



دبي التجارية  
DUBAI TRADE

# *DP World DP World Payment - Export Cancel Payment User's Manual*

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## Table Designs

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### DOCUMENT DETAILS

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Document Name	DP World Payment - Export Cancel Payment
Project Name	
Business Unit	DP World
Author(s)	DT Training Dept.
Last Updated Date	29 <sup>th</sup> October, 2023
Current Version	1.0

*This service enables Traders (Local/FreeZone Company) or their Clearing Agents to cancel the DP World Charges which they have paid for their Export Bills/Declarations. The following charges will be applicable:*

- DPC (if not paid earlier)
  - Document amendment charge in case of ED amendment (Some containers removed)
  - TLUC for containers Release Request
  - OOG charge twice (one of receiving and one for delivery) if not collected during THC payment
- NOTE:** Export Declaration must be de-linked from containers to proceed and Container Release request must be available for the container to be removed out of the port.

#### **Navigation:**

1. Login to **Dubai Trade**
2. Go to **Request**
3. Then Go to **DP World Payment**

*The below screen will be displayed*

DP WORLD

Search Documents

1 Document Search → 2 Compute Charges → 3 Confirm Charges

\* Document Type: Export Cancel Payment

Customs Source: Dubai Customs

\* Pay For: ☒ Own Document ☐ Third Party Document

Document Number: Customs/DM Rejected Containers: ☐

From Date: 01/11/2023 To Date: 07/11/2023 Search

(The date range cannot exceed 7 days)

## Procedure:

### I. Document Search

#### 1. Select **Export Cancel Payment** under Document Type

The screenshot shows the 'Search Documents' window with a three-step process: 1. Document Search, 2. Compute Charges, and 3. Confirm Charges. The 'Document Type' dropdown menu is open, showing options: Import FCL Bills/Declarations, Import FCL DO, Import LCL Bills/Declaration, Export Bills/Declarations, Cargo Transfer Bill, Import FCL BOL, Free Zone Transfer Bill, Cargo Transfer LCL, Destruction Cargo, Container Weighing, **Export Cancel Payment** (highlighted), and Export BRN Payment. Other fields include Customs Source, Pay For, Document Number, From Date, To Date, and DM Rejected Containers.

#### 2. Select **Customs Source** if the Declaration is from Dubai Customs or Other Emirates, Select **Own Document** if the Declaration has been either created by you or belongs to you; OR Select **Third Party Document** if you are making the payment on behalf of someone else.

The screenshot shows the 'Search Documents' window with the 'Document Type' set to 'Export Cancel Payment'. The 'Customs Source' dropdown is set to 'Dubai Customs'. The 'Pay For' section has 'Own Document' selected. Annotations include: 'Select the Customs Source' pointing to the 'Dubai Customs' dropdown, 'Dubai Customs' and 'Other Emirates' buttons, 'If the document has been created by you or belongs to you' pointing to the 'Own Document' radio button, and 'If the document does not belong to you' pointing to the 'Third Party Document' radio button. The 'Document Number' field is empty, and the 'From Date' and 'To Date' fields are set to 01/11/2023 and 07/11/2023 respectively. A 'Search' button is at the bottom right.

#### 3. If selected "**Own Document**" Search for the Bill/Declaration by using either:

- Document Number (Bill/Declaration) - Enter the declaration number and click **Search**

1 Document Search → 2 Compute Charges → 3 Confirm Charges

\* Document Type: Export Cancel Payment

Customs Source: Dubai Customs

\* Pay For: ☒ Own Document  
☐ Third Party Document

Document Number: 303-25102304-23 Customs/DM Rejected Containers: ☐

From Date:

To Date:  Search

(The date range cannot exceed 7 days)

**b. Select the Bill/Declaration and click Next**

One item found.

<input checked="" type="checkbox"/>	Bill Number	Cargo Type	Bill Date	Clearance	No of Container	Consignee Name	Payment Txn Id
<input checked="" type="checkbox"/>	303-25102304-23	FCL	25/10/2023	2	1	SONY GULF FZE	

Next

**Note:** If Third Party Document is Selected then the Document Number is Mandatory and the Date Range becomes Disabled.

1 Document Search → 2 Compute Charges → 3 Confirm Charges

\* Document Type: Export Bills/Declarations

Customs Source: Dubai Customs

\* Pay For: ☐ Own Document  
☒ Third Party Document

Document Number: 201-30102304-23 Customs/DM Rejected Containers: ☐

From Date:

To Date:  Search

(The date range cannot exceed 7 days)

**If Third Party Document is selected then the Document Number is mandatory and the date range is not required**

**c. Bill/Declaration Date - Enter a date range in the fields.**

**Note:** date range should be a maximum of 7 days for the last 3 months' Bills/Dec. only

1  
Document Search

2  
Compute Charges

3  
Confirm Charges

\* Document Type: Export Bills/Declarations ▼

Customs Source: Dubai Customs ▼

\* Pay For: ☒ Own Document  
☐ Third Party Document

Document Number:  Customs/DM Rejected Containers: ☐

From Date: 31/10/2023

To Date: 06/11/2023

Search

(The date range cannot exceed 7 days)

#### 4. Click on **Search**

1  
Document Search

2  
Compute Charges

3  
Confirm Charges

\* Document Type: Export Bills/Declarations ▼

Customs Source: Dubai Customs ▼

\* Pay For: ☒ Own Document  
☐ Third Party Document

Document Number:  Customs/DM Rejected Containers: ☐

From Date: 31/10/2023

To Date: 06/11/2023

Search

(The date range cannot exceed 7 days)

5. After clicking on Search, a list of FCL Bills will be displayed.  
**System shows bills cleared /generated in the specified date range.**

**Note: Bill Clearance** indicates how many payments were made for this particular bill.

1  
Document Search

2  
Compute Charges

3  
Confirm Charges

\* Document Type: Export Cancel Payment ▼

Customs Source: Dubai Customs ▼

\* Pay For: ☒ Own Document  
☐ Third Party Document

Document Number: 303-25102304-23 Customs/DM Rejected Containers: ☐

From Date:

To Date:  Search

(The date range cannot exceed 7 days)

Available List of Export Cancel Payment

**View Notes**

- Total number of containers for selected documents should not exceed 100. In case of a single document having more than 100 containers, select only that and continue.
- Documents/Declarations in **RED** color indicate they are on **HOLD by CUSTOMS**.
- Declarations highlighted in **BLUE** indicates **token generated for one or more containers in the declaration**.
- Documents/Declarations for which payment is in-progress are disabled and corresponding payment transaction ID is displayed.
- Please use this service for clearing new bills.
- If Previous clearances are done in old ePayment service, please proceed to old ePayment for processing further clearances.

One Item found.

	Bill Number	Cargo Type	Bill Date	Clearance	No of Container	Consignee Name	Payment Txn Id
<input checked="" type="checkbox"/>	303-25102304-23	FCL	25/10/2023	2	1	SONY GULF FZE	

Next

6. Select the Bill(s)/ Declaration(s) then click **Next**

<input checked="" type="checkbox"/>	Bill Number	Bill Date	Clearance	No of Container	Consignee Name	Payment Txn Id
<input checked="" type="checkbox"/>	301-26102302-23	26/10/2023	1	2	MIDDLE FZCO	
<input checked="" type="checkbox"/>	302-24102301-23	24/10/2023	2	1	MIDDLE FZCO	

[Next](#)

**Note:** you can select multiple Bills / Declaration but the total number of containers for all selected bills should not exceed 100. But if only one Bill/Declaration is selected it may exceed 100.

## II. Compute Charges

1. The following page will be displayed

1 Document Search

2 Compute Charges

3 Confirm Charges

Bill Number	Container	Amount	Vat Amount	Total Amount		
303-25102304-23	1	0	0	0	<a href="#">Details</a>	<a href="#">Delete</a>
<b>Total</b>		<b>1</b>	<b>0</b>	<b>0</b>		

[Previous](#)
[Next](#)

Declarations highlighted in **BLUE** indicates token generated for one or more containers in the declaration.

2. Click on **Details** to view Document Details

1 Document Search

2 Compute Charges

3 Confirm Charges

Bill Number	Container	Amount	Vat Amount	Total Amount		
303-25102304-23	1	0	0	0	<a href="#">Details</a>	<a href="#">Delete</a>

3. Document Details will display

**Document Details**

Document Details

Bill Number: 201-18102303-23      Bill Date: 18-10-2023  
 Bill Clearance: 1      B/E Type Descr: **Export Bill**  
 Main Agent: -      Rotation:      DO Date:      Clr Agent: -  
 DO No:      Consignee: F7100 - ' GULF FZE      BOL Number: 201-18102303-23  
 Vessel:      Port Of Discharge: AEJEA      Arrival Date:      Import BOE Details: [Details](#)

