



دبي التجارية
DUBAI TRADE

DP World e-Token Cancel User's Manual

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Table Designs

DOCUMENT DETAILS

Document Name	e-Token Cancel
Project Name	
Business Unit	DP World
Author(s)	DT Training Dept.
Last Updated Date	25 th November, 2022
Current Version	3.0

This service enables users to amend their e-Token. Please note the new features below:

- *Single token with one 'time slot' for multi-terminal jobs. The time slot shall be checked at the time of reporting to the first terminal gate.*
- *Terminal-wise 'Load Cut off' time is considered for 'Export In' tokens for full containers loading on multi-Terminal vessel calls.*
- *Amendments of seal and weight are allowed till the truck reports to terminal gate.*
- *Selection of Chassis type and container's position on the Trailer.*
- *Token Status is changed to "Completed" - once the EIR and Move Confirmed.*
- *Complete tracking and enquiry of e-token and printing of payment receipt from enquiry service.*
- *My Tokens - Token List for all the token generated by the user for last 30 days in e-Token Request screen.*

Navigation:

1. Login to **Dubai Trade**
2. Go to **Cancel**
3. Then Go to **EToken New**

The below screen will be displayed

Cancel Gate Booking

Port
JEBEL ALI

Search By
TOKEN NUMBER

Search Value

Search

Advanced Search

Reset

Procedure:

1. Enter any of the search criteria and click **Search**

Cancel Gate Booking

Port
JEBEL ALI

Search By
TOKEN NUMBER

Search Value

Search

Advanced Search

Reset

NOTE: *Advanced Search is also available*

Gate Booking Advance Search Cancel

Search By

Token No.

Truck No.
Select Select

Receipt No.

Nomination Ref No.

Haulier
SEARCH BY NAME OR CODE

DPW Reference

Agent Reference

Bill Of Entry

C & F Agent
SEARCH BY NAME OR CODE

Shipper
SEARCH BY NAME OR CODE

From Date
28-Nov-22 11:15

To Date
29-Nov-22 11:17

DO Number

Container No.

Token Status
ACTIVE

Search

Reset

The below details will be displayed below

Results									
Token No.	Truck No.	Time Slot	DPW BRN / BOE	Agent Reference	Container No.	Token Status	Haulier	Receipt	Action
400389	DXB-5184	30-11-2022 06:00-07:59	101-14112202-22		FCLC111150	ACTIVE	H00001	2211400408	

View 1 - 1 of 1

Previous 1 Next

2. Click Cancel

Results									
Token No.	Truck No.	Time Slot	DPW BRN / BOE	Agent Reference	Container No.	Token Status	Haulier	Receipt	Action
400389	DXB-5184	30-11-2022 06:00-07:59	101-14112202-22		FCLC111150	ACTIVE	H00001	2211400408	

View 1 - 1 of 1

Previous 1 Next

The below page will be displayed

E-Token Cancellation

Requested On 29-Nov-22 09:23
ACTIVE

Terminal Name
TERMINAL ONE

Token No.
400389

Token Status
ACTIVE

Payment Status
SUCCESS

Receipt No.
2211400408

Haulier
H00001-DETROIT SHIPPING L.L.C

Terminal	TokenNo	Consignee	ISO Group	Category-Status	Move Type	Container/Count	Heavy Duty	Weight(Tn)	Seal No
<input type="checkbox"/> T1	400389	FZE	RT[REF]-20	IMPORT - FULL	OUT	FCLC111150[0]	No	30	AEJEA1234A6

Time Slot & Payment Details

Registration Place
DXB

Plate Number
5184

Timeslot(Date/Time)
30-11-2022 06:00 - 07:59

Customer Reference

Notification Type
SMS

Mobile Prefix
050

MobileNo
3216549

Mode of Payment
Advance Deposit

* Remarks
Select

Other Reason

View Receipt

Back

Submit

3. Select the Remarks for cancellation

* Remarks

Select

Select

Change in Seal Number

Container cannot be located

Container rejected by operation

Reefer time expired

Truck breakdown

Others

4. Enter **Other Reason** (Mandatory if **Remarks** selected as **Others**)

Other Reason

5. Click **Submit**

E-Token CancellationRequested On 29-Nov-22 09:23
ACTIVE

Terminal Name
TERMINAL ONE

Token No.
400389

Token Status
ACTIVE

Payment Status
SUCCESS

Receipt No.
2211400408

Haulier
H00001-DETROIT SHIPPING L.L.C

Token Cancellation

Terminal	TokenNo	Consignee	ISO Group	Category-Status	Move Type	Container/Count	Heavy Duty	Weight(Tn)	Seal No
<input type="checkbox"/> T1	400389		RT[REF]-20	IMPORT - FULL	OUT	ECLC111150[0]	No	30	AEJEA1234A6

Time Slot & Payment Details

Registration Place
DXB

Plate Number
5184

Timeslot(Date/Time)
30-11-2022 06:00 - 07:59

Customer Reference

Notification Type
SMS

Mobile Prefix
050

MobileNo
3216549

Mode of Payment
Advance Deposit

* Remarks
Others


*Other Reason
TEST

View Receipt

Back

Submit

The below confirmation will be displayed

 **Token cancelled successfully.**DP WORLD

Token No. : 400389

Receipt No. : 2211400408

Back

Back: To go back to cancel another e-Token

