DP World
DO Counter – Importer
User's Manual

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DO Counter – Importer

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

DO Counter – Importer

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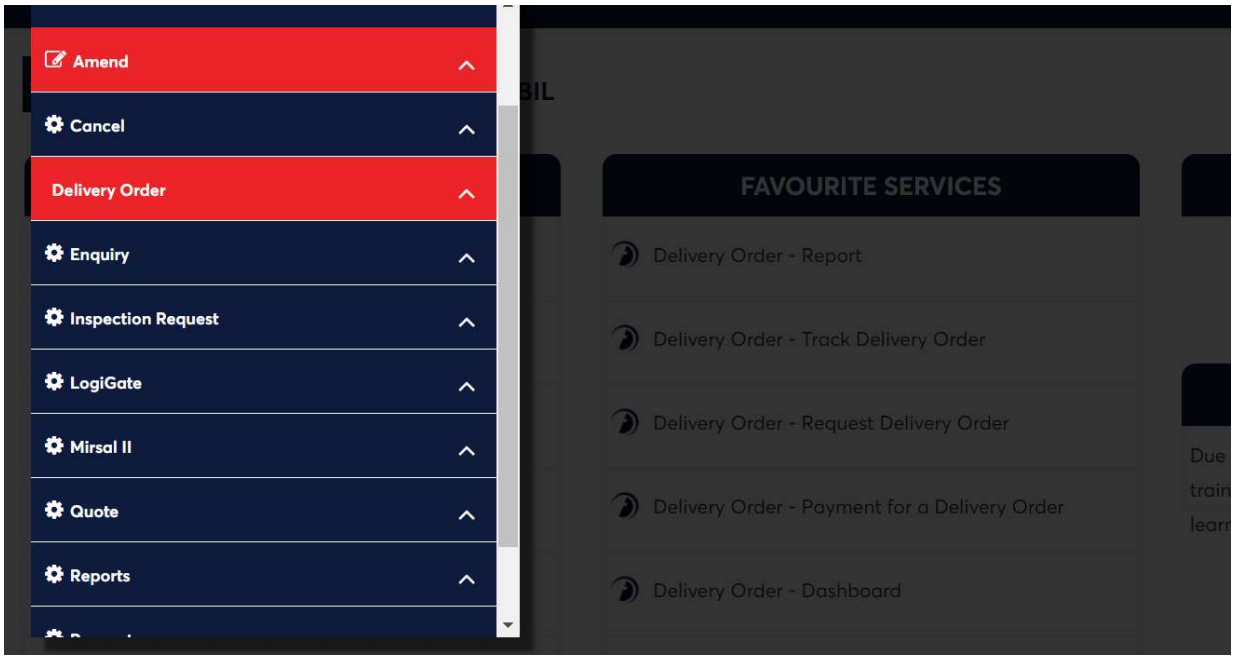
DO Counter – Importer

This Service enables importers to request and obtain a Delivery Order online with little or no need to visit the shipping agents office.
Through this service, Importers are able to search for Bill of Ladings, view charges, make payments and obtain a Delivery Order.

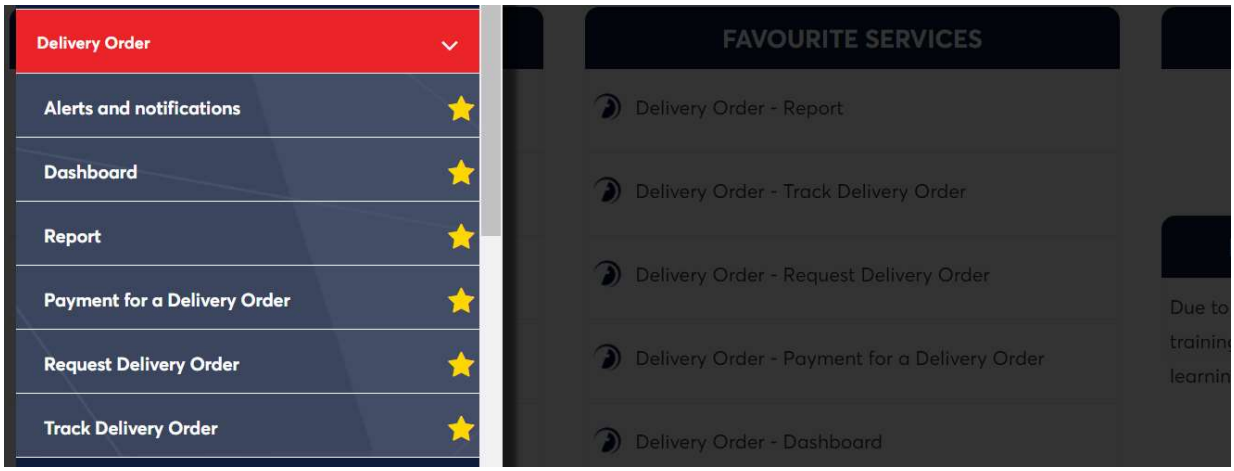
Navigation:

