DP World
eNOC
User's Manual

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DOCUMENT DETAILS

Document Information

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Version	Date	Author	Designation	Description of change

Approval History

Version	Date	Name	Designation	Comments

Distribution

Version	Location

eNOC

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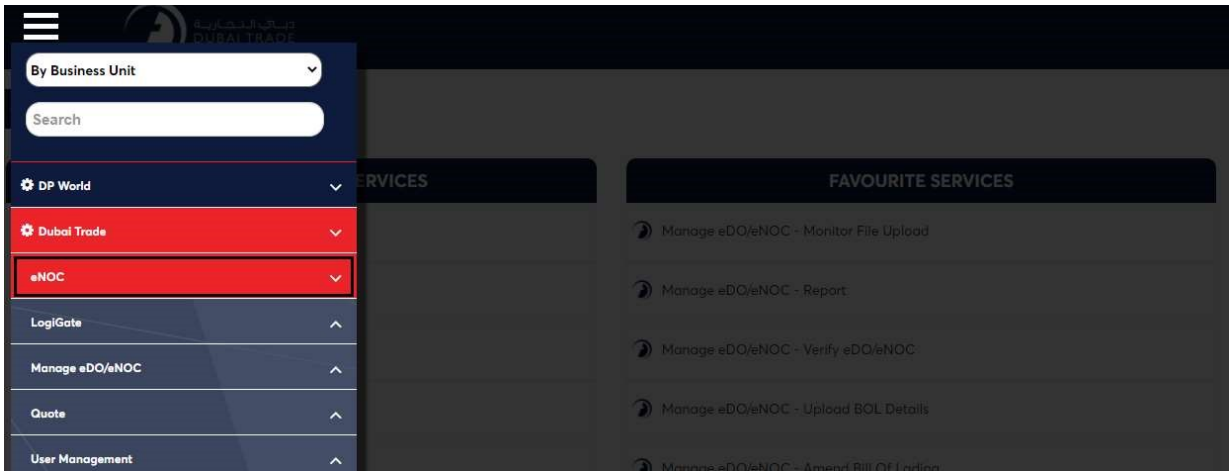
eNOC

This Service enables Box Agents / Freight Forwarders to request and obtain Voyage NOC and Split NOC online without the need to visit the shipping agent's office.
Through this service, Box Agents / Freight Forwarders will be able to request, view charges, make payments and obtain a NOC electronically.

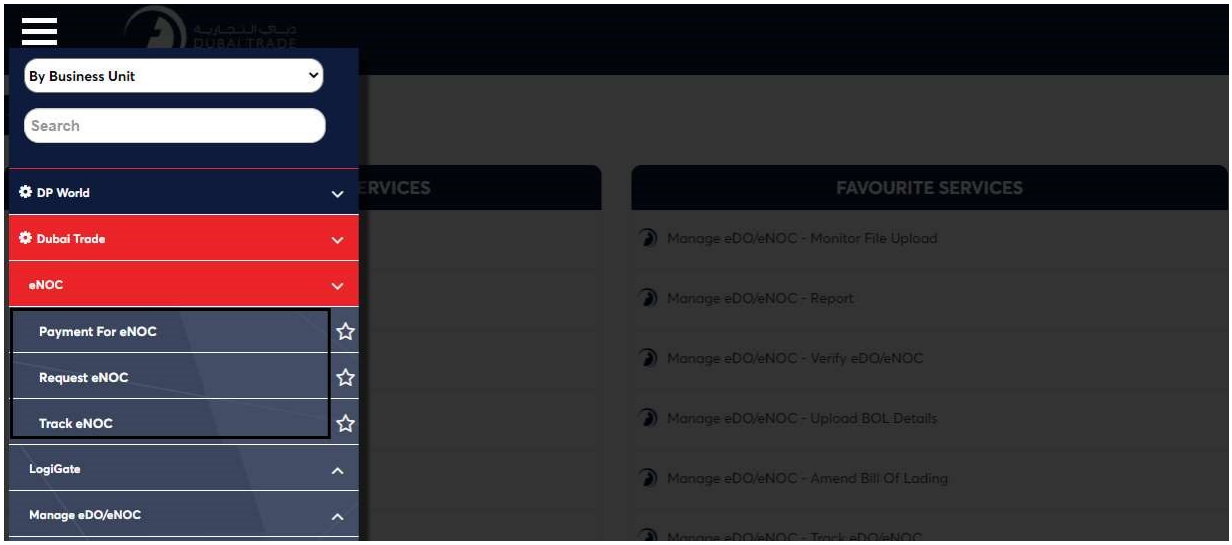
Navigation:

1. Login to **Dubai Trade**

2. Select **eNOC** from the Menu



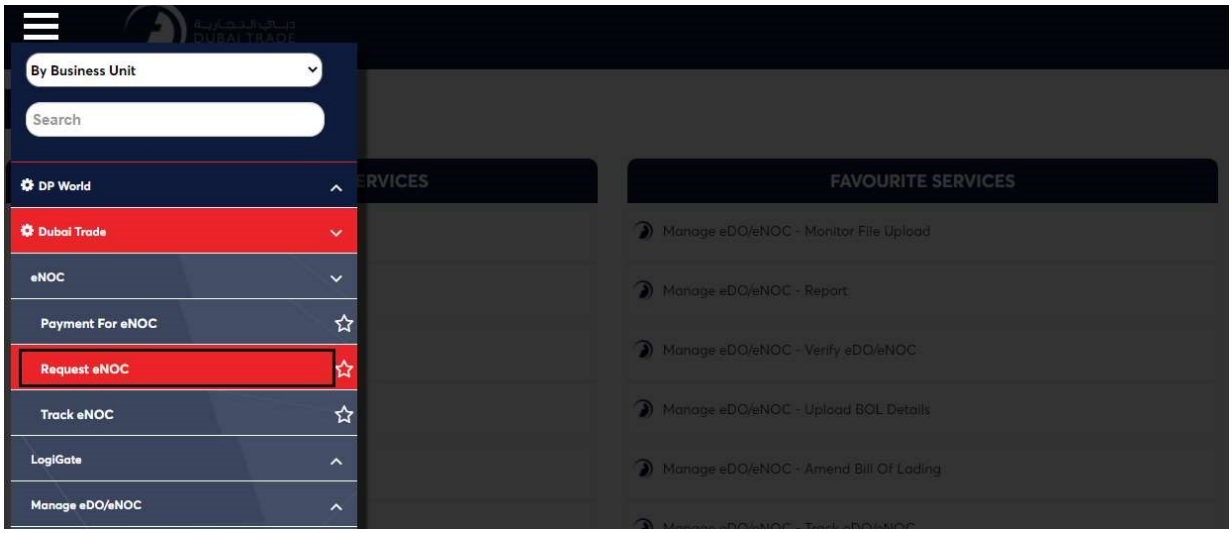
3. The below e-Services will be available



