



USER MANUAL

for e-Services



TRANSFERRING AMOUNT

Transfer credit balance
from account to another



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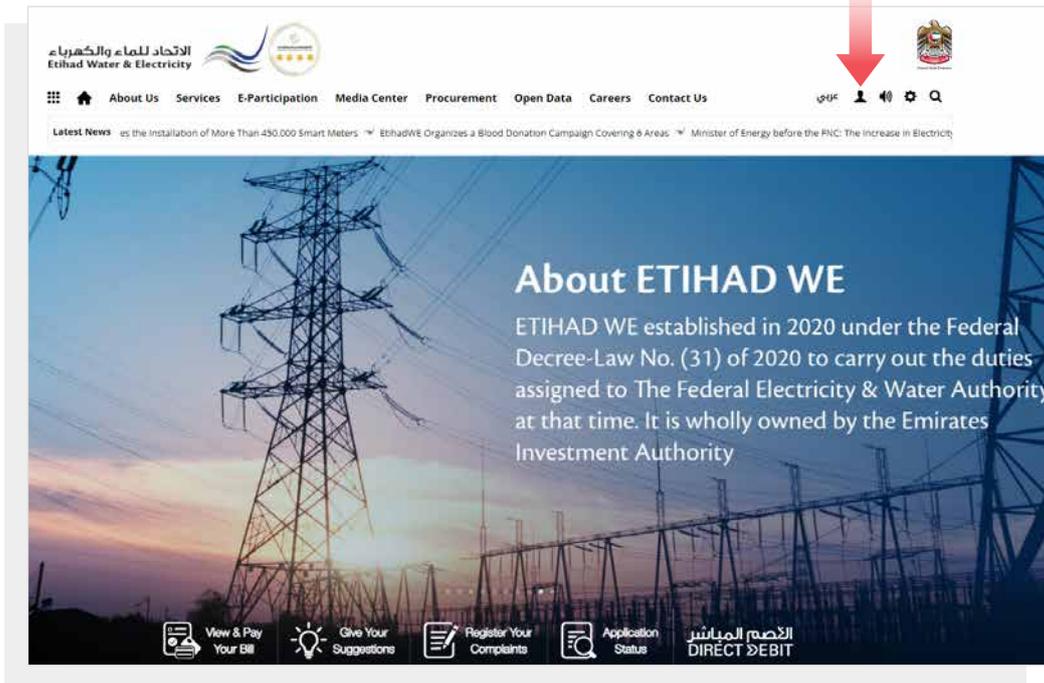
“Transferring Amount” service is an e-service that allows the user to transfer the credit balance in one of his accounts to another one that also belongs to him or any other account.

Visit Etihad WE website through the link below:

www.etihadwe.ae

Click the below shown button to open “Customer Login” window

Click here to login



In “Customer Login” window you can login to e-Services as the following:

1. New Customer Registration:

In case you are not registered in the website yet, click “Register” to start creating new account in the website. Please follow the steps of registration in the link below:

[Registration Manual -Register New Customer - Click Here](#)

2. Registered Customer Login

In case you are registered enter your User Name(Email Address) and Password and click “Login” button.

The screenshot displays the Etihad Water & Electricity website interface. On the right side, a dark blue 'Customer Login' modal window is open. It features a 'Login With UAE PASS' button at the top, followed by a note: 'A single trusted digital identity for all citizens, residents and visitors.' Below this, there are input fields for 'Email *' and 'Password *'. A green 'Login' button is positioned below the password field, with a red arrow pointing to it from the text '2. Customer Login'. To the right of the 'Login' button is a 'Register' button, with a red arrow pointing to it from the text '1. New Customer Registration'. Below the 'Login' and 'Register' buttons are two buttons labeled 'SULTANT' and 'CONTRACTOR'. At the bottom of the modal, there is a 'DIRECT DEBIT' button. The background of the website shows a large electricity pylon and the text 'About ETIHAD WE'.