1. Login to **Dubai Trade**

2. Select **Delivery Order** from the Menu



3. The below e-Services will be available



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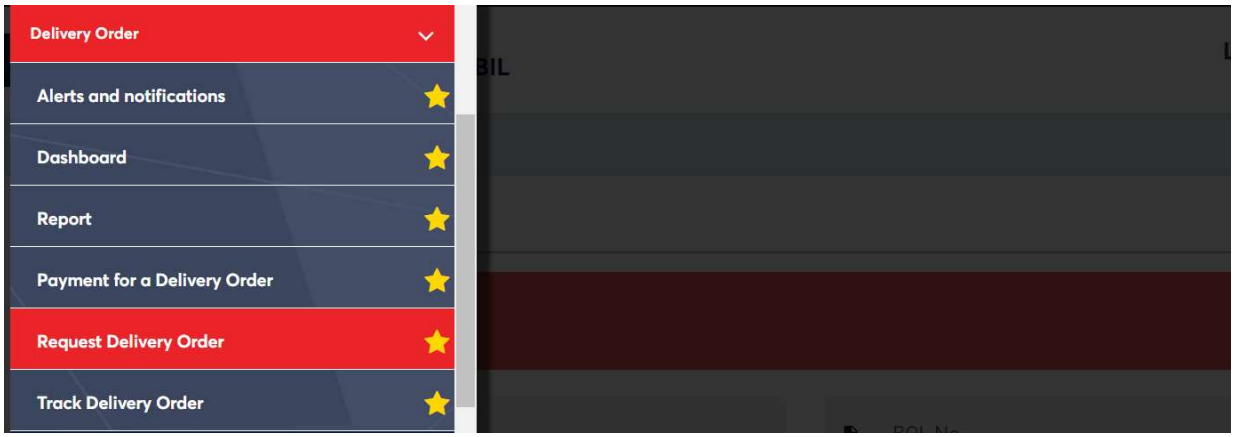
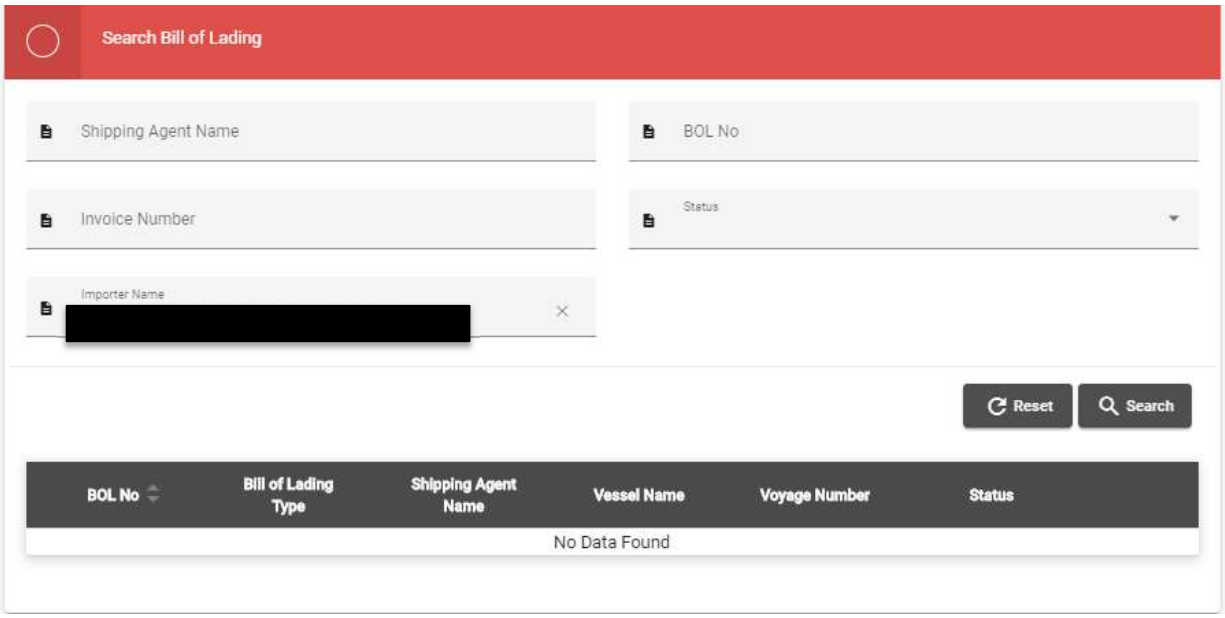
Procedure:

1. **Request Delivery Order:**



The below screen will be displayed



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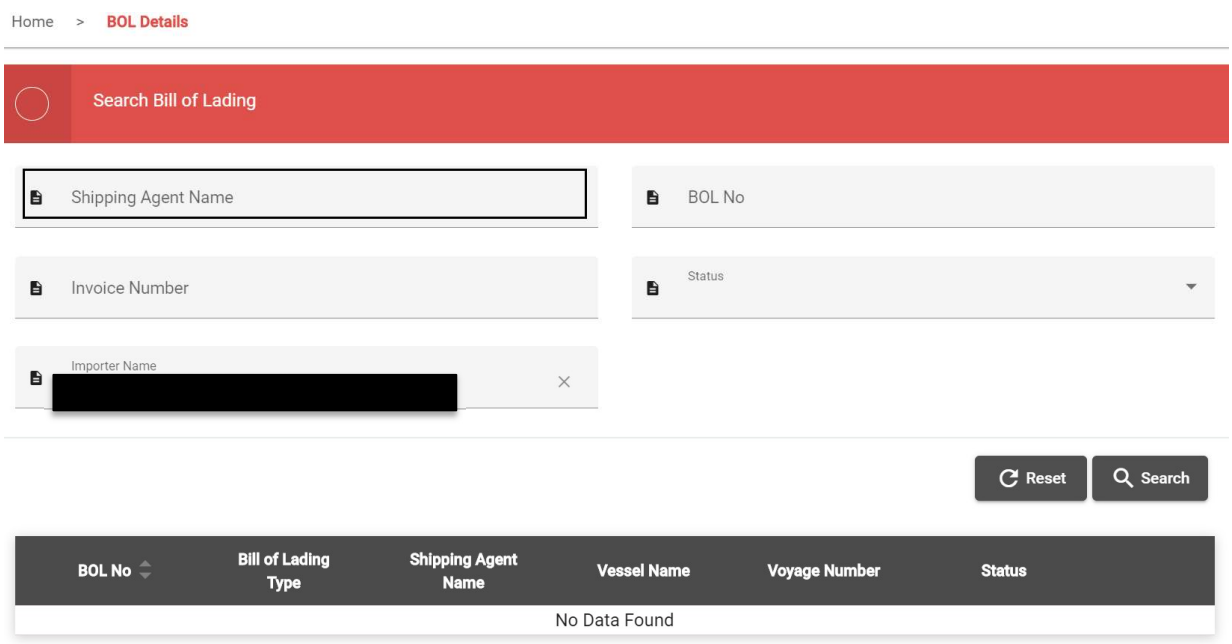
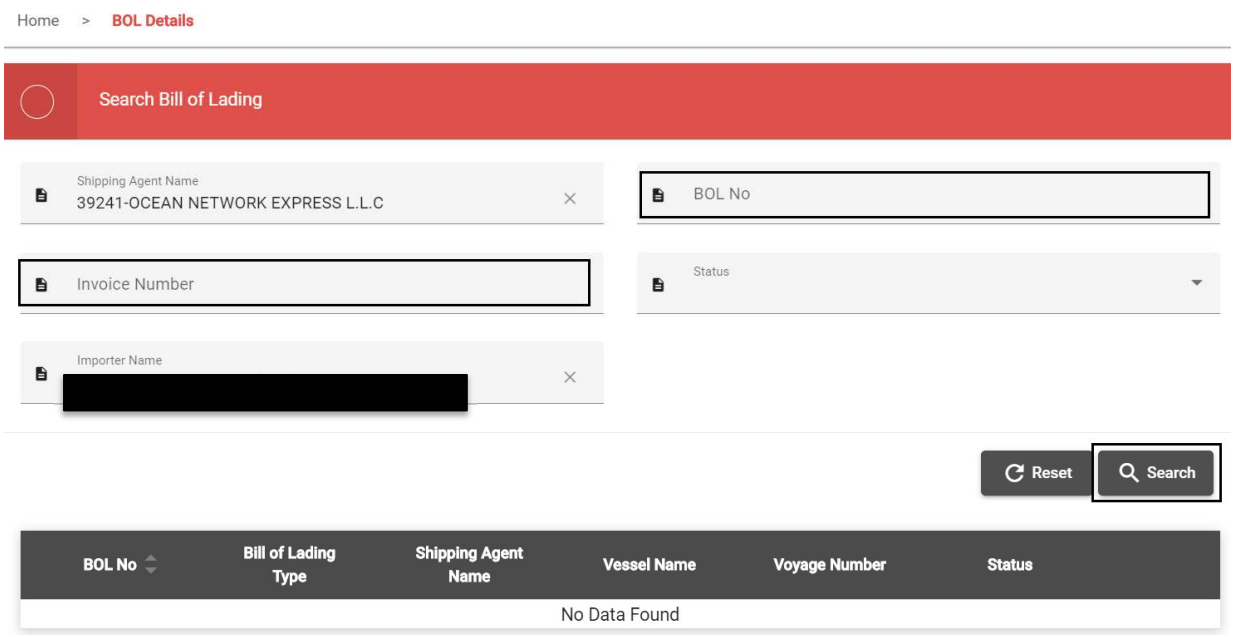
a. Enter the **Shipping Agent Name** (Mandatory)