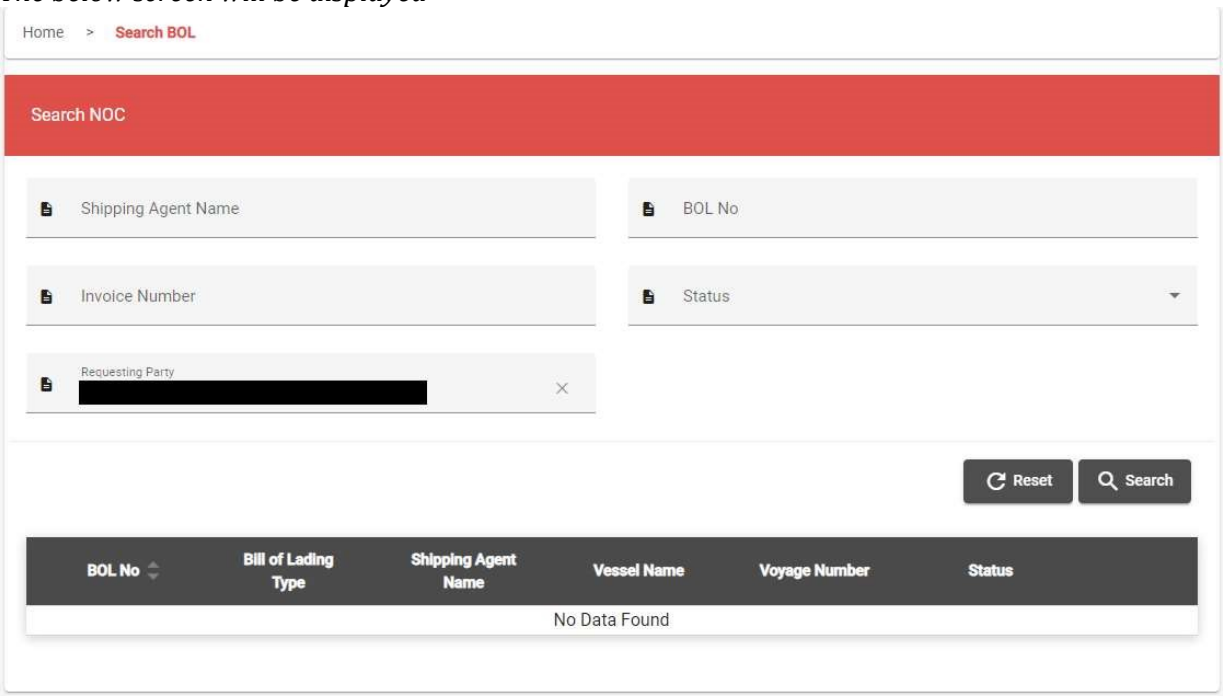
eNOC

Procedure:

