DP World Complaint/Enquiry - Registration User's Manual

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Complaint/Enquiry - Registration

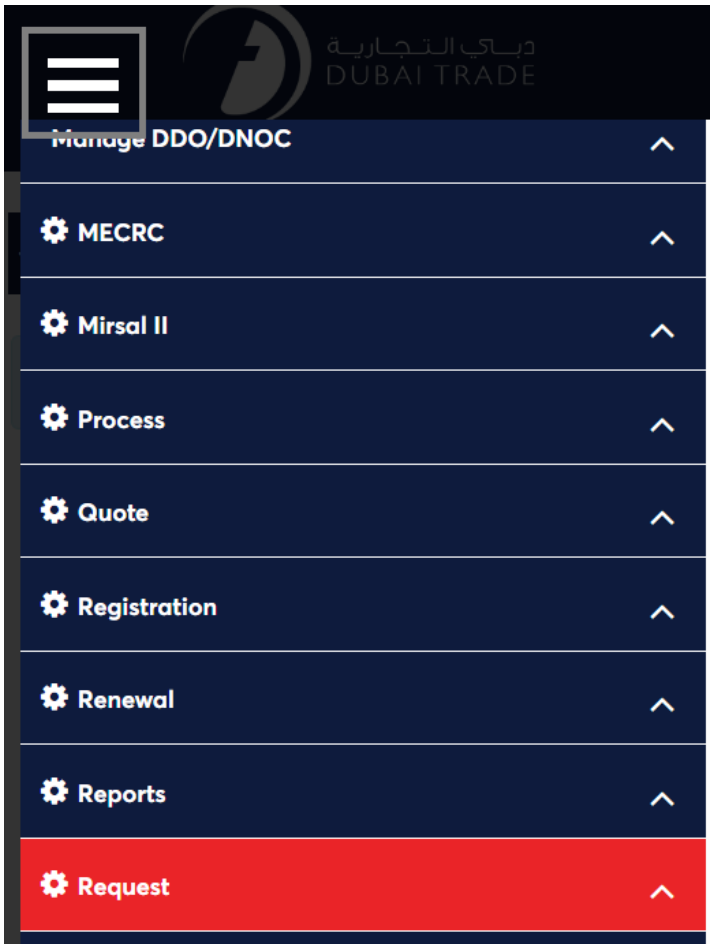
DOCUMENT DETAILS

Document Name	Complaint/Enquiry - Registration
Project Name	
Business Unit	DP World
Author(s)	DT Training Dept.
Last Updated Date	18th August, 2023
Current Version	1.0

This service enables customers to submit their Complaint and Enquiry after logging on to Dubai Trade Portal. Any customer can submit their request using this service.

Navigation:

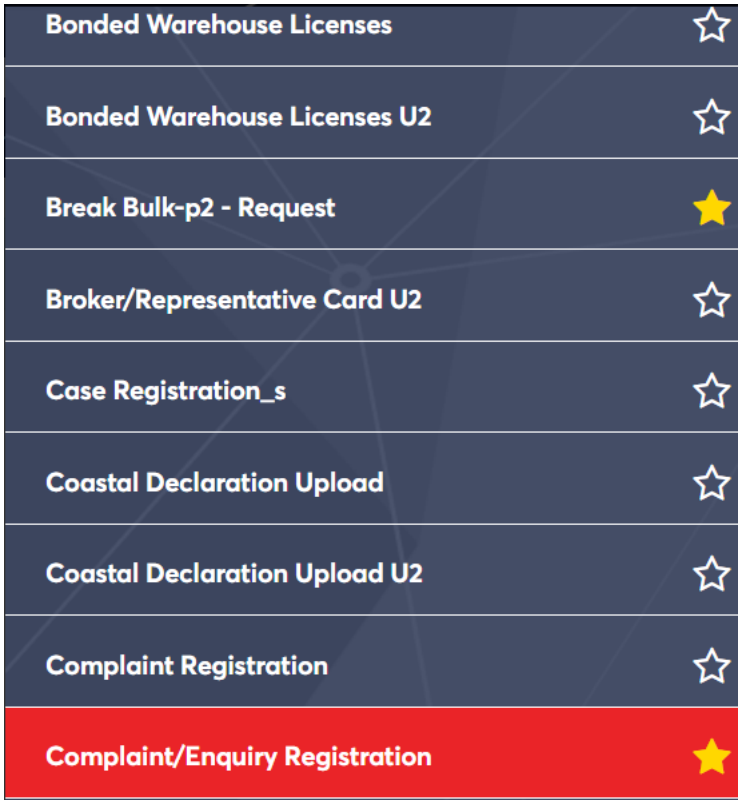
1. Login to **Dubai Trade**
2. Go to the **Services Menu**
3. Click on **Request**