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



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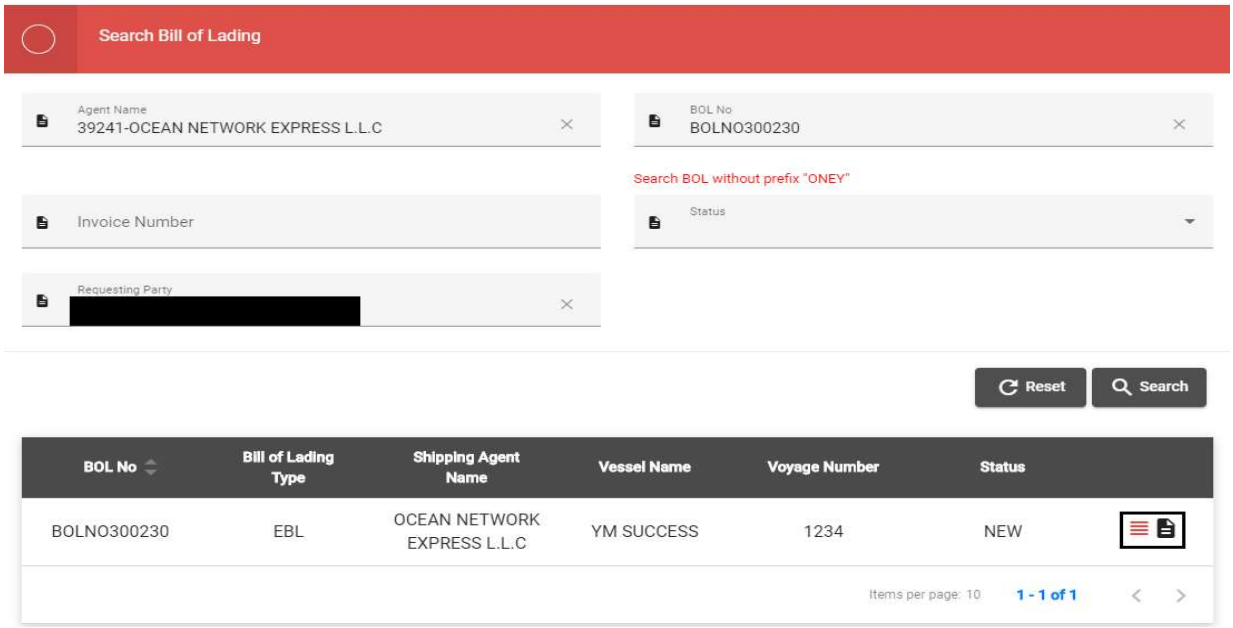
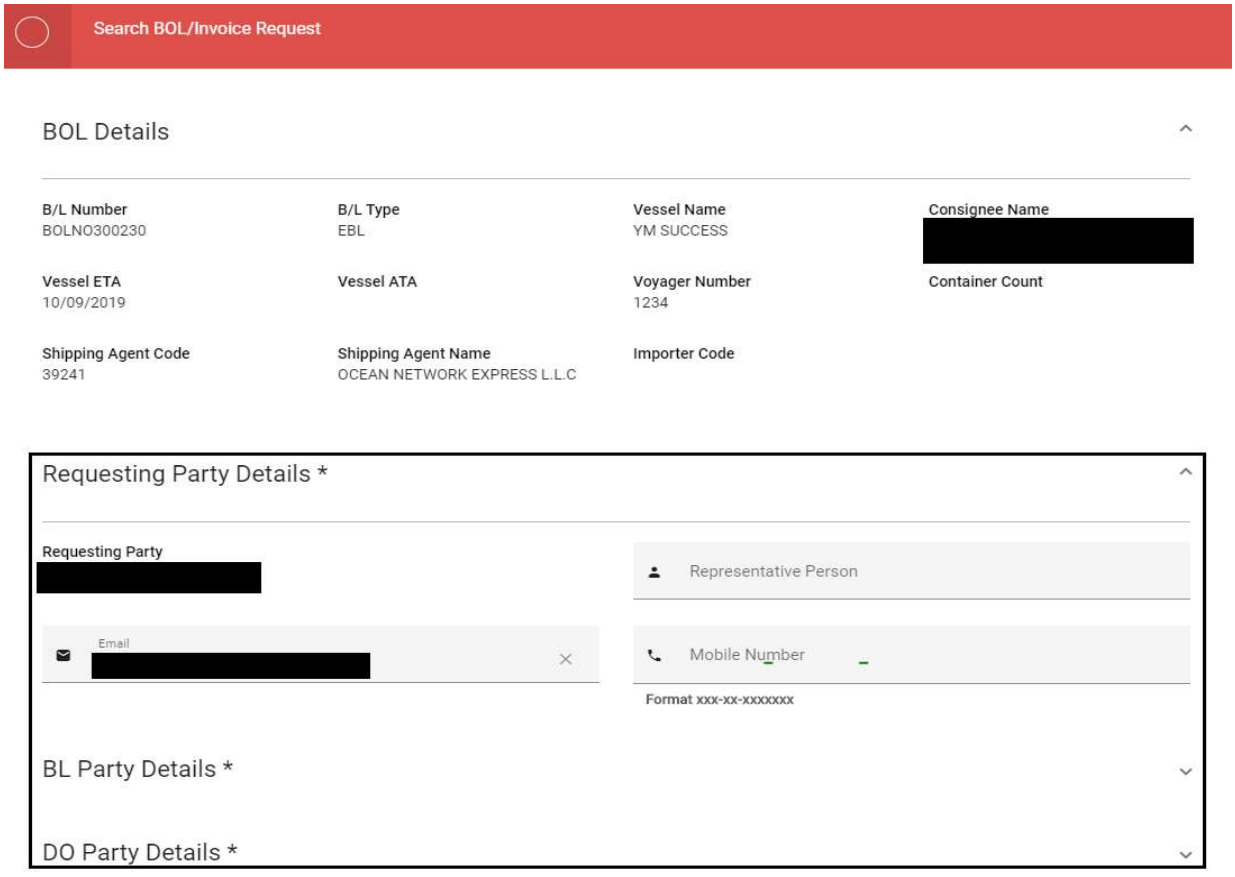
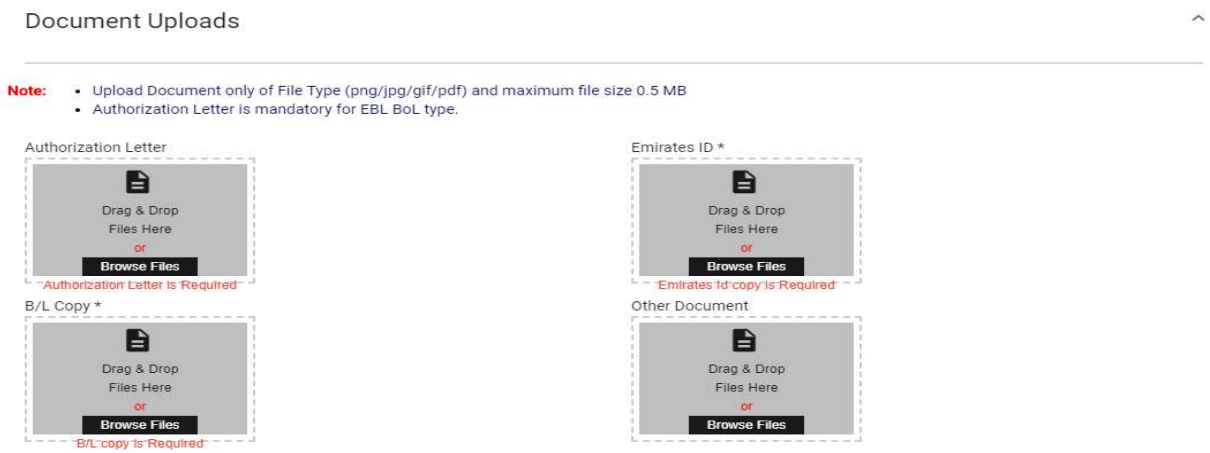
c. Click to request DO