[BRN Link](#)

✓	Sr No	Container No	Size	Type	Seal No	BRN	Rotation	Port Size	Port Type	Port OG flag	Port Imco	Source
✓	1	ARPM650023	20	STD			822653	20	STD	N		LOAD-LIST

Container No	Tariff Description	Amount	Vat %	Vat Amount	Total Amount
	DOCUMENT PROCESSING CHARGE	55.0	0.0	0.0	55.0
	Total	55.0		0.0	55.0

Customer Reference Number:

[Save](#)

[Close](#)

- Click **BRN Link** to link the DP World Booking Reference Number for removing the Export Container out of the Port

**Document Details**

Document Details

Bill Number: 201-18102303-23      Bill Date: 18-10-2023  
 Bill Clearance: 1      B/E Type Descr: **Export Bill**  
 Main Agent: -      Rotation:      DO Date:      Clr Agent: -  
 DO No:      Consignee: F7100 - ' GULF FZE      BOL Number: 201-18102303-23  
 Vessel:      Port Of Discharge: AEJEA      Arrival Date:      Import BOE Details: [Details](#)

[BRN Link](#)

✓	Sr No	Container No	Size	Type	Seal No	BRN	Rotation	Port Size	Port Type	Port OG flag	Port Imco	Source
✓	1	ARPM650023	20	STD			822653	20	STD	N		LOAD-LIST

Container No	Tariff Description	Amount	Vat %	Vat Amount	Total Amount
	DOCUMENT PROCESSING CHARGE	55.0	0.0	0.0	55.0
	Total	55.0		0.0	55.0

Customer Reference Number:

[Save](#)

- Enter BRN or Agent Ref Number then click **Search**



BRN Search

BRN or Agent Ref Number:

6. Click **Select BRN** to Proceed

BRN Search

BRN or Agent Ref Number:

BRN Search Results

Container Number	BRN Number	Agent Ref Number	Expiry Date	Request Date
ARPM650023	5003712	TEST711231	07-May-2024 11:59:00	07-Nov-2023 11:31:33

BRN will be linked with selected Containers.

7. Click **Save** to go back to previous Screen

Document Details

Bill Number: 201-18102303-23 Bill Date: 18-10-2023

Bill Clearance: 1 B/E Type Descr: Export Bill

Main Agent: - Rotation: DO Date: Clr Agent: -

DO No: Consignee: F7100 - SONY GULF FZE BOL Number: 201-18102303-23

Vessel: Port Of Discharge: AEJEA Arrival Date: Import BOE Details: [Details](#)

<input checked="" type="checkbox"/>	Sr No	Container No	Size	Type	Seal No	BRN	Rotation	Port Size	Port Type	Port OG flag	Port Imco	Source
<input type="checkbox"/>	1	ARPM650023	20	STD		5003712	822653	20	STD	N		AGENT-REQUEST

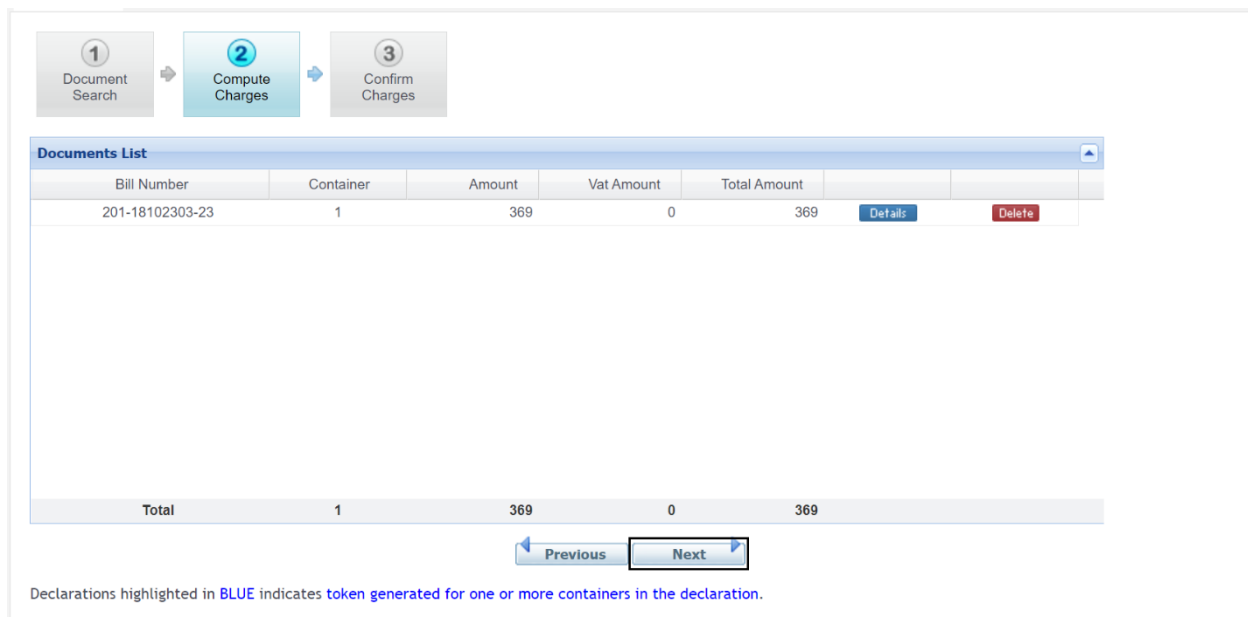
Container No	Tariff Description	Amount	Vat %	Vat Amount	Total Amount
	DOCUMENT PROCESSING CHARGE	55.0	0.0	0.0	55.0
ARPM650023	TLUC - TRUCK LOADING / UNLOADING CHARGE	314.0	0.0	0.0	314.0
	Total	369.0		0.0	369.0