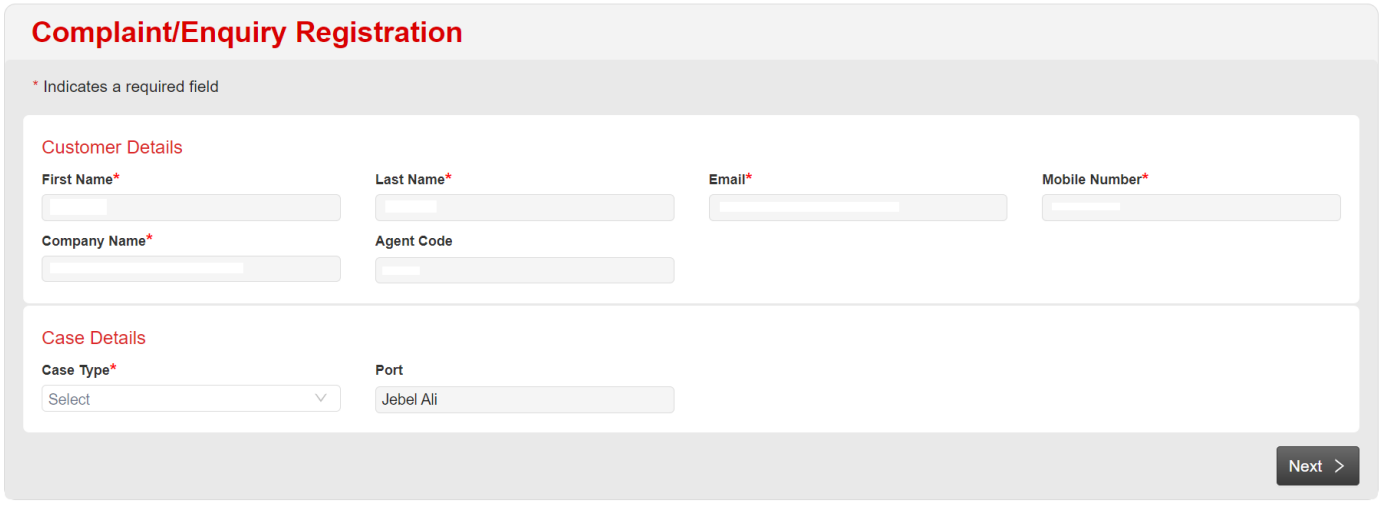
Procedure:

