



موانئ دبي العالمية
DP WORLD

ALL SHIPPING LINES, AGENTS, TRADERS AND PORT USERS

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Enhancements on Container Terminal Gate Process

As part of our continuous efforts of automating processes and promoting E-services, DP World UAE is pleased to launch following services effective May 1, 2009.

1) SMS Broadcast Service for loading / offloading containers in the Terminal:

While generating e-Tokens the haulers are required to provide the Mobile phone number of their drivers. When the truck reaches the Container Terminal Gate, the driver will receive a Short Message Service (SMS) specifying the offloading / loading location within the Terminal. In cases of manual tokens, the drivers are to provide their mobile phone numbers while generating token at the Documentation Counters.

The message will contain Token number, container number, Terminal ID and yard location for grounding or loading the container.

Note: In case of any difficulty, drivers can approach Container Terminal Gate staff who shall assist them by either re-sending the SMS or printing manual location tickets.

2) Enquire & Print EIR:

SMS broadcasting shall replace “IN” EIR hard copies. Henceforth “IN” EIR printing at Terminal gates shall discontinue. However, a new on-line service **“Enquire EIR”** is introduced on Dubai Trade Portal whereby any stakeholder (Shipping Agent, Trader or Hauler) can print the desired EIR within 30 days from date of generation.

3) Booking Time slots in E-Token and Manual Token:

In order to serve customers on time “Gate Booking Time slots” will be enforced in both E-Token and Manual Token. The Haulers will need to book in advance the time at which they desire to approach port for delivery / receipt of containers. The time slots will be validated for the token upon truck’s arrival at Container Terminal Gate.

We look forward to your continued support and cooperation to optimize our process to serve you better.

For any further clarification please contact our Customer Service Department on phone 04-8040555, fax 8816271 and e-mail customerservice@dpworld.com