



دبي التجارية  
DUBAI TRADE

# *DP World Cancel Export TLUC / Shifting Charges Payment User's Manual*

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Cancel Export TLUC/Shifting Charges Payment

## Table Designs

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### DOCUMENT DETAILS

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|                   |   |
|-------------------|---|
| Document Name     | Cancel Export TLUC/Shifting Charges Payment |
| Project Name      |   |
| Business Unit     | DP World                                    |
| Author(s)         | DT Training Dept.                           |
| Last Updated Date | 26 <sup>th</sup> October, 2023              |
| Current Version   | 1.0   |

*This service enables Traders (Local /Free Zone Company) or their Clearing Agents to cancel the payment and refund for Truck Loading Unloading Charges (TLUC) or Shifting Charges which they have paid to DP World.*

***NOTE: Only the party who has made the payment will be allowed to submit the refund request. Advance Deposit Account is mandatory to process the refund request.***

### Navigation:

1. Login to **Dubai Trade**
2. Go to **Cancel**
3. Then Go to **Export TLUC/Shifting Charges Payment**

*The below screen will be displayed*

**Cancel Export Payment**  
Home / Cancel / Document Search

Date Range Reference Number Container

From Date To Date

31-Aug-23 06-Sep-23

SEARCH

Reset

CANCELLATION ELEGIBLE REFUNDS

SELECT ALL PAID PARTIALLY PAID

Selected DPW Reference:

| DPW Reference | Agent R... | Request... | BRN Date  | Expiry D... | Shipping Agent       | Shipping Line    | Shipper              | C&F Agent | Payment Indicator |
|---------------|------------|------------|-----------|-------------|----------------------|------------------|----------------------|-----------|-------------------|
| 5003026       | 23011      | Specific   | 06-Sep-23 | 01-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF FZE |           | PAID              |
| 5003025       | 21032      | Specific   | 06-Sep-23 | 05-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF FZE |           | PAID              |
| 5003024       | 46005      | Specific   | 06-Sep-23 | 05-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF FZE |           | PAID              |
| 5003011       | 040920231  | Summary    | 04-Sep-23 | 05-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF FZE |           | PAID              |

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Next →

***NOTE: All recent DPW Reference's will be displayed. Users can search for the DPW Reference by Date Range, Reference Number, Container Number OR Filter by PAID, PARTIALLY PAID.***

## Procedure:

1. Select the **DPW Reference** then click **NEXT**

CANCELLATION

ELEGIBLE REFUNDS

SELECT ALL

RESET

PAID

PARTIALLY PAID

Selected DPW Reference: 5003025

| DPW Reference                               | Agent R... | Request ... | BRN Date  | Expiry D... | Shipping Agent       | Shipping Line    | Shipper              | C&F Agent | Payment Indicator |
|---|------------|-------------|-----------|-------------|----------------------|------------------|----------------------|-----------|-------------------|
| <input type="checkbox"/> 5003026            | 23011      | Specific    | 06-Sep-23 | 01-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF FZE |           | <div>PAID</div>   |
| <input checked="" type="checkbox"/> 5003025 | 21032      | Specific    | 06-Sep-23 | 05-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF FZE |           | <div>PAID</div>   |
| <input type="checkbox"/> 5003024            | 46005      | Specific    | 06-Sep-23 | 05-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF FZE |           | <div>PAID</div>   |
| <input type="checkbox"/> 5003011            | 040920231  | Summary     | 04-Sep-23 | 05-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF FZE |           | <div>PAID</div>   |

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**NOTE:** Multiple records can be selected.

2. Click  to View & Modify the Paid Amount

Payment Summary

View & Modify

| DPW Referen...                              | Agent R... | Request ... | BRN Date  | Req Qty | paidQty | Amount     | VAT      | Total Amount |   |
|---|------------|-------------|-----------|---------|---------|------------|----------|--------------|---|
| <input checked="" type="checkbox"/> 5003025 | 21032      | Specific    | 06-Sep-23 | 3       | 3       | 628.00 AED | 0.00 AED | 628.00 AED   | <div>PAID</div>  |
| Total                                       |            |             |           |         |         | 628.00 AED | 0.00 AED | 628.00 AED   |   |

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← PREVIOUS

CONFIRM CANCELLATION →

3. Select/Unselect the **Amount** then click **CONFIRM**

> DPW Reference: 5003025 | Agent Reference : 21032

Containers

Haulier:H00001 - DETROIT SHIPPING L.L.C

| Contr Type - Size                                 | Container No. | Stuffing Location | Payment Indicator | Total Amount |
|---|---------------|-------------------|-------------------|--------------|
| <input type="checkbox"/> GP [STD] - 20            | CNTR060909    | TOWN/FREE ZONE    | <div>PAID</div>   | 0.00 AED     |
| <input checked="" type="checkbox"/> GP [STD] - 20 | CNTR060910    | TOWN/FREE ZONE    | <div>PAID</div>   | 314.00 AED   |
| <input checked="" type="checkbox"/> GP [STD] - 20 | CNTR060911    | TOWN/FREE ZONE    | <div>PAID</div>   | 314.00 AED   |
| Total   |               |                   |                   | 628.00 AED   |