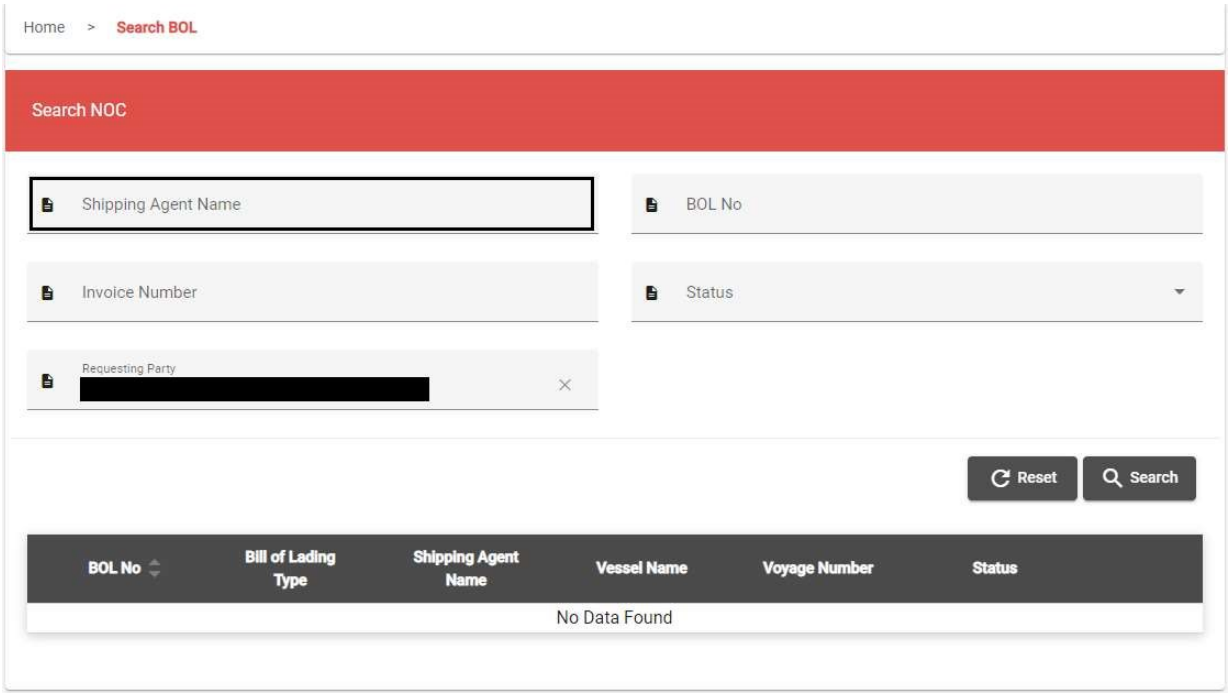
1. **Request eNOC:**



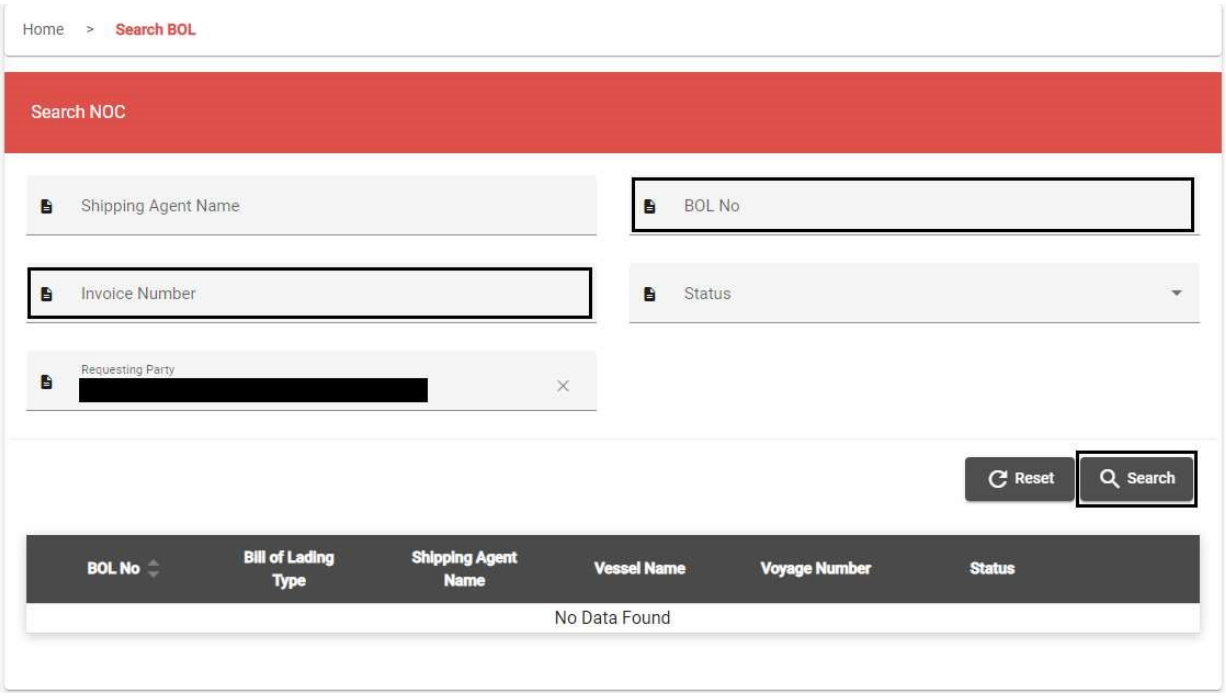
The below screen will be displayed



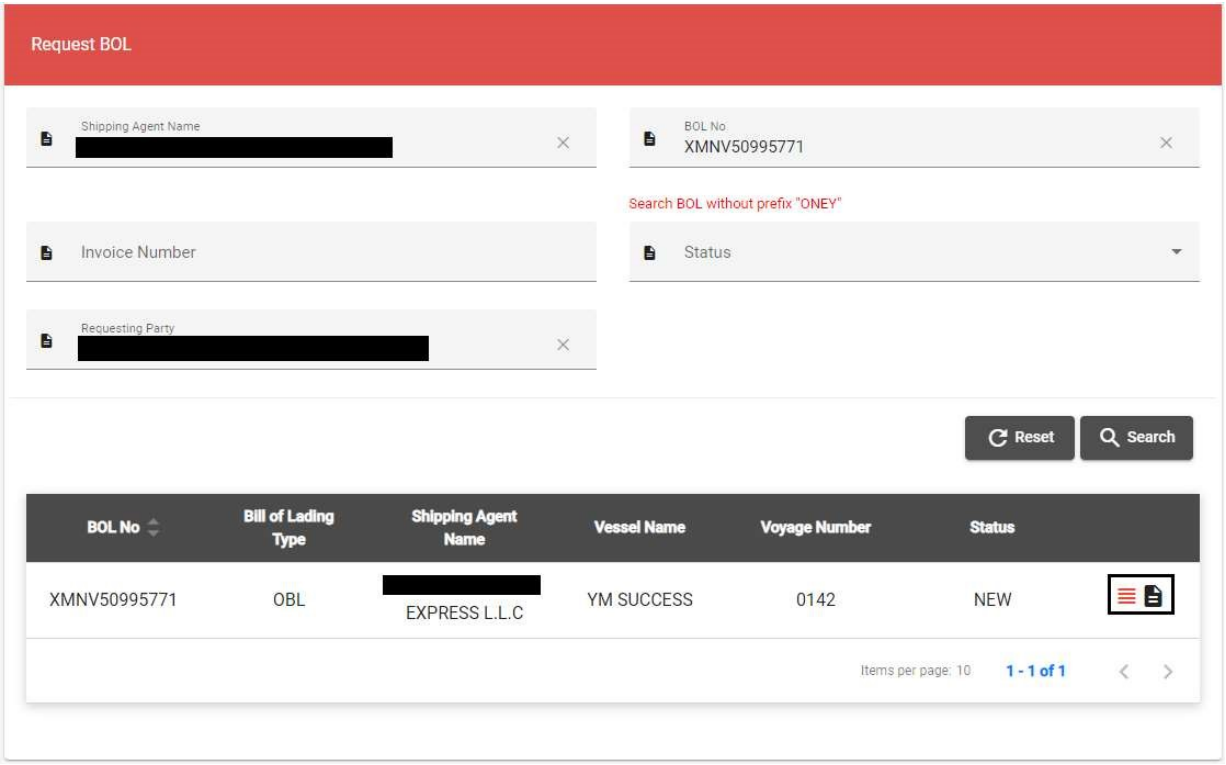
a. Enter the **Shipping Agent Name** (Mandatory)



b. Enter the **Bill of Lading Number** OR **Invoice Number** and click **Search**

