JAFZA
Transfer Deposit Balance (Portal/Non-Portal)
User's Manual

Copyright Information

Copyright © 2025 by Dubai Trade. All rights reserved This document and all associated attachments mentioned therein are the intellectual property of Dubai Trade. This document shall be used only by persons authorized by DUBAI TRADE, for the purpose of carrying out their obligations under a specific contract with DUBAI TRADE. Unauthorized copying, printing, disclosure to third party and transmission of this document to any other destination by any media will constitute an unlawful act, attracting appropriate legal actions.

Control Document Notification

This is a controlled document. Unauthorized access, copying, replication and usage for a purpose other than for which this is intended are prohibited. This document is being maintained on electronic media. Any hard copies of it are uncontrolled and may not be the latest version. Ascertain the latest version available with DUBAI TRADE.

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	3rd December 2025
Current Version	1.0

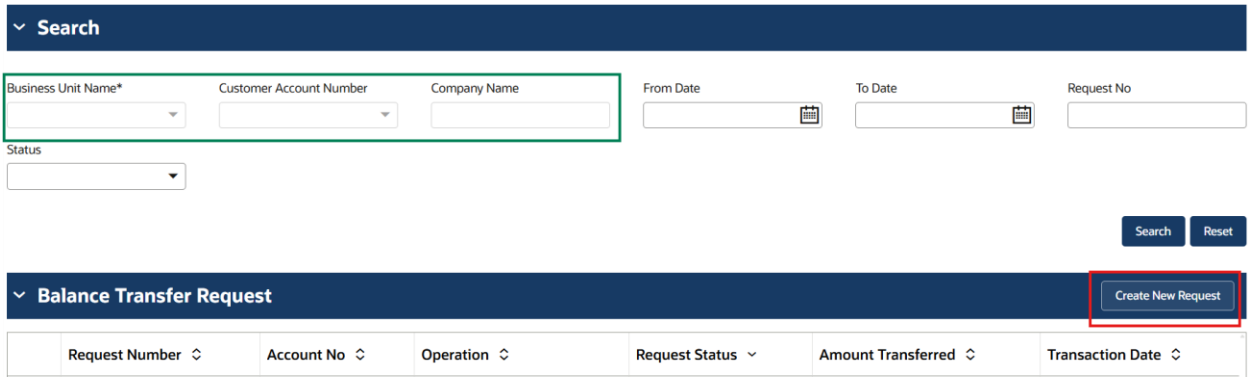
*This service allows customers to request transfers such as "**Non-Portal balance to Portal**" and "**Portal balance to Non-Portal**"*

Procedure:

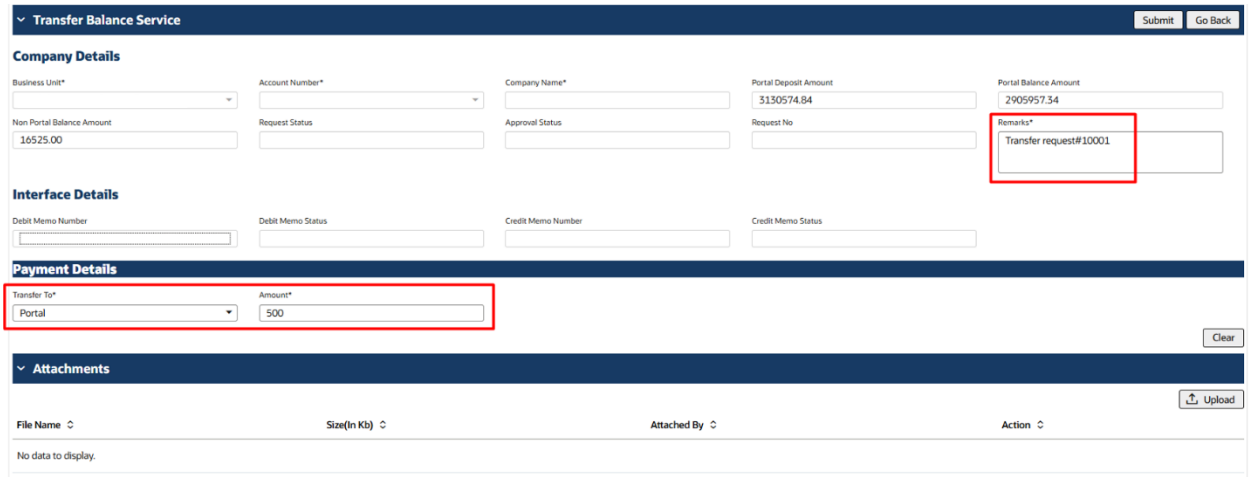
Transfer from Non-Portal balance to Portal

