



JAFZA

Transfer Deposit Balance (Portal/Non-Portal)

User's Manual

دبي التجارية
DUBAI TRADE

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Transfer Deposit Balance (Portal/Non-Portal)

Table Designs

DOCUMENT DETAILS

Document Name	Transfer Deposit Balance (Portal/Non-Portal)
Project Name	
Business Unit	JAFZA
Author(s)	DT Training Dept.
Last Updated Date	3 rd December 2025
Current Version	1.0

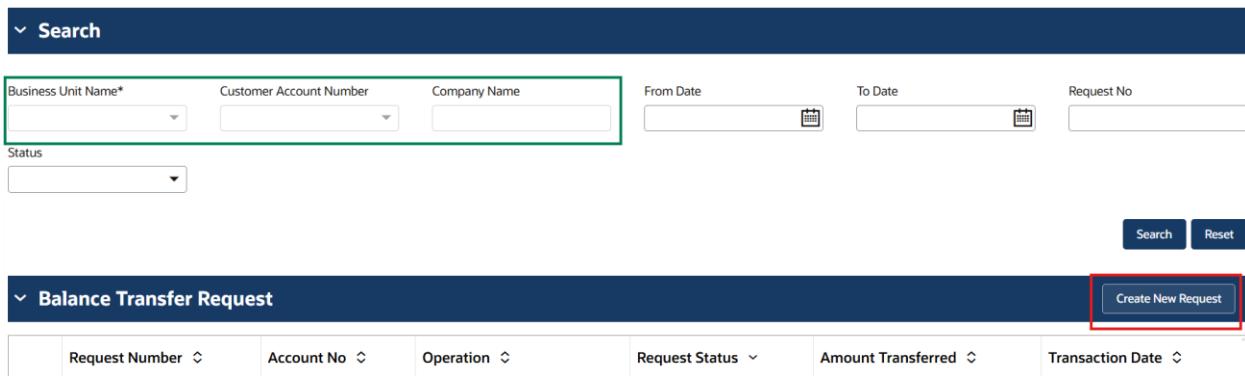
*This service allows customers to request transfers such as "**Non-Portal balance to Portal**" and "**Portal balance to Non-Portal**"*

Procedure:

Transfer from Non-Portal balance to Portal

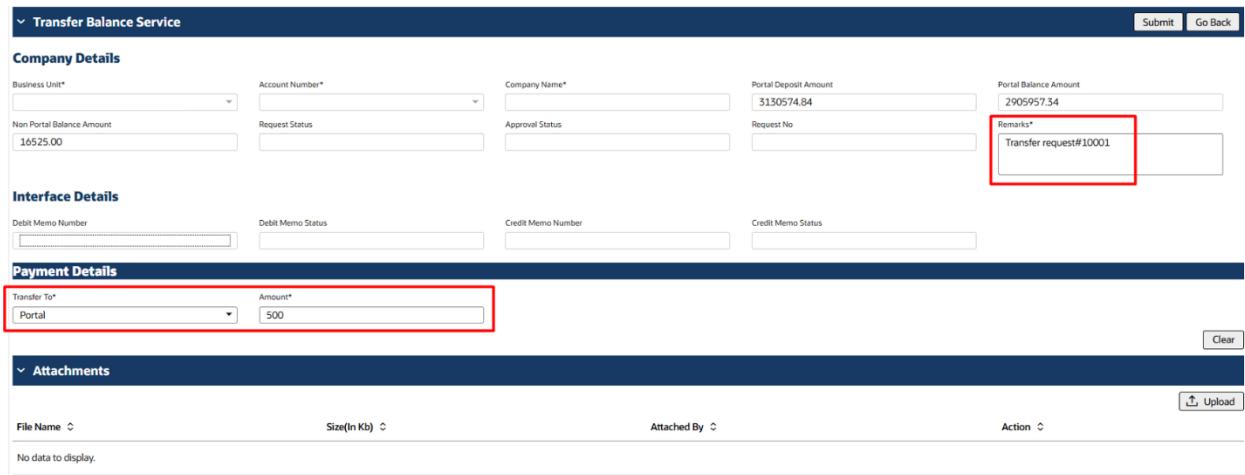
1. The below screen will be displayed. The company details will be auto fetched.

Click on "**Create New Request**" to begin a new transaction.



The screenshot shows a search interface for 'Balance Transfer Request'. It includes fields for Business Unit Name, Customer Account Number, Company Name, From Date, To Date, Request No, and Status. Below this is a table header with columns: Request Number, Account No, Operation, Request Status, Amount Transferred, and Transaction Date. The 'Create New Request' button is highlighted with a red box.

