- Hello! I'm here to help with anything related to DSV logistics, transport, or warehousing.
- 📦 **20ft Container Specs**:\n" "- Length: 6.1m\n" "- Width: 2.44m\n" "- Height: 2.59m\n" "- Capacity: ~33 CBM\n" "- Max Payload: ~28,000 kg\n\n" "Ideal for compact or heavy cargo like pallets, boxes, or general freight.
- 📦 **40ft Container Specs**:\n" "- Length: 12.2m\n" "- Width: 2.44m\n" "- Height: 2.59m\n" "- Capacity: ~67 CBM\n" "- Max Payload: ~30,400 kg\n\n" "Perfect for palletized or high-volume cargo. Widely used for full truckload and global sea freight.
- 🔝 **40ft High Cube Container Specs**:\n\n" "- Same length/width as standard 40ft:\n" " • Length: 12.2m\n" " • Width: 2.44m\n" "- **Height: 2.9m** (vs 2.59m standard)\n" "- Capacity: ~76 CBM\n\n" "**Ideal for voluminous cargo** where height matters — such as light bulk goods, furniture, or machines requiring upright transport.
- ❄️ **Reefer (Refrigerated) Containers**:\n\n" "- Available in **20ft** and **40ft** sizes\n" "- Insulated with temperature control: **+2°C to –25°C**\n" "- Used for: food, pharmaceuticals, perishables\n" "- Plug-in units with cooling system (electric or diesel)\n\n" "**Specs Example (40ft Reefer):**\n" "- Length: 12.2m, Width: 2.44m, Height: 2.59m\n" "- Capacity: ~67 CBM\n\n" "Let me know if you want 20ft specs or details for sea/road use!
- 🏗️ **Open Top Container Specs**:\n\n" "- Length: 20ft or 40ft\n" "- No solid roof — uses removable tarpaulin cover\n" "- Same base dimensions as standard container\n" "- Allows top loading via crane or forklift\n\n" "**Used for:**\n" "- Tall cargo (e.g., pipes, steel coils, machinery)\n" "- Oversized height loads\n" "- Construction or industrial freight requiring vertical access
- Flat Rack containers have no sides or roof, perfect for oversized cargo such as vehicles, generators, or heavy equipment.
- In logistics, **SME** usually refers to Small and Medium Enterprises, but in UAE context, 'SME container' can also mean modular containers customized for SME use — often used for short-term cargo storage or small-scale import/export.
- 📦 Here are the main container types and their specs: 20ft, 40ft, High Cube, Reefer, Flat Rack, Open Top, SME... Let me know which you'd like in detail.
- DSV uses two main pallet types in its 21K warehouse:\n\n" "▧ **Standard Pallet**:\n- Size: 1.2m × 1.0m\n- Load capacity: ~1,000 kg\n- Fits **14 pallets per bay**\n\n" "▨ **Euro Pallet**:\n- Size: 1.2m × 0.8m\n- Load capacity: ~800 kg\n- Fits **21 pallets per bay**\n\n" "Pallets are used for racking, picking, and transport. DSV also offers VAS like pallet loading, shrink wrapping, labeling, and stretch film wrapping for safe handling.
- Which type of storage are you asking about? Standard, Chemicals, or Open Yard?
- Do you mean Standard AC, Standard Non-AC, or Open Shed?
- Do you mean Chemical AC or Chemical Non-AC?
- 🏗️ **DSV Open Yard Overview:**\n\n" "- 📍 **Mussafah Open Yard**: 160 AED/SQM/year\n" "- 📍 **KIZAD Open Yard**: 125 AED/SQM/year\n" "- ⬜ Total Area: **360,000 SQM** across both sites\n" "- ☑️ Ideal for containers, equipment, heavy goods\n" "- 🔧 VAS includes forklifts, cranes, and lifting services\n\n" "📧 For availability, contact Antony Jeyaraj at
- Do you mean Open Yard in Mussafah or KIZAD?
- Which VAS do you need?\n\n" "▧ Type **Standard VAS** for AC/Non-AC/Open Shed\n" "🧪 Type **Chemical VAS** for hazmat/chemicals\n" "🏗️ Type **Open Yard VAS** for forklifts/cranes
- ** 📦 Standard VAS:**\n" "- In/Out Handling: 20 AED/CBM\n" "- Pallet Loading: 12 AED/pallet\n" "- Documentation: 125 AED/set\n" "- Packing with pallet: 85 AED/CBM\n" "- Inventory Count: 3,000 AED/event\n" "- Case Picking: 2.5 AED/carton\n" "- Sticker Labeling: 1.5 AED/label\n" "- Shrink Wrapping: 6 AED/pallet\n" "- VNA Usage: 2.5 AED/pallet\n\n" "** 🧪 Chemical VAS:**\n" "- Handling (Palletized): 20 AED/CBM\n" "- Handling (Loose): 25 AED/CBM\n" "- Documentation: 150 AED/set\n" "- Packing with pallet: 85 AED/CBM\n" "- Inventory Count: 3,000 AED/event\n" "- Inner Bag Picking: 3.5 AED/bag\n" "- Sticker Labeling: 1.5 AED/label\n" "- Shrink Wrapping: 6 AED/pallet\n\n" "**🏗️ Open Yard VAS:**\n" "- Forklift (3T–7T): 90 AED/hr\n" "- Forklift (10T): 200 AED/hr\n" "- Forklift (15T): 320 AED/hr\n" "- Mobile Crane (50T): 250 AED/hr\n" "- Mobile Crane (80T): 450 AED/hr\n" "- Container Lifting: 250 AED/lift\n" "- Container Stripping (20ft): 1,200 AED/hr
- Standard VAS includes:\n- In/Out Handling: 20 AED/CBM\n- Pallet Loading: 12 AED/pallet\n- Documentation: 125 AED/set\n- Packing with pallet: 85 AED/CBM\n- Inventory Count: 3,000 AED/event\n- Case Picking: 2.5 AED/carton\n- Sticker Labeling: 1.5 AED/label\n- Shrink Wrapping: 6 AED/pallet\n- VNA Usage: 2.5 AED/pallet