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

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



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

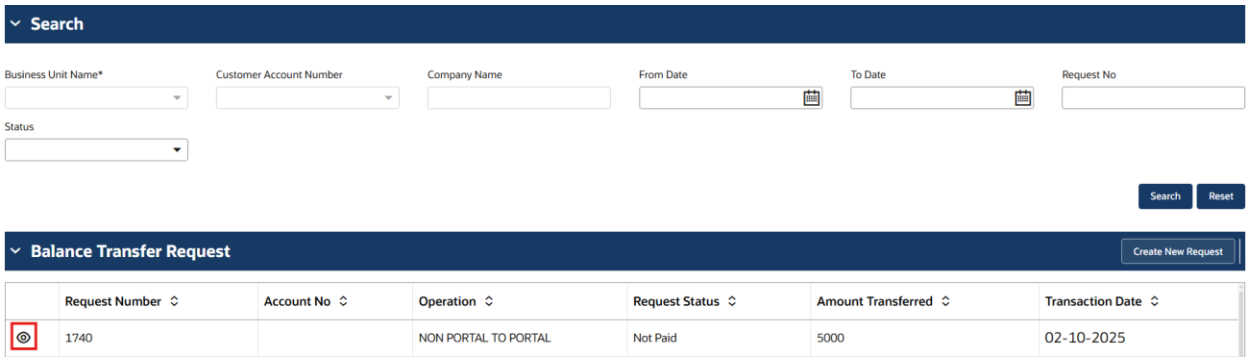


3. You can attach documents in this section:

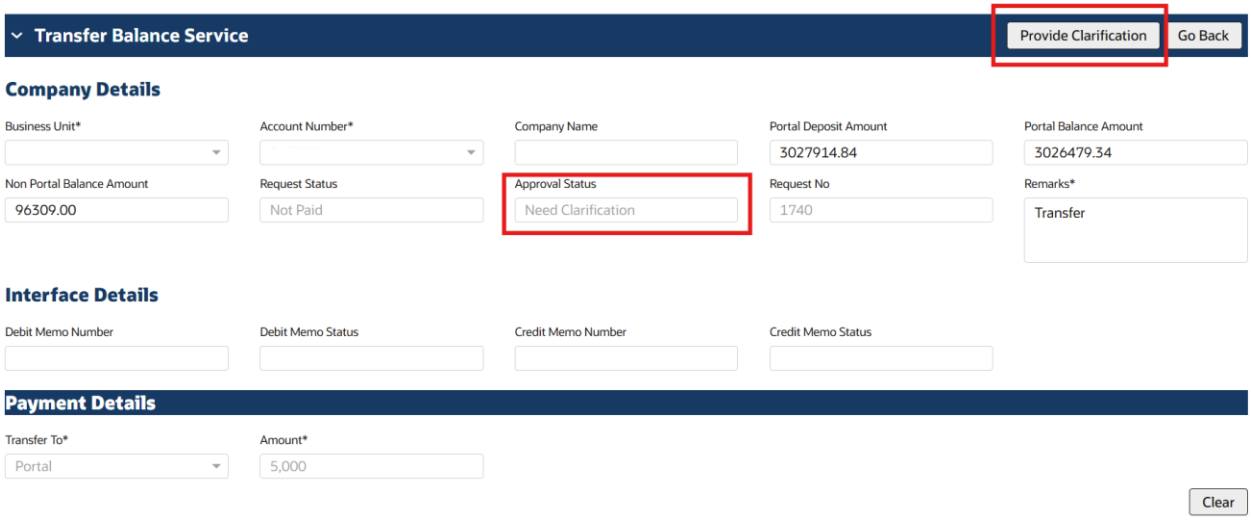
4. When done, click "**Submit**" on top of the request page.

