



دبي التجارية
DUBAI TRADE

JAFZA

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

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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.

Search

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

Status

Search Reset

Balance Transfer Request

Create New Request

Request Number	Account No	Operation	Request Status	Amount Transferred	Transaction Date
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2. Enter the remarks and in the **"Payment Details"** section, please choose **"Transfer To"** as **"Portal"** and the **amount** you wish to transfer.

Transfer Balance Service

Submit Go Back

Company Details

Business Unit* Account Number* Company Name* Portal Deposit Amount Portal Balance Amount

Non Portal Balance Amount Request Status Approval Status Request No Remarks*

16525.00

Transfer request#10001

Interface Details

Debit Memo Number Debit Memo Status Credit Memo Number Credit Memo Status

Payment Details

Transfer To* Amount*

Portal 500

Clear

Attachments

Upload

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

3. You can attach documents in this section:

Attachments

Upload

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

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

Transfer Balance Service Submit Go Back

Company Details

Business Unit* Account Number* Company Name* Portal Deposit Amount Portal Balance Amount

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

Search Reset

Balance Transfer Request Create New Request

	Request Number ↕	Account No ↕	Operation ↕	Request Status ↕	Amount Transferred ↕	Transaction Date ↕
🔍	1740		NON PORTAL TO PORTAL	Not Paid	5000	02-10-2025

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 Portal Balance Amount

Non Portal Balance Amount Request Status Approval Status Request No Remarks*

Interface Details

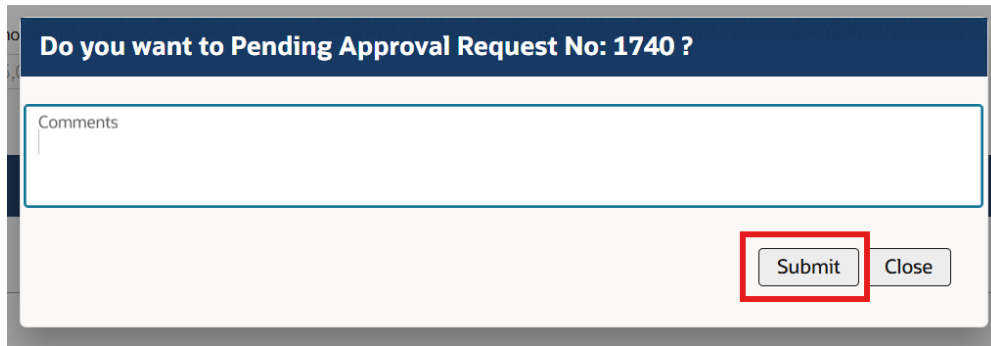
Debit Memo Number Debit Memo Status Credit Memo Number Credit Memo Status

Payment Details

Transfer To* Amount*

Clear

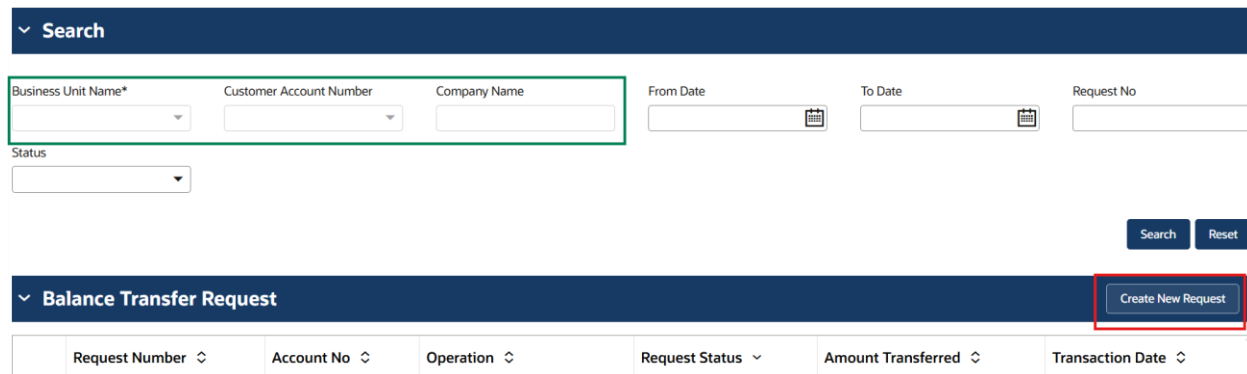
Enter the comments then click "Submit"



A modal dialog box with a dark blue header bar containing the text "Do you want to Pending Approval Request No: 1740 ?". Below the header is a large white text area labeled "Comments". At the bottom right of the dialog are two buttons: "Submit" and "Close". The "Submit" button is highlighted with a red rectangular border.