Complaint/Enquiry - Registration

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

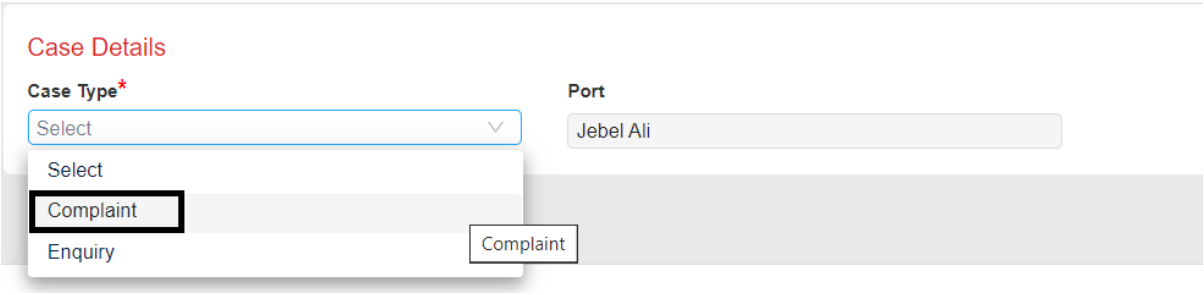


The below screen will be displayed

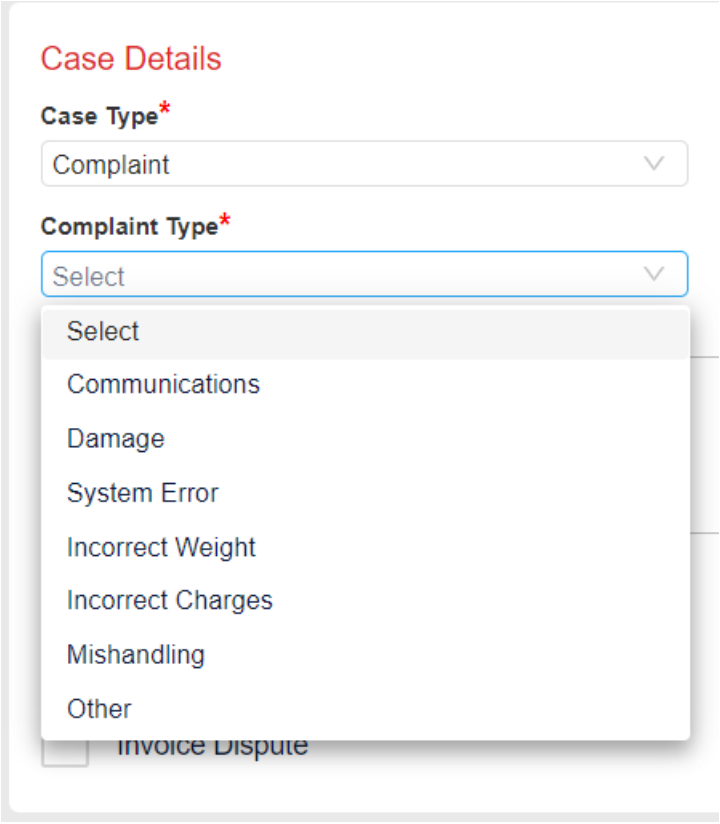


The "Customer Details" field will be automatically filled by the system as per the logged in user details.

