Transfer Balance User's Manual

Transfer Balance

Table Designs

DOCUMENT DETAILS

Document Name	Transfer Balance
Project Name	
Business Unit	Dubai Textile City
Author(s)	DT Training Dept.
Last Updated Date	1st October 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**"*
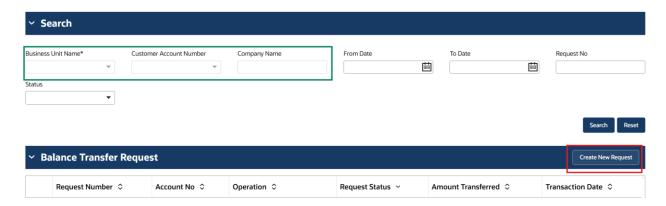
Navigation:

1. Login to your Dubai Trade account
2. Navigate to the menu and go to **eDeposit**
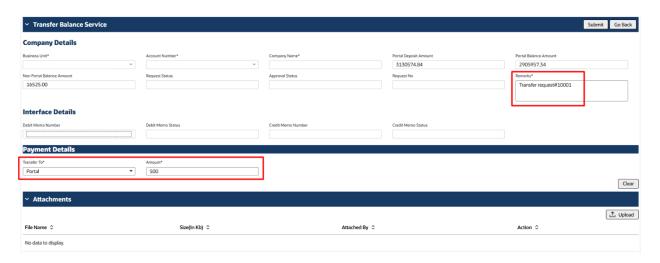3. Then go to **Fusion Transfer Balance**

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.

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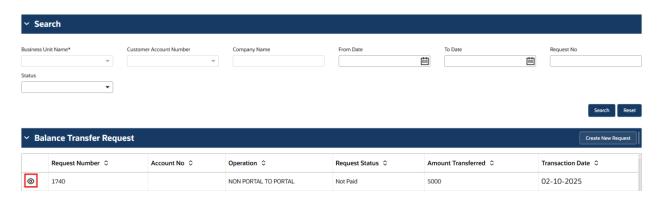3. You can attach documents in this section:

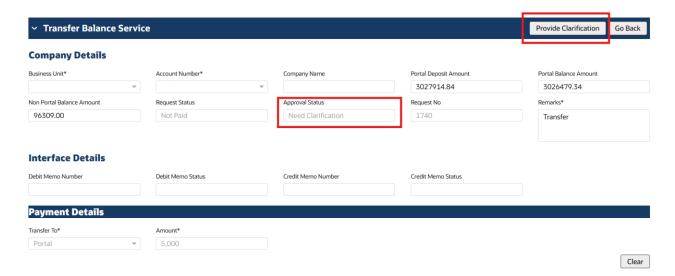4. When done, click "**Submit**" on top of the request page.

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"
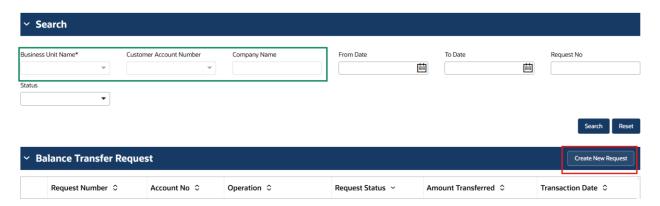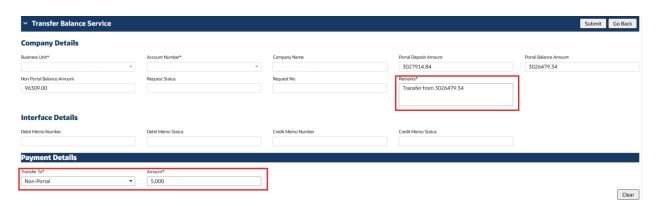

Enter the comments then click "Submit"

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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.

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

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