



دبي التجارية  
DUBAI TRADE

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

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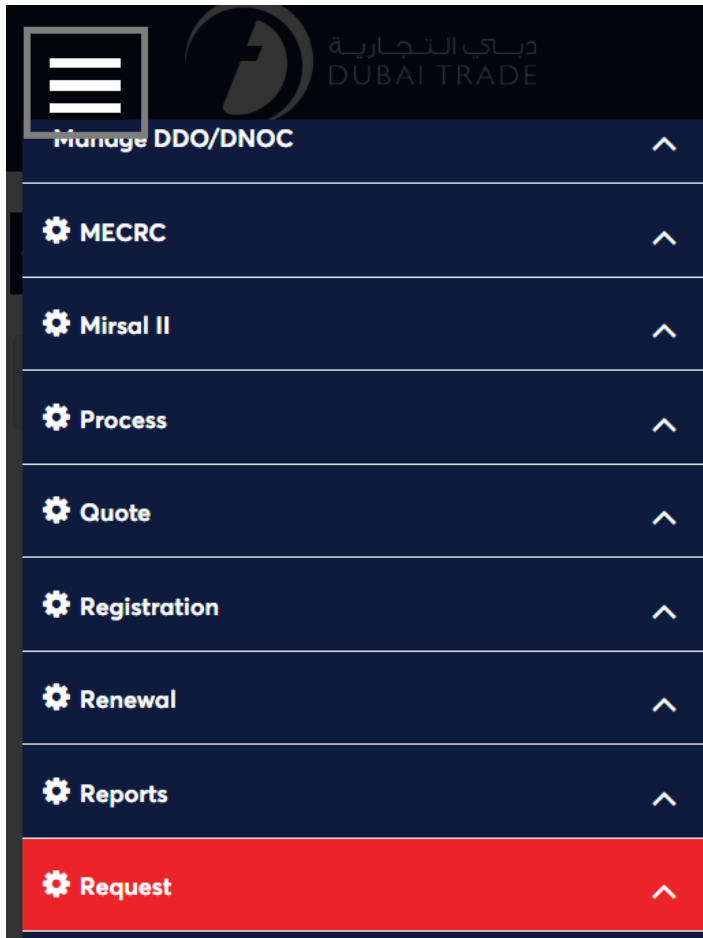
# DOCUMENT DETAILS

Document Name	Complaint/Enquiry - Registration
Project Name	
Business Unit	DP World
Author(s)	DT Training Dept.
Last Updated Date	18 <sup>th</sup> 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":

Bonded Warehouse Licenses	☆
Bonded Warehouse Licenses U2	☆
Break Bulk-p2 - Request	★
Broker/Representative Card U2	☆
Case Registration_s	☆
Coastal Declaration Upload	☆
Coastal Declaration Upload U2	☆
Complaint Registration	☆
Complaint/Enquiry Registration	★

The below screen will be displayed

### Complaint/Enquiry Registration

\* Indicates a required field

Customer Details

First Name\*

Last Name\*

Email\*

Mobile Number\*

Company Name\*

Agent Code

Case Details

Case Type\*

Port

Next >



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

2. Select the "Complaint" option

## Complaint/Enquiry - Registration

**Case Details**

**Case Type\***

Select

Select

**Complaint**

Enquiry

**Port**

Jebel Ali

Complaint

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

**Case Details**

**Case Type\***

Complaint

**Complaint Type\***

Select

Select

Communications

Damage

System Error

Incorrect Weight

Incorrect Charges

Mishandling

Other

☐ Invoice Dispute

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

**Description\***

Description

**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)

☒ Invoice Dispute

Next >


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

**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)


☒ Invoice Dispute Add DP World Invoice Add External Invoice

Invoice Number	Invoice Date	Description	Container Number	Invoice Rate	Line Amount	VAT Amount	Total Amount	Dispute Amount	Invoice Type	Action
 No Data										

Next >


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

**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)

☒ Invoice Dispute Add DP World Invoice Add External Invoice

Invoice Number	Invoice Date	Description	Container Number	Invoice Rate	Line Amount	VAT Amount	Total Amount	Dispute Amount	Invoice Type	Action
 No Data										

Next >

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

**Case Details**

**Case Type\***  
Complaint

**Port**  
Jebel Ali


**Complaint Type\***  
Damage

**Sub Complaint Type\***  
Container

**Container Numbers\***  
Test12345  
Please enter container numbers with comma separated.  
(e.g. 123456, 654321)

**Description\***  
Testing

**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)

☐ Invoice Dispute

Next >

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

The screenshot shows a 'Case Details' form with the following fields and values:

- Case Type:** Complaint
- Port:** Jebel Ali
- Complaint Type:** Damage
- Sub Complaint Type:** Container
- Container Numbers:** Test12345
- Description:** Testing

At the bottom left is a '< Back' button, and at the bottom right is an orange 'Submit' button.

The below confirmation will be displayed

The screenshot shows a confirmation screen titled 'Case Registration Successfully' with the DP WORLD logo in the top right corner. The main message reads:

**Your case has been registered successfully.**  
Please use the below reference number to track the status.  
**DP World Case Reference Number : ENQ\_2023\_000090**

Below this, it provides contact information: 'You may contact DP World Customer Service on +971 4 8897797 or E-mail us at [customerservice@dpworld.com](mailto:customerservice@dpworld.com)'.

At the bottom right, there are three buttons: 'Back', 'Notify', and 'Print'.



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

The screenshot shows the 'Case Details' form with the 'Case Type\*' dropdown menu open. The dropdown list contains the following options:

- Select
- Complaint
- Enquiry** (highlighted with a black box)

The 'Port' field is set to 'Jebel Ali'. A small 'Enquiry' label is visible below the dropdown menu.

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

## Complaint/Enquiry - Registration

**Case Details**

**Case Type\***

Enquiry

**Enquiry Type\***

Select

- Select
- Auction
- Discount
- Destruction
- Information
- Letter Request
- Registration
- Status Change
- Customs Hold
- Others

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

**Description\***

Description

**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)

☒ Invoice Dispute

Next >

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

**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)

☒ Invoice Dispute

Add DP World Invoice Add External Invoice


Invoice Number	Invoice Date	Description	Container Number	Invoice Rate	Line Amount	VAT Amount	Total Amount	Dispute Amount	Invoice Type	Action
No Data										

Next >

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


## Complaint/Enquiry - Registration

**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)


☒ Invoice Dispute Add DP World Invoice Add External Invoice


Invoice Number	Invoice Date	Description	Container Number	Invoice Rate	Line Amount	VAT Amount	Total Amount	Dispute Amount	Invoice Type	Action
 No Data										

[Next >](#)

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

**Case Details**

Case Type\* Enquiry 

Enquiry Type\* Status Change 


Port Jebel Ali

Container Numbers\* Test12345

Please enter container numbers with comma separated (e.g. 123456, 654321)

Description\* Testing

**Attachments**

Bill of Entry 

(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)

☐ Invoice Dispute

[Next >](#)

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


**Case Details**

Case Type Enquiry Port Jebel Ali Enquiry Type Status Change Container Numbers Test12345

Description Testing

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

*The below confirmation will be displayed*

**Case Registration Successfully**

**Your case has been registered successfully.**

**Please use the below reference number to track the status.**

**DP World Case Reference Number : ENQ\_2023\_000090**

You may contact DP World Customer Service on +971 4 8897797  
or E-mail us at [customerservice@dpworld.com](mailto:customerservice@dpworld.com)

Back Notify Print



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

