



دبي التجارية  
DUBAI TRADE

# *DP World Complaint/Enquiry - Amend User's Manual*

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# DOCUMENT DETAILS

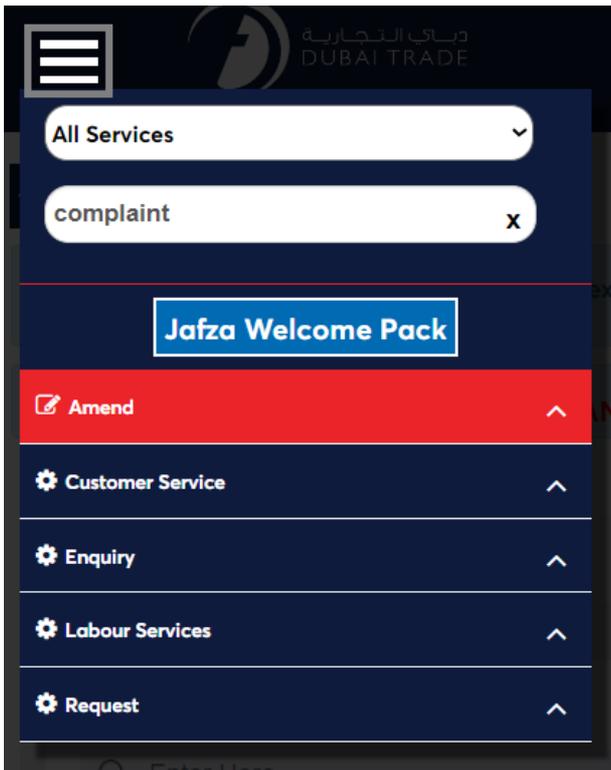
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Document Name	Complaint/Enquiry - Amend
Project Name	
Business Unit	DP World
Author(s)	DT Training Dept.
Last Updated Date	7 <sup>th</sup> September, 2023
Current Version	1.0

This service enables customers to amend submitted Complaint/Enquiry requests.

**Navigation:**

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



**Procedure:**

1. **Click on "Complaint/Enquiry":**



Complaint/Enquiry - Amend

The below screen will be displayed

**Amend Complaint/Enquiry**

Case Reference Number

Q Enter Here Search Advanced Search

Reference Number	Case Type	Email	Terminal	Status	Created On	Action
ENQ_2023_000092	Enquiry		Container Terminal 1	In Progress	01-09-2023 09:48:55	Amend
COM_2023_000342	Complaint			In Progress	01-09-2023 09:40:38	Amend
COM_2023_000341	Complaint			In Progress	29-08-2023 13:40:33	Amend
ENQ_2023_000091	Enquiry			In Progress	29-08-2023 08:32:44	Amend
COM_2023_000339	Complaint		Container Terminal 2	In Progress	28-08-2023 13:43:36	Amend
COM_2023_000338	Complaint		Container Terminal 1	In Progress	28-08-2023 08:58:06	Amend
COM_2023_000337	Complaint		Container Terminal 1	In Progress	28-08-2023 08:51:55	Amend
COM_2023_000336	Complaint			In Progress	23-08-2023 15:40:55	Amend
COM_2023_000335	Complaint		Container Terminal 1	In Progress	22-08-2023 09:39:35	Amend
COM_2023_000334	Complaint			In Progress	18-08-2023 08:32:18	Amend

