

# Fixing Transfer Mistakes

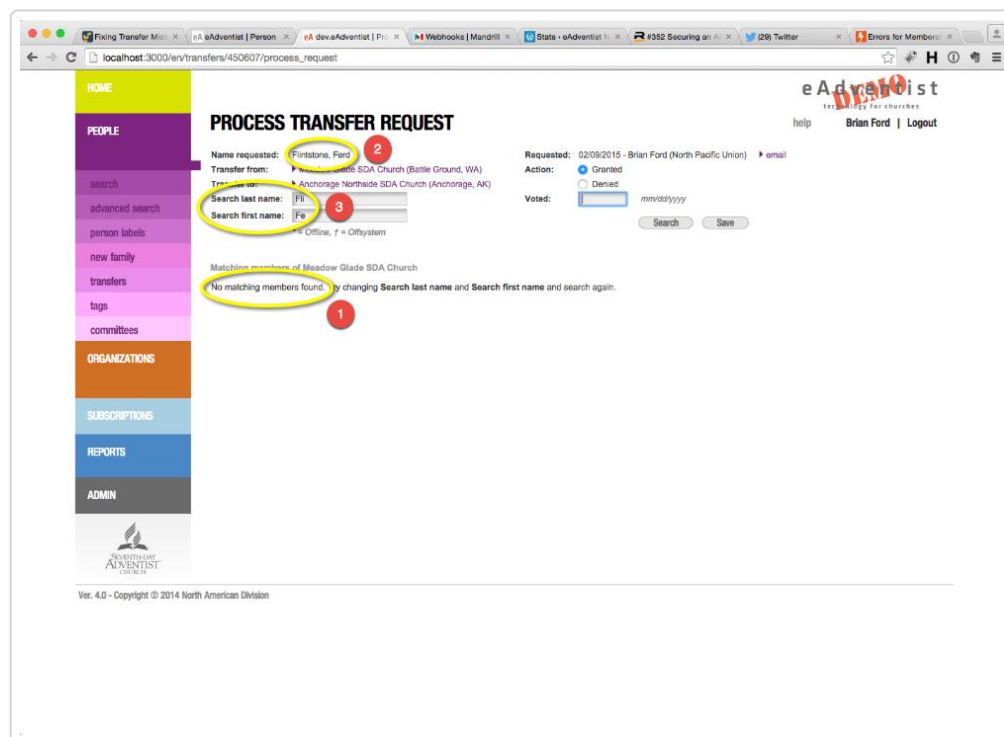
How to fix these common mistakes:

## In this article

- wrong name ( #request-wrong-name)
- wrong church (#request-wrong-church)
- wrong date (#request-wrong-date)

## Wrong name

If the name is incorrect on a transfer request that you created, the easiest solution is to **withdraw** the request and re-enter it with the correct name. If you see the "No matching members found" message (see #1 in the example below) when you try to "grant" a transfer request, often the name has been mistyped or is entered differently in eAdventist (see #2 below). You can **adjust** the "Search last name" and "Search first name" fields (see #3 below) to find the correct member. Click the "Search" button to search for the matching member.



## Wrong church

If the wrong church was selected when you created a transfer request, it is easiest to **withdraw** the request and create a new one with the correct church. The "Withdraw" button will be visible if you created the request.

If you receive a request for a member that does not belong to your church, click the "Email" link and send a message to let the requesting clerk know. The requesting clerk will be able to withdraw their request.

## Wrong date

If you need to correct the vote date (e.g. granted, accepted) on a transfer, it's best to "undo" the vote and re-enter it with the correct date. To "undo" a **grant** vote (see #1 below), click the "undo" link (see #2 below). Now you can grant the transfer again.

The screenshot shows the eAdventist web application interface. The main content area displays a transfer request for Fintstone, Fred. The interface includes a sidebar with navigation options like HOME, PEOPLE, and ORGANIZATIONS. The main content area displays the transfer details and a table of votes. The table has columns for VOTED, ACTION, UNDO/WITHDRAW, INPUT, INPUT BY, and PRINTED. Two red circles with numbers 1 and 2 highlight the '02/01/2015' date in the VOTED column and the 'undo granted' link in the UNDO/WITHDRAW column, respectively.

Request	VOTED	ACTION	UNDO/WITHDRAW	INPUT	INPUT BY	PRINTED
Request		Requested	withdraw	02/06/2015	Brian Ford (North Pacific Union) email	
Grant	02/01/2015	Granted	undo granted	02/06/2015	Brian Ford (North Pacific Union) email	
Accept						

To "undo" an **accept** vote, click on the member's name to see the member's record (the **Person** page), then click the "statistics" link. Find the completed transfer (see #1 below) and click the "undo" link next to it (see #2 below). This will move the member back to their previous church and allow you to accept the transfer again.

#	ORG	QUARTER	STAT	DATE	VAL	OTHER ORG	ENTERED	USER
1	ANIFK1	2014 Q4	Transfer to Anchorage Northside SDA Church (Anchorage, AK)	02/07/2015	1	ANIF4B	02/09/2015 01:11:10 PM	Brian Ford <a href="#">unsave</a>
2	ANIF4B	2014 Q4	Transfer from Meadow Glade SDA Church (Battle Ground, WA)	02/07/2015	1	ANIFK1	02/09/2015 01:11:10 PM	Brian Ford
3	ANIFK1	2012 Q1	Baptism	04/09/2014	1	ANIFK1	01/12/2015 08:41:26 PM	Brian Ford

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