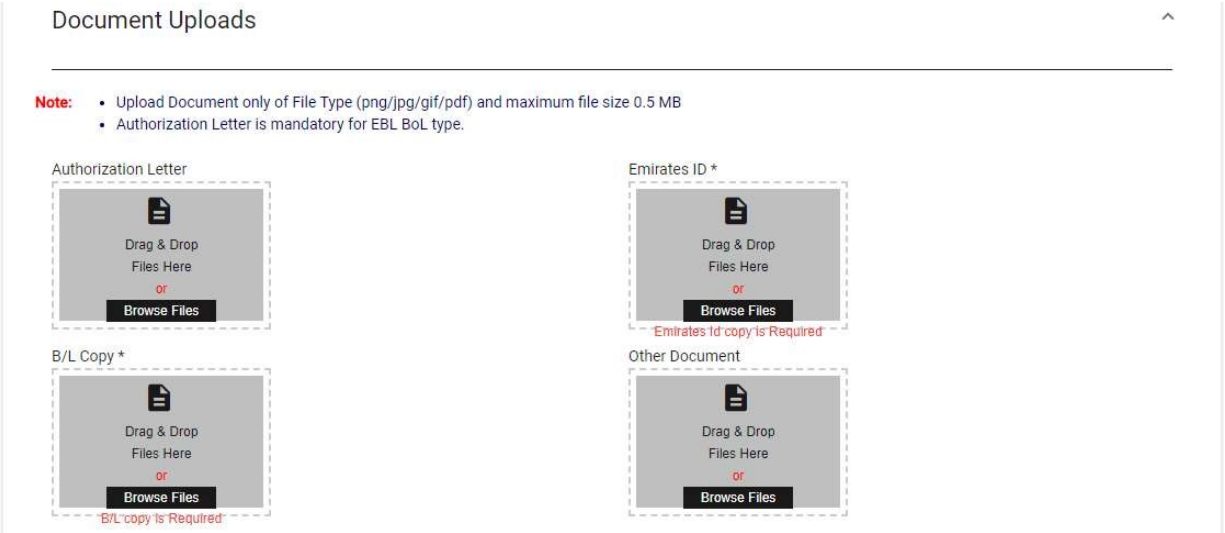


c. Click to request NOC

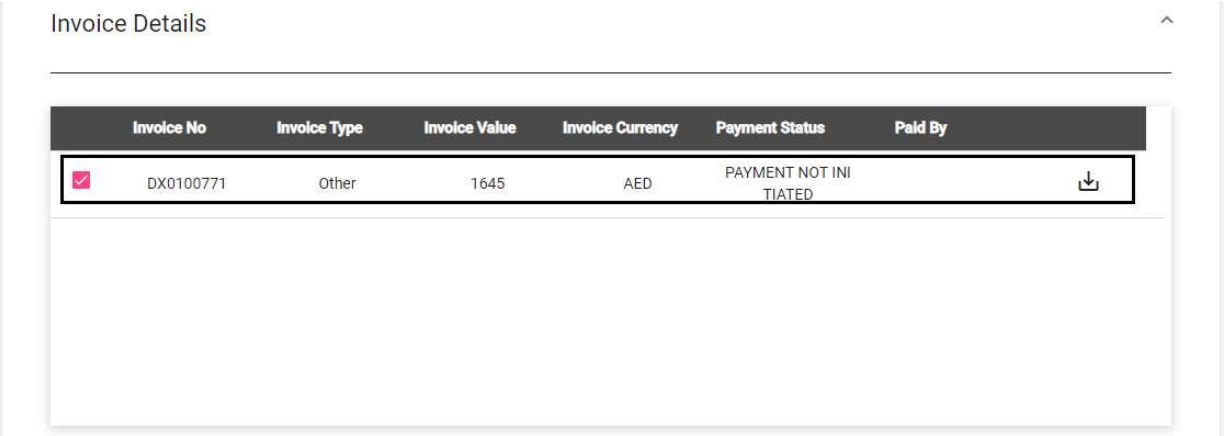


d. Fill the Form with Requesting Party Details, BL Party Details and DO Party Details if different

e. Upload required documents

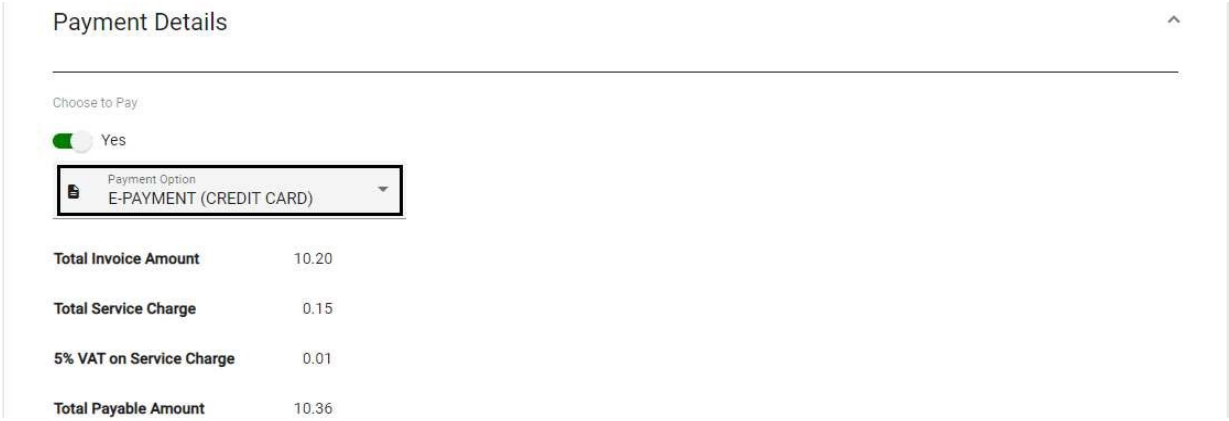


f. Select the Invoice(s) (To Download the invoice, Click Invoice)

