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

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Complaint/Enquiry - Registration (Open-service)

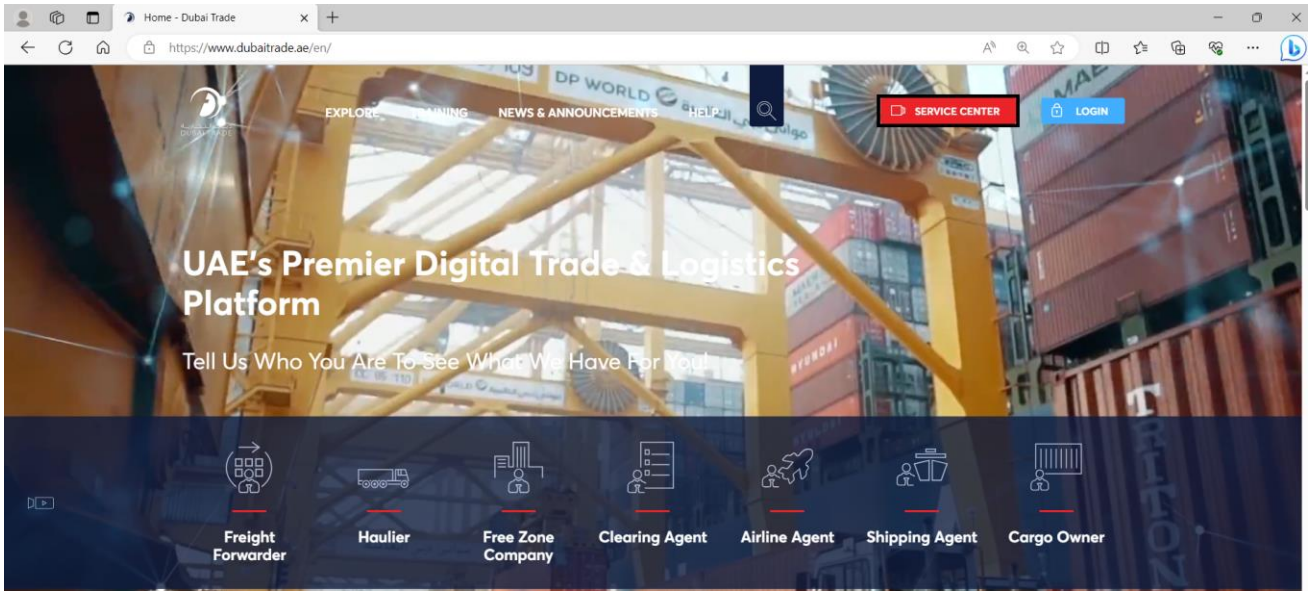
DOCUMENT DETAILS

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

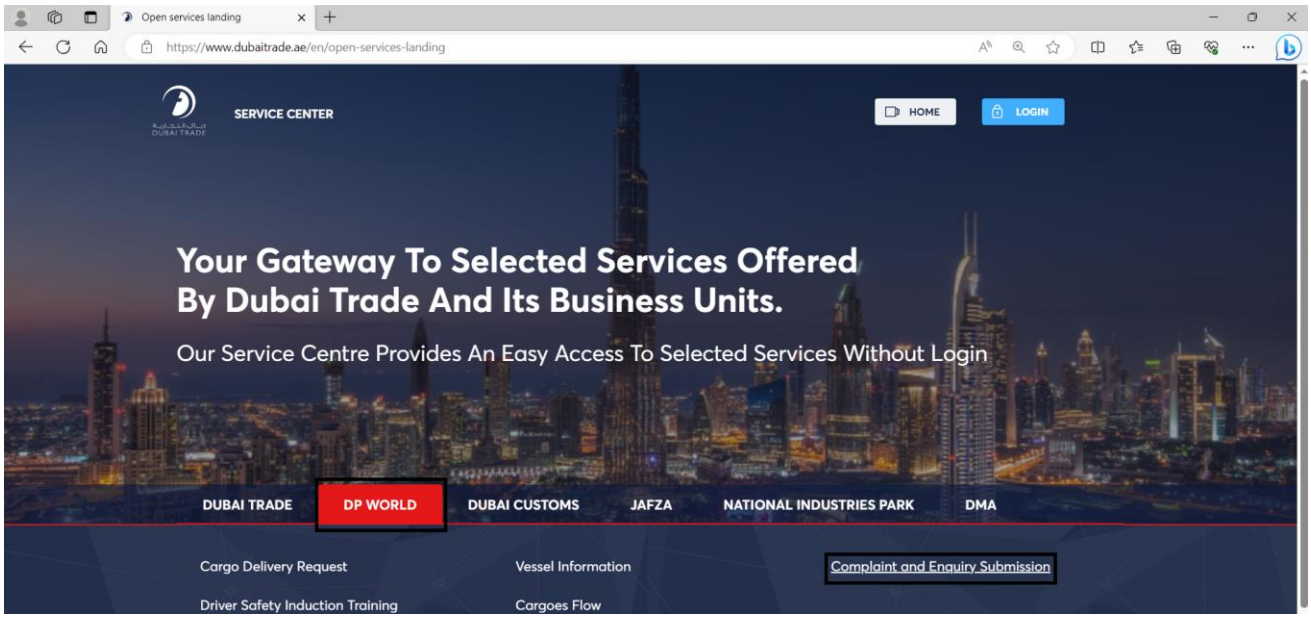