- Chemical VAS includes:\n- Handling (Palletized): 20 AED/CBM\n- Handling (Loose): 25 AED/CBM\n- Documentation: 150 AED/set\n- Packing with pallet: 85 AED/CBM\n- Inventory Count: 3,000 AED/event\n- Inner Bag Picking: 3.5 AED/bag\n- Sticker Labeling: 1.5 AED/label\n- Shrink Wrapping: 6 AED/pallet
- Open Yard VAS includes:\n- Forklift (3T–7T): 90 AED/hr\n- Forklift (10T): 200 AED/hr\n- Forklift (15T): 320 AED/hr\n- Mobile Crane (50T): 250 AED/hr\n- Mobile Crane (80T): 450 AED/hr\n- Container Lifting: 250 AED/lift\n- Container Stripping (20ft): 1,200 AED/hr
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- 🏗️ **Open Yard VAS includes:**\n" "- Forklift (3T–7T): 90 AED/hr\n" "- Forklift (10T): 200 AED/hr\n" "- Forklift (15T): 320 AED/hr\n" "- Mobile Crane (50T): 250 AED/hr\n" "- Mobile Crane (80T): 450 AED/hr\n" "- Container Lifting: 250 AED/lift\n" "- Container Stripping (20ft): 1,200 AED/hr
- 21K warehouse racks are 12m tall with 6 pallet levels. Each bay holds 14 Standard pallets or 21 Euro pallets.
- 21K is DSV's main warehouse in Mussafah, Abu Dhabi. It is 21,000 sqm with a clear height of 15 meters. The facility features:\n" "- 3 rack types: Selective, VNA, and Drive-in\n" "- Rack height: 12m with 6 pallet levels\n" "- Aisle widths: Selective (2.95–3.3m), VNA (1.95m), Drive-in (2.0m)\n" "- 7 chambers used by clients like ADNOC, ZARA, PSN, and Civil Defense\n" "- Fully equipped with fire systems, access control, and RMS for document storage\n" "Chambers range from **1,000–5,000 sqm** and together can accommodate **~35,000 CBM**.
- GDSP stands for Good Distribution and Storage Practices. It ensures that warehouse operations comply with global standards for the safe handling, storage, and distribution of goods, especially pharmaceuticals and sensitive materials. DSV's warehouses in Abu Dhabi are GDSP certified.
- DSV facilities in Abu Dhabi are certified with multiple ISO standards:\n- **ISO 9001**: Quality Management\n- **ISO 14001**: Environmental Management\n- **ISO 45001**: Occupational Health & Safety\nThese certifications ensure that DSV operates to the highest international standards in safety, service quality, and environmental responsibility.
- GDP stands for **Good Distribution Practice**, a quality standard for warehouse and transport operations of pharmaceutical products. DSV's healthcare storage facilities in Abu Dhabi, including the Airport Freezone warehouse, are GDP-compliant, ensuring cold chain integrity, traceability, and regulatory compliance.
- DSV offers full temperature-controlled logistics including:\n\n" "🟢 **Ambient Storage**: +18°C to +25°C (for general FMCG, electronics, and dry goods)\n" "🟢 **Cold Room**: +2°C to +8°C (for pharmaceuticals, healthcare, and food products)\n" "🟢 **Freezer Room**: –22°C (for frozen goods and sensitive biological materials)\n\n" "Our warehouses in Abu Dhabi are equipped with temperature monitoring, backup power, and GDP-compliant systems to maintain cold chain integrity.
- RMS (Record Management System) at DSV is located inside the 21K warehouse in Mussafah. It is used to store and manage physical documents, archives, and secure records for clients like Civil Defense.\n\n" "The RMS area is equipped with an **FM 200 fire suppression system** for safe document protection. Note: RMS is not used for storing Return Material.
- To prepare an **Asset Management** quotation, collect the following from the client:\n" "1️⃣ Type of assets (IT, furniture, tools, etc.)\n" "2️⃣ Quantity and tagging type (barcode or RFID)\n" "3️⃣ Duration of storage or tracking\n" "4️⃣ Reporting/system integration needs\n" "5️⃣ Any relocation, retrieval, or disposal cycles
- **RFID** stands for *Radio Frequency Identification*. It's a technology that uses radio waves to automatically identify and track tags attached to objects.\n\n" "At **DSV Abu Dhabi**, RFID is used for:\n" "- Asset tracking and management\n" "- Warehouse inventory visibility\n" "- Automated gate control and access logging\n\n" "RFID tags can be passive (no battery) or active (battery-powered) and can be scanned without direct line of sight.
- DSV offers complete **Asset Management** solutions including:\n- Barcode or RFID tracking\n- Asset labeling\n- Storage and life-cycle monitoring\n- Secure location control\n\nIdeal for IT equipment, tools, calibration items, and government assets.
- DSV provides **Asset Labeling** services using RFID or barcode tags. Labels include:\n" "- Unique ID numbers\n" "- Ownership info\n" "- Scannable codes for inventory and asset tracking\n\n" "These labels are applied during intake or on-site at the client's location upon request.