Customer Reference Number:

*Enter your (Customer) reference number*

*Click **Save** to go back to previous screen*

8. Click **Next** to Proceed to Next Screen



1 Document Search → 2 Compute Charges → 3 Confirm Charges

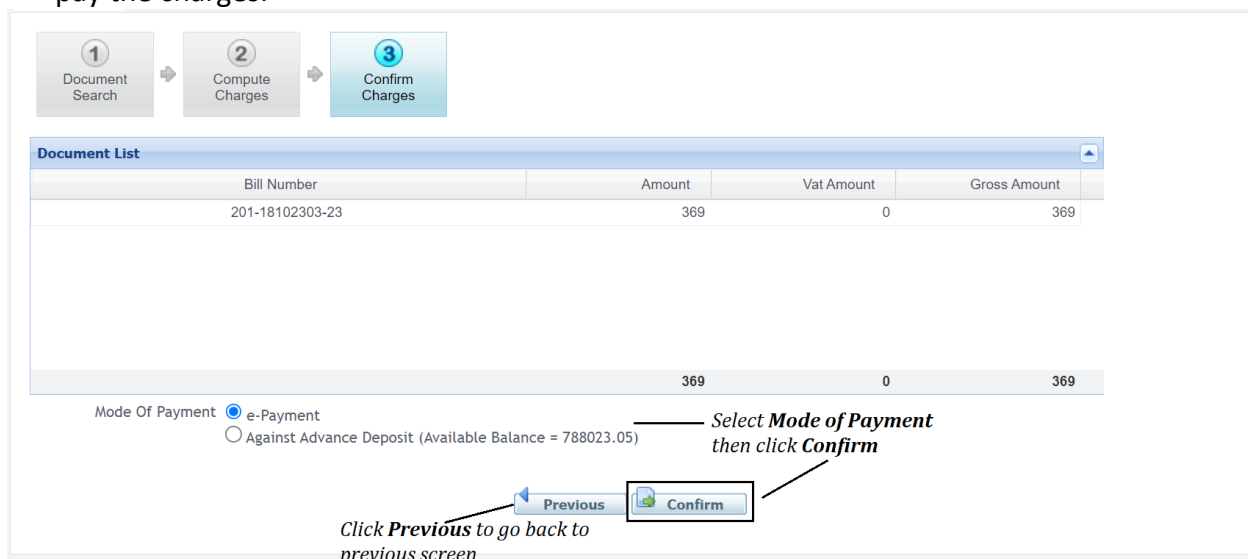
Bill Number	Container	Amount	Vat Amount	Total Amount	Details	Delete
201-18102303-23	1	369	0	369		
<b>Total</b>		<b>1</b>	<b>369</b>	<b>0</b>	<b>369</b>	

Previous Next

Declarations highlighted in BLUE indicates token generated for one or more containers in the declaration.

