



دبي التجارية
DUBAI TRADE

DP World Complaint/Enquiry - Registration (Open-service) User's Manual

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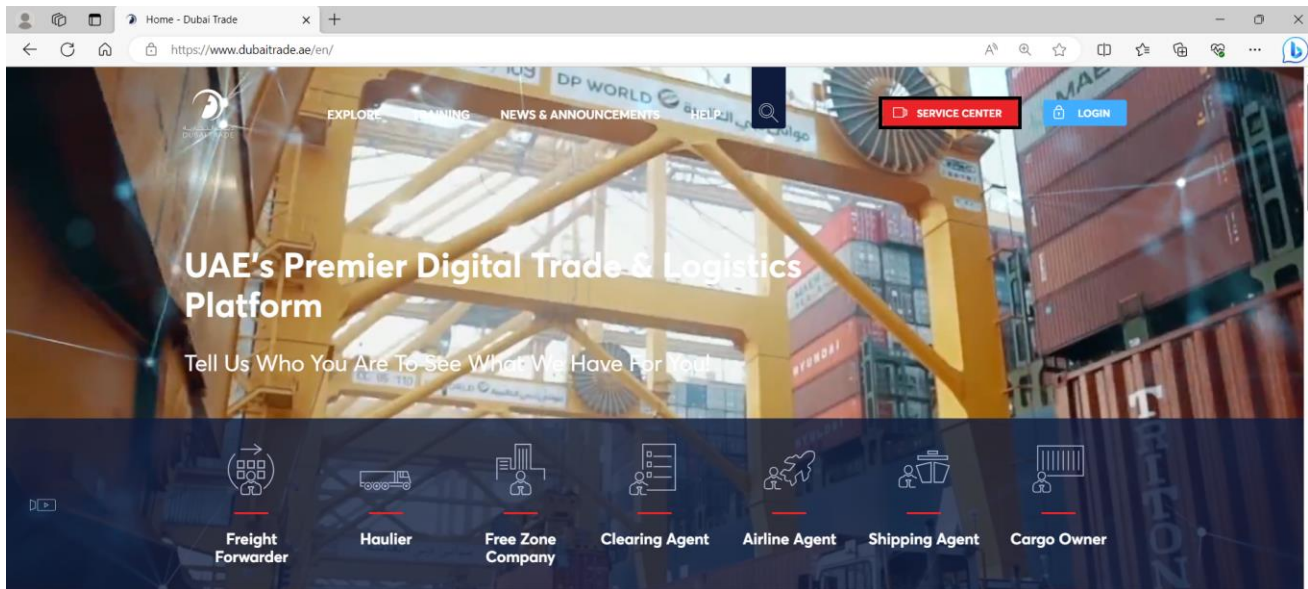
DOCUMENT DETAILS

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

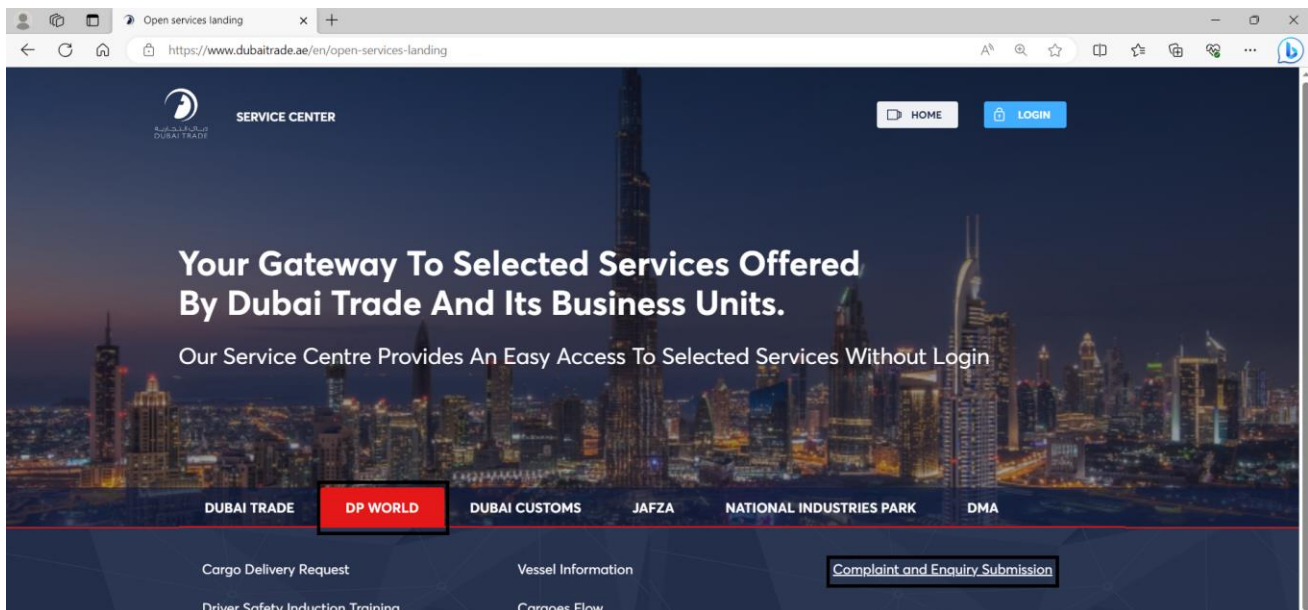
This service enables customers to submit their Complaint and Enquiry without Login into DT Portal. Any customer can submit their request using this service.

