



# IPCSA

International Port  
Community Systems  
Association



دبي التجارية  
DUBAI TRADE



## MEMBER

### WHO

Dubai Trade

### WHERE

Dubai

### GOVERNANCE/OWNERSHIP

Dubai Trade is owned  
by the DP World Group

### VISION

'To Enable Seamless Trade'

### JOINED IPCSA

November 2015

## BEYOND THE CONVENTIONAL TRADE ECOSYSTEM



www.ipcsa.international

## HISTORY

Dubai Trade was set up in 2003 to offer integrated electronic services from various trade and logistics service providers in Dubai through a Single Window.

Thus Dubai Trade has integrated DP World (the global ports and terminals operator); Dubai Customs (Dubai's first government department to embrace fully fledged IT automation); and Economic Zones World (the global operator of economic zones, including Jebel Ali Free Zone, one of the major contributors to the overall growth of Dubai).

There has been rapid transformation and expansion since 2003; the number of online transactions now exceeds 20 million a year, and annual growth of 2-4% continues. More than 100,000 companies now use the round-the-clock e-Services provided via the Dubai Trade Portal.

In 2008, Dubai Trade launched the e-Payment gateway "Rosoom" and this quickly became an indispensable platform for traders.

## ENACTING THE SINGLE WINDOW

Dubai Trade has succeeded in completing the Single Window ecosystem within Dubai including:

- 1 Service automation eliminating the need to physically visit counters to complete transactions
- 2 Consolidating several disparate systems to a centralised platform
- 3 Increasing e-service adoption rates, as well as additional services such as online payments and trade insurance

## OPERATIONS/SERVICES

Dubai Trade Portal offers a Single Window to the online services of its stakeholders, providing a streamlined flow of services for traders, shipping lines, shipping agents, clearing and forwarding agents, hauliers and free zone licensees.

### Notable services include:

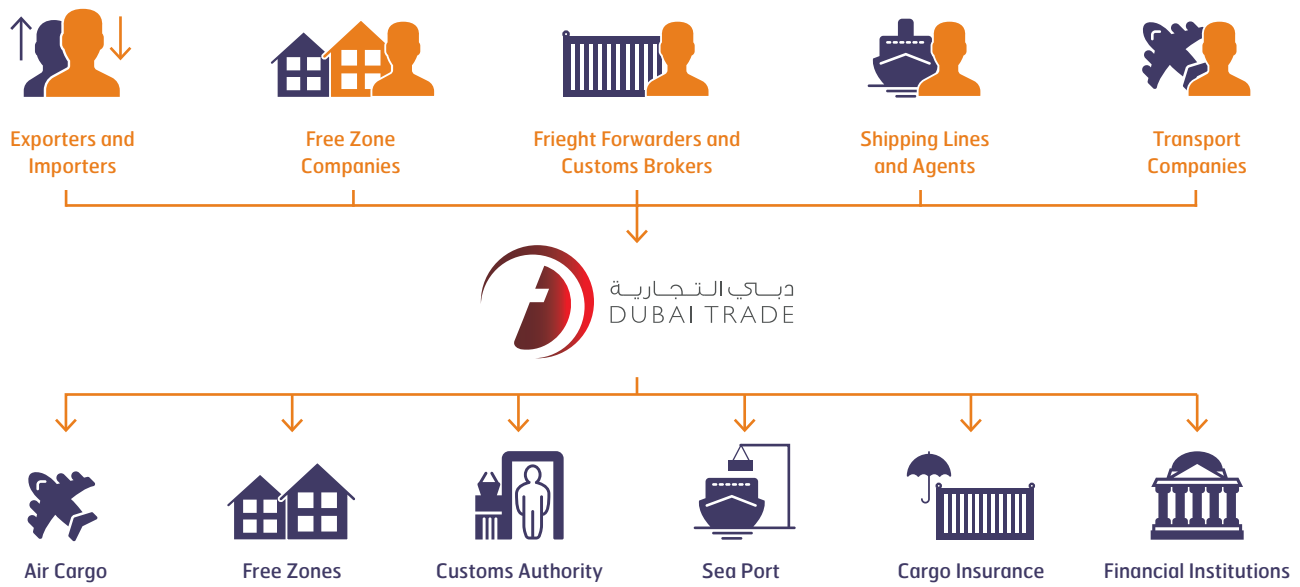
**Cargo Booking and Clearance** – customs declaration, container tracking, customs and ports payment, air/sea schedules, cargo booking, freight enquiries