This service enables customers to submit their Complaint and Enquiry without Login into DT Portal. Any customer can submit their request using this service.

Navigation:

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



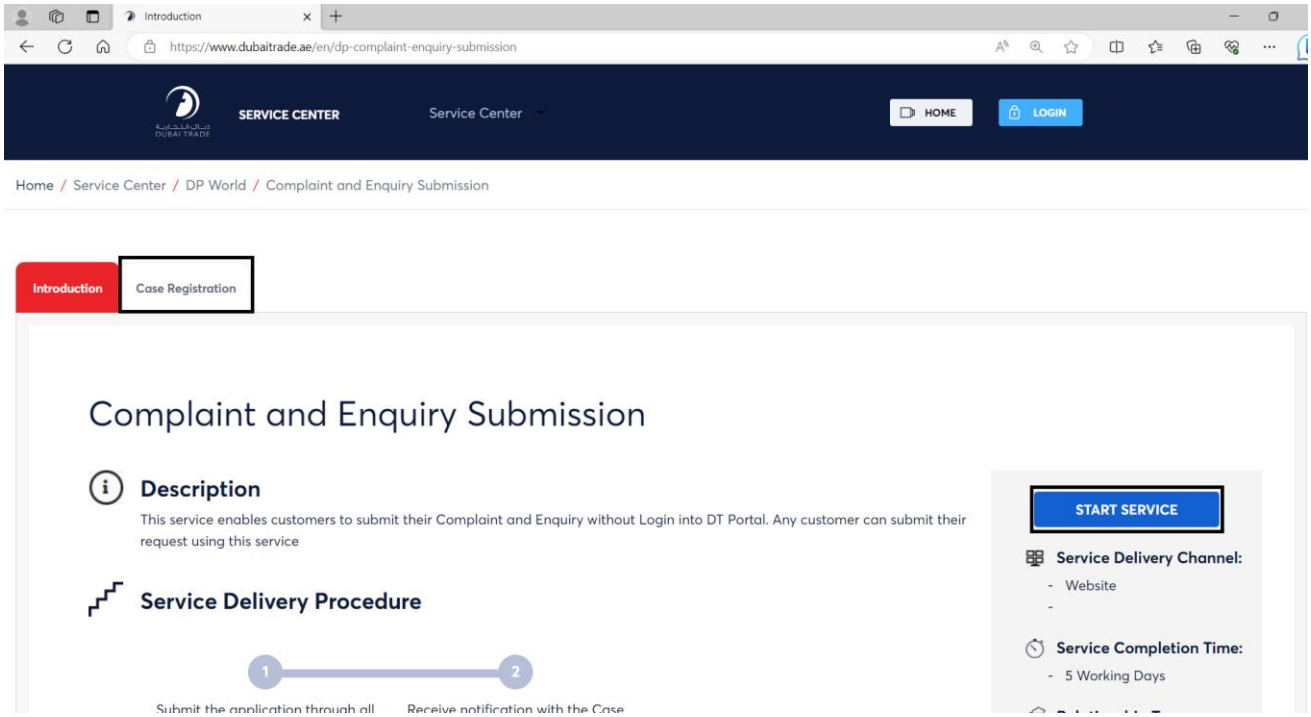
3. Click on the **DP World** tab *then* click **Complaint and Enquiry Submission**