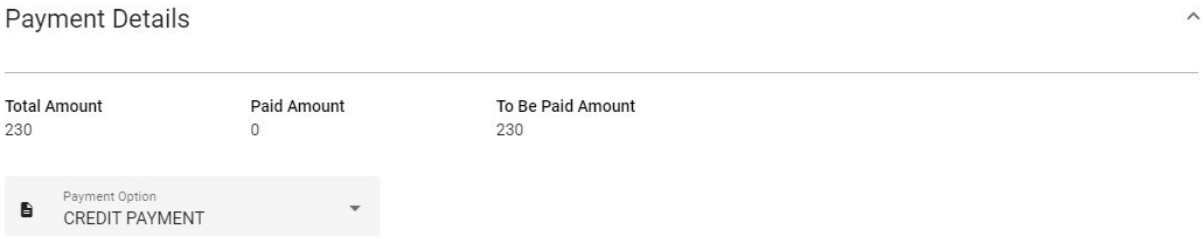


g. Select the **Payment Option** (E-Payment (Credit Card) OR Credit Customer OR Upload Payment Proof),

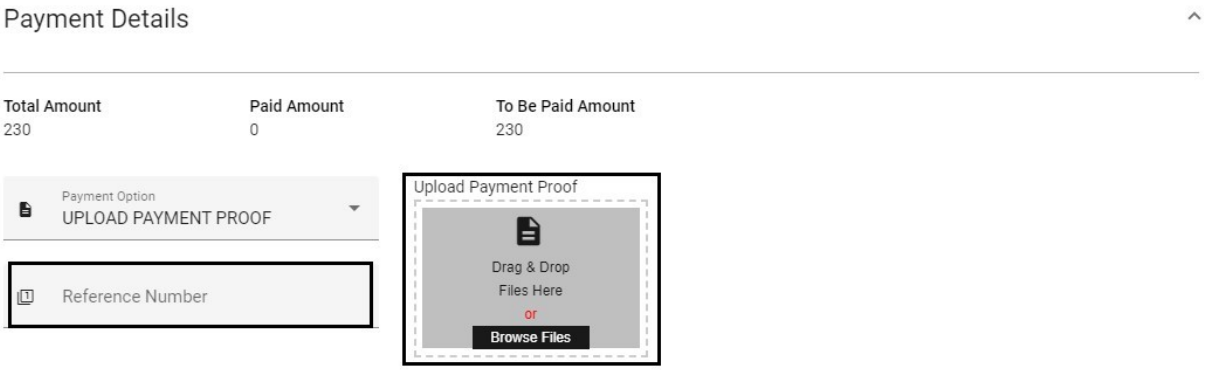
i. ***E-Payment (Credit Card):*** *You can pay the charges to the shipping agent using Credit Card. (Please note that an additional service charge of 1.5% + VAT on the service charge will be applicable for Credit Card Payments)*



ii. ***Credit Customer:*** *If you are a credit customer and you have not paid the shipping agent and payment will be done later directly to the shipping agent.*



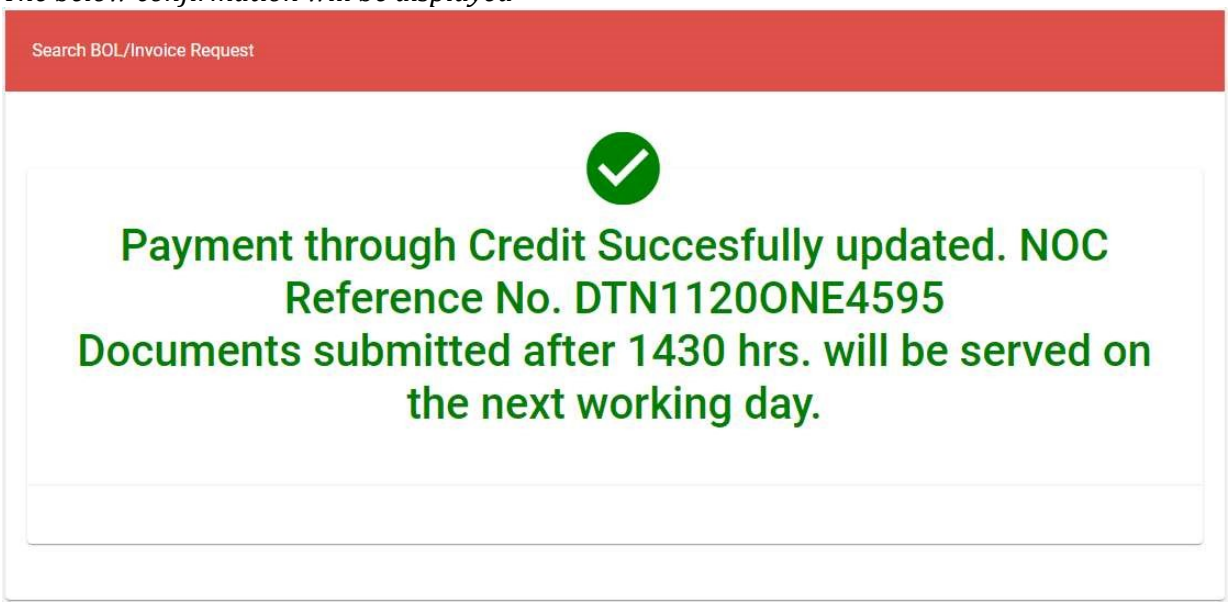
iii. ***Upload Payment Proof:*** *If you have already paid the shipping agent directly by bank deposit or bank transfer, enter the* ***Reference Number*** *and* ***Upload the Payment Proof****.*