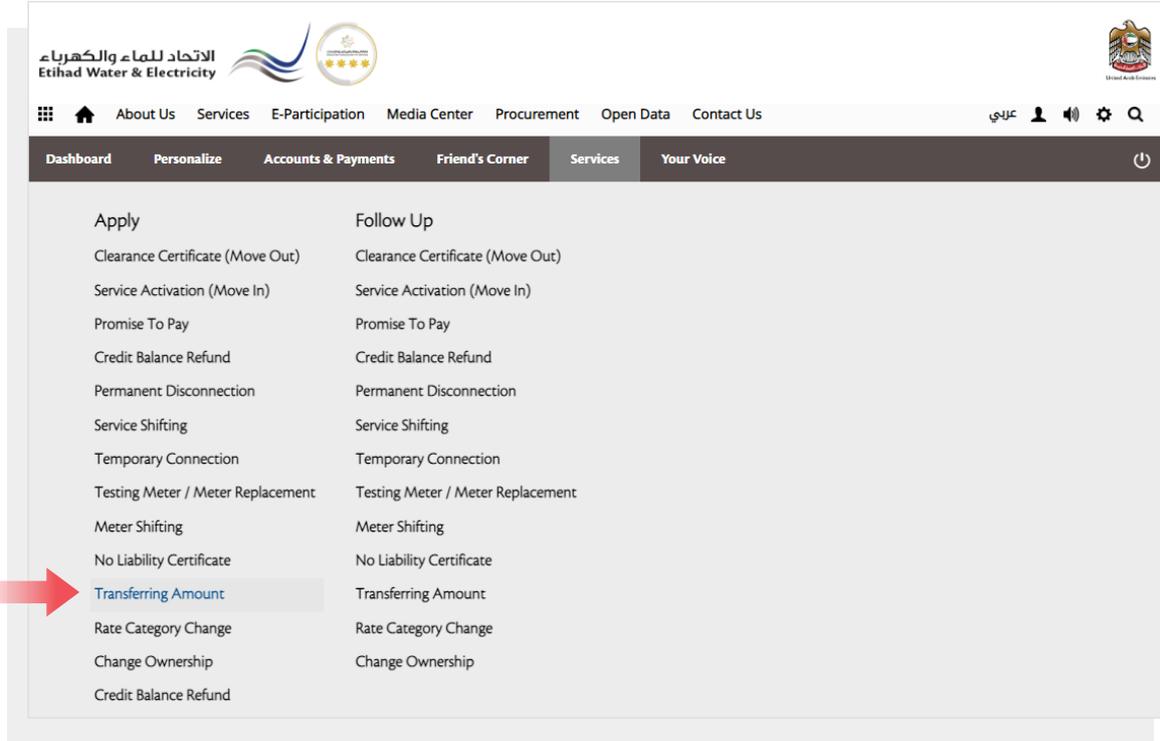
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When you login, you will reach e-Services dashboard

To access “Transferring Amount” service click the following in main menu:

Services >> Transferring Amount



STEP ONE: TRANSFER AMOUNT FORM

In "Transfer Option" you have two options :

1. Select "Normal Balance Transfer" if you want to transfer your credit balance from your account to another one that belongs to you or any other account. Then from "From Account Number" list select your account, and in "To Account Number" field insert the account number you want to transfer the amount to.
2. if you have paid to another account by mistake, you can raise a request to claim the amount back by selecting "Wrong Account Payment" from "Transfer Option" field. Then insert the wrong account number in "From Account Number" and your account number in "To Account Number".

In "Transfer Amount(AED)" the credit amount will appear automatically, but you can edit the amount. The "Customer Name", "Address" and "Business partner Number" will appear automatically. Then click on "Get OTP" button and you will receive an SMS message with the OTP Number, then insert it in "One Time Password(OTP)".

Upload the required documents and click "Proceed".