2. Enter the remarks and in the "**Payment Details**" section, please choose "**Transfer To**" as "**Portal**" and the **amount** you wish to transfer.



The screenshot shows the 'Transfer Balance Service' form. It includes sections for Company Details (Business Unit, Account Number, Company Name, Portal Deposit Amount, Portal Balance Amount, Non Portal Balance Amount, Request Status, Approval Status, Request No, and Remarks), Interface Details (Debit Memo Number, Debit Memo Status, Credit Memo Number, Credit Memo Status), and Payment Details (Transfer To, Amount). The 'Transfer To' field (set to 'Portal') and the 'Amount' field (set to 500) are highlighted with a red box. The 'Remarks' field also contains a red box.

3. You can attach documents in this section:



The screenshot shows the 'Attachments' section. It includes a table with columns: File Name, Size(in Kb), Attached By, and Action. A new row is being added, with the 'File Name' field containing 'Test Attachment.pdf' and the 'Size(in Kb)' field containing '35.80'. The 'Upload' button is highlighted with a red box.

4. When done, click "Submit" on top of the request page.



Transfer Balance Service

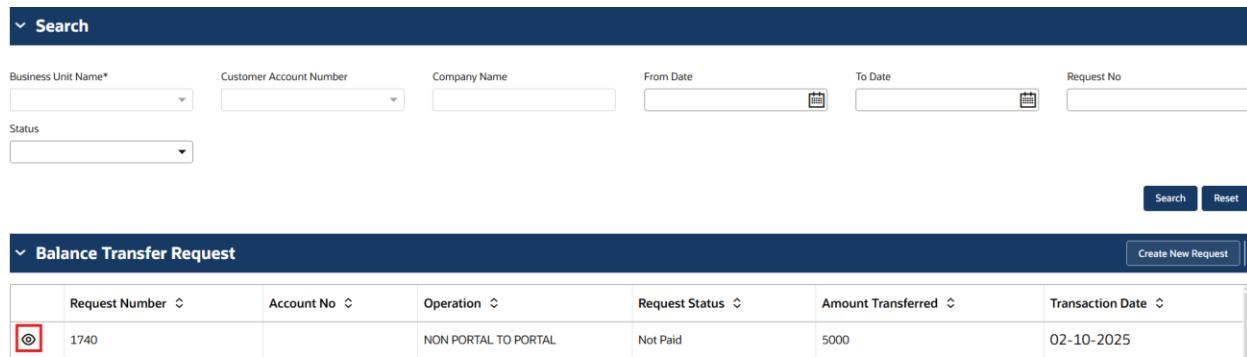
Company Details

Business Unit*	Account Number*	Company Name*	Portal Deposit Amount 3130574.84	Portal Balance Amount 2905957.34
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Submit Go Back

5. The request status will change to "Paid" once approved by the Authority.

Click on the "⊕" icon to view the summary of your request with the Debit and Credit memo information.



Search

Business Unit Name* Customer Account Number Company Name From Date To Date Request No

Status

Request Number Account No Operation Request Status Amount Transferred Transaction Date

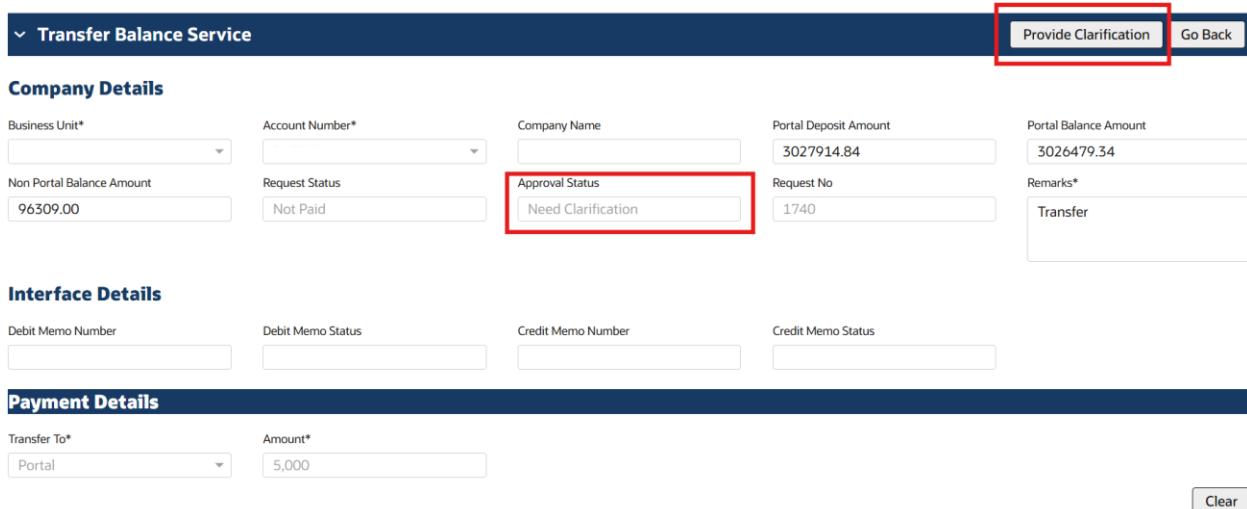
⊕ 1740		NON PORTAL TO PORTAL	Not Paid	5000	02-10-2025
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Create New Request

