



دبي التجارية
DUBAI TRADE

Dubai Trade Manage Trade+ DDO/DNOC – Agent DDO Fee Payment User's Manual

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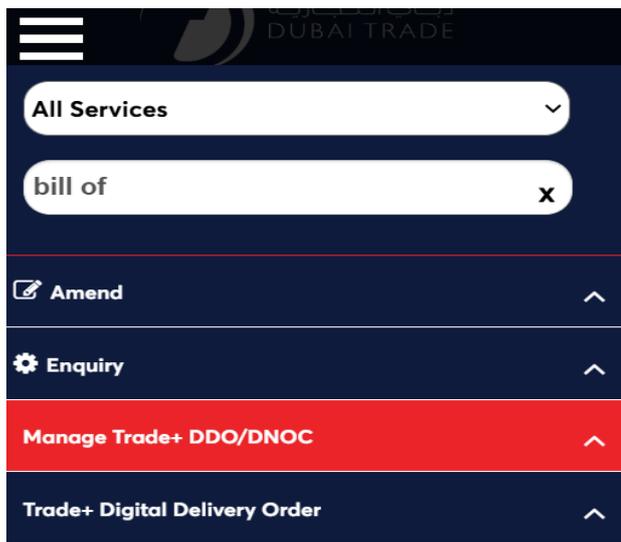
DOCUMENT DETAILS

Document Name	Manage Trade+ DDO/DNOC – Agent DDO Fee Payment
Project Name	Trade+
Business Unit	Dubai Trade
Author(s)	Training Department
Last Updated Date	1 July, 2025
Current Version	1.4

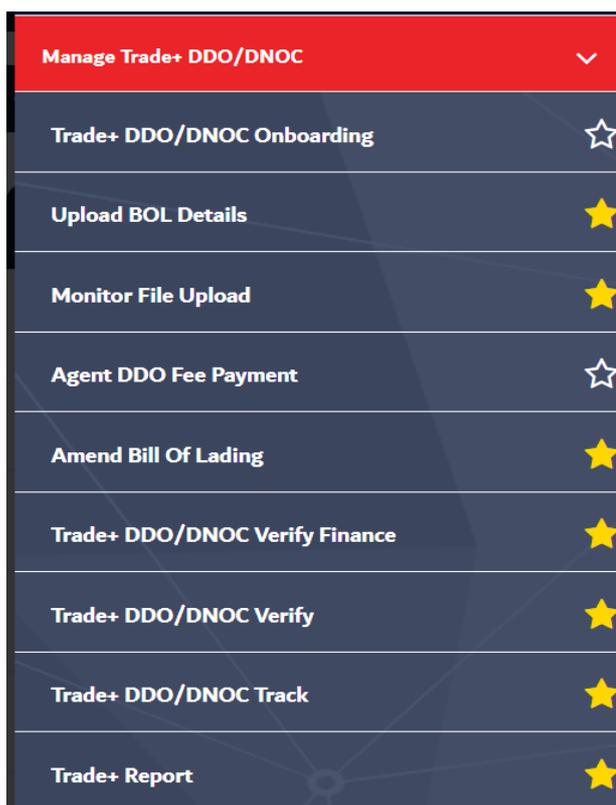
This manual provides step-by-step guidance for Shipping Agents and Freight Forwarders to process payments for their Bills of Lading (BOLs) through the Trade+ platform using the Agent Digital Delivery Order (DDO) Fee. Completing this payment is a mandatory prerequisite before any DDO requests can be approved.

