



موانئ دبي العالمية  
**DP WORLD**

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

**REF : DP WORLD / NA / 06 / 12 / 2007**

**Token Processing Charge at Documentation**

Reference to our previous circular (DP WORLD / NA /08 / 11 / 2007) pertaining to E-Token implementation; DP World is pleased to inform all customers that E-Token is running successfully and smoothly.

Henceforth, in order to encourage usage of electronic services and eliminate manual processes, all Hauliers and Traders are kindly requested to register and avail the facility. For registration process and user training of E-Token through Dubai Trade Portal, please visit our Portal [www.dubaitrade.ae](http://www.dubaitrade.ae) or contact Dubai Trade Customer Care on 8004464.

Documentation Centers at Jebel Ali and Port Rashid shall gradually discontinue issuance of Tokens. With effect from 1<sup>st</sup> January 2008, Token Processing Charge of Dhs. 35/- per Token will be applied as per Tariff item 28.14b (new item) for issuance of Token slips from Documentation counters.

We look forward to your kind cooperation and support to optimize our process and enable us to provide you with our highest standard services. For further assistance or clarification please call following teams:

**Customer Service**

Phone : 8040-555 / 567

E-mail : [customerservice@dpworld.com](mailto:customerservice@dpworld.com)

**Documentation Dept.**

Phone : 8040-123

E-mail : [documentation.helpdesk@dpworld.com](mailto:documentation.helpdesk@dpworld.com)

**Dubai Trade Customer Care:**

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