### III. Confirm Charges

1. Select the Mode of Payment (e-Payment or Advance Deposit Account) then Click **Confirm** to pay the charges.



1 Document Search → 2 Compute Charges → 3 Confirm Charges

Bill Number	Amount	Vat Amount	Gross Amount
201-18102303-23	369	0	369
		<b>369</b>	<b>0</b>
			<b>369</b>

Mode Of Payment ☒ e-Payment  
☐ Against Advance Deposit (Available Balance = 788023.05)

Previous Confirm

Click **Previous** to go back to previous screen

Select **Mode of Payment** then click **Confirm**

2. Mode of Payment:
  - 2.1. E-Payment

After clicking **Confirm** system will redirect you to the payment page

**System displays Rosoom (the Centralized e-Payment Gateway)**

#### 2.1.1. Select Debit/Credit Card

How would you like to pay?

☐ Debit/Credit

☐ Direct Debit

☐ Notify me with the payment status.

Enter your e-mail id

☐ I accept the [Terms and Conditions](#) for this payment

powered by

Rasoom



رأسوم

- Select the Card Type

How would you like to pay?

☒ Debit/Credit

☐ Direct Debit

Select the Card Type

☒ AMERICAN EXPRESS

☐ mastercard

☐ VISA

☐ Notify me with the payment status.

Enter your e-mail id

☐ I accept the [Terms and Conditions](#) for this payment

powered by

Rasoom



رأسوم

ORDER DETAILS

Merchant	DP WORLD
Pay To	Jebel Ali Terminals
Pay For	DP WORLD e-PAYMENT
Total	2,283 AED

CANCEL ORDER

AGREE AND PAY

ORDER DETAILS

Merchant	DP WORLD
Pay To	Jebel Ali Terminals
Pay For	DP WORLD e-PAYMENT
Total	2,283 AED

CANCEL ORDER

AGREE AND PAY


- Select "Notify me with payment status" and enter your email to be notified
- Select "I accept the Terms and Conditions for this payment" then click **AGREE AND PAY**

How would you like to pay?

☒ Debit/Credit ☐ Direct Debit

Select the Card Type

☐ AMERICAN EXPRESS ☒ mastercard ☐ VISA

ORDER DETAILS	
Merchant	 DP WORLD
Pay To	Jebel Ali Terminals
Pay For	DP WORLD e-PAYMENT
Total	2,283 AED

☒ Notify me with the payment status.


☒ I accept the [Terms and Conditions](#) for this payment

CANCEL ORDER

AGREE AND PAY

powered by   راسوم

- Enter Card details then click **Next**

Payment	Review	Receipt
<div><h3>Payment Details</h3><p>* Required field</p><p>Card Type *</p><p><input type="radio"/> VISA Visa <input checked="" type="radio"/> Mastercard</p><p>Card Number *</p><p>5555555555554444</p><p>Expiration Month * Expiration Year *</p><p>11 2023</p><p>CVN *</p><p>This code is a three or four digit number printed on the back or front of credit cards.</p><p>123 </p><p>Next</p><p><a href="#">Cancel Order</a></p></div>	<div><h3>Your Order</h3><p>Total amount 2,283.00 AED</p></div>	

**Note:** system remembers your selection before landing to this page i.e., Master or Visa card. However, you can still change it

- Review the details then click **Pay**

Payment
Review
Receipt

Review your Order

Payment Details

Card TypeMastercard
Card Numberxxxxxxxxxx4444
Expiration Date11-2023

Your Order

Total amount2,283.00 AED

Back
Pay

[Cancel Order](#)

### 2.1.2. Direct Debit

- The listed the banks will be displayed

How would you like to pay?

Debit/Credit
Direct Debit

Select the Bank

بنك دبي التجاري  
Commercial Bank of Dubai  
Attijari

بنك دبي التجاري  
Commercial Bank of Dubai  
iBusiness

بنك دبي الإسلامي  
Dubai Islamic Bank

Emirates NBD  
e-Wallet

HSBC  
Corporate

ORDER DETAILS

MerchantDP WORLD
Pay ToJebel Ali Terminals
Pay ForDP WORLD e-PAYMENT

Total2,283 AED

☐ Notify me with the payment status.

Enter your e-mail id

☐ I accept the [Terms and Conditions](#) for this payment

CANCEL ORDER

AGREE AND PAY

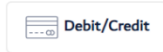
powered by   

- Select the bank
- Select "Notify me with payment status" and enter your email to be notified
- Select "I accept the Terms and Conditions for this payment" then click **AGREE AND PAY**

### 2.1.3. Cancel Order

- Click **Cancel Order**: (cancel the payment and revert back to [www.dubaitrade.ae](http://www.dubaitrade.ae))

How would you like to pay?