1-10 of 79 items

< 1 2 3 4 5 ... 8 >

2. The "Search" or "Advance Search" option may be used to search for a specific Case Reference Number

**Amend Complaint/Enquiry**

Case Reference Number

Q Enter Here Search Advanced Search

3. Click the "Amend" option to edit the specific request

Reference Number	Case Type	Email	Terminal	Status	Created On	Action
ENQ_2023_000092	Enquiry	manjari.arul@dubaitrade.ae	Container Terminal 1	In Progress	01-09-2023 09:48:55	Amend
COM_2023_000342	Complaint	manjari.arul@dubaitrade.ae		In Progress	01-09-2023 09:40:38	Amend
COM_2023_000341	Complaint	manjari.arul@dubaitrade.ae		In Progress	29-08-2023 13:40:33	Amend
ENQ_2023_000091	Enquiry	manjari.arul@dubaitrade.ae		In Progress	29-08-2023 08:32:44	Amend
COM_2023_000339	Complaint	manjari.arul@dubaitrade.ae	Container Terminal 2	In Progress	28-08-2023 13:43:36	Amend
COM_2023_000338	Complaint	shafeequr_rahman@outlook.com	Container Terminal 1	In Progress	28-08-2023 08:58:06	Amend
COM_2023_000337	Complaint	shafeequr_rahman@outlook.com	Container Terminal 1	In Progress	28-08-2023 08:51:55	Amend
COM_2023_000336	Complaint	shafeequr.rahman@dpworld.com		In Progress	23-08-2023 15:40:55	Amend
COM_2023_000335	Complaint	manjari.arul@dubaitrade.ae	Container Terminal 1	In Progress	22-08-2023 09:39:35	Amend
COM_2023_000334	Complaint	manjari.arul@dubaitrade.ae		In Progress	18-08-2023 08:32:18	Amend

1-10 of 79 items

< 1 2 3 4 5 ... 8 >

The below screen will be displayed

**Submitted** | **In Progress** | Resolved | Reopened

Managed By: Ahmad Alhamadi  
Estimated Resolution Date: Wednesday 9th September 2023

**Customer Details**

First Name: Pradeep | Last Name: | Email: | Mobile Number: | Company Name: |

**Case Details**

Case Type: Enquiry | Port: Jebel Ali | Terminal: Container Terminal 1 | Enquiry Type: Others

Description: near to the road

Invoice Number	Invoice Date	Description	Container Number	Invoice Rate	Line Amount	VAT Amount	Total Amount	Dispute Amount	Invoice Type
12001	10-03-2023	1 20 TON BOW SHACKLE WITH BOLT & NUT UK MATERIAL		100	2000	0	100	50	DP World
12001	10-03-2023	1300-5006-MATERIALS-1301		300	15000	0	300	200	DP World
223432	01-09-2023	Freight Charges		0	0	0	0	100	External
2234328	01-09-2023	Survey Charges		0	0	0	0	100	External

1-4 of 4 items

**Attachments**  
Select or drag and drop the files

(Upload document only of the file type (.JPG, .JPEG, .PNG, .GIF, .TIFF, .BMP, .PDF, .DOC, and .XLS) & Maximum of 10 MB for each document. Maximum of 10 files can be uploaded)

[Case Handling Policy](#)

[Back](#) [Submit](#)



The Complaint/Enquiry requests with "Resolved" status cannot be amended. The "Amend" service is used primarily for uploading additional attachments.

#### 4. Select or Drag the "Attachments" then click "Submit"

**Submitted** | **In Progress** | Resolved | Reopened

Managed By: Ahmad Alhamadi  
Estimated Resolution Date: Wednesday 9th September 2023

**Customer Details**

First Name: Pradeep | Last Name: | Email: | Mobile Number: | Company Name: |

**Case Details**

Case Type: Enquiry | Port: Jebel Ali | Terminal: Container Terminal 1 | Enquiry Type: Others

Description: near to the road

Invoice Number	Invoice Date	Description	Container Number	Invoice Rate	Line Amount	VAT Amount	Total Amount	Dispute Amount	Invoice Type
12001	10-03-2023	1 20 TON BOW SHACKLE WITH BOLT & NUT UK MATERIAL		100	2000	0	100	50	DP World
12001	10-03-2023	1300-5006-MATERIALS-1301		300	15000	0	300	200	DP World
223432	01-09-2023	Freight Charges		0	0	0	0	100	External
2234328	01-09-2023	Survey Charges		0	0	0	0	100	External

1-4 of 4 items

**Attachments**  
Select or drag and drop the files

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[Back](#) [Submit](#)

## Complaint/Enquiry - Amend

*The below confirmation screen will be displayed*

**Case Amended Successfully** 

**Your files have been successfully submitted.**  
Please use the below reference number to track the status.  
DP World Case Reference Number : ENQ\_2023\_000092

You may contact DP World Customer Service on +971 4 8897787  
or Email us at [customerservice@dpworld.com](mailto:customerservice@dpworld.com)

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