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

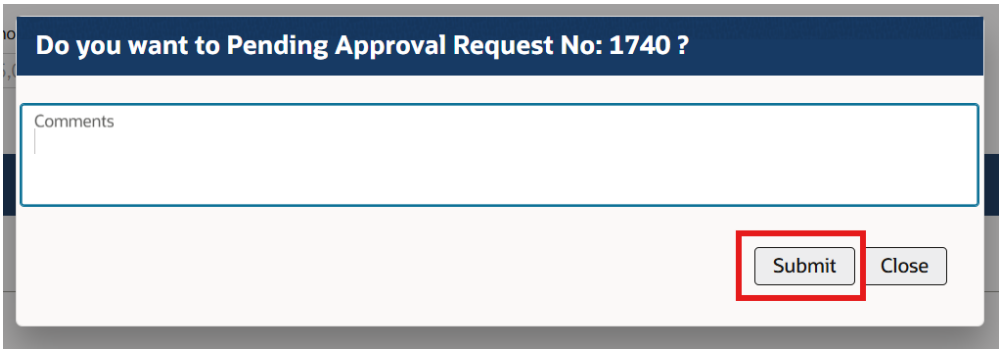
Click on the "👁" icon to view the summary of your request with the Debit and Credit memo information.



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



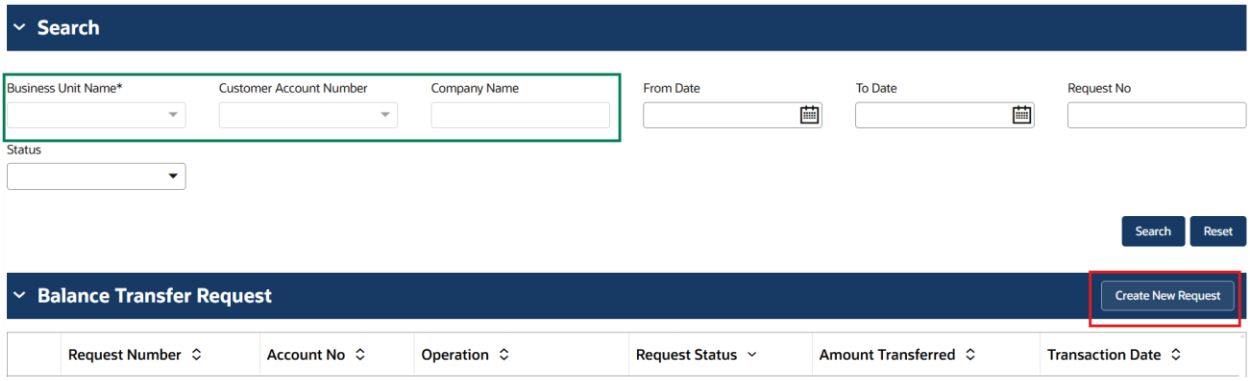
Enter the comments then click "Submit"



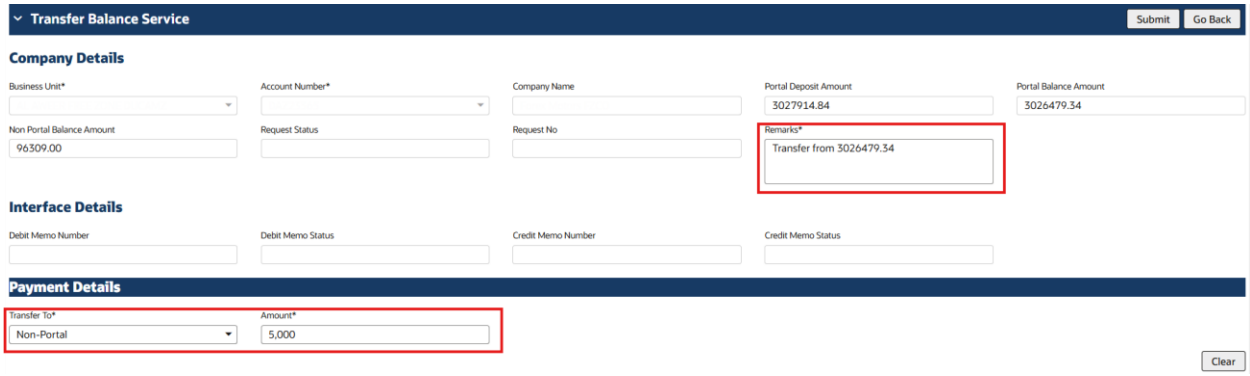
Transfer from Portal balance to Non-Portal

