



موانئ دبي العالمية
DP WORLD

ALL SHIPPING LINES, AGENTS, HAULIERS, TRADERS AND PORT USERS

REF: DPW / 023 / 2008 Dated : 20-Oct-2008

DP WORLD SERVICES

The overall growth of business through Dubai as result of its dynamic industrial and trade initiatives in the recent past has led to increased volumes through Dubai ports. This has led to increased container gate moves through Jebel Ali and consequently resulted in high volume of transactions at Jebel Ali Port documentation counters.

To ensure that our valued customers receive prompt services and to keep delays at a minimum due to the surge in business, DP World has embarked on several initiatives. As part of these initiatives, DP World implemented E-Token and E-Payment services on Dubai Trade (www.dubaitrade.ae) early this year.

All traders and hauliers are kindly requested to make use of these facilities to avoid delays at documentation and improve the overall supply chain process through Jebel Ali. Both of the above facilities greatly reduce waiting times in queues, provide supply chain visibility to customers and reduce the overall turnaround times for trucks through the terminal. Together we can make a difference in how service levels are improved at Jebel Ali.

Customers seeking user training for Dubai Trade services please call Dubai Trade Customer Care on 8004464 or e-mail their requests at customercare@dubaitrade.ae.

For any further clarification, please call our customer service department on 04-8040555, fax 04-8816271, and e-mail customerservice@dpworld.com

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