Navigation:

1. Login to **Dubai Trade**
2. Go to the **Services Menu**
3. Click on **Manage Trade+ DDO/DNOC**



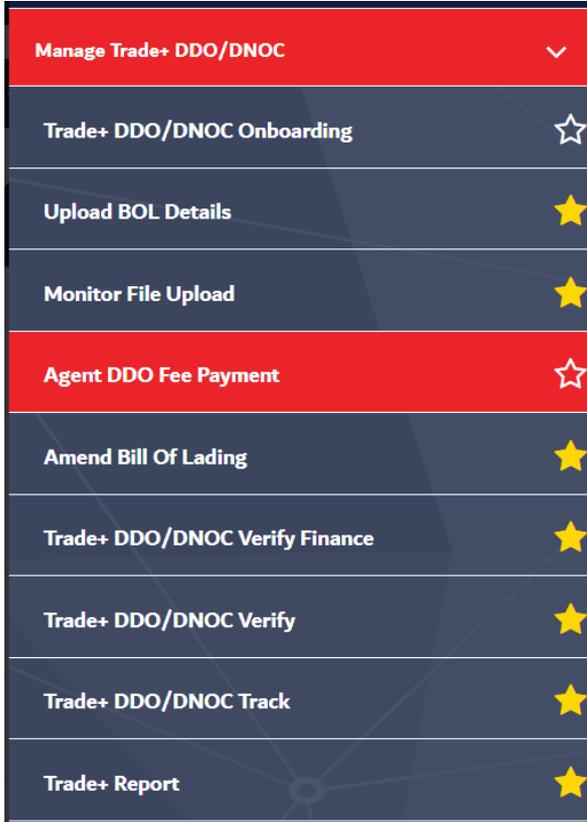
The below e-Services will be available



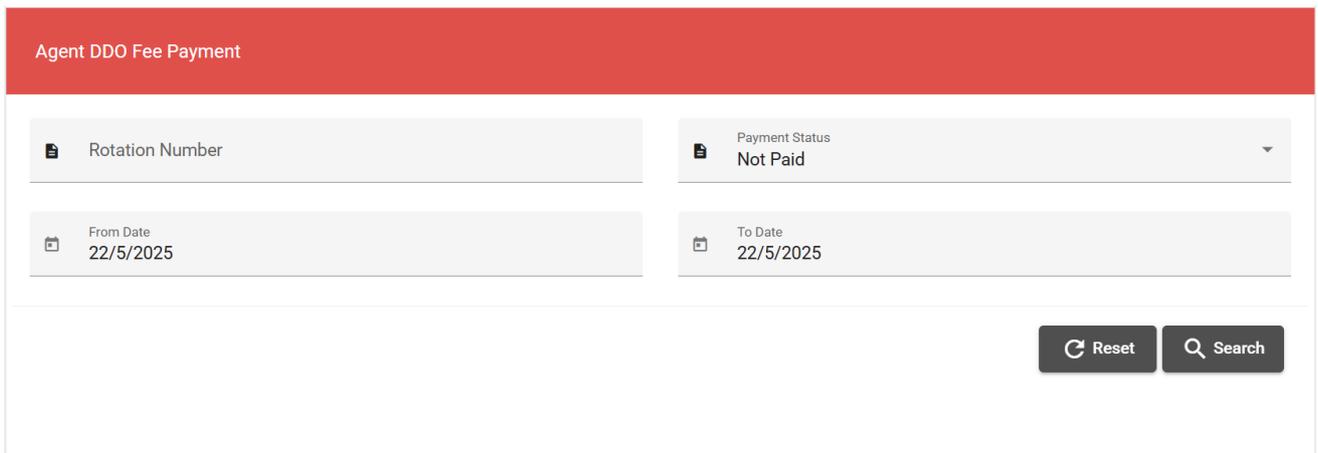
Manage Trade+ DDO/DNOC - Agent DDO Fee Payment

Procedure:

1. Click on **Agent DDO Fee Payment**



The below screen will be displayed



2. Enter the relevant search criteria then click **Search**

Agent DDO Fee Payment

Rotation Number	Payment Status Not Paid
From Date 22/5/2025	To Date 22/5/2025

The number of unpaid BoLs for each rotation will be displayed

Agent DDO Fee Payment

Rotation Number	Payment Status Not Paid
From Date 23/5/2025	To Date 23/5/2025

<input type="checkbox"/>	Rotation Number	Date Uploaded	No of BOLs	Payment Remarks
<input type="checkbox"/>	819309	23-05-2025	5	NOT PAID
<input type="checkbox"/>	819307	23-05-2025	5	NOT PAID
<input type="checkbox"/>	819308	23-05-2025	5	NOT PAID
<input type="checkbox"/>	819306	23-05-2025	5	NOT PAID
<input type="checkbox"/>	818994	23-05-2025	5	NOT PAID

3. Select the **Rotation**

<input type="checkbox"/>	Rotation Number	Date Uploaded	No of BOLs	Payment Remarks
<input type="checkbox"/>	819309	23-05-2025	5	NOT PAID
<input type="checkbox"/>	819307	23-05-2025	5	NOT PAID
<input checked="" type="checkbox"/>	819308	23-05-2025	5	NOT PAID
<input type="checkbox"/>	819306	23-05-2025	5	NOT PAID
<input type="checkbox"/>	818994	23-05-2025	5	NOT PAID

4. Select the **Payment Method (CREDIT/DEBIT CARD OR BANK DIRECT DEBIT)**



NO of

Charges Per BOL

Total BOL Amount

5% VAT

Total Payable Amount

VAT Number
24248544

Address
MIDDLE EAST
SHIPPING,
Dubai City,
DUBAI,
UNITED ARAB EMIRATES

5. **Read and Accept** the Terms and Conditions then click **Pay**

Terms and Condition *

Please agree to Terms and Conditions [Terms and Conditions](#)



NOTE: Please enable pop-ups and redirect in your browser's settings (Ensure pop-up blockers are disabled on your browser before initiating payment)

E-Payment Gateway page will open in new window

6. Select the Payment Method (**DEBIT/CREDIT CARD OR DIRECT DEBIT**) **Read and Accept** the Terms and Conditions then click **AGREE AND PAY**

How would you like to pay?

 Debit/Credit

 Direct Debit

Select the Card Type





Notify me with the payment status.

Enter your e-mail id

I accept the [Terms and Conditions](#) for this payment

ORDER DETAILS

Merchant  **دبي للتجارة DUBAI TRADE**

Pay To

Pay For **Delivery Order Payment**

Total **AED**

CANCEL ORDER

AGREE AND PAY

7. Enter the details then click **Pay**

Payment Details 

* Required field

Card Type *

 Visa

 Mastercard

Card Number *1111

Expiration Month * 12 Expiration Year * 2025

CVN * 123 

This code is a three or four digit number printed on the back or front of credit cards.

Cancel

Pay

Your Order

Total amount

The below payment confirmation will be displayed.



DDO fee payment for 5 BOLs. has been successfully completed.

 Print Tax Invoice

 Print Receipt

You may then proceed to approve any pending DDO requests from consignees using the **Trade+ DDO/DNOC Verify** service.

Troubleshooting:

The following section addresses common issues that may arise during the payment process and provides recommended solutions:

- **Issue:** Payment gateway window does not open.

Resolution: *Verify that pop-up blockers are disabled in your web browser. Refer to Step 5 in the Step-by-Step Instructions.*

- **Issue:** Payment is declined.

Resolution: *Ensure that the entered card details are accurate, verification details are accurate (OTP) and that sufficient funds are available. Contact your financial institution if the issue persists.*

- **Issue:** Unable to locate a rotation while searching with Rotation Number.

Resolution: *Confirm that the Rotation Number entered is correct. Consider using alternative search terms.*

Contact Information:

Our support team is available to assist you with any issues related to DDO payments on Trade+.

For further assistance or inquiries, please contact our support team at [\[customer-care@dubaitrade.ae\]](mailto:customer-care@dubaitrade.ae) or by calling [\[600555554\]](tel:600555554).