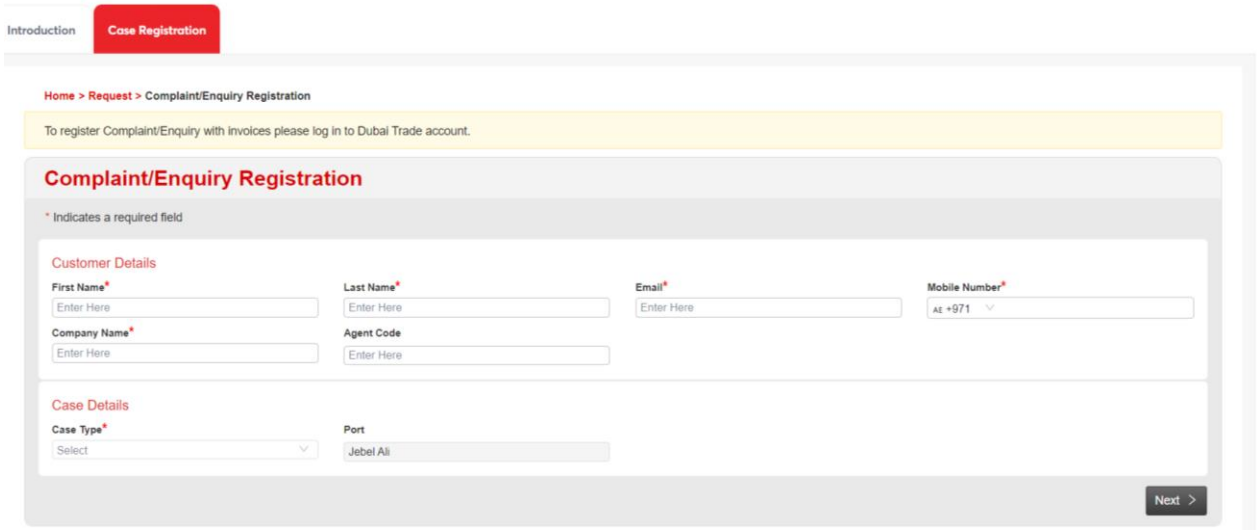
Complaint/Enquiry - Registration (Open-service)

Procedure:

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



The below screen will be displayed



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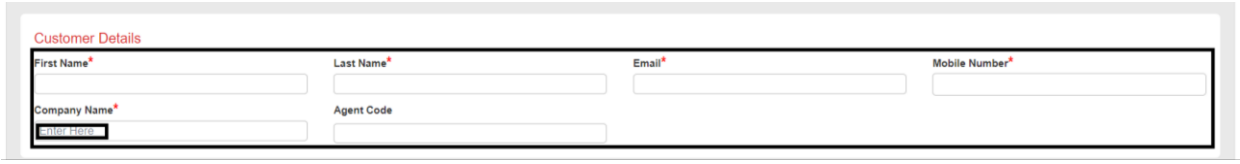
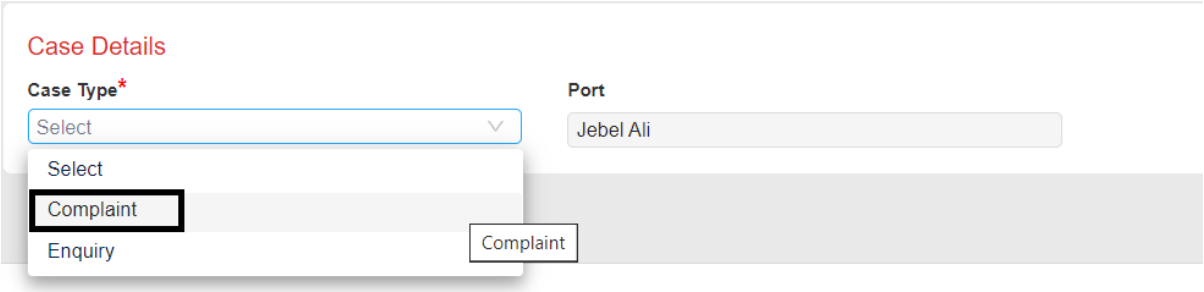
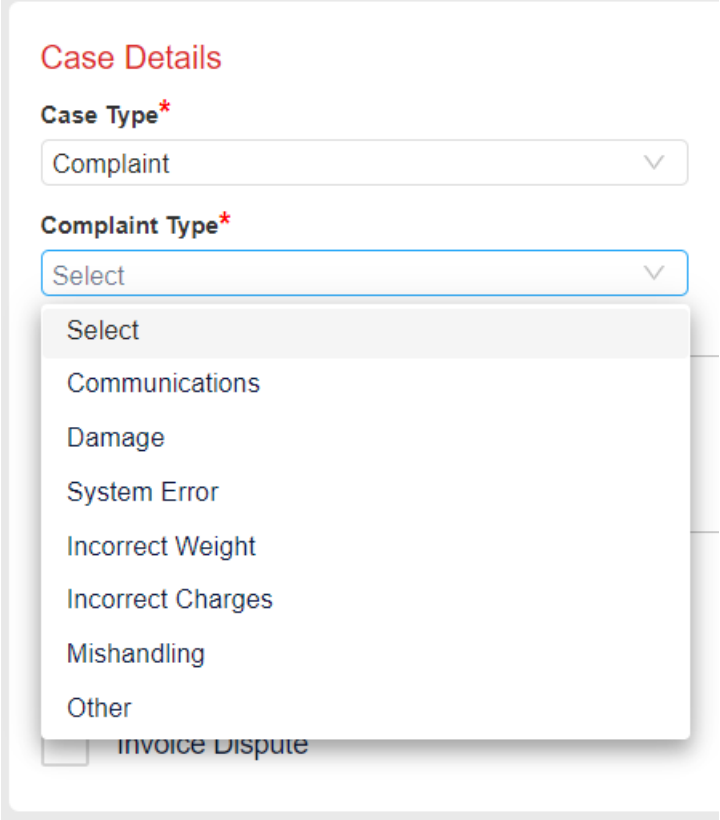
1. **Enter** the "Customer Details" fields