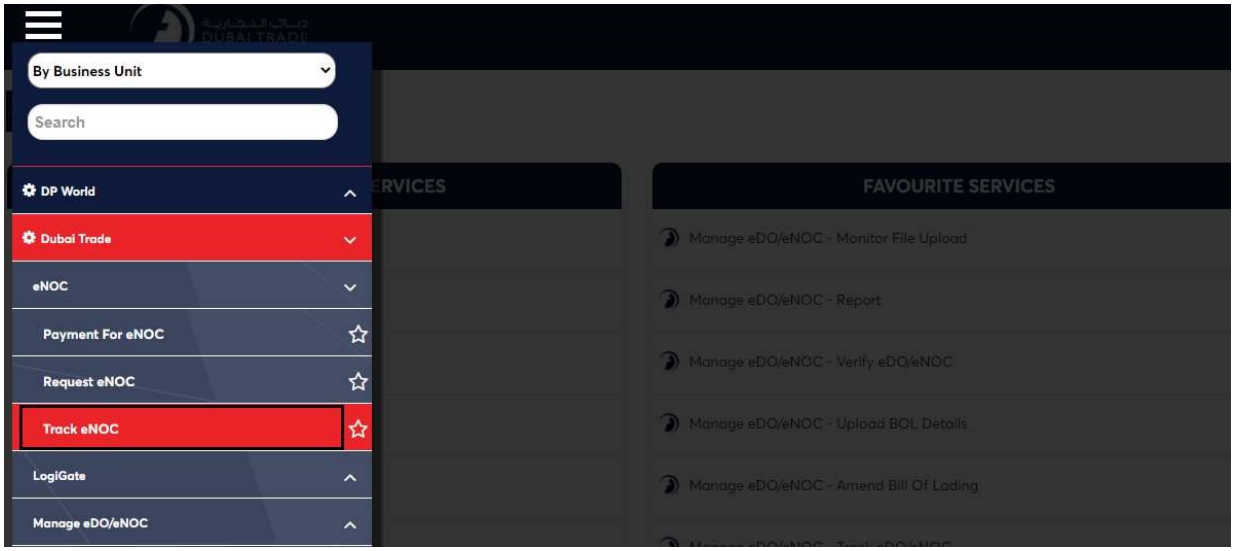
h. Enter **Remarks** (Optional), **Accept Terms and conditions** then click **Submit**

eNOC

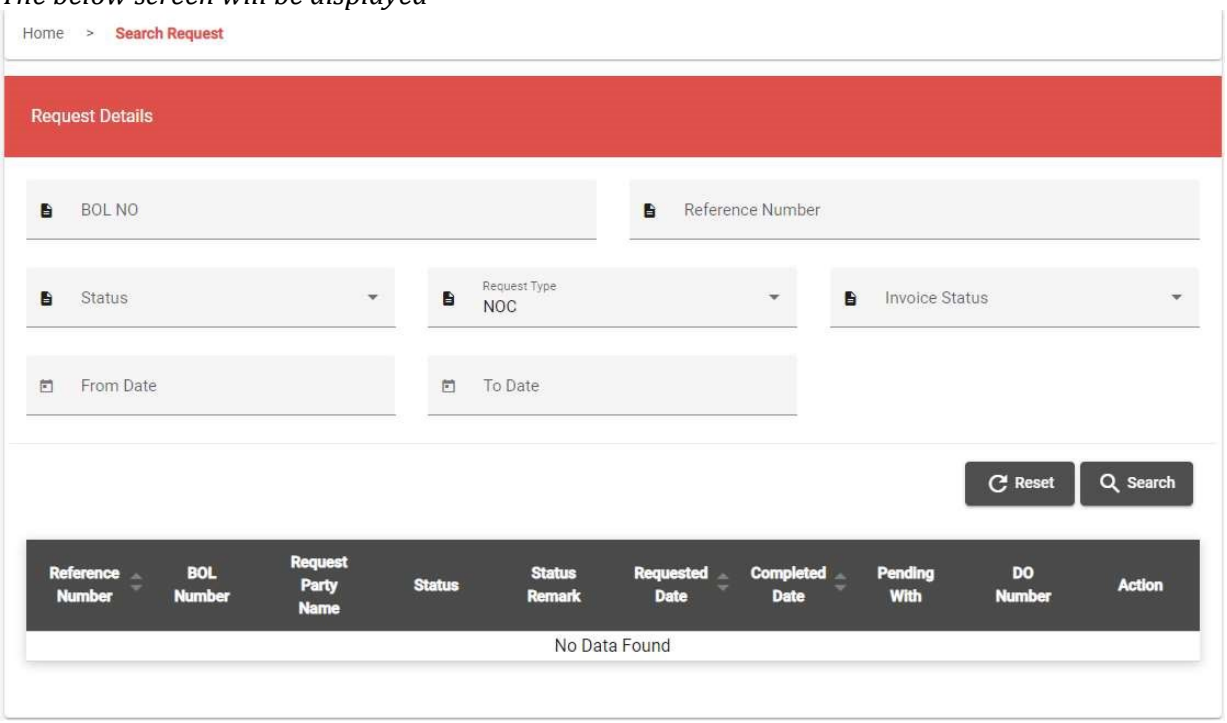
The below confirmation will be displayed



2. Track eNOC:



The below screen will be displayed



a. Enter any of the other Search Criteria (Optional) and Click **Search**

eNOC

The below screen will be displayed

Reference Number	BOL Number	Request Party Name	Status	Status Remark	Requested Date	Completed Date	Pending With	DO Number	Action
DTN1120ONE4609	BOLNEW123ZAS1	14987-HAP ST SHIPPING	Completed		16-11-2020 11:45 AM	16-11-2020 11:50 AM			
DTN1120ONE4600	BOLNEW123ZAS	14987-HAP ST SHIPPING	Completed		16-11-2020 10:20 AM	16-11-2020 10:27 AM			
DTN1120ONE4595	XMNV50995771	14987-HAP ST SHIPPING	Completed		14-11-2020 11:02 PM	14-11-2020 11:41 PM			

Items per page: 10 1 - 3 of 3

b. Click ☰ to Request, Amend, Download, Cancel the NOC or View the Rejected NOC

Reference Number	BOL Number	Request Party Name	Status	Status Remark	Requested Date	Completed Date	Pending With	DO Number	Action
DTN1120ONE4609	BOLNEW123ZAS1	14987-HAP ST SHIPPING	Completed		16-11-2020 11:45 AM	16-11-2020 11:50 AM			☰
DTN1120ONE4600	BOLNEW123ZAS	14987-HAP ST SHIPPING	Completed		16-11-2020 10:20 AM	16-11-2020 10:27 AM			☰
DTN1120ONE4595	XMNV50995771	14987-HAP ST SHIPPING	Completed		14-11-2020 11:02 PM	14-11-2020 11:41 PM			☰

Items per page: 10 1 - 3 of 3

NOTE: *Status which displays COMPLETED are the ones which have the NOC ready to be printed.*
NOTE: *Status which displays REJECTED cannot be edited*

c. Click on **Download NOC** to View and Download Approved NOC(s)
d. Click on **Amend NOC** to Amend the NOC details and resubmit it to the Shipping Agent

eNOC

Request Details

BOL Details

B/L Number BOLKHALIFA20	**B/L Type** EBL	**Vessel Name** YM SUCCESS	**Vessel ETA** 25/08/2019
Voyager Number 10142	**Importer Code**	**Shipping Agent Code** 39241	**Shipping Agent Name** OCEAN NETWORK EXPRESS L.L.C
Container Count	**Consignee Name** Test	**Vessel ATA**	**Requested Date** 09/12/2020 10:16 AM