- The 21K warehouse in Mussafah uses 3 racking systems:\n\n" "🔷 **Selective Racking**:\n- Aisle width: 2.95m–3.3m\n- Standard access to all pallets\n\n" "🔷 **VNA (Very Narrow Aisle)**:\n- Aisle width: 1.95m\n- High-density storage with specialized forklifts\n\n" "🔷 **Drive-in Racking**:\n- Aisle width: 2.0m\n- Deep storage for uniform SKUs\n\n" "All racks are **12 meters tall** with **6 pallet levels plus ground**.\n" "Each bay holds:\n- **14 Standard pallets** (1.2m × 1.0m)\n" "- **21 Euro pallets** (1.2m × 0.8m)
- Each rack bay in the 21K warehouse has:\n" "- **6 pallet levels** plus ground\n" "- Fits **14 Standard pallets** or **21 Euro pallets** per bay\n\n" "Across the facility, DSV offers thousands of pallet positions for ambient, VNA, and selective racking layouts. The exact total depends on rack type and client configuration.
- Here are the aisle widths used in DSV's 21K warehouse:\n\n" "🔹 **Selective Racking**: 2.95m – 3.3m\n" "🔹 **VNA (Very Narrow Aisle)**: 1.95m\n" "🔹 **Drive-in Racking**: 2.0m\n\n" "These widths are optimized for reach trucks, VNA machines, and efficient space utilization.
- 📏 **DSV Abu Dhabi warehouse sizes**\n" "- 21K (Mussafah): **21,000 sqm** (main site, 7 chambers)\n" "- M44: **5,760 sqm**\n" "- M45: **5,000 sqm**\n" "- Al Markaz: **12,000 sqm**\n" "- **Total warehouse space** (Abu Dhabi): ~**44,000 sqm**\n" "- **Open yard**: **360,000 sqm**
- DSV Abu Dhabi has approximately **44,000 sqm** of total warehouse space, distributed as follows:\n" "- **21K Warehouse (Mussafah)**: 21,000 sqm\n" "- **M44**: 5,760 sqm\n" "- **M45**: 5,000 sqm\n" "- **Al Markaz (Hameem)**: 12,000 sqm\n\n" "Additionally, we have **360,000 sqm** of open yard space, and a total logistics site of **481,000 sqm** including service roads and utilities.
- For warehouse occupancy, please contact Biju Krishnan at **biju.krishnan@dsv.com**. He'll assist with availability, allocation, and scheduling a site visit if needed.

- DSV warehouses support three temperature zones:\n\n" "🟢 **Ambient Storage**: +18°C to +25°C — for general cargo and FMCG\n" "🟢 **Cold Room**: +2°C to +8°C — for food and pharmaceuticals\n" "🟢 **Freezer Room**: –22°C — for frozen goods and sensitive materials\n\n" "All temperature-controlled areas are monitored 24/7 and GDP-compliant.
- There are 7 chambers in the 21K warehouse with different sizes and rack types. Chambers range from 1,000–5,000 sqm and together can accommodate ~35,000 CBM.
- DSV uses high-grade packing materials:\n- Shrink wrap (6 rolls per box, 1 roll = 20 pallets)\n- Strapping rolls + buckle kits (1 roll = 20 pallets)\n- Bubble wrap, carton boxes, foam sheets\n- Heavy-duty pallets (wooden/plastic)\nUsed for relocation, storage, and export.
- Typical warehouse processes at DSV include:\n\n" "1️⃣ **Inbound**: receiving, inspection, put-away\n" "2️⃣ **Storage**: in racks or bulk zones\n" "3️⃣ **Order Processing**: picking, packing, labeling\n" "4️⃣ **Outbound**: staging, dispatch, transport coordination\n" "5️⃣ **Inventory Control**: cycle counting, stock checks, and returns\n\n" "Additional activities include VAS (Value Added Services), replenishment, and returns management.\n\n" "All operations are fully managed through our INFOR WMS system for visibility, traceability, and efficiency.
- DSV uses a wide range of **Material Handling Equipment (MHE)** for efficient warehouse and yard operations, including:\n\n" "- 🚜 Forklifts (3–15T)\n" "- 🎯 VNA (Very Narrow Aisle) machines\n" "- 🤜 Reach Trucks\n" "- 🎯 Pallet Jacks / Hand Pallets\n" "- 🏗️ Cranes for heavy lift\n" "- 📦 Container Lifters / Strippers\n\n" "This equipment supports storage, picking, loading, and transport operations across all DSV Abu Dhabi facilities.
- DSV Abu Dhabi has 44,000 sqm of warehouse space across 21K, M44, M45, and Al Markaz. Main site is 21K in Mussafah (21,000 sqm, 7 chambers).
- WMS stands for Warehouse Management System. DSV uses INFOR WMS for inventory control, inbound/outbound, and full visibility.
- DSV uses INFOR WMS to manage all inventory activities. It provides:\n- Real-time stock visibility\n- Bin-level tracking\n- Batch/serial number control\n- Expiry tracking (for pharma/FMCG)\n- Integration with your ERP system
- INFOR is the software provider of the Warehouse Management System (WMS) used by DSV. " "It supports real-time inventory tracking, barcode scanning, inbound/outbound flow, and integration with ERP systems. " "INFOR WMS is known for its scalability, accuracy, and user-friendly interface for warehouse operations.
- Can you clarify what aspect of the warehouse you're asking about? Size, temp zones, racking, chambers, or something else?
- For open yard occupancy, please contact Antony Jeyaraj at **antony.jeyaraj@dsv.com**. He can confirm available space and assist with pricing or scheduling a visit.
