

Dubai Trade discusses enhancing cooperation with United Arab Shipping Co.

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As part of its efforts to maintain ongoing communication with clients and to address the feedback on the services it provides, Dubai Trade, a Dubai World company and an end-to-end online business services provider, met senior officials from leading maritime business, United Arab Shipping Company.

Mahmood Al Bastaki, Director of Dubai Trade met Naif Al Khalidi, Port Operations Director, United Arab Shipping Company at the company's offices in Dubai, and discussed services provided by Dubai Trade to facilitate the execution of online electronic transactions between DP World and United Arab Shipping Company, which owns a fleet of more than 60 container vessels with a capacity to ship more than 310,000 typical 20-foot containers.

The meeting also discussed ways of developing and enhancing the work mechanism in order to address United Arab Shipping Company's needs better and to enhance the volume of specialized services that help to improve trade flow.

The meeting with United Arab Shipping Company is a part of Dubai Trade's ongoing customer communication programme that was started to enhance its relations with customers, identify their issues and offer solutions as part of its ongoing drive to offer quality services.

The program also aims to evaluate Dubai Trade's services to customers and identify key areas which require further development.

Mahmood Al Bastaki, Director of Dubai Trade said:

'Our aim is to encourage the optimum use of online electronic services for carrying out transactions. This leads to considerably higher trade flow.'

Al Bastaki said that United Arab Shipping Company is one of the key customers of Jebel Ali Port and Dubai Customs and with its significant presence in the region, is a frequent user of Dubai Trade services.

'Our meeting with the senior officials from the United Arab Shipping Company is part of our self-evaluation process intended to identify and cater to our clients' specific requirements. These requirements vary and evolve according to the business dynamics and market conditions. Dubai Trade vigorously updates and develops its services to keep pace with these changes. The results of these meetings will have a positive impact on our future operations.'

Al Bastaki added.

Naif Al Khalidi, Ports Operations Director from the United Arab Shipping Company said: 'The meeting was fruitful and we had the opportunity to discuss many matters of mutual interest. The United Arab Shipping Company has one of the biggest maritime shipping and transporting networks regionally, in addition to vast global operations, which shows the sheer volume of business we do and our reliance on Ports, Customs, and Free Zone.'

He stressed that 'Dubai Trade online electronic services facilitate our transactions with other companies and parties, in addition to saving us time and money. As our business grows and develops, our needs for more services grow as well. This meeting has provided us with the opportunity to discuss all areas of services and to explore improvement and development solutions.'

The discussions focused on the online electronic services at DP World and Dubai Customs, and at warehouse and clearance facilities in the port and free zone, in addition to the ongoing development of Dubai Trade services. Optimizing communication channels between all parties in order to reach the highest levels of coordination, and ensuring a smooth and easy flow of commodities and services provided by The United Arab Shipping Company were also discussed at the meeting.

United Arab Shipping Company was established in June 1976 in partnership among six Arab countries in the Arabian Gulf (Bahrain, Iraq, Kuwait, Qatar, Saudi Arabia, and the UAE). The company is headquartered in Kuwait. The United Arab Shipping Company is considered the biggest shipping company for dry shipments in the Middle East region, a position acquired due the company's outstanding services delivered irrespective of market conditions.

Dubai Trade has developed innovative concepts in the field of online electronic services in order to facilitate the effective electronic transactions among the clients and the trade activities operating companies, namely, DP World, Dubai Customs, Dubai Multi Commodities Center, and Economic Zones World. Therefore, its leading portal www.dubaitrade.ae has been designed to provide such electronic services to an integrated series of the trade supply chain, thereby forming a very significant communication link between trade community and the main economic sectors.

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