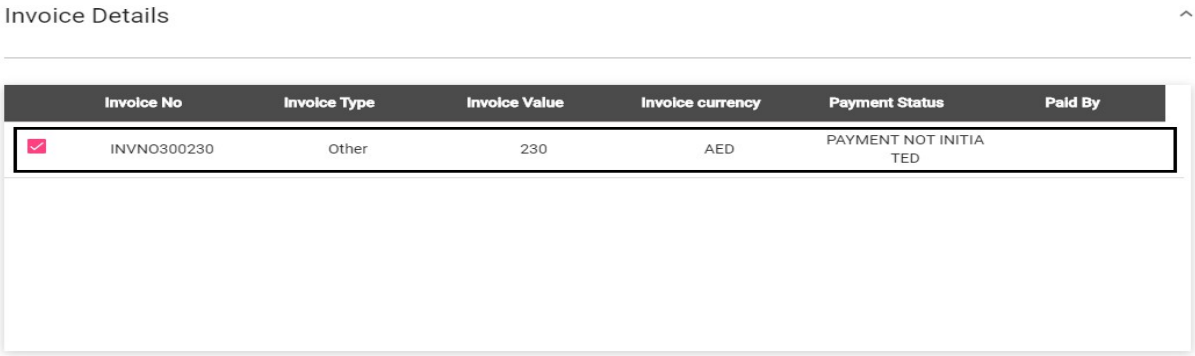
d. Fill the Form with Requesting Party Details, BL Party Details and DO Party Details if different



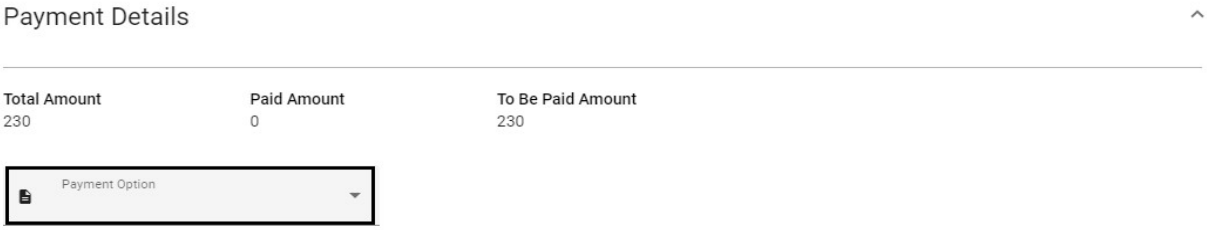
e. Upload required documents



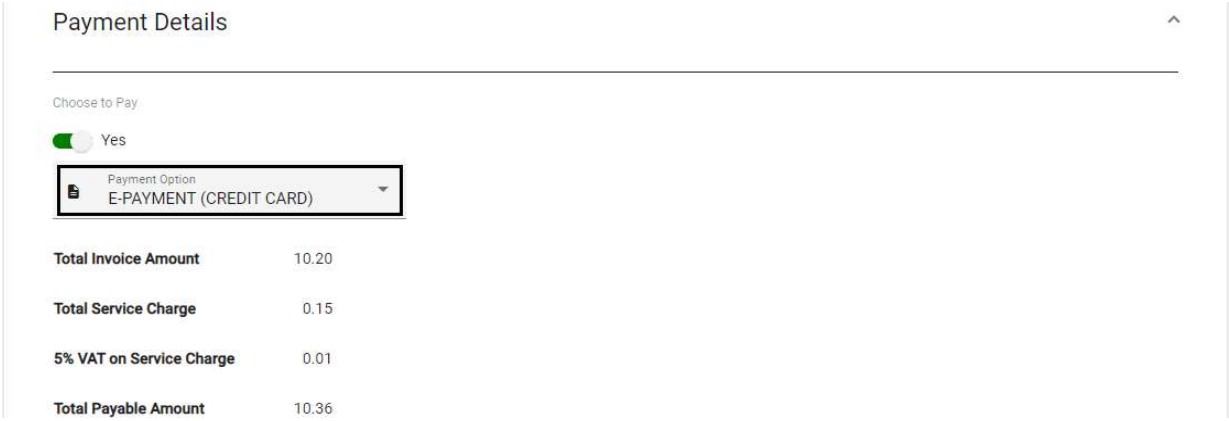
f. Select the Invoice(s) (To Download the invoice, Click Invoice)