CANCEL

CONFIRM

4. Click **CONFIRM CANCELLATION**

Payment Summary

| DPW Referen... | Agent R... | Request ... | BRN Date  | Req Qty | paidQty | Amount            | VAT             | Total Amount      | Payment... | Action |
|----------------|------------|-------------|-----------|---------|---------|-------------------|-----------------|-------------------|------------|--------|
| 5003025        | 21032      | Specific    | 06-Sep-23 | 3       | 3       | 942.00 AED        | 0.00 AED        | 942.00 AED        | PAID       |        |
| <b>Total</b>   |            |             |           |         |         | <b>942.00 AED</b> | <b>0.00 AED</b> | <b>942.00 AED</b> |            |        |

< 1 >

← PREVIOUS

CONFIRM CANCELLATION →

5. Review the Cancellation Summary then click **YES**

✓ Cancellation Confirmation...!

Summary

| DPW Reference | Stuffing Location | Receipt Number | Contr Type - Size | Paid Qty (Tokenized) | Cancellation Count |
|---------------|-------------------|----------------|-------------------|----------------------|--------------------|
| 5003025       | TOWN/FREE ZONE    | 40004137       | GP [STD] - 20     | 1 (0)                | 1                  |
| 5003025       | TOWN/FREE ZONE    | 40004137       | GP [STD] - 20     | 1 (0)                | 1                  |

Are you sure to proceed with cancellation of payment as per above details?

NO YES

The below confirmation will be displayed

**Payment Cancelled**

Below is the summary of the cancelled payments with their charges:

Current Cancelled Charges


| DPW Reference | Stuffing Locati... | Tariff Descripti... | Contr Type - SI... | No of Contrs | Rate | Gross Amt | Net | Vat% | Vat Amt      | Total Amount   |
|---------------|--------------------|---------------------|--------------------|--------------|------|-----------|-----|------|--------------|----------------|
| 5003025       | TOWN/FREE ...      | TLUC - TRUC...      | GP [STD] - 20      | 1            | 314  | 314       | 314 | 0    | 0            | 314            |
| 5003025       | TOWN/FREE ...      | TLUC - TRUC...      | GP [STD] - 20      | 1            | 314  | 314       | 314 | 0    | 0            | 314            |
| <b>Total</b>  |                    |                     |                    |              |      |           |     |      | <b>0 AED</b> | <b>628 AED</b> |

Do you want to proceed for Refund?

NO YES

**NOTE:** Only the party who has made the payment will be allowed to submit the refund request. Advance Deposit Account is mandatory to process the refund request.

6. Click **YES** to proceed for Refund then click **INITIATE REFUND**



### Payment Cancelled

Below is the summary of the cancelled payments with their charges:

Current Cancelled Charges


| DPW Reference | Stuffing Locati... | Tariff Descripti... | Contr Type - SI... | No of Contrs | Rate | Gross Amt | Net | Vat% | Vat Amt      | Total Amount   |
|---------------|--------------------|---------------------|--------------------|--------------|------|-----------|-----|------|--------------|----------------|
| 5003025       | TOWN/FREE ...      | TLUC - TRUC...      | GP [STD] - 20      | 1            | 314  | 314       | 314 | 0    | 0            | 314            |
| 5003025       | TOWN/FREE ...      | TLUC - TRUC...      | GP [STD] - 20      | 1            | 314  | 314       | 314 | 0    | 0            | 314            |
| <b>Total</b>  |                    |                     |                    |              |      |           |     |      | <b>0 AED</b> | <b>628 AED</b> |

Do you want to proceed for Refund?

NO
YES

#### Refund Options


Select the option for refund




ADVANCE DEPOSIT (A/c: 500013)  
57096861.9 AED

INITIATE REFUND →

The below confirmation will be displayed



### Your refund request initiated

Request Number: 407 

Expected Advance Deposit Account Balance after refund: 57096861.9 + 628 = 57097489.9 AED


GOTO HOME

**NOTE:** If clicked **NO** to proceed for Refund, the Payment will be cancelled and the refund can be initiated from the option **ELIGIBLE REFUNDS** shown below

CANCELLATION
ELIGIBLE REFUNDS

SELECT ALL
RESET

Selected DPW Reference: 5003011 ×

| DPW Reference   | Agent R... | Request ... | BRN Date  | Expiry D... | Shipping Agent       | Shipping Line    | Shipper               | C&F Agent |
|---|------------|-------------|-----------|-------------|----------------------|------------------|-----------------------|-----------|
|  <span style="border: 1px solid #007bff; border-radius: 5px; padding: 2px 5px;">5003011</span> | 040920231  | Summary     | 04-Sep-23 | 05-Oct-23   | A180: MAERSK KANO... | MSK: MAERSK LINE | F7100: SONY GULF F... |           |

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NEXT →