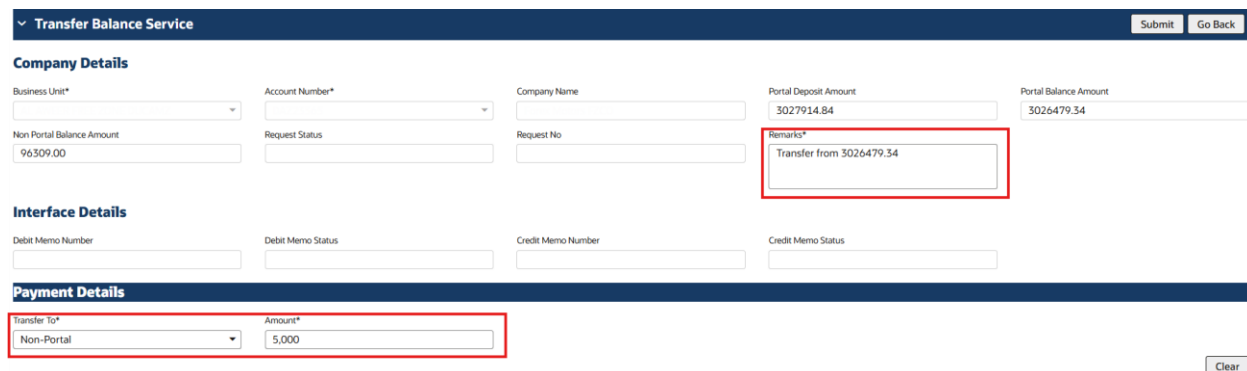
Transfer from Portal balance to Non-Portal

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



The "Balance Transfer Request" screen features a search bar at the top with a dropdown arrow. Below it are input fields for "Business Unit Name*", "Customer Account Number", "Company Name", "From Date", "To Date", and "Request No". A "Status" dropdown is located below the first three fields. "Search" and "Reset" buttons are on the right. The main section has a header "Balance Transfer Request" with a "Create New Request" button on the right, which is highlighted with a red border. Below the header is a table with columns: "Request Number", "Account No", "Operation", "Request Status", "Amount Transferred", and "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.



The "Transfer Balance Service" form has a header with "Submit" and "Go Back" buttons. It is divided into three sections: "Company Details", "Interface Details", and "Payment Details". The "Company Details" section includes fields for "Business Unit*", "Account Number*", "Company Name", "Portal Deposit Amount" (3027914.84), "Portal Balance Amount" (3026479.34), "Non Portal Balance Amount" (96509.00), "Request Status", and "Request No". The "Remarks*" field contains "Transfer from 3026479.34" and is highlighted with a red border. The "Interface Details" section has fields for "Debit Memo Number", "Debit Memo Status", "Credit Memo Number", and "Credit Memo Status". The "Payment Details" section has a "Transfer To*" dropdown set to "Non-Portal" and an "Amount*" field set to "5,000", both highlighted with a red border. A "Clear" button is at the bottom right.

3. You can attach documents in this section:

Attachments

File Name

Size(In Kb)

Attached By

Action

Test Attachment.pdf

33.80

Upload

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

Transfer Balance Service

SubmitGo Back

Company Details

Business Unit*

Account Number*


Company Name*

Portal Deposit Amount

Portal Balance Amount

3130574.84

2905957.34

5. 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

Search

Reset

Balance Transfer Request

Create New Request

	Request Number	Account No	Operation	Request Status	Amount Transferred	Transaction Date
	1741		PORTAL TO NON PORTAL	Paid	5000	02-10-2025

Transfer Balance Service

Go Back

Company Details

Business Unit*

Account Number*

Company Name

Portal Deposit Amount

Portal Balance Amount

3027914.84

3026479.34

Non Portal Balance Amount

Request Status

Request No

Remarks*

96309.00

Paid

1741

Transfer from 3026479.34

Interface Details

Debit Memo Number

Debit Memo Status

Credit Memo Number

Credit Memo Status

131

Success

40

Success

Payment Details

Transfer To*

Amount*

Non-Portal

5,000

Clear

Attachments

File Name

Size(In Kb)

Attached By

Action

No data to display.