ORDER DETAILS	
Merchant	DP WORLD
Pay To	Jebel Ali Terminals
Pay For	DP WORLD e-PAYMENT
Total	2,283 AED

☐ Notify me with the payment status.

Enter your e-mail id

☐ I accept the [Terms and Conditions](#) for this payment

CANCEL ORDER

AGREE AND PAY

powered by

### 2.1.4. Confirm the payment by clicking **Pay**

**Note:** you can still edit card details, cancel this transaction or go back to the previous step.

Payment	Review	Receipt
<b>Review your Order</b>		
<b>Payment Details</b>		<b>Your Order</b>
Card Type	Mastercard	<b>Total amount</b> 2,283.00 AED
Card Number	xxxxxxxxxxxx4444	
Expiration Date	11-2023	
<a href="#">Back</a>		<a href="#">Pay</a>
<a href="#">Cancel Order</a>		

The following confirmation will be displayed, click on **Print Receipt** to print the receipt of the transaction

**Note:** in case of the payment failed system will block the selected Bill(s) and give a Transaction ID and payment will not be able to reinitiate until getting the confirmation from the financial institution (Merchant) about the payment status.

## 2.2. Mode of Payment: Advance Deposit


Bill Number	Amount	Vat Amount	Gross Amount
201-18102303-23	369	0	369

Mode Of Payment ☐ e-Payment ☒ Against Advance Deposit (Available Balance = 788023.05)

If the amount is available, then system confirms the payment and gives the e-Receipt number

Click on **Print Receipt** to print the receipt of the transaction

## Receipt (TAX INVOICE)

 <p> <b>JEBEL ALI TERMINALS FZE</b>  P.O. BOX NO. 17000, DUBAI, UAE  Telephone 04-8815555  Email CUSTOMERSERVICE@dpworld.  Website : WWW.DPWORLD.AE  TRN : 100286077100003 </p>																	
<b>TAX INVOICE</b> (Cash Account)																	
Customer : GULF FZE Address : DUBAI MINA RASHID U.A.E. TRN : VAT02082020																	
<table border="0" style="width: 100%;"> <tr> <td>Receipt No : 40004913</td> <td>Date : 07/11/2023 11:44</td> </tr> <tr> <td>Clr Agent :</td> <td>DO No :</td> </tr> <tr> <td>Vessel :</td> <td>B/E No : 201-18102303-23</td> </tr> <tr> <td>Clearance : 1</td> <td>BOL No :</td> </tr> <tr> <td>Rotation :</td> <td>Arr Date :</td> </tr> <tr> <td colspan="2">Transaction Id : 2000007090</td> </tr> </table>						Receipt No : 40004913	Date : 07/11/2023 11:44	Clr Agent :	DO No :	Vessel :	B/E No : 201-18102303-23	Clearance : 1	BOL No :	Rotation :	Arr Date :	Transaction Id : 2000007090	
Receipt No : 40004913	Date : 07/11/2023 11:44																
Clr Agent :	DO No :																
Vessel :	B/E No : 201-18102303-23																
Clearance : 1	BOL No :																
Rotation :	Arr Date :																
Transaction Id : 2000007090																	
<b>Charge Description</b>	<b>Amount</b>	<b>Disc</b>	<b>VAT %</b>	<b>VAT</b>	<b>Total</b>												
<b>Container ARPM650023</b>																	
TLUC - TRUCK LOADING / UNLOADING CHARGE For Bill Number(ED-201-18102303-23/Imp: 201-18102303-23) TaxCode(AE_VAT_AR_11)	314.00	0.00	0.00	0.00	314.00												
DOCUMENT PROCESSING CHARGE For Bill Number(ED-201-18102303-23/Imp: 201-18102303-23) TaxCode(AE_VAT_AR_11)	55.00	0.00	0.00	0.00	369.00												
<b>Total Amount (in AED)</b>	369.00	0.00		0.00	683.00												
<b>Payment Details</b>																	
<b>Mode Of Payment</b>	<b>Amount</b>																
Against Advance Deposit	683.00																
<b>Payer Details</b>																	
Payment is made based on Bill Of Entry. Paid By SONY GULF FZE (fzuser).																	
<b>Tax Description</b>																	
AE_VAT_AR_11	The transaction is subject to the 0% rate based on Article 45 sub 2 and 7 of the Federal Decree-Law No 8 of 2017																
(This receipt is generated electronically ) Page 1 of 2																	