- TAPA stands for Transported Asset Protection Association. It's a global security standard for the safe handling, warehousing, and transportation of high-value goods. DSV follows TAPA-aligned practices for secure transport and facility operations, including access control, CCTV, sealed trailer loading, and secured parking.
- DSV operates a GDP-compliant warehouse in the **Abu Dhabi Airport Freezone**, specialized in pharmaceutical and healthcare logistics. It offers:\n" "- Temperature-controlled and cold chain storage\n" "- Customs-cleared import/export operations\n" "- Proximity to air cargo terminals\n" "- Full WMS and track-and-trace integration\n" "This setup supports fast, regulated distribution across the UAE and GCC.
- DSV follows strict QHSE standards across all operations. This includes:\n" "- Quality checks (ISO 9001)\n" "- Health & safety compliance (ISO 45001)\n" "- Environmental management (ISO 14001)\n" "All staff undergo QHSE training, and warehouses are equipped with emergency protocols, access control, firefighting systems, and first-aid kits.
- DSV places strong emphasis on HSE compliance. We implement:\n" "- Safety inductions and daily toolbox talks\n" "- Fire drills and emergency response training\n" "- PPE usage and incident reporting procedures\n" "- Certified HSE officers across sites\n" "We're committed to zero harm in the workplace.
- All DSV warehouse and transport staff undergo structured training programs, including:\n" "- QHSE training (Safety, Fire, First Aid)\n" "- Equipment handling (Forklifts, Cranes, VNA)\n" "- WMS and inventory systems\n" "- Customer service and operational SOPs\n" "Regular refresher courses are also conducted.
- Chamber 2 is used by PSN (Federal Authority of Protocol and Strategic Narrative).
- Chamber 3 is used by food clients and fast-moving items.
- For warehouse occupancy, contact Biju Krishnan at biju.krishnan@dsv.com.
- For open yard occupancy, contact Antony Jeyaraj at antony.jeyaraj@dsv.com.
- DSV provides tailored logistics solutions for the **retail and fashion industry**, including:\n- Warehousing (racked, ambient, VNA)\n- Inbound & outbound transport\n- Value Added Services (labeling, repacking, tagging)\n- Last-mile delivery to malls and retail stores\n- WMS integration for real-time visibility
- DSV supports the **Oil & Gas industry** across Abu Dhabi and the GCC through:\n" "- Storage of chemicals and DG\n" "- Heavy equipment transport\n" "- 3PL/4PL project logistics\n" "- ADNOC-compliant warehousing and safety\n" "- Support for offshore & EPC contractors with specialized fleet
- Yes, DSV handles **heavy lift logistics** across the UAE and GCC. We provide:\n\n" "- 🏗️ Mobile cranes (up to 80T)\n" "- 🚚 Lowbed trailers for oversized cargo\n" "- 📦 Rigging, lifting, and permit coordination\n" "- 🛣️ Route planning for abnormal loads\n" "- 📋 QHSE-compliant execution\n\n" "Examples include transformer lifts, construction machinery, and ADNOC EPC project deliveries.

- DSV handles **breakbulk and heavy logistics** including:\n- Oversized cargo (machinery, steel, transformers)\n- Lowbed trailer and crane support\n- Project logistics & site delivery\n- DG compliance and route planning\n- Full UAE & GCC transport coordination
- DSV offers **last-mile delivery** services across the UAE using small city trucks and vans. These are ideal for e-commerce, retail, and healthcare shipments requiring fast and secure delivery to final destinations. Deliveries are WMS-tracked and coordinated by our OCC team for full visibility.
- Yes, DSV supports **cross-docking** for fast-moving cargo:\n- Receive → Sort → Dispatch (no storage)\n- Ideal for FMCG, e-commerce, and retail\n- Reduces lead time and handling\n- Available at Mussafah and KIZAD hubs
- DSV offers **transit storage** for short-term cargo holding. Ideal for:\n" "- Customs-cleared goods awaiting dispatch\n" "- Re-export shipments\n" "- Short-duration contracts\n" "Options available in Mussafah, Airport Freezone, and KIZAD.
- DSV Abu Dhabi operates EV trucks hauling 40ft containers. Each has ~250–300 km range and supports port shuttles & green logistics.
- Mr. Hossam Mahmoud is the Managing Director, Road & Solutions and CEO Abu Dhabi. He oversees all logistics, warehousing, and transport operations in the region.
- **DSV Abu Dhabi** provides full logistics and supply chain services, including:\n\n" "🚚 **2PL** – Road transport, containers, last-mile delivery\n" "🏢 **3PL** – Warehousing, inventory, VAS, WMS\n" "🔗 **3.5PL** – Hybrid logistics (execution + partial strategy)\n" "🧠 **4PL** – Fully managed supply chain operations\n\n" "**Main Facilities:**\n" "- 📍 **21K Warehouse (Mussafah)** – 21,000 sqm, 7 chambers\n" "- 📍 **M44 / M45** – Sub-warehouses in Mussafah\n" "- 📍 **Al Markaz (Hameem)** – 12,000 sqm\n" "- 📍 **KIZAD** – 360,000 sqm open yard\n" "- 📍 **Airport Freezone** – GDP-compliant storage for healthcare\n\n" "📞 +971 2 555 2900 | 🌐 dsv.com
- DSV Abu Dhabi offers full logistics, warehousing, and transport services. Our main operations include:\n\n" "📍 **21K Warehouse (Mussafah)** – 21,000 sqm, 15m height, 7 chambers\n" "📍 **M44 & M45 Sub-warehouses** – 5,760 sqm & 5,000 sqm\n" "📍 **Al Markaz (Hameem)** – 12,000 sqm\n" "📍 **KIZAD Open Yard** – 360,000 sqm\n" "📍 **Airport Freezone** – Pharma & healthcare storage\n\n" "We handle 2PL, 3PL, 4PL logistics, WMS, VAS, and temperature-controlled storage. Contact +971 2 555 2900 or visit dsv.com.
