



CUSTOMER ADVISORY

DPW/NSA/04/2022 – NSICT/GT New Form 13 portal (Cargoes Community) - System Migration

Dear Valued Customer,

Greetings from DP World, Nhava Sheva.

In continuation to all the support we received from our esteemed stakeholders, we are pleased to inform that DP World has successfully moved on to its new E-Gate Pass Portal. The new Portal is powered by Cargoes Community and hosted on Microsoft Azure cloud. The new Portal can be accessed from anywhere on laptop or mobile, has a high uptime & is user-friendly.

Our efforts from last 6 months through online and offline trainings imparted to user community has given us confidence to move to the new system permanently. Based on the feedback from trade and stakeholders we are rolling out the production version. From August 16th, 2022, ALL import and export pre-advise has to be initiated through Cargoes Community only. We request you to please make note of this and update your stakeholders and user team accordingly.

We thank you for all the valuable feedback on the tool, and for being our partner in development and customisation. We also thank every participant for their cooperation without which successful implementation wouldn't have been possible.

For any support or queries kindly contact the Terminal Teams of Cargoes Community Customer Support Team on +91 9148634558 or simply write to us on [in-support@community.cargoes.com](mailto:support@community.cargoes.com). Our Team will be happy to promptly assist you.

Yours sincerely,
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Contact Us

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