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

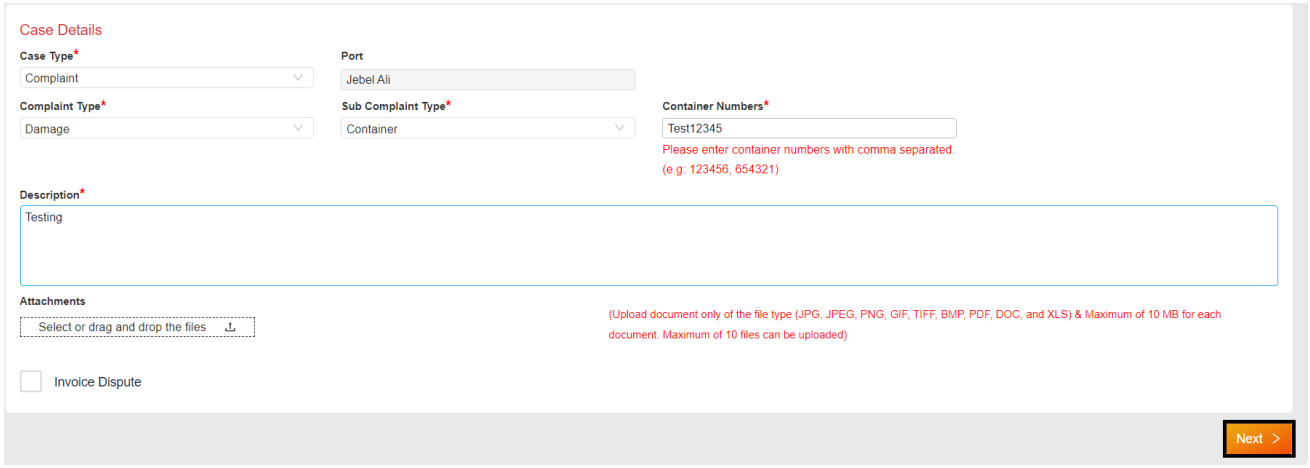


a. **Select** the "Complaint Type" and **enter** the required details

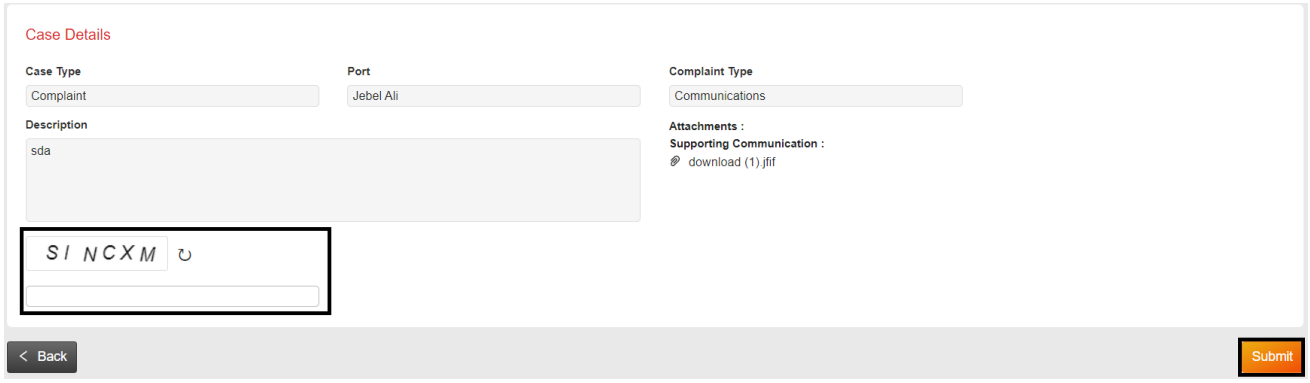


To register Complaint/Enquiry with invoices please log-in to Dubai Trade account.

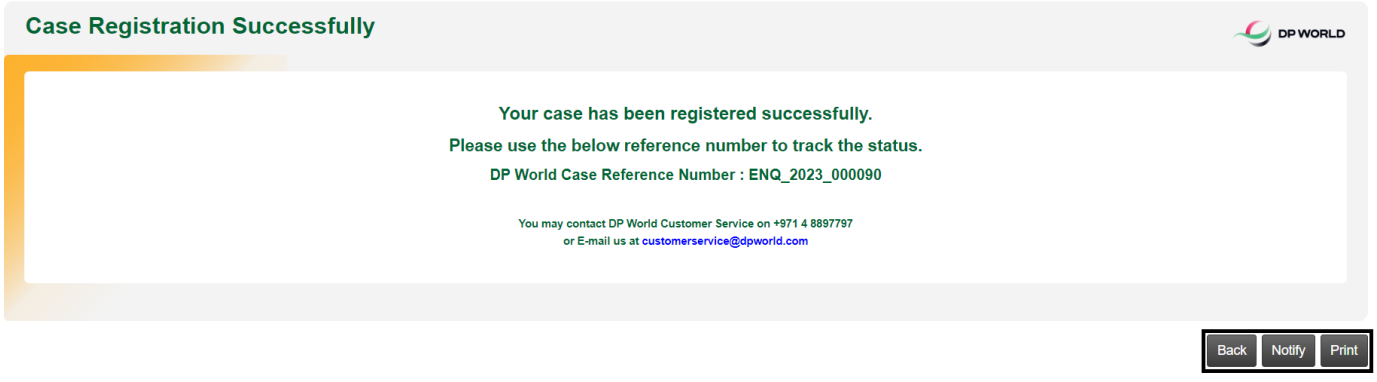
b. **Click** "Next" after entering the required details



c. **Enter** the CAPTCHA characters 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.