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

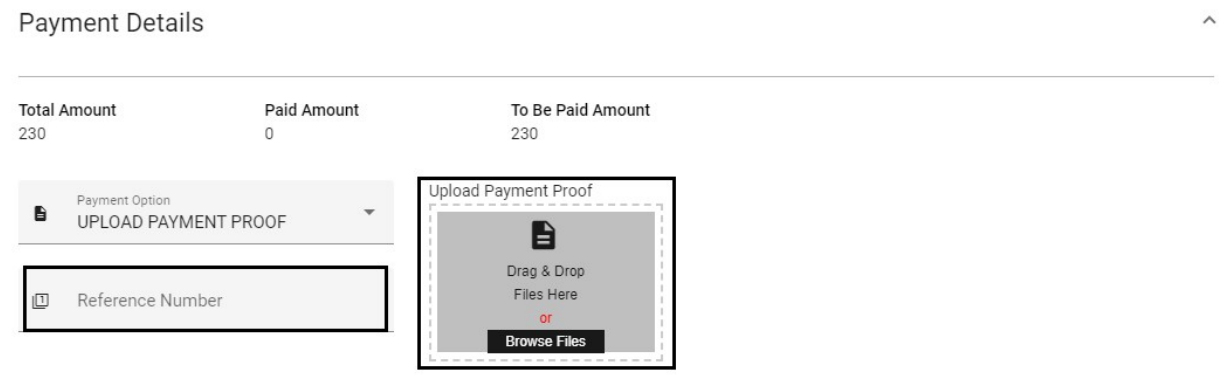


i. ***E-Payment (Credit Card):*** *You can pay the charges to the shipping agent using Credit Card. (Please note that an additional service charge of 1.5% + VAT on the service charge will be applicable for Credit Card Payments)*

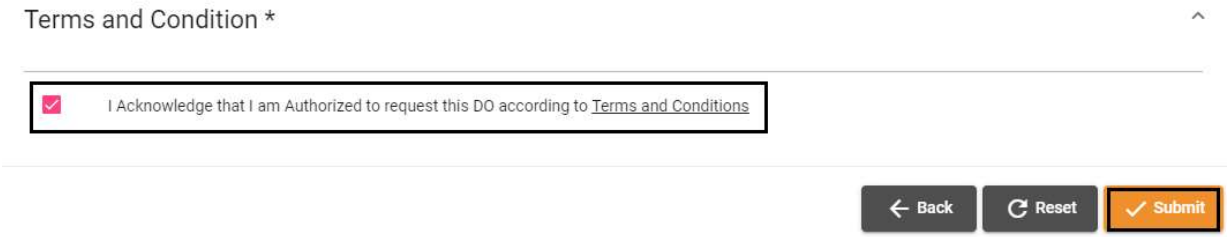


ii. ***Credit Customer:*** *If you are a credit customer and you have not paid the shipping agent and payment will be done later directly to the shipping agent.*

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. **Accept Terms and conditions** then click **Submit**



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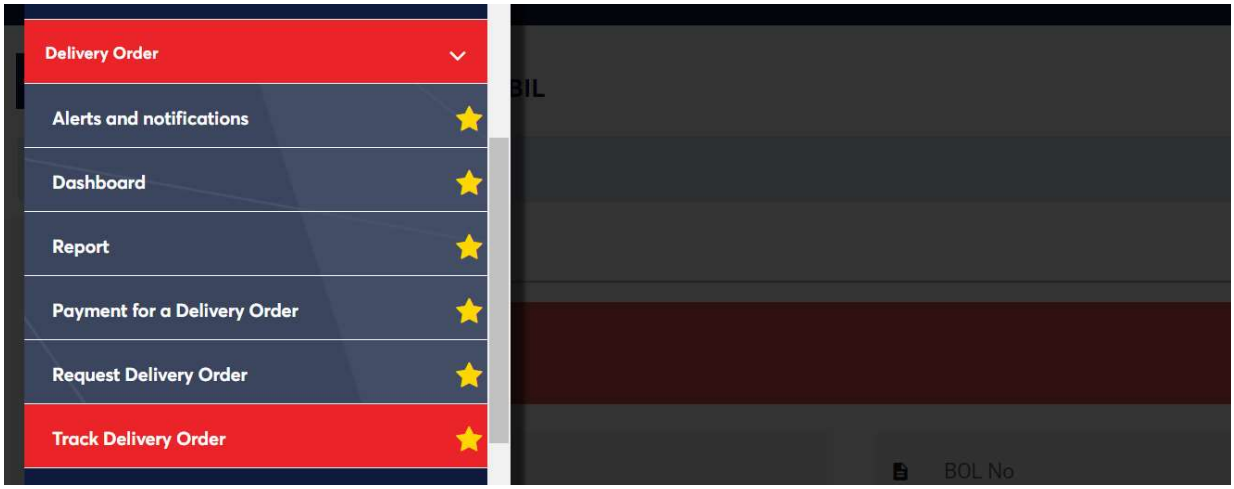
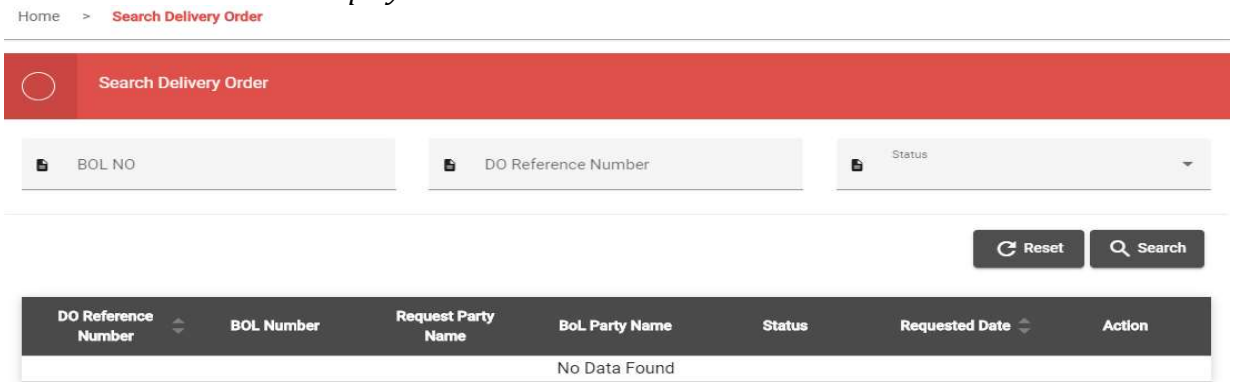
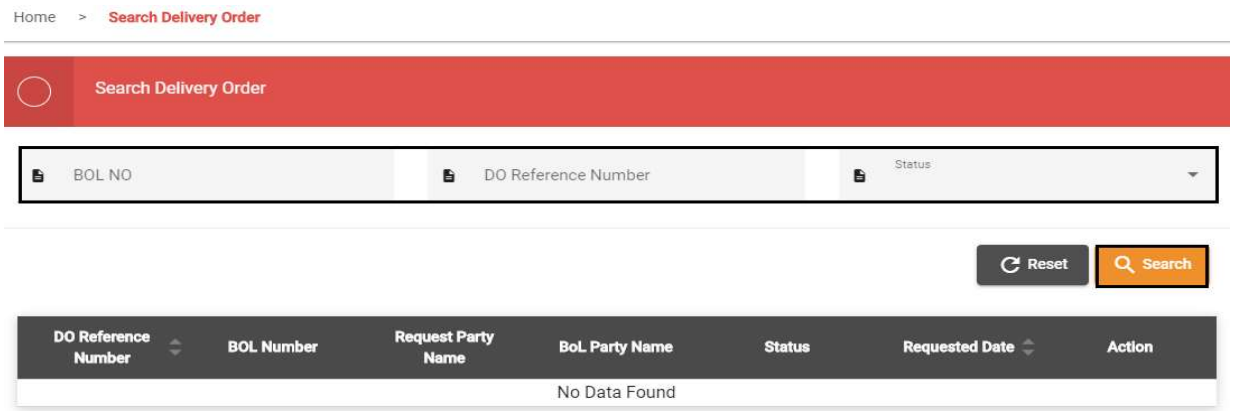
2. Track Delivery Order:



The below screen will be displayed



a. Enter any of the Search Criteria and Click **Search**



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The below screen will be displayed

DO Reference Number	BOL Number	Request Party Name	BoL Party Name	Status	Requested Date	Action
DOREF2144	BOLU150L1	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	COMPLETED	30/01/2020 13:27	
DOREF1284	XMNV502889123	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	RETURNED	14/10/2019 08:40	
DOREF1184	XMNV502889810	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	RETURNED	10/10/2019 11:31	
DOREF2126	BOLNO110157	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	COMPLETED	28/01/2020 14:03	
DOREF2124	BOLNO110156	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	COMPLETED	28/01/2020 13:37	
DOREF2106	BOLNO110155	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	COMPLETED	27/01/2020 12:57	
DOREF2104	BOLNO110154	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	COMPLETED	27/01/2020 11:25	
DOREF2045	BOLNO110153	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	COMPLETED	23/01/2020 16:53	
DOREF2044	BOLNO110151	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	PENDING_FOR_APPROVAL	23/01/2020 10:27	
DOREF2006	XMNV502800792	A5205-ARABUILD L.L.C (DXB)	F7100-SONY GULF FZE	COMPLETED	20/01/2020 16:12	

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b. Click to view, amend and download the Delivery Order and to view the rejected Delivery Order Details

DO Reference Number	BOL Number	Request Party Name	BoL Party Name	Status	Requested Date	Action
DOREF2645	BOLONESA1	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	REJECTED	18/03/2020 14:47	
DOREF2684	BOLONESA5	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	COMPLETED	26/03/2020 10:42	
DOREF2650	HLCUSEL200107801	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	PENDING_FOR_APPROVAL	18/03/2020 21:30	
DOREF2649	BOLONESA3	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	COMPLETED	18/03/2020 14:58	
DOREF2648	BOLONESA1	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	PARTIAL_PAYMENT	18/03/2020 14:54	
DOREF2644	BOLTESTA123013	A5205-ARABUILD L.L.C (DXB)	A5205-ARABUILD L.L.C (DXB)	PENDING_FOR_APPROVAL	18/03/2020 10:42	