Authorization Request Details

Requesting Party 14987-HAPAG LLOYD MIDDLE EAST SHIPPING	**Representative Person** Khalifa	**Email** khalifa.almheiri@dubaitrade.ae	**Phone Number** 971-55-9234154
B/L Party Name 14987-HAPAG LLOYD MIDDLE EAST SHIPPING	**Representative Person** Khalifa	**Email** khalifa.almheiri@dubaitrade.ae	**Phone Number** 971-55-9234154
NOC Party Name 14987-HAPAG LLOYD MIDDLE EAST SHIPPING	**Representative Person** Khalifa	**Email** khalifa.almheiri@dubaitrade.ae	**Phone Number** 971-55-9234154

eNOC

Documents Details

Authorization Letter Emirates ID Copy Bill of Lading Copy

BOL Invoice Details

Invoice No	Invoice Type	Invoice Value	Invoice Currency	Payment Status	Refer No	Payment Type	Paid By	
DXNEW123ZAS1	Other	120	AED	PAID	1232	UPLOAD_PAYMENT_PROOF	guser	

Approval History Details

DATE	ACTION	USER TYPE	USER NAME	REMARKS	COMMENTS
16-11-2020 11:50	APPROVED	COUNTER	user		
16-11-2020 11:49	APPROVED	FINANCE	:user		

NOC Details

NOC Number
6789

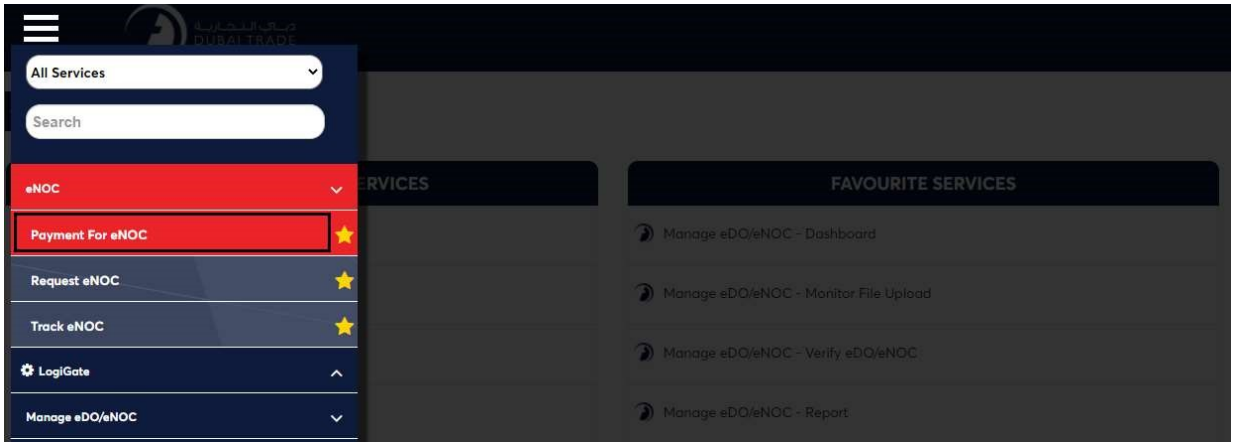
MRN Number
12345

Remarks History

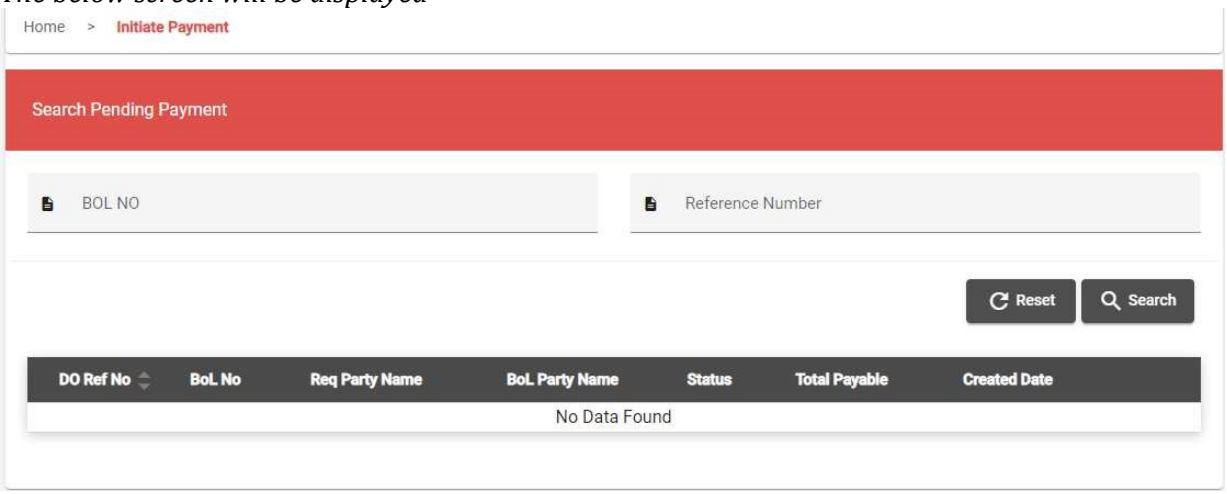
DATE	USER NAME	REMARKS
16-11-2020 11:45	user	Test