Search Reset

Balance Transfer Request

If the request is returned by the authority, please click "Provide Clarification"



Transfer Balance Service

Provide Clarification Go Back

Company Details

Business Unit*	Account Number*	Company Name	Portal Deposit Amount 3027914.84	Portal Balance Amount 3026479.34
Non Portal Balance Amount 96309.00	Request Status Not Paid	Approval Status Need Clarification	Request No 1740	Remarks* Transfer

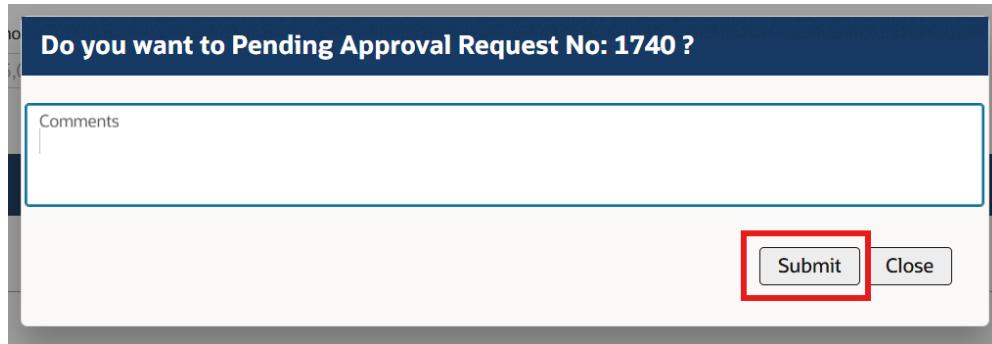
Interface Details

Debit Memo Number	Debit Memo Status	Credit Memo Number	Credit Memo Status
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Payment Details

Transfer To* Portal	Amount* 5,000	Clear
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Enter the comments then click "Submit"



Transfer from Portal balance to Non-Portal

1. The below screen will be displayed. The company details will be auto fetched.
Click on "**Create New Request**" to begin a new transaction.

▼ Search

Business Unit Name*	Customer Account Number	Company Name	From Date	To Date	Request No
Status			Request No		
<input type="button" value="Search"/> <input type="button" value="Reset"/>					
Request Number	Account No	Operation	Request Status	Amount Transferred	Transaction Date

2. Enter the remarks and in the "**Payment Details**" section, please choose "**Transfer To**" as "*Non-Portal*" and the **amount** you wish to transfer.

▼ Transfer Balance Service

Company Details

Business Unit*	Account Number*	Company Name	Portal Deposit Amount	Portal Balance Amount
Non Portal Balance Amount	Request Status	Request No	3027914.84	3026479.34
Remarks* Transfer from 3026479.34				

Interface Details

Debit Memo Number	Debit Memo Status	Credit Memo Number	Credit Memo Status
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Payment Details

Transfer To*	Amount*
Non-Portal	5,000

3. You can attach documents in this section:

File Name: Test Attachment.pdf
Size(in Kb): 33.80
Attached By:
Action:  

4. When done, click "Submit" on top of the request page.

Business Unit*:
Account Number*:
Company Name*:
Portal Deposit Amount: 3130574.84
Portal Balance Amount: 2905957.34

5. Click on the "⊕" icon to view the summary of your request with the Debit and Credit memo information.

Business Unit Name*:
Customer Account Number:
Company Name:
From Date:
To Date:
Request No:
Status:
Request Number: 1741
Account No: PORTAL TO NON PORTAL
Operation: Paid
Request Status: 5000
Amount Transferred: 02-10-2025

Business Unit*:
Non Portal Balance Amount: 96309.00
Account Number*:
Request Status: Paid
Company Name:
Request No: 1741
Portal Deposit Amount: 3027914.84
Portal Balance Amount: 3026479.34
Remarks*: Transfer from 3026479.34

Debit Memo Number: 131
Debit Memo Status: Success
Credit Memo Number: 40
Credit Memo Status: Success

Transfer To*: Non-Portal
Amount*: 5,000

File Name:
Size(in Kb):
Attached By:
Action:
No data to display.