**Cargo Handling and Marine** – berth booking, manifest services, load list/discharge list submission, delivery orders, container release/acceptance

**Free Zone Administration** – visa permits, lease renewal, employment and access cards, letter requests

**Transportation** – time slot booking, cargo gate pass, truck registration and renewal with DP World

## DUBAI'S TRADE ECOSYSTEM



### ADDED VALUE

**Training** – Dubai Trade offers training via workshops, e-tutorials and printed materials to give customers the knowledge and skills they need for efficiently conducting their business online.

**Contact Centre** – Dubai Trade operates a 24/7 contact centre, fully equipped with state-of-the-art technology, to assist customers with any service-related issues.

**e-Payment** – “Rosoom”, Dubai Trade’s e-payment system, provides high levels of security and reliability. More than 292.3 million dirhams were generated from 292,000 payment transactions in the first quarter of 2016 alone. Users can access transactional and settlement reports instantly and can also use the platform to complete payment transactions on their smart phones.

This complements the variety of other payment options available, including credit and debit cards and pre-paid instruments such as the e-Dirham.

**Insurance** – Tradeshield is a robust service that enables customers to apply and obtain standard insurance policies online, a key part of the one-stop-shop for all shipping-related services.

The Certified Trade and Logistics Professional (CTLP) is a comprehensive training programme that covers the end-to-end process of import and export in the UAE and the region. It’s a hands-on programme designed to give you in-depth understanding of the full business concepts and procedures related to all stakeholders involved in the trade supply chain.

### ACHIEVEMENTS

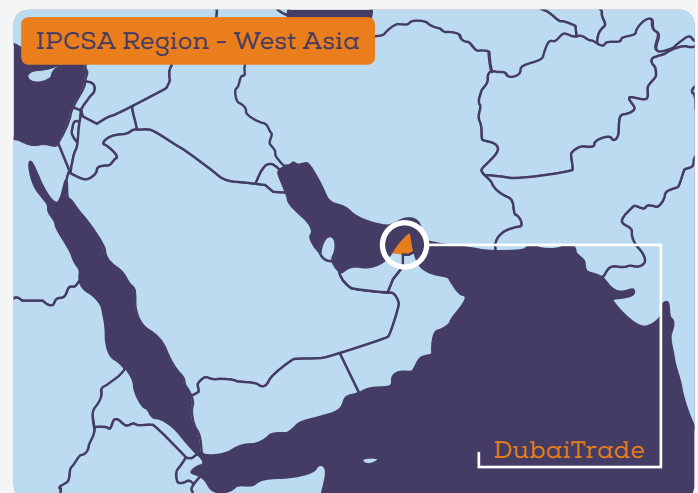
The Single Window provided by Dubai Trade delivers vital support for the development and growth of Dubai and its economy.

A study by the Emirates Competitiveness Council concluded that the potential savings in export and import costs, due to the reduction in time to trade across borders, has been worth US\$40 billion over a five-year period. Each Dubai Trade transaction eliminates paper, saves effort and time, and positively impacts on the lives of users, the environment and the economy.

### LOOKING AHEAD

Dubai Trade promotes innovation amongst its stakeholders and seeks to introduce new products and services that further streamline the supply chain activities.

One such initiative is to reduce the physical documents in Trade Finance activities by partnering with the local and international banks.



Ravi Kumar, Head of Strategy & Innovation  
[Ravi.Kumar@dubaitrade.ae](mailto:Ravi.Kumar@dubaitrade.ae)

[www.dubaitrade.ae](http://www.dubaitrade.ae)