- **Logistics** refers to the planning, execution, and management of the movement and storage of goods, services, and information from origin to destination. At **DSV Abu Dhabi**, logistics includes: - 📦 **Warehousing** – AC, Non-AC, Open Yard, and temperature-controlled facilities - 🚚 **Transportation** – Local & GCC trucking (flatbeds, reefers, lowbeds, box trucks, double trailers, etc.) - 📄 **Value Added Services** – Packing, labeling, inventory counts, kitting & assembly - 🌍 **Global Freight Forwarding** – Air, sea, and multimodal shipments - 🧠 **4PL & Supply Chain Solutions** – End-to-end management, optimization, and consulting We manage everything from port-to-door, ensuring safety, compliance, and cost efficiency.
- **DSV's Vision & Mission:**\n\n" "🌍 **Vision:** To be a leading global supplier of transport and logistics services, meeting our customers' needs for quality, service, and reliability.\n\n" "🚀 **Mission:** We aim to deliver superior customer experiences by providing integrated logistics solutions that add value and efficiency across the supply chain.\n\n" "♻️ **Sustainability Vision:** DSV is committed to reducing CO_2 emissions and achieving net-zero by 2050 through:\n" "- Electric vehicle transport\n" "- Solar-powered warehouses\n" "- Route optimization & consolidation\n" "- Environmental compliance (ISO 14001)\n\n" "Visit dsv.com to learn more about our global goals and ESG initiatives.
- DSV stands for **'De Sammensluttede Vognmænd'**, meaning **'The Consolidated Hauliers'** in Danish. " "Founded in 1976, DSV is a global logistics leader operating in over 80 countries.
- DSV is committed to **sustainability and reducing its environmental footprint** across all operations. Initiatives include:\n" "- Transition to **electric vehicles (EV)** for last-mile and container transport\n" "- Use of **solar energy** and energy-efficient warehouse lighting\n" "- Consolidated shipments to reduce CO_2 emissions\n" "- Compliance with **ISO 14001** (Environmental Management)\n" "- Green initiatives in packaging, recycling, and process optimization\n\n" "DSV's global strategy aligns with the UN Sustainable Development Goals and aims for net-zero emissions by 2050.
- FMCG stands for (Fast-Moving Consumer Goods) DSV provides fast turnaround warehousing for FMCG clients including dedicated racking, SKU control, and high-frequency dispatch.
- Insurance is not included by default in quotations. It can be arranged separately upon request.
- DSV applies Lean Six Sigma principles in warehouse design and process flow to reduce waste, improve accuracy, and maximize efficiency. We implement 5S, KPI dashboards, and root-cause analysis for continuous improvement.
- DSV provides 3 temperature zones:\n- **Ambient**: +18°C to +25°C\n- **Cold Room**: +2°C to +8°C\n- **Freezer**: –22°C\nThese zones are used for FMCG, pharmaceuticals, and temperature-sensitive products.
- DSV Abu Dhabi has approx. **44,000 sqm** of warehouse space:\n- 21K in Mussafah (21,000 sqm)\n- M44 (5,760 sqm)\n- M45 (5,000 sqm)\n- Al Markaz in Hameem (12,000 sqm)\nPlus 360,000 sqm of open yard.
- DSV provides **kitting and assembly** as a Value Added Service:\n- Combine multiple SKUs into kits\n- Light assembly of components\n- Repacking and labeling\n- Ideal for retail, pharma, and project logistics
- Yes, DSV provides full **relocation services**:\n- Machinery shifting\n- Office and warehouse relocations\n- Packing, transport, offloading\n- Insurance and dismantling available\nHandled by our trained team with all safety measures.
- DSV uses forklifts (3–15T), VNA, reach trucks, pallet jacks, cranes, and container lifters in warehouse and yard operations.
- Each bay in 21K can accommodate 14 Standard pallets or 21 Euro pallets. This layout maximizes efficiency for various cargo sizes.

- DSV provides end-to-end e-commerce logistics including warehousing, order fulfillment, pick & pack, returns handling, last-mile delivery, and integration with Shopify, Magento, and custom APIs. Our Autostore and WMS systems enable fast, accurate processing of online orders from our UAE hubs including KIZAD and Airport Freezone.
- Insurance is not included by default in DSV storage or transport quotes. It can be arranged upon client request, and is subject to cargo value, category, and terms agreed.
- DSV uses the **INFOR Warehouse Management System (WMS)** to manage inventory, inbound/outbound flows, and order tracking. It supports real-time dashboards, barcode scanning, and integrates with client ERP systems.
- DSV warehouse activities include receiving (inbound), put-away, storage, replenishment, order picking, packing, staging, and outbound dispatch. We also handle inventory audits, cycle counts, and VAS.
- SOP stands for **Standard Operating Procedure**. It refers to detailed, written instructions to achieve uniformity in operations. " "DSV maintains SOPs for all warehouse, transport, and VAS processes to ensure safety, compliance, and efficiency.
- DSV provides comprehensive **Air & Sea freight forwarding** services globally and in the UAE:\n\n" "✈️ **Air Freight**:\n" "- Express, standard, and consolidated options\n" "- Charter solutions for urgent cargo\n" "- Abu Dhabi Airport Freezone warehouse integration\n\n" "🚢 **Sea Freight**:\n" "- Full Container Load (FCL) and Less than Container Load (LCL)\n" "- Customs clearance and documentation support\n" "- Direct access to UAE ports via Jebel Ali, Khalifa, and Zayed Port\n\n" "Our team handles end-to-end transport, consolidation, and global forwarding through DSV's global network.