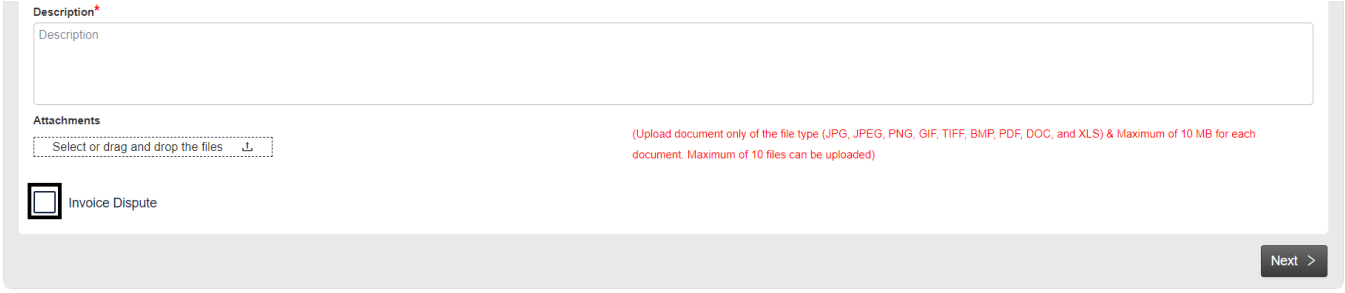
2. **Select** the "Complaint" option



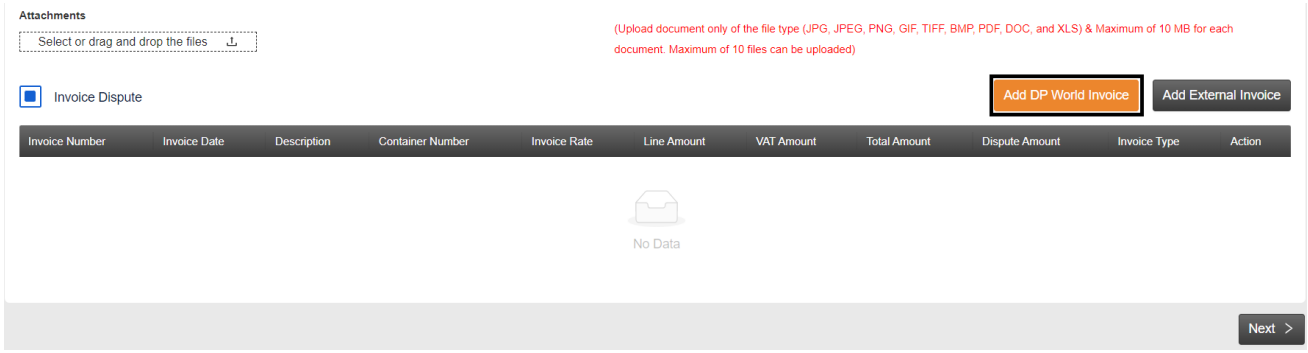
a. **Select** the "Complaint Type" and **enter** the required details



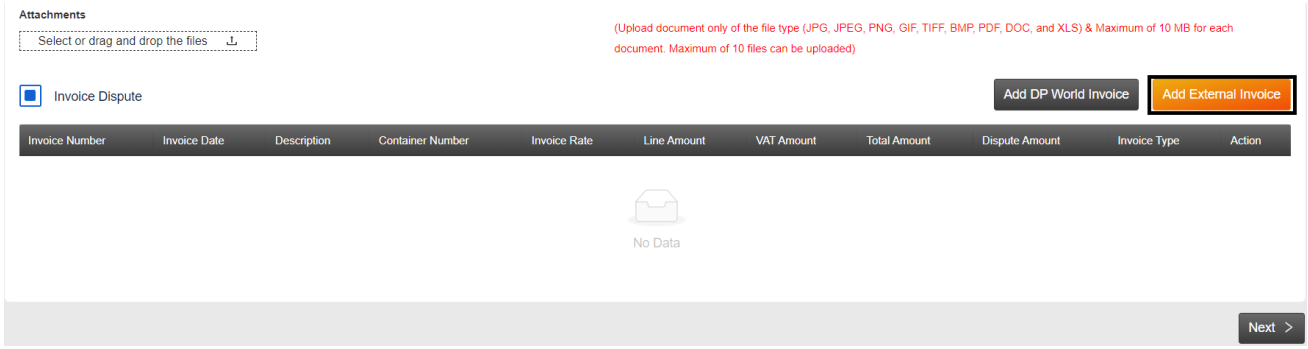
b. If the complain is invoice related, **click** the "Invoice Dispute" box



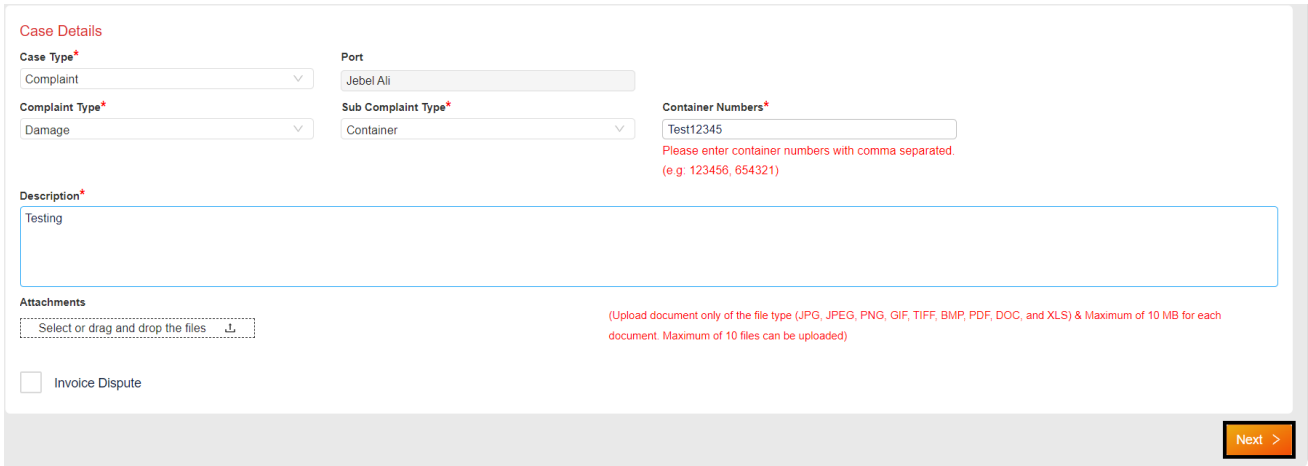
i. The invoice may be fetched from the DP World system by **clicking** on "Add DP World Invoice"