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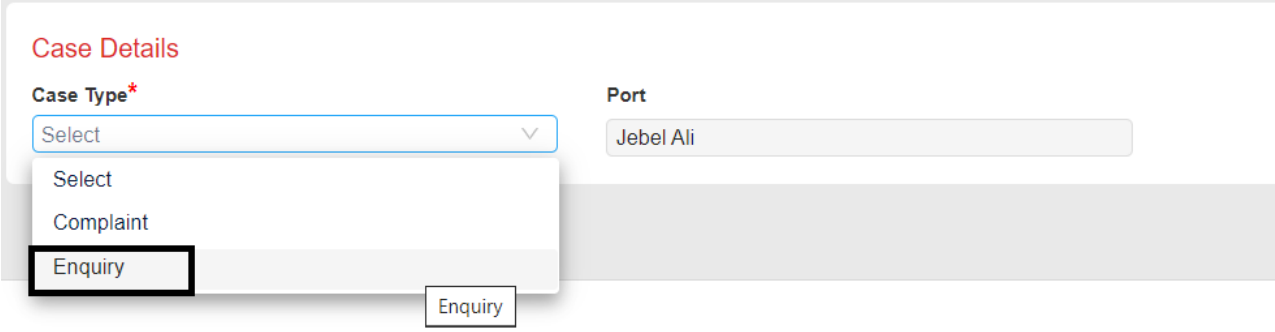
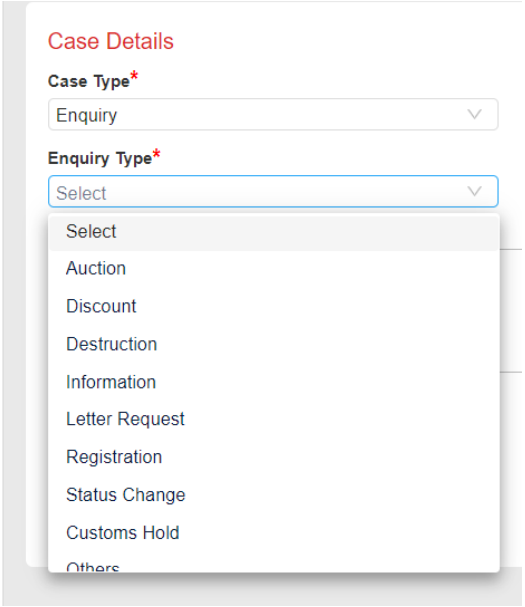
3. **Select** the "Enquiry" option