Items per page: 10 1 - 6 of 6

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

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

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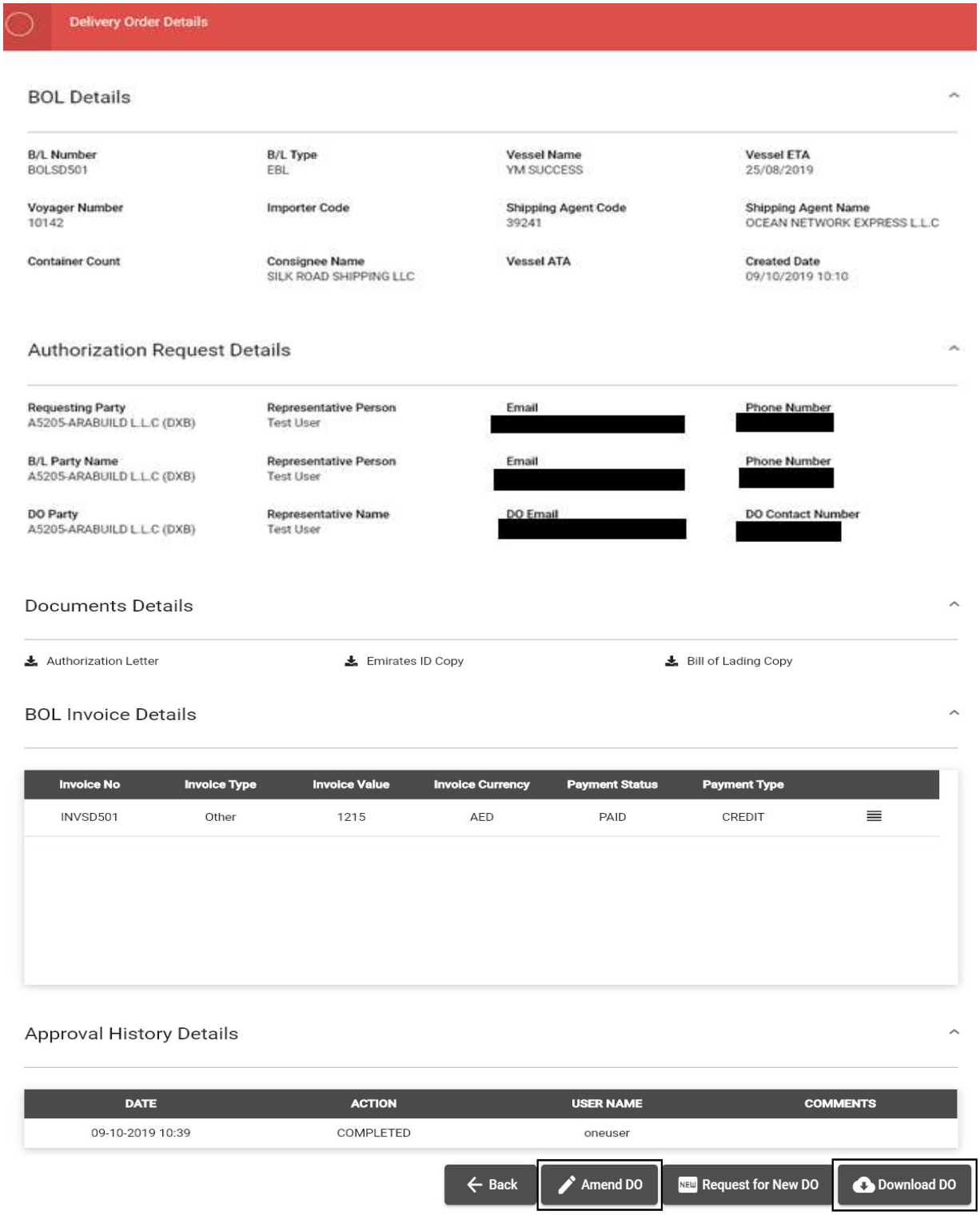

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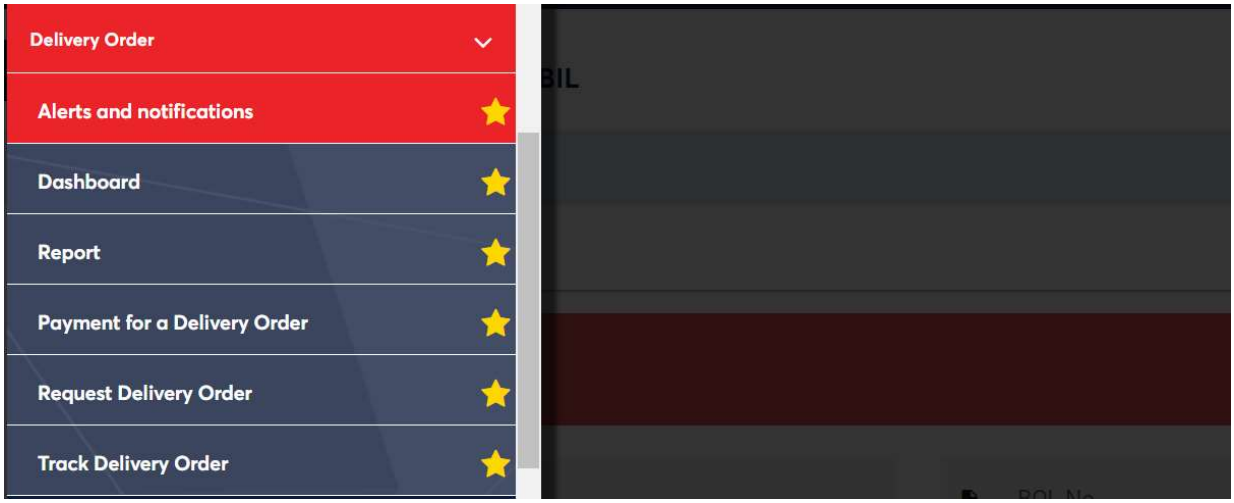
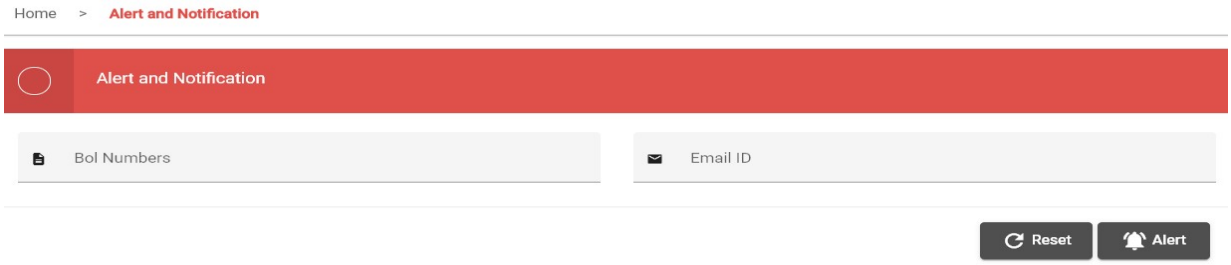
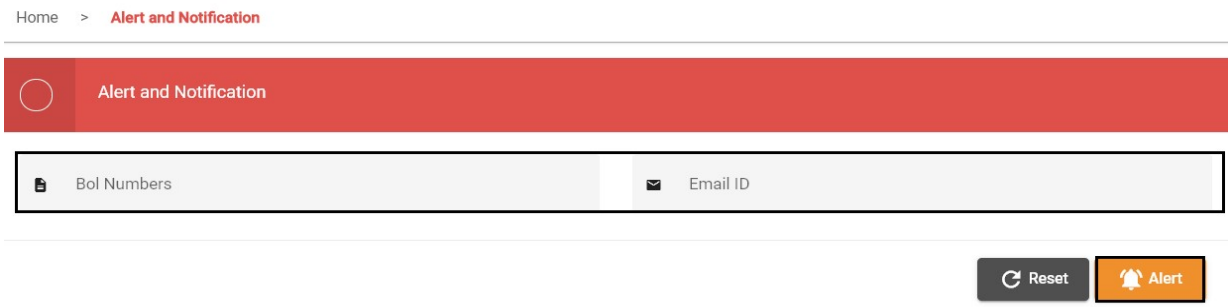
3. Alerts and Notifications:



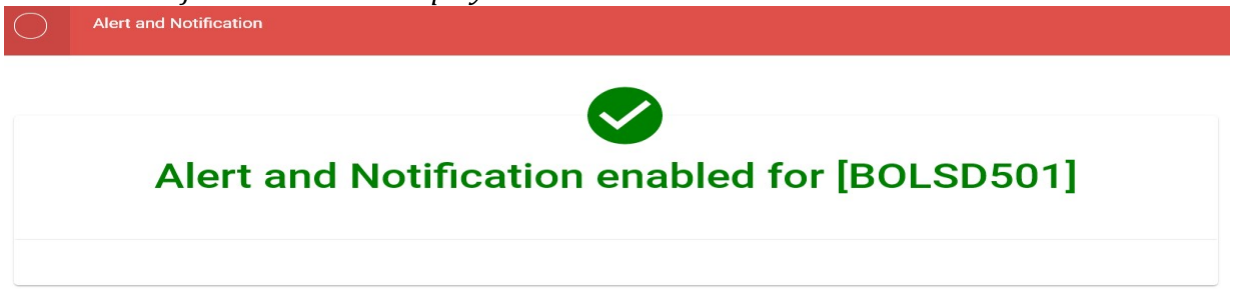
The below screen will be displayed



a. Enter the Bill of Lading Number, Email ID and click **Alert**



The below confirmation will be displayed



NOTE: *All updates will be notified to the mentioned email ID*

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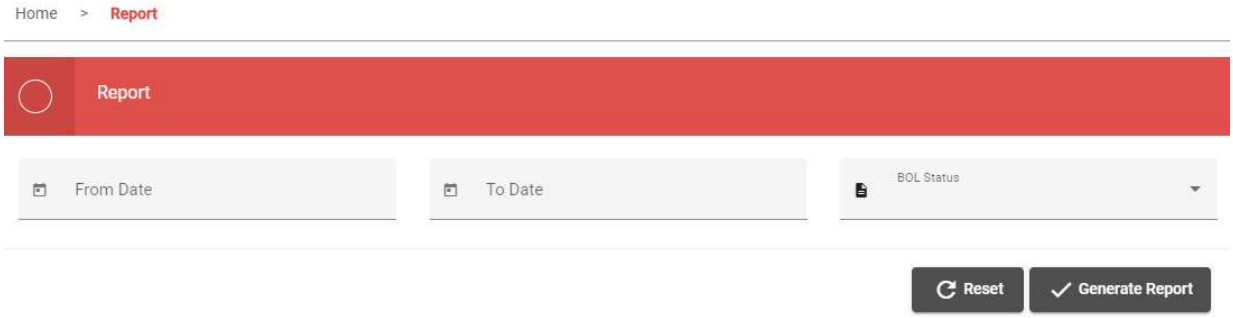
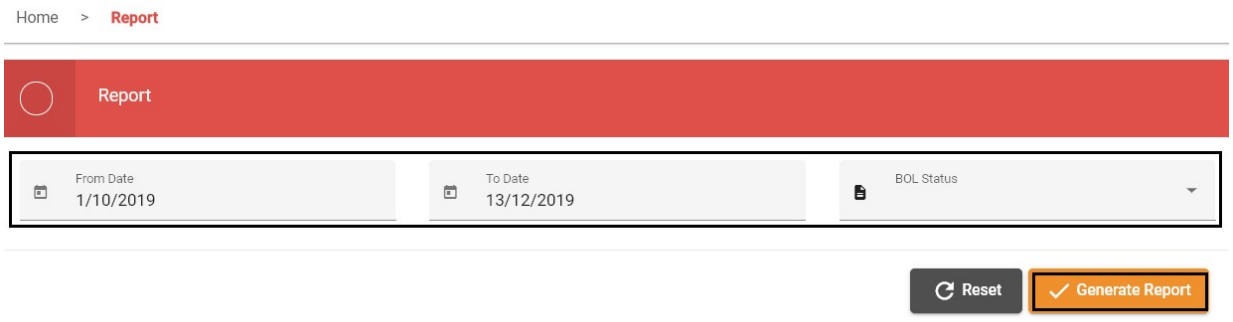
4. **Report:**

The below screen will be displayed



a. Enter the From Date, To Date, BOL Status (Optional) and click **Generate Report**



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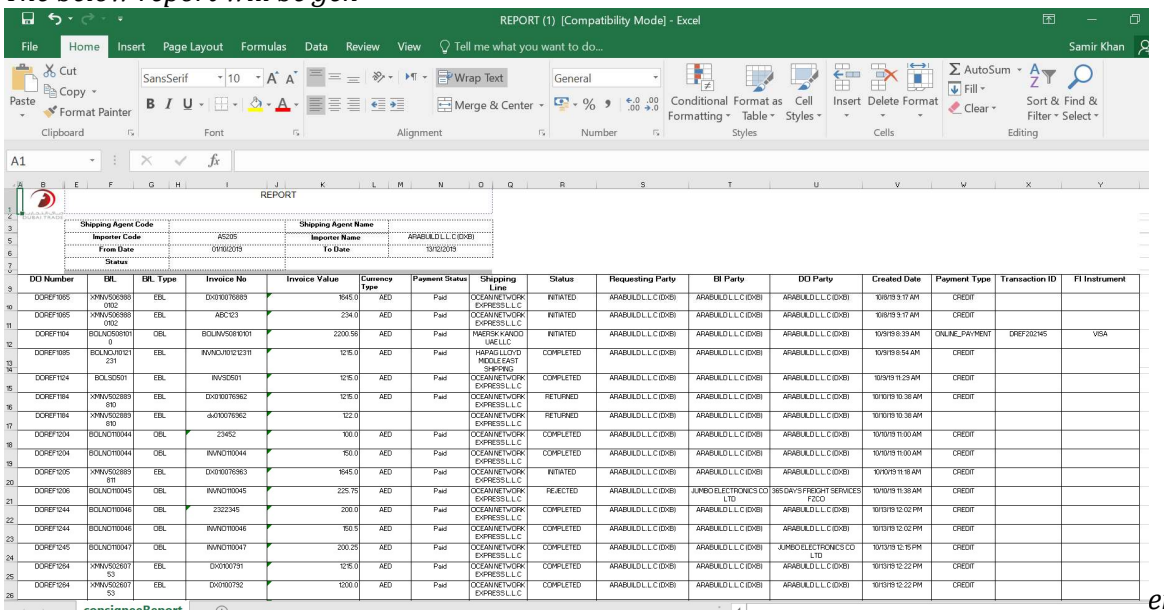
The below report will be gen



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