The screenshot shows the 'Transferring Amount' form in two steps. Step 1 is 'TRANSFER AMOUNT FORM' and Step 2 is 'FINISH'. The form contains the following fields and buttons:

- Transfer Option ***: A dropdown menu with 'Normal Balance Transfer' selected.
- From Account Number ***: A text input field containing '210000045608' with a dropdown arrow and a red arrow pointing to it labeled 'From Account'.
- To Account Number ***: A text input field containing '210000043707' with a red arrow pointing to it labeled 'To Account'.
- Transfer Amount (AED) ***: A text input field containing '500' with a red arrow pointing to it labeled 'Edit transfer amount'.
- Customer Name ***: A text input field containing 'Municipality &'.
- Address ***: A text input field containing 'مunicipality & store'.
- Business Partner Number ***: A text input field containing '1000000542'.
- One Time Password (OTP) ***: A text input field containing '12345' with a red arrow pointing to it labeled 'Insert OTP here'.
- Get OTP**: A black button with a red arrow pointing to it labeled 'Click here to get OTP by SMS'.
- Emirates ID ***: A file upload field with a 'Choose File' button and 'No file chosen' text, with a red arrow pointing to it.
- Upload**: A black button with a red arrow pointing to it labeled 'Select the file and Click "Upload"'. Below it, it says 'Max. File Size: 1024 KB, Supported Format: pdf'.
- Proceed**: A black button at the bottom left.

STEP TWO: FINISH

The request has been submitted. You will receive a notification to confirm the successful submission of your application via email and SMS. Plus, you will receive an Application Reference Number so you can follow up your request status.

The screenshot shows the 'Transferring Amount' form in two steps. Step 1 is 'TRANSFER AMOUNT FORM' and Step 2 is 'FINISH'. A green checkmark and message state: 'Your Request Submitted Successfully, for further followup, use this below Ref No: 1500001742'. A red arrow points to this message with the label 'Request Reference Number'. Below the message are several input fields: 'Transfer Option *' (Normal Balance Transfer), 'From Account Number *', 'To Account Number *', 'Transfer Amount (AED) *', 'Customer Name *', 'Address *', 'Business Partner Number *', 'One Time Password (OTP) *', and 'Emirates ID *'. There are also buttons for 'Get OTP', 'Upload', and 'Proceed'.

FOLLOW UP APPLICATION STATUS

To follow up your application status click the following in main menu:
Services>> Follow Up >> Transferring Amount

The screenshot shows the main menu with the following tabs: Dashboard, Personalize, Accounts & Payments, Friend's Corner, Services, and Your Voice. The 'Services' tab is selected. Under the 'Follow Up' section, the 'Transferring Amount' option is highlighted with a red arrow.

Dashboard	Personalize	Accounts & Payments	Friend's Corner	Services	Your Voice
Apply				Follow Up	
Clearance Certificate (Move Out)				Clearance Certificate (Move Out)	
Service Activation (Move In)				Service Activation (Move In)	
Promise To Pay				Promise To Pay	
Credit Balance Refund				Credit Balance Refund	
Permanent Disconnection				Permanent Disconnection	
Service Shifting				Service Shifting	
Temporary Connection				Temporary Connection	
Testing Meter / Meter Replacement				Testing Meter / Meter Replacement	
Meter Shifting				Meter Shifting	
No Liability Certificate				No Liability Certificate	
Transferring Amount				Transferring Amount	
Rate Category Change				Rate Category Change	
Change Ownership				Change Ownership	
Credit Balance Refund					

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FOLLOW UP APPLICATION STATUS

Enter your Application "Reference Number" and click "Search", and a table will appear showing the status of your application.

eServices > Customer

Transferring Amount

Application Number

Search

Application No.	Application Date	Status	Notification No.	Close Date
1500001742	24-03-2022	Open	N/A	N/A

Application Status

End of e-Service

For Inquiry

Email: cs@etihadwe.ae

Call Center: 8003392