



دبي التجارية
DUBAI TRADE

Transfer Balance 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.



Table Designs

DOCUMENT DETAILS

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

The screenshot shows the 'Search' section with a dark blue header containing a dropdown arrow and the text 'Search'. Below this is a search form with fields for 'Business Unit Name*' (dropdown), 'Customer Account Number' (dropdown), 'Company Name' (text), 'From Date' (calendar icon), 'To Date' (calendar icon), and 'Request No' (text). A 'Status' dropdown is located below the first three fields. To the right of the search fields are 'Search' and 'Reset' buttons. Below the search section is the 'Balance Transfer Request' section, also with a dark blue header containing a dropdown arrow and the text 'Balance Transfer Request'. A 'Create New Request' button is highlighted with a red box in the top right corner of this section. 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 **"Portal"** and the **amount** you wish to transfer.

The screenshot shows the 'Transfer Balance Service' form with a dark blue header containing a dropdown arrow and the text 'Transfer Balance Service', and 'Submit' and 'Go Back' buttons. The form is divided into several sections: 'Company Details' with fields for 'Business Unit*' (dropdown), 'Account Number*' (dropdown), 'Company Name*' (text), 'Portal Deposit Amount' (text), 'Portal Balance Amount' (text), 'Non Portal Balance Amount' (text), 'Request Status' (text), 'Approval Status' (text), 'Request No' (text), and 'Remarks*' (text, highlighted with a red box containing 'Transfer request#10001'); 'Interface Details' with fields for 'Debit Memo Number' (text), 'Debit Memo Status' (text), 'Credit Memo Number' (text), and 'Credit Memo Status' (text); 'Payment Details' with a dark blue header, a 'Transfer To*' dropdown (highlighted with a red box, showing 'Portal'), and an 'Amount*' text field (containing '500'); and 'Attachments' with a dark blue header, a dropdown arrow, and the text 'Attachments', and an 'Upload' button. Below the 'Attachments' section is a table with columns: 'File Name', 'Size(In Kb)', 'Attached By', and 'Action'. The table is currently empty, showing 'No data to display.'

3. You can attach documents in this section:

Attachments

File Name

Size(In Kb)

Attached By

Action

Test Attachment.pdf

33.80

Download

📎

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. 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 ClarificationGo 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*

3027914.84

3026479.34

96309.00

Not Paid

Need Clarification

1740

Transfer

Interface Details

Debit Memo Number

Debit Memo Status

Credit Memo Number

Credit Memo Status

Payment Details

Transfer To*

Amount*

Portal

5,000

Clear

Enter the comments then click "Submit"

Do you want to Pending Approval Request No: 1740 ?

Comments

SubmitClose

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

SearchReset

Balance Transfer Request

Create New Request

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

SubmitGo Back

Company Details

Business Unit*Account Number*Company NamePortal Deposit AmountPortal Balance Amount

Non Portal Balance AmountRequest StatusRequest NoRemarks*

Interface Details

Debit Memo NumberDebit Memo StatusCredit Memo NumberCredit Memo Status

Payment Details

Transfer To*Amount*

Non-Portal5,000

Clear

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

SubmitGo Back

Company Details

Business Unit*Account Number*Company NamePortal Deposit AmountPortal Balance Amount

3130574.842905957.34

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

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.

