

Frequently Asked Questions (FAQs)

1. When would acceptance of cargo at DWC begin?

From 1st of October 2014 Emirates SkyCargo will start accepting all cargo booked on freighter flights.

2. Can the Customers deliver Export cargo booked on Freighter flights at DXB Cargo Mega terminal?

Cargo booked on Freighters will be accepted only at DWC facility and not at DXB facility. Airport of Departure should be mentioned as "DWC", Dubai World Central in the air waybill.

3. Can the Customers continue to deliver Export cargo booked on Passenger flights at DWC?

At this stage acceptance will be limited to cargo booked on Freighters. However same will be evaluated and a decision to offer this additional service, will be taken and communicated at the end of this year.

4. When would delivery of cargo at DWC begin?

From 1st of October 2014, Cargo arriving on Freighter will be delivered at DWC.

5. Can the Customers continue to take delivery of cargo arriving on Freighter flights from CMT Dubai?

At this stage it is not possible to collect delivery of cargo arriving on Freighter at DXB Cargo Terminal (CMT). Airport of destination should be shown as DWC in the air waybill. However same will be evaluated and decision to offer this additional service, will be taken and communicated at the end of this year.

6. Is acceptance and delivery from 1st of October 2014 limited to General Cargo?

No, Time & Temperature Sensitive shipments (Perishables), Live Animals, Vulnerable Cargo, Dangerous Goods including Explosives (DIV 1.4) and Arms shipments will be accepted and delivered from DWC. Radio Active Material shipments will not be delivered or accepted for some more time.

7. What are the shipments departing and arriving on Freighters that can be delivered and collected only from Dubai Cargo Terminals?

-Valuable Cargo shipments, through Emirates Group Transguard facility in Dubai.

-Courier shipments, through dnata cargo Courier handling facility in Dubai.

Time norms published on 27th of March 2014 will be applicable, same copied below for your reference.

Acceptance and Delivery times norms.

DWC Acceptance times for Export Shipments.	General Cargo	Perishable cargo
Acceptance at DWC Docks	STD - 12 Hours	STD - 4 Hours

DWC Delivery times for Import Shipments.	General cargo	Perishable cargo
Intact units for delivery.	ATA + 4 Hours	ATA + 2 Hours
Mixed units after break down at DWC docks.	ATA + 12 Hours	ATA+ 4 Hours

Acceptance cut off times for shipment accepted at DXB connecting from DWC	Latest acceptance time
Valuable cargo at Transguard facility	Departure -6 hours
Courier	Departure -7 hours

Delivery time at CMT for DXB destined shipment arrived at DWC	Latest delivery time
Valuable cargo at Transguard facility	Arrival time +6 hours
Courier	Arrival time +6 hours