ii. The other option is to upload the invoice from your device by **clicking** on "Add External Invoice"



c. **Click** "Next" after entering all the details



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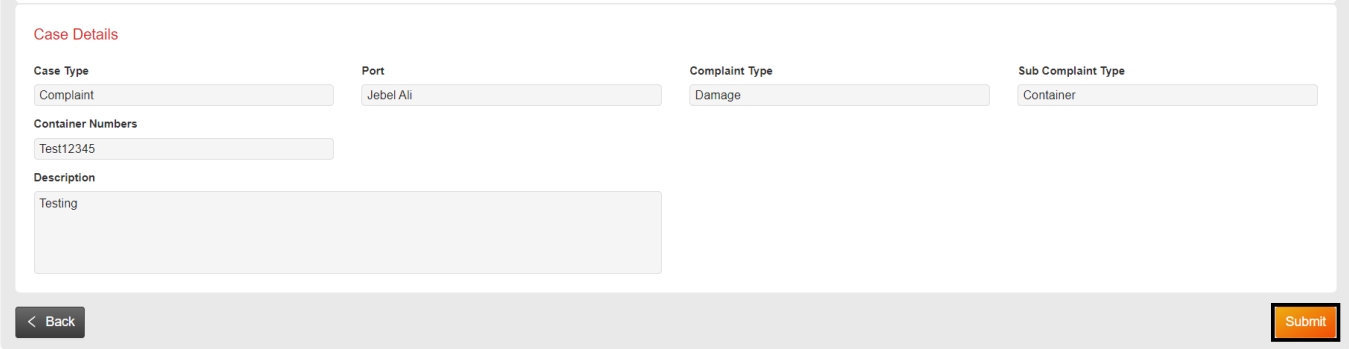
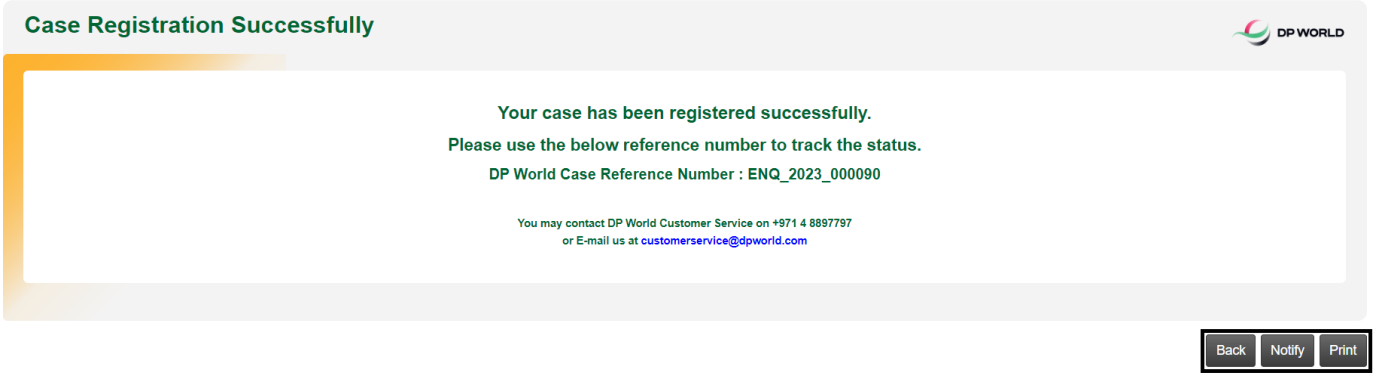
d. Review all the details and **click** "Submit"

