



دبي التجارية  
DUBAI TRADE

# **JAFZA**

## ***Request and Download Statement of Account User's Manual***

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**Request and Download Statement of Account**

## Table Designs

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### DOCUMENT DETAILS

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Document Name	Request and Download Statement of Account
Project Name	
Business Unit	JAFZA
Author(s)	DT Training Dept.
Last Updated Date	3 <sup>rd</sup> December 2025
Current Version	1.0

*This service allows customers to request Portal Deposit and Non-Portal account statements.*

**Process:**

1. The below screen will be displayed. The company information will be auto fetched.

Click "**Create New Request**" to begin.

The screenshot shows a web application interface. At the top is a light blue header. Below it is a dark blue bar with a dropdown arrow and the text "SOA Search". Under this bar are several input fields: "\* Business Unit Name", "\*\* Customer Account Number", and "\*\* Company Name", each with a text box. To the right of these are "Status" and "Type" dropdown menus, and "From Submission Date" and "To Submission Date" date pickers. Below these fields are "Search" and "Reset" buttons. Below the search bar is another dark blue bar with a dropdown arrow and the text "SOA Details". To the right of this bar are "Refresh" and "Create New Request" buttons. Below this bar is a table with columns: "Request Number", "Request Date", "Request Status", "Output", "Created By", "Last Update Date", "Account Number", "Company Name", "Business Unit Name", and "SOA Type".

2. On the pop-up screen, choose required statement of account type.

The screenshot shows a pop-up window titled "New SOA Request". At the top of the pop-up is a dark blue bar with the title. Below the title is a note: "Note: Either From Period and To Period or From GL Date and To GL Date are mandatory". There are four input fields: "\* Business Unit Name", "\* Customer Account Number", "\* Company Name", and "\* SOA Type". The "\* SOA Type" field is a dropdown menu with a list of options: "Non-Portal Statement Of Account" and "Portal Statement Of Account". The dropdown menu is open, showing these options. The pop-up is overlaid on a background that shows parts of the previous screen.

3. Enter required information as per SOA type. Click on "**Submit**" to proceed.

### Portal Deposit SOA:

**New SOA Request**

Note: Either From Period and To Period or From GL Date and To GL Date are mandatory

\* Business Unit Name

\* Customer Account Number

\* Company Name

\* SOA Type

\*\* From Period

\*\* To Period

\*\* From GL Date

\*\* To GL Date

\* Transaction Status

From Submission Date

To Submission Date

**Submit** **Cancel**

### Non-Portal Deposit SOA:

**New SOA Request**

Note: Either From Period and To Period or From GL Date and To GL Date are mandatory

\* Business Unit Name

\* Customer Account Number

\* Company Name

\* SOA Type

\* Transaction Status

\* Statement Date

**Submit** **Cancel**

4. System will take you back to the landing page with all the requests you have submitted.

When request status shows "Success", click on the "**download**" icon to view the requested SOA.

SOA Search

\* Business Unit Name

\*\* Customer Account Number

\*\* Company Name

Status

Type

From Submission Date

To Submission Date




Search

Reset

SOA Details

Refresh

Create New Request

Request Number	Request Date	Request Status	Output	Created By	Last Update Date	Account Number	Company Name	Business Unit Name	SOA Type
1322	06-08-2025 04-00-00	Success			06-08-2025				NON_PORTAL_SOA
1311	06-08-2025 04-00-00	Success			06-08-2025				NON_PORTAL_SOA
1303	05-08-2025 04-00-00	Success			05-08-2025				NON_PORTAL_SOA