- To build a quotation for storage (especially chemical), collect the following:\n" "1️⃣ Type of material / hazard class\n" "2️⃣ Volume (CBM or SQM)\n" "3️⃣ Storage duration (contract period)\n" "4️⃣ MSDS if chemical\n" "5️⃣ Handling frequency (throughput)\n\n" "Once ready, please fill the form on the left.
- If the client doesn't provide CBM, you can estimate it using the rule: **1 SQM ≈ 1.8 CBM** for standard racked warehouse storage.
- To build a proper 3PL storage quotation, please collect the following information from the client:\n" "1️⃣ **Type of Commodity** – What items are being stored (FMCG, chemical, pharma, etc.)\n" "2️⃣ **Contract Period** – Expected duration of the agreement (in months or years)\n" "3️⃣ **Storage Volume** – In CBM/day, CBM/month, or CBM/year for warehousing; in SQM for open yard\n" "4️⃣ **Throughput Volumes (IN/OUT)** – Daily or monthly volume in CBM to determine handling pattern and frequency\n\n" "Once these details are available, you can proceed to fill the main form to generate a quotation.
- To get a full quotation, please close this chat and fill the details in the main form on the left. The system will generate a downloadable document for you.
- \n".join(lines)}) # --- Service definitions --- if match([r"\bwhat is 2pl\b", r"\b2pl\b", r"second party logistics", r"2pl meaning"]): return jsonify({"reply": "**2PL (Second Party Logistics)** means the customer rents or leases a warehouse or yard facility, but operates it entirely on their own.\n\n" "- DSV provides only the **infrastructure** (space, utilities, security)\n" "- The client uses their **own manpower, MHE, WMS, and processes**\n" "- DSV does **not** get involved in the daily operations\n\n" "This is commonly used by clients who want full control over their logistics operations, but need a compliant facility with strategic location.
- 3PL (Third Party Logistics) involves outsourcing logistics operations such as warehousing, transportation, picking/packing, and order fulfillment to a provider like DSV.
- 4PL (Fourth Party Logistics) is a fully integrated supply chain solution where DSV manages all logistics operations, partners, systems, and strategy on behalf of the client. DSV acts as a single point of contact and coordination.
- 3.5PL is an emerging term referring to a hybrid between **3PL and 4PL**:\n- DSV provides operational execution like a 3PL\n- And partial strategic control like a 4PL\nIdeal for clients wanting control with partial outsourcing.
- 5PL (Fifth Party Logistics) refers to a provider that **manages the entire supply chain network** on behalf of the client, including multiple 3PL/4PL providers.\n\n" "It focuses on **complete strategic orchestration** of logistics using data-driven platforms, AI, automation, and integrated digital ecosystems.\n\n" "5PL is ideal for businesses needing full end-to-end digital control across multiple logistics layers, particularly in global e-commerce or high-volume industries.
- **6PL (Sixth Party Logistics)** is an **emerging concept** in supply chain strategy.\n\n" "It refers to a logistics model that integrates:\n" "- AI-based decision making\n" "- Big data analytics\n" "- Autonomous systems\n" "- Full digital orchestration across 3PL/4PL/5PL layers\n\n" "📌 *It's not yet widely adopted but represents the future of smart, fully automated logistics.*
- **1PL (First Party Logistics)** refers to the **owner of the goods** who handles all logistics themselves.\n\n" "This means the company manages:\n- Warehousing\n- Transportation\n- Inventory & dispatch\n\n" "**No outsourcing** is involved — everything is done in-house by the product owner.
- DSV operates a large fleet in the UAE including:\n\n" "- 🚚 Flatbed trailers\n" "- 📦 Box trucks\n" "- 🚛 Double trailers\n" "- ❄️ Reefer trucks (chiller/freezer)\n" "- 🏗️ Lowbeds\n" "- 🪨 Tippers\n" "- 🏙️ Small city delivery trucks\n\n" "Fleet vehicles support all types of transport including full truckload (FTL), LTL, and container movements.

- ** 📦 Full Transportation Terms & Conditions:**\n\n" "🚚 **General Notes:**\n" "- Cargo height must not exceed truck limits (side sticks/headboard)\n" "- Permit-required locations (e.g., city limits) need 2–3 working days processing\n" "- Short-distance trips require loading and delivery on the same day\n\n" "🧮 **Validity:**\n" "- Quotation valid for **15 days** from issuance\n\n" "💸 **Additional Fees:**\n" "- VAT: 5%\n" "- Environmental Fee: AED 10/trip/truck\n" "- From Jan 2025: 0.15% of invoice value\n\n" "📜 **Terms & Conditions:**\n" "- On FOT-to-FOT basis (Free On Truck at both ends)\n" "- Per trip per truck\n" "- General cargo only\n" "- Based on provided location — any changes require re-quote\n" "- Valid only for stable, flat, non-sandy areas\n" "- Subject to truck availability\n" "- Based on standard UAE truck specs\n" "- Loading/offloading under **customer scope**\n" "- Sharjah/Ajman require Municipality permissions\n" "- Detention: AED 150/hour after free period\n" "- Backhaul (same-day): +60% / next-day: full rate\n" "- Sundays/Holidays: trip rate +50%\n" "- Force majeure applies to delays from weather, traffic, etc.\n" "- Site details, maps, and contact must be provided 48 hours prior\n\n" "☑️ **Inclusions:**\n" "- Fuel (Diesel)\n" "- DSV equipment & personnel insurance\n\n" "❌ **Exclusions (billed at actuals):**\n" "- Loading, offloading, supervision\n" "- Port charges, gate passes, tolls, permits\n" "- Cargo insurance, customs, VGM, washing\n\n" "❌ **Cancellation Charges:**\n" "- 50% if cancelled **before** truck placement\n" "- 100% if cancelled **after** truck placement\n" "- Waived if cancelled **24 hours** in advance\n\n" "Let me know if you'd like clarification on any specific point.