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

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

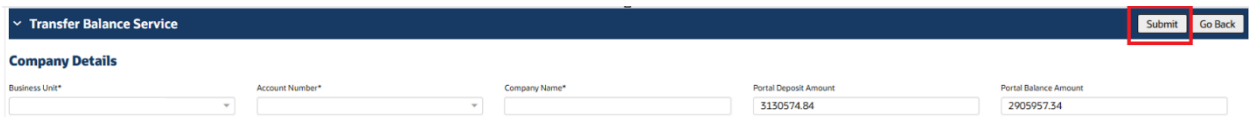
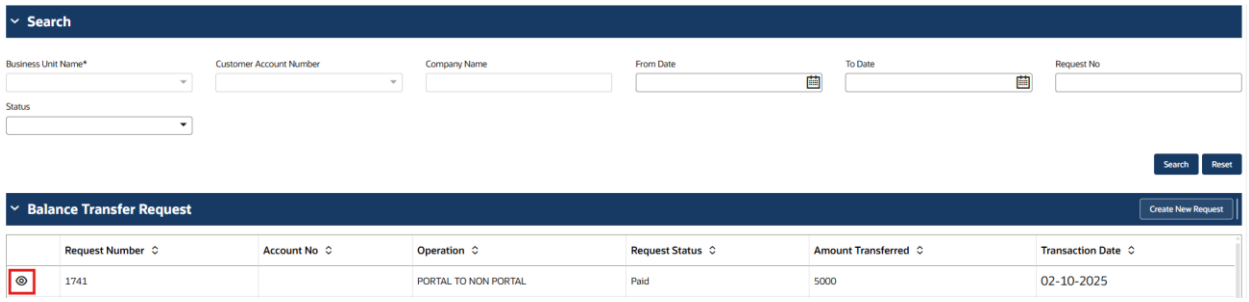
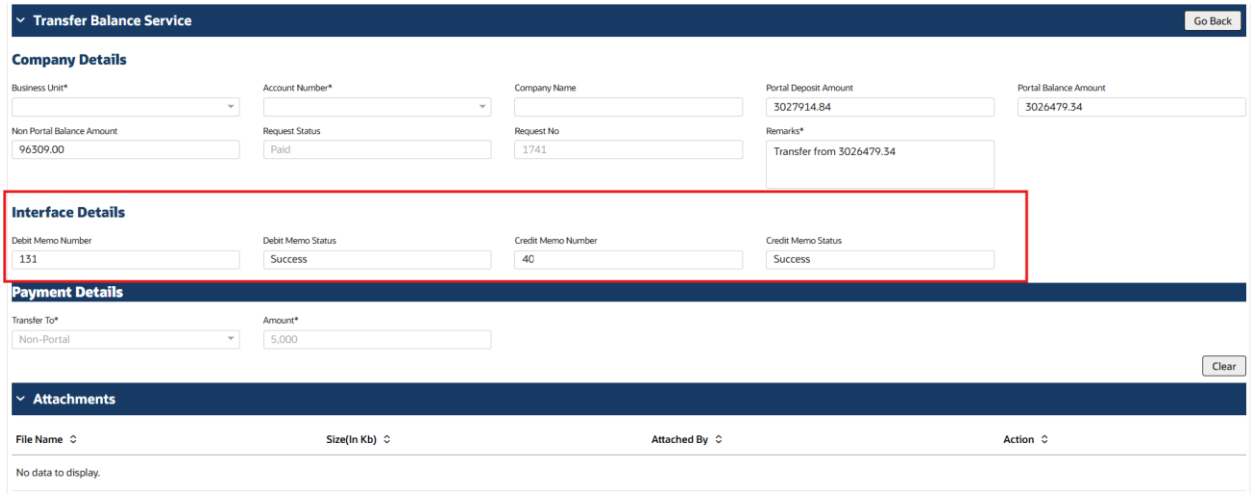


2. Enter the remarks and in the "**Payment Details**" section, please choose "**Transfer To**" as *"Non-Portal"* and the **amount** you wish to transfer.



3. You can attach documents in this section:

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



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