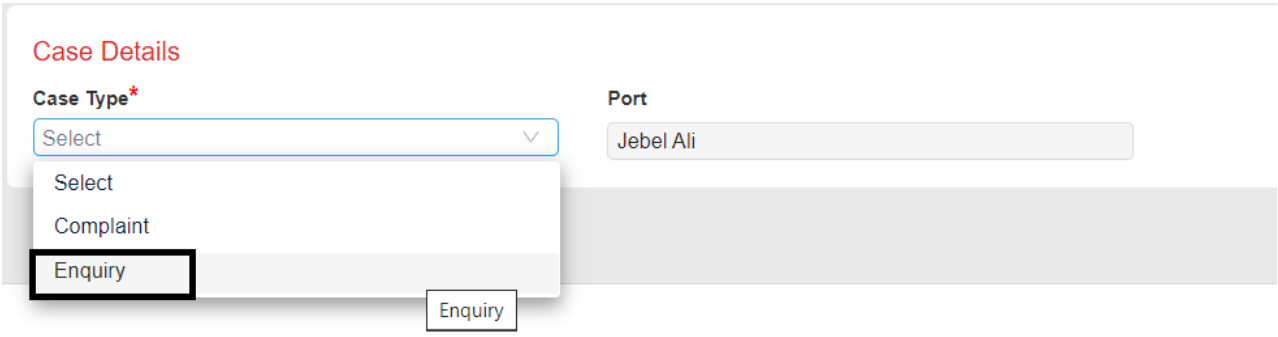


The below confirmation will be displayed

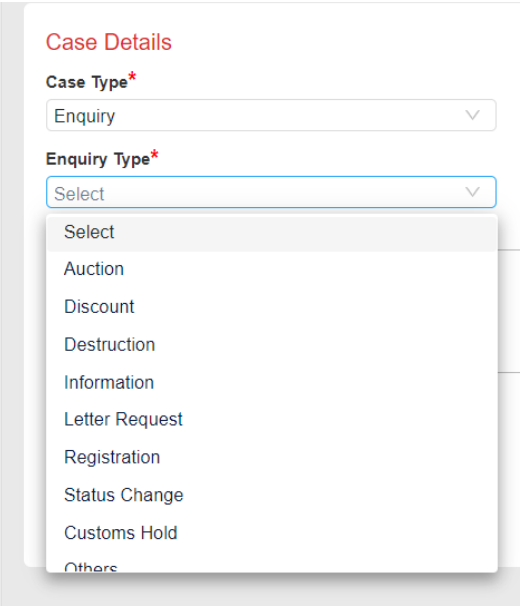


The option to "Notify" a different party/s will be available and an option to "Print" the Case Registration Report.

3. **Select** the "Enquiry" option



a. **Select** the "Enquiry Type" and **enter** the required details



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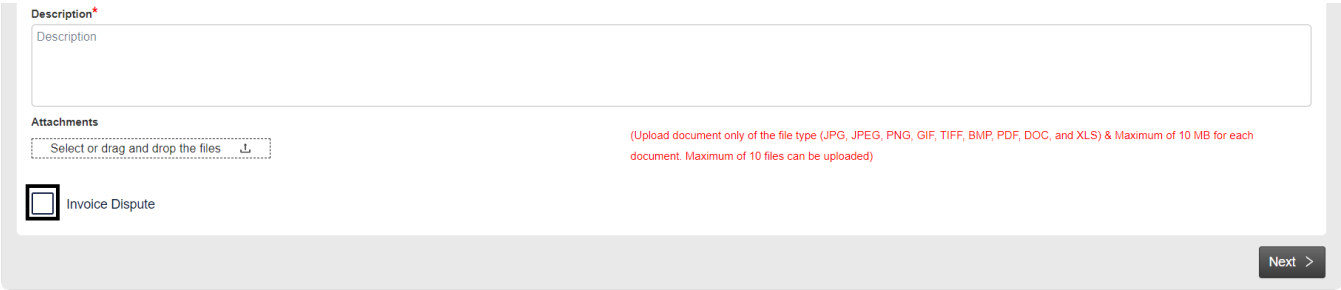