- DSV provides local and GCC transportation using:\n" "- Flatbeds for general cargo\n" "- Lowbeds for heavy equipment\n" "- Tippers for construction bulk\n" "- Box trucks for secure goods\n" "- ❄️ Reefer trucks for temperature-sensitive cargo\n" "- Double trailers for long-haul\n" "- Vans and city trucks for last-mile delivery.
- ❄️ **Reefer Truck**: Temperature-controlled vehicle used to transport cold chain goods like food, pharmaceuticals, and chemicals.\n" "DSV reefer trucks operate between +2°C to –22°C and are equipped with GPS and real-time temperature tracking.
- 🚚 **Flatbed Truck**: An open platform truck ideal for transporting heavy, oversized, or palletized cargo.\n" "Commonly used for containers, steel, and construction materials.\n" "Max capacity: ~22–25 tons.
- 🏗️ **Lowbed Trailer**: Specialized truck used for transporting heavy equipment and oversized machinery.\n" "Has a lower deck height for tall cargo. Capacity up to 60 tons.\n" "Ideal for construction, infrastructure, and oil & gas projects.
- 📦 **Box Truck**: Enclosed truck used for transporting general cargo protected from weather.\n" "Typically used for FMCG, electronics, retail, and secure goods.\n" "Capacity: ~5–10 tons.
- 🚛 **Double Trailer**: Articulated truck with two trailers, used for long-distance, high-volume transport.\n" "Can carry up to 50–60 tons total. Ideal for inter-emirate and GCC deliveries.
- 🪨 **Tipper Truck**: Used for transporting and unloading bulk materials like sand, gravel, or soil.\n" "DSV tippers typically carry 15–20 tons and are commonly used in construction logistics.
- DSV offers full-service land transportation across the UAE and GCC. We operate a modern fleet including:\n" "- 🚚 Flatbeds (up to 25 tons)\n" "- 🏗️ Lowbeds for heavy or oversized cargo\n" "- 🪨 Tippers for bulk material (sand, gravel, etc.)\n" "- 📦 Box trucks for protected cargo\n" "- ❄️ Reefer trucks (chiller/freezer) for temperature-controlled delivery\n" "- 🚛 Double trailers for high-volume long-haul moves\n" "- 🏙️ Small city trucks for last-mile distribution\n\n" "All transport is coordinated by our OCC team in Abu Dhabi with real-time tracking, WMS integration, and documentation support.
- **FOT to FOT basis** stands for *Free On Truck to Free On Truck*. It means:\n\n" "- 🚛 Cargo is picked up from the origin **on a truck**\n" "- 🚛 Delivered to the destination **on a truck**\n" "- ❌ Loading/unloading at either end is **not included**\n\n" "This term is commonly used in DSV transport quotes to define the scope of delivery responsibility.
- **Here’s a breakdown of common shipping terms:**\n\n" "🚚 **LTL (Less Than Truckload)**:\n" "- Road transport when cargo doesn’t fill a full truck\n" "- Shared with other shipments\n" "- Cost-effective for small or medium-sized loads\n\n" "🚢 **LCL (Less Than Container Load)**:\n" "- Sea freight where cargo doesn’t fill a container\n" "- Consolidated with other customers’ cargo\n" "- Ideal for partial-volume international shipments\n\n" "🚚 **FTL (Full Truckload)**:\n" "- Entire truck is booked for one customer\n" "- Faster and more secure\n" "- Best for high-volume, urgent, or dedicated deliveries\n\n" "DSV offers all three options depending on your cargo size, mode, and urgency.
- The distance between Abu Dhabi and Dubai is about **140 km**, and the travel time is approximately **2.5 hours**.
- The distance between Abu Dhabi and Sharjah is about **160 km**, and the travel time is approximately **2.5 to 3 hours**.
- The distance between Abu Dhabi and Ajman is approximately **170 km**, with a travel time of about **2.5 to 3 hours**.
- The road distance from Abu Dhabi to Ras Al Khaimah is about **240 km**, and the travel time is around **3 to 3.5 hours**.
- Abu Dhabi to Fujairah is approximately **250 km**, with a travel time of about **3 to 3.5 hours**.

- Dubai to Sharjah is around **30 km**, and the travel time is typically **30 to 45 minutes**.
- Dubai to Ajman is approximately **40 km**, and it takes around **60 to 90 minutes** by road.
- The distance between Dubai and Ras Al Khaimah is around **120 km**, with a travel time of **2 to 2.5 hours**.
- Dubai to Fujairah is approximately **130 km**, and the travel time is about **2.5 hours**.
- Sharjah and Ajman are extremely close — only about **15 km**, with a travel time of **45 to 60 minutes**.
- Sharjah to Fujairah is roughly **110 km**, and takes about **2 hours** by road.
- Sharjah to Ras Al Khaimah is approximately **100 km**, and the travel time is around **2 to 2.5 hours**.