Back Request for New NOC Amend NOC Download NOC Cancel NOC

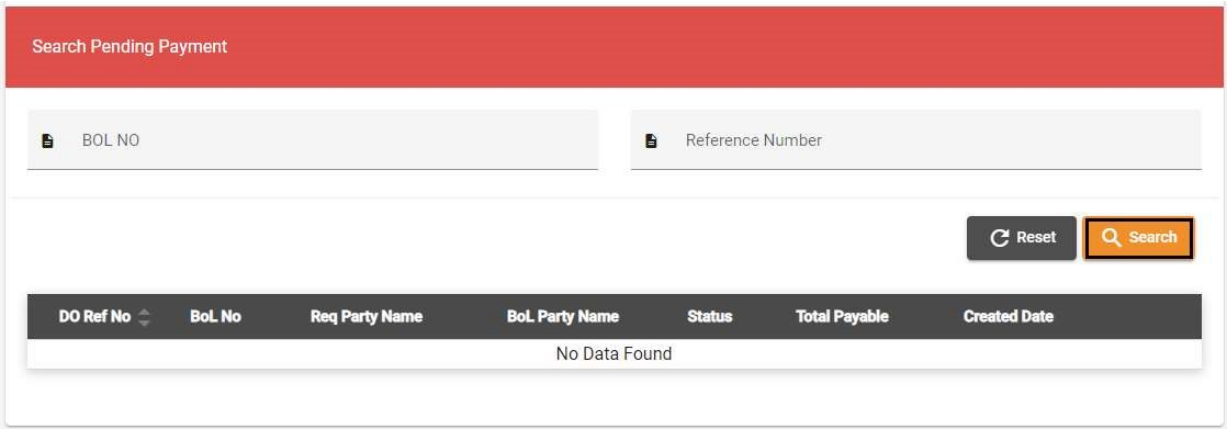
3. Payment for eNOC:



The below screen will be displayed

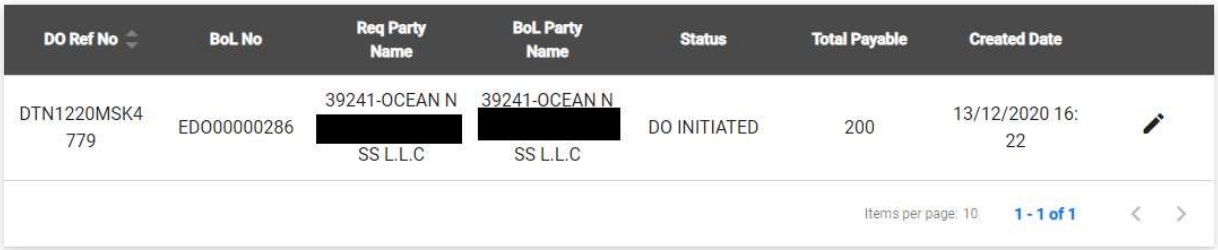


a. Enter any of the criteria and click **Search**

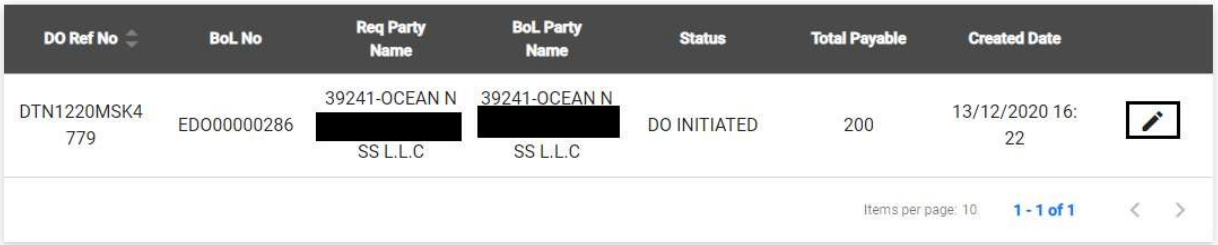
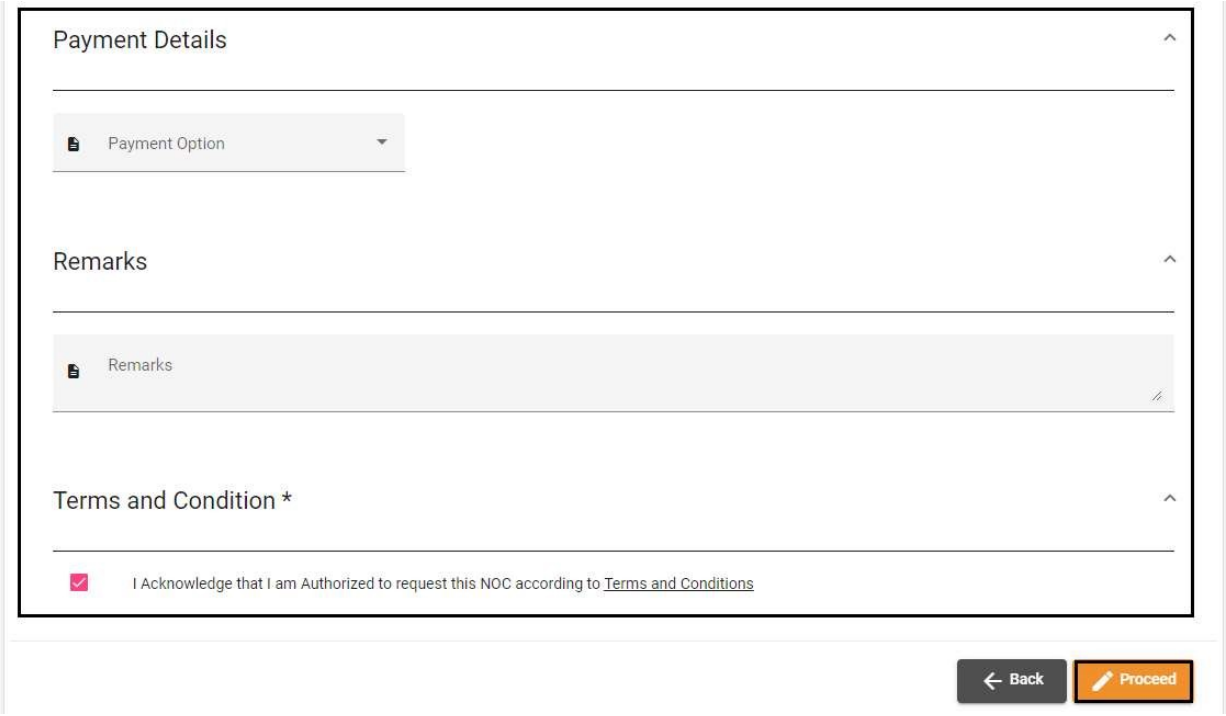


eNOC

The below screen will be displayed



b. Click to initial payment of the NOC



c. Proceed with Payment