# Break a Transfer Link Article no. 1920

## Introduction

Use these steps to **break the link between accounts** when:

- An account was **inadvertently** linked as a **transfer**
- While processing a Transfer of Service and one of the messages below is received:
  - **Account has already been transferred**; proceed to steps below
  - **Customer has a pending service change**; proceed to steps below
  - Transfer link for a **pending Telephone or Calling Card Transfer** cannot be broken**; cancel install** work order and **reconnect former**

**Note:** A Service Now Ticket needs to be submitted if the account is **already active** and both work orders are completed

## Resolution Steps

1. **Customer Maintenance** [**CM**] screen of the **new** account

2. Find the Cancel Pending Transfer on the **bottom, right** side of the screen
    - This box **appears** to be checked, but the background is **grayed** out
    - **Click** in the box until a **black check mark** appears, with a **solid white** background
    - **Enter** through **until** you return to the **Customer Search** screen [**CS**]
3. The **link** has been **broken**

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