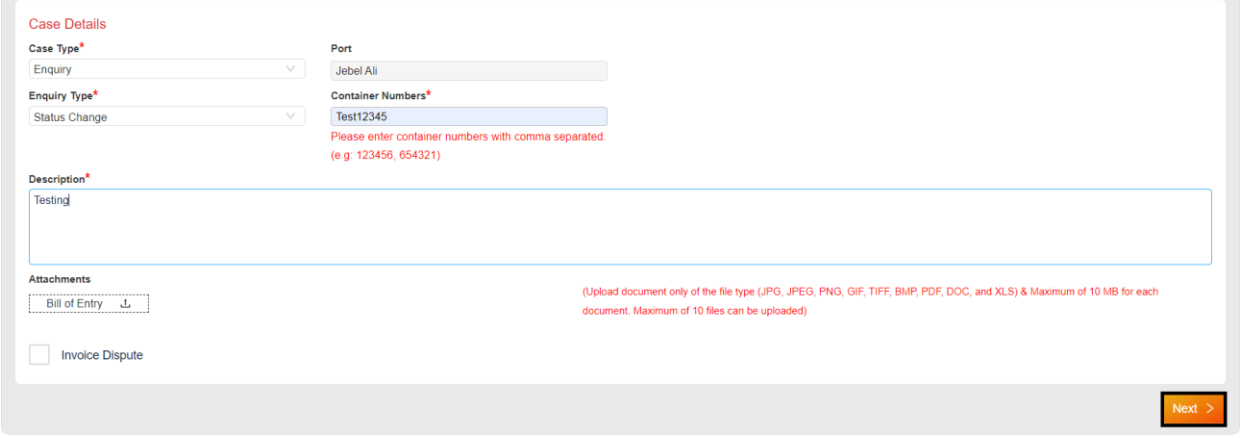


a. **Select** the "Enquiry Type" and **enter** the required details



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

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



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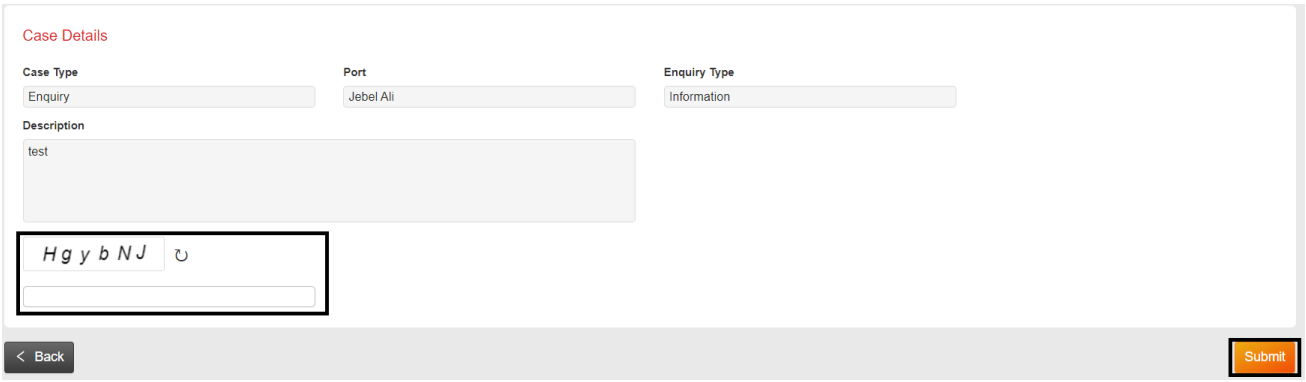
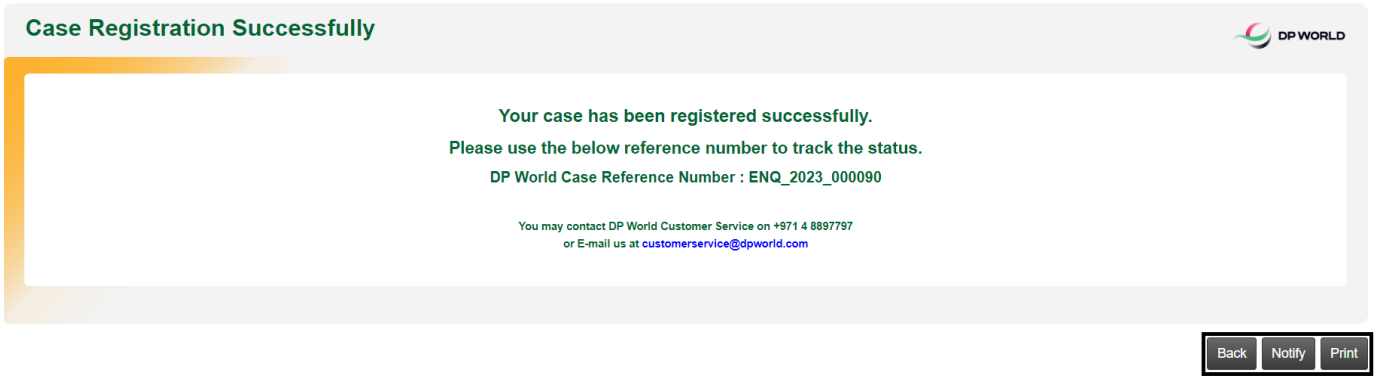
c. **Enter** the CAPTCHA characters and **click** "Submit"



The below confirmation will be displayed



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