- Here’s the typical tonnage each DSV truck type can carry:\n\n" "🚚 **Flatbed Truck**: up to 22–25 tons (ideal for general cargo, pallets, containers)\n" "🚛 **Double Trailer (Articulated)**: up to 50–60 tons combined (used for long-haul or inter-emirate)\n" "📦 **Box Truck / Curtainside**: ~5–10 tons (weather-protected for packaged goods)\n" "❄️ **Reefer Truck**: 3–12 tons depending on size (for temperature-sensitive cargo)\n" "🏙️ **City Truck (1–3 Ton)**: 1 to 3 tons (last-mile delivery within cities)\n" "🏗️ **Lowbed Trailer**: up to 60 tons (for heavy equipment and oversized machinery)\n" "⛰️ **Tipper / Dump Truck**: ~15–20 tons (for bulk cargo like sand, gravel, or construction material)
- Approximate road distances from Mussafah:\n" "- Al Markaz: **60 km**\n" "- Hameem: **90 km**\n" "- Madinat Zayed: **150 km**\n" "- Mirfa: **140 km**\n" "- Ghayathi: **240 km**\n" "- Ruwais: **250 km**\n" "\nLet me know if you need travel time or transport support too.
- 🚚 Environmental Fees:\n- AED 10.00 per trip/truck\n- Effective 1 Jan 2025: 0.15% of invoice value added as environmental surcharge.
- **Cancellation Charges:**\n- ❌ 50% if cancelled before truck placement\n- ❌ 100% if cancelled after truck placement\n- ☑️ No charge if cancelled 24 hours in advance.
- 🧮 Transport quotation validity is **15 days** from the date of issue.
- 🚫 Loading and offloading are under **customer scope**. DSV provides trucks on an FOT-to-FOT basis only.
- 🔁 **Backhaul/Backload Charges:**\n- Same-day return to origin: **+60%** of trip charge\n- Next-day return: **100%** of trip charge\n- Separate location = separate trip rate.
- ⚠️ For Sharjah & Ajman:\n- Customer must arrange **Municipality loading/offloading permission**\n- Operations must happen **inside premises only** — activity on the road is not allowed and fines will be passed to the client.
- ☑️ **Inclusions:**\n- DSV Equipment Insurance\n- Personnel Insurance\n- Fuel (Diesel)
- ❌ **Exclusions:**\n- Loading/Offloading/Supervision\n- Port handling, customs, tolls, permits, road taxes, gate passes, washing, cargo insurance, and third-party fees.
- 🌪️ **Force Majeure Clause:**\nDelays due to weather (sandstorms, rain, wind) or unforeseen events are considered normal working hours. Detention will apply beyond free hours. DSV reserves the right to claim costs if delays impact delivery.
- 🕒 **Detention Charges:**\n- AED 150 per truck after 1 free hour of waiting at site.
- DSV Abu Dhabi's open yard spans 360,000 SQM across Mussafah and KIZAD. The total logistics plot is 481,000 SQM, including ~100,000 SQM of service roads and utilities, and a 21,000 SQM warehouse (21K).
- In addition to the main 21K warehouse, DSV operates sub-warehouses in Abu Dhabi: M44 (5,760 sqm), M45 (5,000 sqm), and Al Markaz (12,000 sqm). Combined with 21K, the total covered warehouse area in Abu Dhabi is approximately 44,000 sqm.
- DSV quotations include the following terms: Monthly billing, final settlement before vacating, 15-day quotation validity, subject to space availability. The depot operates Monday–Friday 8:30 AM to 5:30 PM. Insurance is not included by default. An environmental fee of 0.15% is added to all invoices. Non-moving cargo over 3 months may incur extra storage tariff.
- DSV staff undergo regular training in fire safety, first aid, manual handling, emergency response, and site induction. We also conduct toolbox talks and refresher sessions to maintain safety awareness and operational excellence.
- DSV has an active relationship with ADNOC and its group companies, supporting logistics for Oil & Gas projects across Abu Dhabi. This includes warehousing of chemicals, fleet transport to remote sites, 3PL for EPC contractors, and marine logistics for ADNOC ISLP and offshore projects. All operations are QHSE compliant and meet ADNOC’s safety and performance standards.
- 🔒 **FM 200 (HFC 227ea)** is a clean agent fire suppression system used in sensitive areas (like RMS). " "It extinguishes fires quickly by absorbing heat, leaves no residue, and is safe for documents and electronics when applied per design.
- DSV complies with UAE summer working hour restrictions. From June 15 to September 15, all outdoor work (including open yard and transport loading) is paused daily between 12:30 PM and 3:30 PM. This ensures staff safety and follows MOHRE guidelines.
- DSV Abu Dhabi operates multiple logistics facilities:\n\n" "- 🏢 **21K Warehouse (Mussafah)** – 21,000 sqm\n" "- 🏢 **M44** – 5,760 sqm\n" "- 🏢 **M45** – 5,000 sqm\n" "- 🏢 **Al Markaz (Hameem)** – 12,000 sqm\n" "- 🏗️ **Open Yard (Mussafah + KIZAD)** – 360,000 sqm\n\n" "In total: **~44,000 sqm** of covered warehouse and **481,000 sqm** logistics site including service
- 📍 DSV Abu Dhabi Location:\n" "M-19, Mussafah Industrial Area, Abu Dhabi, UAE\n" "📞 +971 2 555 2900\n" "🗺️ <a href=\"https://goo.gl/maps/tnFcmydbvdJ9gGLy8\" target=\"_blank\" rel=\"noopener noreferrer\">Open on Google Maps</a>
- Hello! I'm here to help with anything related to DSV logistics, transport, or warehousing.
- I'm doing great! How can I assist you with DSV services today?
- You're very welcome! 😊
- I didn’t catch that—could you share a bit more detail about your DSV storage, transport, or VAS question?