



دبي التجارية
DUBAI TRADE

DP World Complaint/Enquiry - Status User's Manual

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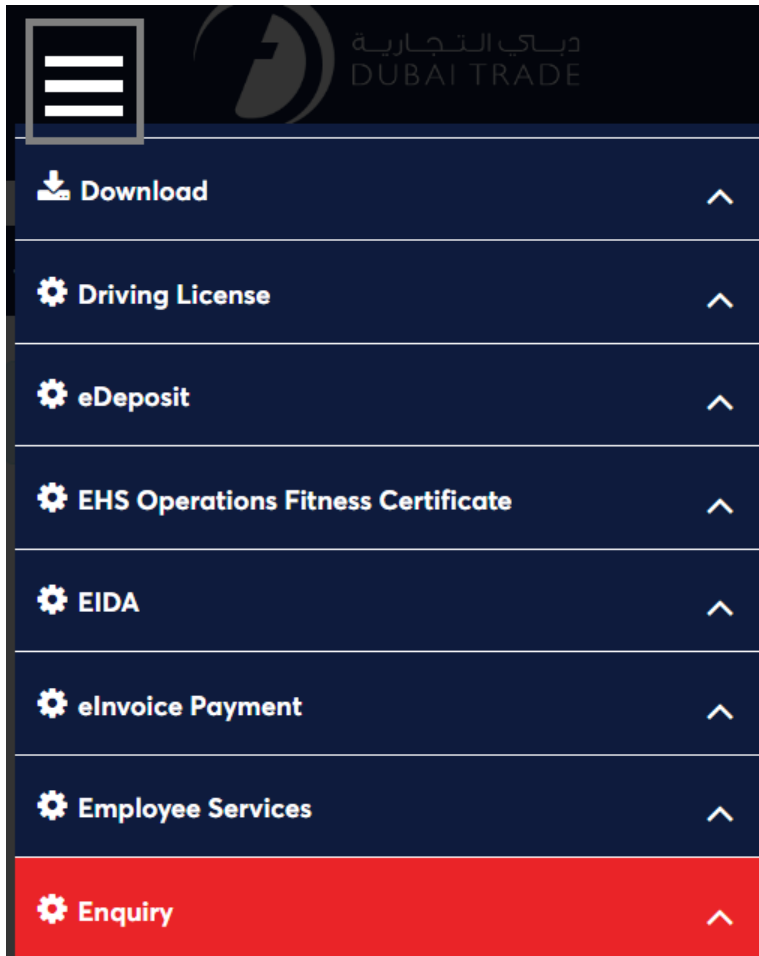
DOCUMENT DETAILS

Document Name	Complaint/Enquiry - Status
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 check the status of their Complaint and Enquiry submitting a Complaint/Enquiry request.

Navigation:

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



Procedure:

1. Click on "Complaint/Enquiry Status":

Bills Cleared by CA U2	☆
Bonded Warehouse Licenses	☆
Bonded Warehouse Licenses U2	☆
Break Bulk-p2 - Enquiry	☆
Cancellation Enquiry	☆
Cancellation Enquiry U2	☆
Case Enquiry_s	☆
Complaint/Enquiry Status	★

The below screen will be displayed

Track Your Case

Case Reference Number

Search

Advanced Search

Reference Number	Case Type	Email	Terminal	Status	Created On	Action
COM_2023_000334	Complaint			Submitted	18-08-2023 08:32:18	Details Print
ENQ_2023_000090	Enquiry			Submitted	18-08-2023 08:22:15	Details Print
COM_2023_000333	Complaint		Container Terminal 1	In Progress	17-08-2023 14:06:05	Details Print
COM_2023_000332	Complaint		Container Terminal 1	In Progress	10-08-2023 12:57:35	Details Print
COM_2023_000331	Complaint			In Progress	08-08-2023 09:29:48	Details Print
ENQ_2023_000089	Enquiry		Container Terminal 1	In Progress	07-08-2023 13:54:49	Details Print
COM_2023_000330	Complaint			In Progress	31-07-2023 12:37:34	Details Print
ENQ_2023_000087	Enquiry		Container Terminal 1	In Progress	31-07-2023 12:10:48	Details Print
ENQ_2023_000086	Enquiry		Container Terminal 3	In Progress	31-07-2023 11:18:38	Details Print
ENQ_2023_000085	Enquiry			In Progress	31-07-2023 11:12:23	Details Print

