

09. Request a withdrawal

[Español](#)

Request withdrawal lets you request a transfer of wallet funds to a registered destination account. The screen is titled Withdraw and its main button says Request withdrawal.

1. Check the requirements

You need available funds and a registered payment and withdrawal account. In this test, the Leche en polvo return left USD 6,000 available and we used the fictitious account DEMO - Test withdrawal.

2. Submit the request

[Withdrawal popup with USD 1000 amount and DEMO account selected](#)

1. Open **Payments and withdrawals** → **Request withdrawal**.
2. Select **Request withdrawal**.
3. Enter the amount. In this example: USD 1,000.
4. Select the withdrawal account and verify the destination.
5. Add a description that helps identify the request.
6. Review the details and select **Request withdrawal** to submit.

The example description is marked SIMULATION and makes clear that the account is fictitious and no real transfer exists.

3. Verify the Pending status

[Pending withdrawal request and USD 1000 held from the balance](#)

After submitting the request, the history shows:

Detail	Verified value
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Withdrawal ID	5ae27d4e-0288-424b-9a0c-f2daa8f1f241
Amount	USD 1,000
Status	PENDING
Destination	DEMO - Test withdrawal / Fictitious Bank DEMO

4. Understand the held balance

After refreshing the full page, the following was confirmed:

Balance	Held	Available
USD 6,000	USD 1,000	USD 5,000

The requested amount is reserved while under review. Submitting a request is not the same as receiving payment. Pending status does not confirm a completed withdrawal.

5. Refresh and check approval

Approved USD 1000 withdrawal, USD 5000 balance, and no held funds

After review, select **Refresh** or reload the page. The same USD 1,000 request changed from PENDING to APPROVED. You do not need to submit another request.

Status	Balance	Held	Available
PENDING	USD 6,000	USD 1,000	USD 5,000
APPROVED	USD 5,000	USD 0	USD 5,000

After approval, the reserved USD 1,000 is deducted from the balance and held funds return to zero. Available funds remain USD 5,000 because that amount was already reserved; it is not charged twice.

6. Verify the withdrawal in Transactions

Final history showing a completed USD 1000 withdrawal

Transactions shows a Withdrawal of –USD 1,000 with COMPLETED status. The example’s final balance is USD 5,000.

7. Check the notification bell

Bell showing a Withdrawal confirmed notification for USD 1000

A notification also arrives in the bell. When opened, it shows **Withdrawal confirmed — GapStation** with the message “Your 1000 withdrawal has been confirmed.”

This demonstration uses simulated funds and a fictitious account. The approval and transaction show the result in the test app; they do not confirm a real bank transfer.

If you need help

Give support the withdrawal ID, status, and amount. Do not post real account details in public channels. This example used only simulated funds and a fictitious destination.

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