (Mastercard), 'Card Number' (xxxxxxxxxxxx4444), and 'Expiration Date' (12-2022). Under 'Your Order', there is a red box containing 'Total amount' and '25.00 AED'. At the bottom, there are two buttons: 'Back' on the left and 'Pay' on the right. A blue link 'Cancel Order' is located at the bottom left.

Payment Details		Your Order	
Card Type	Mastercard	Total amount	25.00 AED
Card Number	xxxxxxxxxxxx4444		
Expiration Date	12-2022		

Note: The system will redirect you back to Dubai Trade displaying the transaction details along with success or failed message.

Direct Debit

You can use this method to pay the charges using your online banking. Please note that only the banks that are registered with us will be allowed. The list of banks will be displayed when **Direct Debit** is selected.