1-10 of 119 items

[<](#) [1](#) [2](#) [3](#) [4](#) [5](#) ... [12](#) [>](#)

Complaint/Enquiry - Status

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

Track Your Case

Case Reference Number

Q Enter Here

Search

Advanced Search

- Click the "Details" option to check the progress of the request

Reference Number	Case Type	Email	Terminal	Status	Created On	Action	
COM_2023_000334	Complaint			Submitted	18-08-2023 08:32:18	Details	Print
ENQ_2023_000090	Enquiry			In Progress	18-08-2023 08:22:15	Details	Print
COM_2023_000333	Complaint		Container Terminal 1	In Progress	17-08-2023 14:06:05	Details	Print
COM_2023_000332	Complaint			In Progress	10-08-2023 12:57:35	Details	Print
COM_2023_000331	Complaint		Container Terminal 1	In Progress	08-08-2023 09:29:48	Details	Print
ENQ_2023_000089	Enquiry			In Progress	07-08-2023 13:54:49	Details	Print
COM_2023_000330	Complaint		Container Terminal 1	In Progress	31-07-2023 12:37:34	Details	Print
ENQ_2023_000087	Enquiry		Container Terminal 1	In Progress	31-07-2023 12:10:48	Details	Print
ENQ_2023_000086	Enquiry		Container Terminal 3	In Progress	31-07-2023 11:18:38	Details	Print
ENQ_2023_000085	Enquiry			In Progress	31-07-2023 11:12:23	Details	Print

The below screen will be displayed

COM_2023_000334 Status



Submitted

Estimated Resolution Date:
Friday 18th August 2023



In Progress



Resolved



Reopened

[Case Handling Policy](#)

Customer Details

First Name

Last Name

Email

Mobile Number

Company Name

Case Details

Case Type

Port

Complaint Type

Description

< Back

Complaint/Enquiry - Status


4. Click the "Print" option to download and print the *Case Registration Report*

Reference Number	Case Type	Email	Terminal	Status	Created On	Action	
COM_2023_000334	Complaint			Submitted	18-08-2023 08:32:18	<button>Details</button>	<button>Print</button>
ENQ_2023_000090	Enquiry			In Progress	18-08-2023 08:22:15	<button>Details</button>	<button>Print</button>
COM_2023_000333	Complaint			Container Terminal 1	In Progress	17-08-2023 14:06:05	<button>Details</button>
COM_2023_000332	Complaint		Container Terminal 1	In Progress	10-08-2023 12:57:35	<button>Details</button>	<button>Print</button>
COM_2023_000331	Complaint			In Progress	08-08-2023 09:29:48	<button>Details</button>	<button>Print</button>
ENQ_2023_000089	Enquiry		Container Terminal 1	In Progress	07-08-2023 13:54:49	<button>Details</button>	<button>Print</button>
COM_2023_000330	Complaint			In Progress	31-07-2023 12:37:34	<button>Details</button>	<button>Print</button>
ENQ_2023_000087	Enquiry		Container Terminal 1	In Progress	31-07-2023 12:10:48	<button>Details</button>	<button>Print</button>
ENQ_2023_000086	Enquiry		Container Terminal 3	In Progress	31-07-2023 11:18:38	<button>Details</button>	<button>Print</button>
ENQ_2023_000085	Enquiry			In Progress	31-07-2023 11:12:23	<button>Details</button>	<button>Print</button>

1-10 of 119 Items

< 1 2 3 4 5 ... 12 >

The below preview page will be downloaded

		Print Date: 18-Aug-23 09:37
Case Registration Report - [COM_2023_000334]		
Customer Details		
First Name :		Last Name :
Email :		Mobile Number :
Company Name :		Agent Code :
Case Details		
Case Type :	Complaint	Case Status :
Port :	Jebel Ali	In Progress
Complaint Type :	System Error	
Description :	asd	
Page: 1/1		



The option to print will be displayed on the browser toolbar.

Complaint/Enquiry - Status