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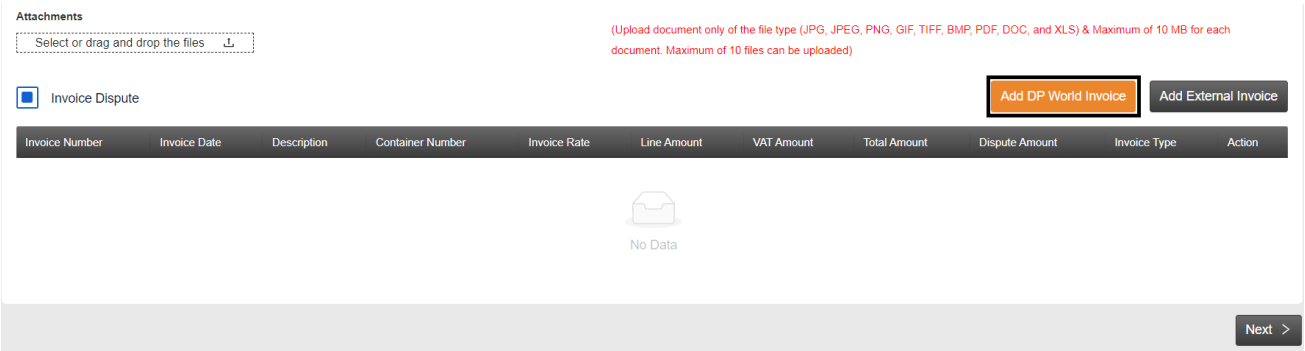

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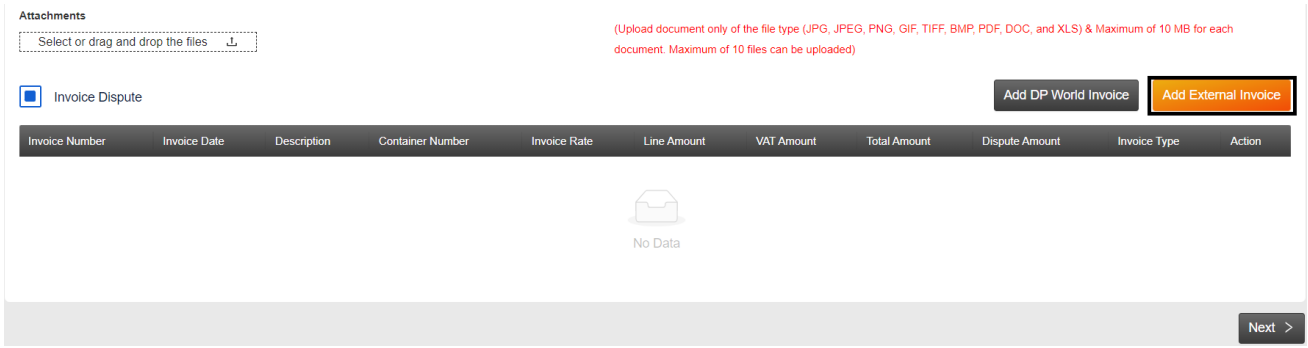