Navigation:

1. Login to **Dubai Trade**
2. Click on **Services Center**



3. Click on the **DP World** tab *then* click **Complaint and Enquiry Submission**



Complaint/Enquiry - Registration (Open-service)

Procedure:

1. **Click on "Case Registration" or "Start Service"** to start the Complaint/Enquiry submission

Introduction Case Registration

Complaint and Enquiry Submission

Description
This service enables customers to submit their Complaint and Enquiry without Login into DT Portal. Any customer can submit their request using this service

Service Delivery Procedure

- 1 Submit the application through all
- 2 Receive notification with the Case

START SERVICE

Service Delivery Channel:
- Website
-

Service Completion Time:
- 5 Working Days

The below screen will be displayed

Introduction Case Registration

Home > Request > Complaint/Enquiry Registration

To register Complaint/Enquiry with invoices please log in to Dubai Trade account.

Complaint/Enquiry Registration

* Indicates a required field

Customer Details

First Name* Enter Here Last Name* Enter Here Email* Enter Here Mobile Number* AE +971

Company Name* Enter Here Agent Code Enter Here

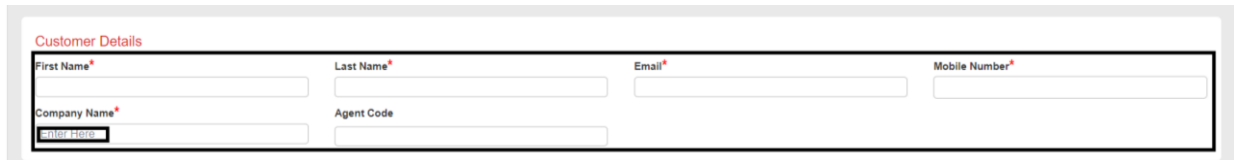
Case Details

Case Type* Select Port Jebel Ali

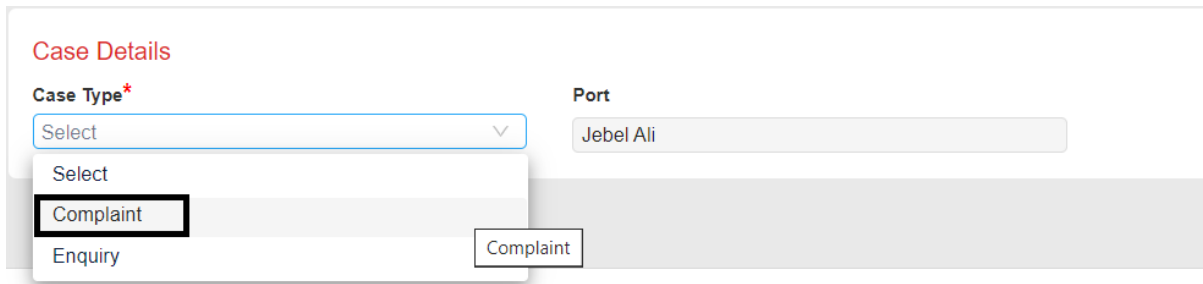
Next >

Complaint/Enquiry - Registration (Open-service)

