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Terminal Handling Service - Origin (OHC) / Destination (DHC) - Jebel Ali to/from World

26 October 2023

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We refer to Directive No. (1) of 2023 On Transparency of Local Sea Container Charges in Dubai on 01 May 2023 (the “Directive”) and Administrative Decision No. (2) of 2023 For Transparency of Local Sea Container Charges in Dubai (the “Decision”) issued by the Dubai Maritime Authority. Pursuant to the Directive and Decision, the following changes will come into effect as from 1 November 2023.

1.
- DP World shall collect Terminal Handling Charges directly** from Importers and Exporters or their nominated Clearing Agents through the existing digital channel on Dubai Trade Single Window instead of being billed to the Shipping Lines / Agents.

Should you require any further clarification, please contact DP World Customer Care: customerservice@dpworld.com.

2.
- Maersk shall cease to collect Terminal Handling Service** from Importers and Exporters or their nominated Clearing Agents. This means that charges for Origin (OHC)/ Terminal Handling Service – Destination (DHC) for all containers Discharging or Loading from/to Jebel Ali, AE shall be discontinued.

Export: Please note that if an export shipment is booked on or before 31 October 2023, Maersk shall collect Origin Terminal Handling as per Maersk Current tariff local charges.

Import: Any shipment with ETA on or after 1 November 23, Maersk will not collect Destination Terminal Handling Charges (DTHC).

If you notice any discrepancy in your invoice issued post 1 November, please raise a Dispute on [MyFinance | Online Payment Solutions | Maersk](#), allowing us time to process invoice correction and issue Credit note, with processing time minimum 1 working day.

In view of the implementation of the Directive and Decision, **we encourage you to monitor your shipments and raise your request in advance to ensure a smooth shipment experience from 1 November 2023** onwards.

We appreciate your business and look forward to continuing working with you in the future.

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