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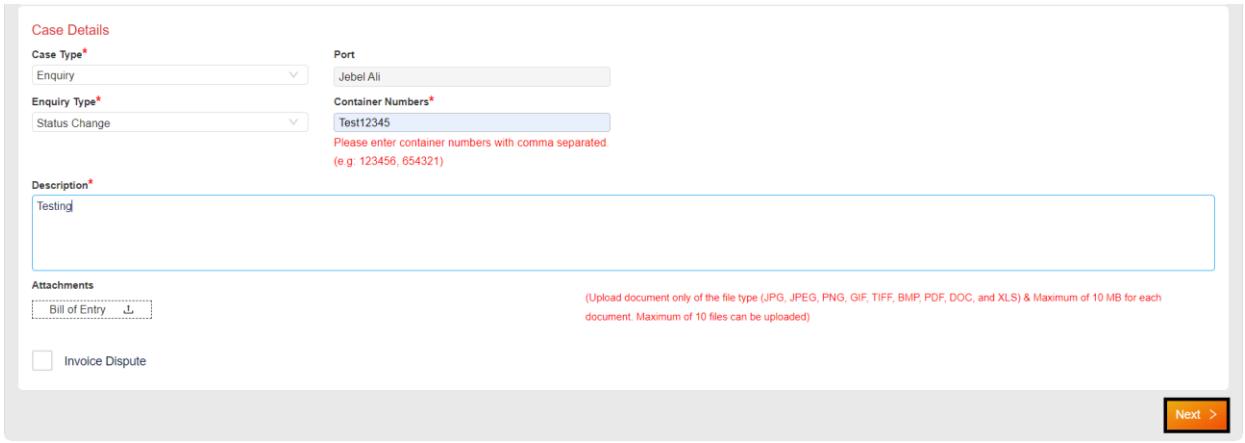

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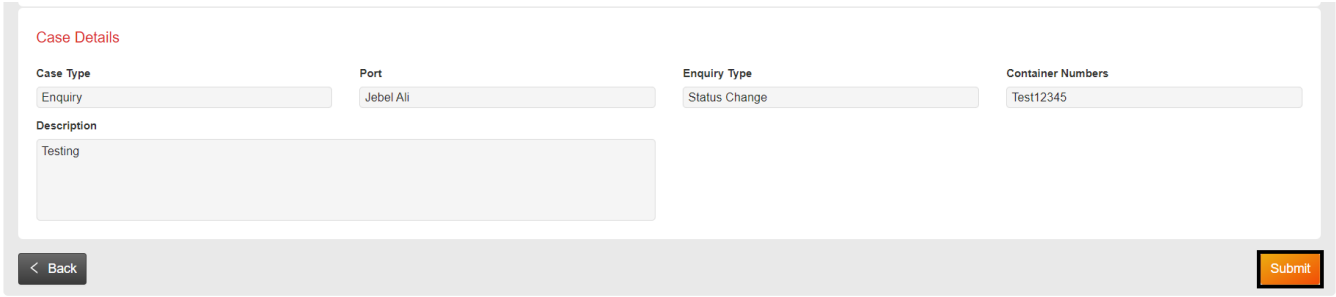

Complaint/Enquiry - Registration

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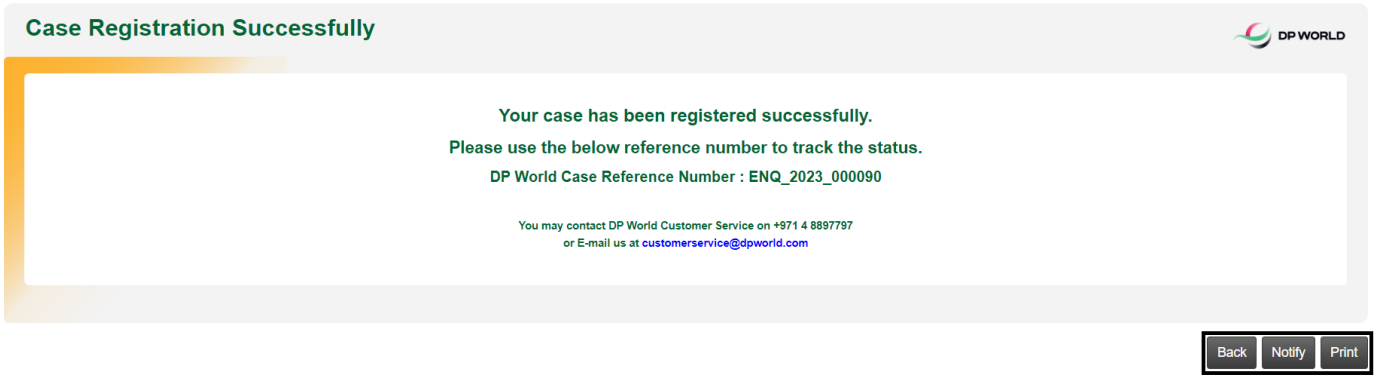

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