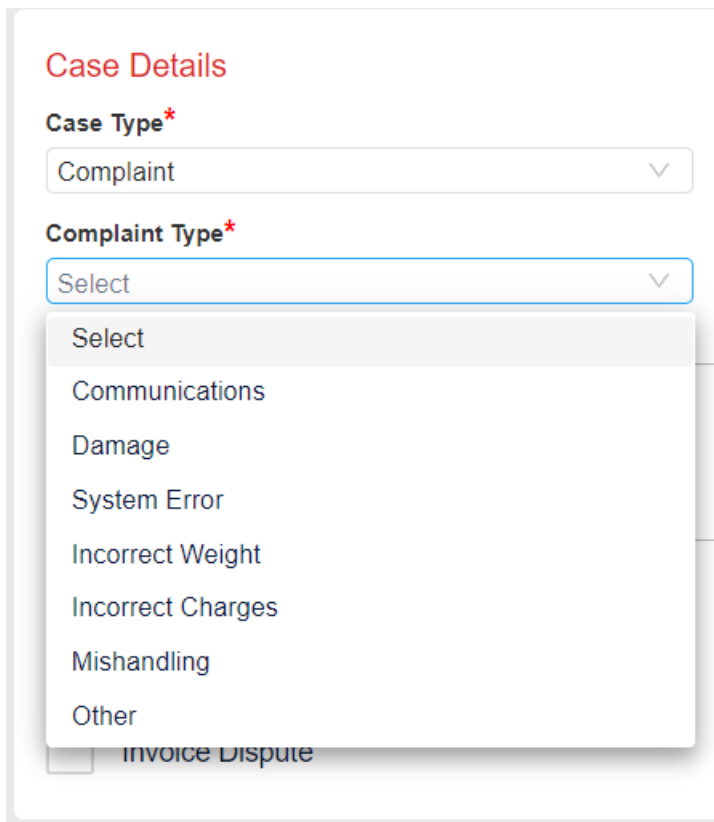
1. **Enter** the "Customer Details" fields



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



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



To register Complaint/Enquiry with invoices please log-in to Dubai Trade account.

Complaint/Enquiry - Registration (Open-service)

b. Click "Next" after entering the required 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 >

c. Enter the CAPTCHA characters and click "Submit"


Case Details


Case Type
Complaint

Port
Jebel Ali

Complaint Type
Communications


Description
sda

Attachments :
Supporting Communication :
 download (1) jfif

CAPTCHA
S I N C X M 

< **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

Back **Notify** **Print**



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

Complaint/Enquiry - Registration (Open-service)

3. Select the "Enquiry" option

The screenshot shows the 'Case Details' section of a web form. The 'Case Type*' dropdown menu is open, displaying options: 'Select', 'Complaint', and 'Enquiry'. The 'Enquiry' option is highlighted with a black border. To the right, the 'Port' field is filled with 'Jebel Ali'. Below the dropdown menu, a small 'Enquiry' button is visible.

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

This screenshot shows the 'Case Details' form with 'Enquiry' selected in the 'Case Type*' dropdown. The 'Enquiry Type*' dropdown menu is open, showing a list of options: 'Select', 'Auction', 'Discount', 'Destruction', 'Information', 'Letter Request', 'Registration', 'Status Change', 'Customs Hold', and 'Others'. The 'Status Change' option is highlighted.



To register Complaint/Enquiry with invoices please log-in to Dubai Trade account.

b. Click "Next" after entering all the details

The screenshot shows the 'Case Details' form with all fields completed. 'Case Type*' is 'Enquiry', 'Enquiry Type*' is 'Status Change', and 'Port' is 'Jebel Ali'. The 'Container Numbers*' field contains 'Test12345' with a red error message below it: 'Please enter container numbers with comma separated. (e.g: 123456, 654321)'. The 'Description*' field contains 'Testing'. Under 'Attachments', there is a 'Bill of Entry' button and an unchecked 'Invoice Dispute' checkbox. A red note at the bottom right states: '(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)'. The 'Next >' button is highlighted in orange at the bottom right.

Complaint/Enquiry - Registration (Open-service)

c. **Enter** the CAPTCHA characters and **click** "Submit"

Case Details

Case Type

Enquiry

Port

Jebel Ali

Enquiry Type

Information

Description

test

Hg y b N J

↺

< Back

Submit

The below confirmation will be displayed

Case Registration Successfully

DP WORLD

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

Back

Notify

Print



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

