

Short Code Transfer - Sender

STEP BY STEP INSTRUCTIONS ON HOW TO TRANSFER A SHORT CODE FROM ONE ORGANIZATION TO ANOTHER.

Version 1.0

Effective Date: 1/1/2026

Related Links & Guides

- [Onboarding a Short Code](#)
- [Short Code Transfer – Recipient](#)
- [Short Code Management Hub](#)

Getting Started

This guide covers how to transfer a Short Code from your organization to another organization.

Before you begin, verify:

- Your Short Code has a Paid billing status
- Your Short Code has not been expired for more than 60 days (aged-out codes cannot be transferred)
- You have the recipient organization's Account ID (ask them to find this in My Account > Account Details)

Note: Only the Short Code ownership transfers—not the associated Brand or Content Provider. The recipient will need to associate their own Brand and Content Provider after the transfer completes. Any financial arrangements must be coordinated directly between organizations—the Registry does not process payments or refunds between parties.

The screenshot shows the 'Short Code 227738' page with three tabs: 'SHORT CODE DETAILS', 'BILLING & INVOICES', and 'TRANSFER & CANCEL'. The 'TRANSFER & CANCEL' tab is active. Under 'Transfer Status', there is a 'TRANSFER DETAILS' section with the text 'No Open Transfer' and a 'Transfer Code' button. Below that is a 'Cancel Leasing' section with 'Cancel Notes' explaining that other Short Codes associated with the related order ID 9438 will remain, and a 'Cancel Leasing' button.

Select a Short Code to Transfer

Navigate to the Short Code Management Hub by selecting Short Codes from the blue navigation bar on the left side of your screen.

Find the Short Code you want to transfer.

Verify that the Short Code has a Billing Status of Paid.

Click the three-dot menu (:) and select Transfer.

MessagesMa deSimple Me

Order a Short Code

Short Code Registry

Short Codes

Brands

Content Providers

Billing

My Account

Reports

System Messages 43

About Short Codes

Short Codes

14 Total Codes | 7 Need Onboarding Action | 0 Need Billing Action | 1 Auto Renew | 0 Expired

Only Active Codes ?

Search for a Brand, Content Provider, or a Short Code

Short Code	Onboarding	Program	Use Type	Term	Order #	Brand	Content Provider	Billing Status	Lease Start
227738	In Progress	Standard	Normal	6 mo.	9438	N/A	N/A	Paid Card Valid Until 3/25/2026	9/25/2025
56225	Not Started	Standard	Normal	3 mo.	9438	N/A	N/A	Paid Card Valid Until 12/25/2025	9/25/2025
230818	Not Started	Standard	Normal	12 mo.	9438	N/A	N/A	Paid Card Valid Until 9/25/2026	9/25/2025
47032	Complete	Standard	Normal	Monthly	9438	W Winsome for Governor	Echo Communications	Paid (Auto-Card) Monthly	9/25/2025
58247	In Progress	Standard	Normal	3 mo.	7818	N/A	N/A	Paid Card Valid Until 12/17/2025	9/17/2025

Short Code	Onboarding	Program	Use Type	Term	Order #	Brand	Content Provider	Billing Status	Lease Start
60022	In Progress	Standard	Normal	6 mo.	16342	Apple	Echo Communications	Paid (Wire) Valid Until 04/21/26	10/22/2025
41983	Not Started	Standard	Normal	3 mo.	16341	N/A	N/A	Paid (Check) Valid Until 01/21/26	10/22/2025
99999	Not Started	Standard	Normal	3 mo.	12552	N/A	N/A	Paid (Card) Valid Until 01/08/26	10/22/2025
230818	Not Started	Standard	Normal	12 mo.	9438	N/A	N/A	Paid (Card) Valid Until 09/24/26	9/25/2025
56225	Complete	Standard	Normal	3 mo.	9438	lilto Hilton	Hilton	Paid (Card) Valid Until 12/24/25	9/25/2025

Initiate the Transfer

Click the **Transfer Code** button to initiate the process.

A dialogue box will appear asking for the Account ID of the transfer recipient.

If you don't have the recipient's Account ID, contact them and ask them to locate it in My Account > Account Details. They will need to share this information with you directly.

Enter the Account ID and click Continue to be taken to the transfer confirmation screen.

← Short Codes

Short Code 227738

SHORT CODE DETAILS BILLING & INVOICES TRANSFER & CANCEL

Transfer Status

TRANSFER DETAILS

No Open Transfer

Transfer Code

Cancel Leasing

Cancel Notes:

When you cancel the lease of Short Code #227738, other Short Codes associated with the related order ID 9438 will remain.

You start the cancellation by clicking on the "Cancel Leasing" Button. For assistance, please contact customer support.

Cancel Leasing

Transfer Short Code #227738

Enter the Account ID of the organization to which to transfer the Short Code

To Account ID *

Cancel Continue →

Review & Confirm Transfer

Verify the Organization Name matches the intended recipient and confirm the Account ID is correct.

Check the box to acknowledge that transferring disables Auto-Renew, Monthly Subscription, and scheduled renewals.

Check the box to acknowledge the Terms & Conditions.

After checking both boxes, click the Transfer Short Code button. The transfer will be sent to the recipient organization for acceptance.

Transfer Short Code #227738

To Account ID
223

Organization Name
TestOrg1MC

Transferring disables Auto-Renew, Monthly Subscription and scheduled renewals *

If you have Auto-Renew, Monthly Subscription or a scheduled renewal enabled for this Short Code, it will be disabled by this action. By initiating the transfer, you acknowledge that this Short Code will not automatically renew upon expiration. You will need to manually renew the Short Code before its expiration date if you wish to avoid service interruption.

Terms *

I have read and acknowledge the Terms & Conditions.

As a representative of the organization releasing the short code. I hereby request the transfer of short code 227738 from my account to the Account ID 223 specified above I understand that GCH Technologies, as the registry service provider for short codes, will effectuate the transfer as promptly as commercially possible after receipt of authorization from both the Releasing Organization and the Receiving Organization. I understand that by agreeing to this short code transfer. I am relinquishing all rights to this code and its associated campaign(s) and content. I understand that if this code was pre-paid, neither CTIA nor GCH Technologies is responsible for furnishing any reimbursement for any remaining portion of the lease term. In this case, the term of the lease and the expiration date remain unchanged.

[← Go Back](#)

[Cancel](#)

[Transfer Short Code](#)

Transfer Initiated

A confirmation message will appear confirming the transfer has been successfully initiated.

Click Close to return to the Short Code Details page.

What Happens Next

The transfer request has been sent to the recipient organization. They must accept or decline it in their Short Code Registry account.

You will receive an immediate confirmation email. See page 7 for an example.

To monitor the transfer status and understand possible outcomes, see "Monitor Your Transfer Status" on page 8.

You can cancel the transfer at any time before the recipient accepts it. See page 15 for instructions.

Transfer Short Code #227738



The transfer of Short Code 227738 to Account ID 223 has been initiated successfully. You can track the progress on the Short Code detail page.

Close

Transfer Initiated

You will receive this email immediately after initiating the transfer of your Short Code.

Click the **View Transfer** button to monitor the transfer status in the registry.

Additional emails will be sent when the recipient responds to your transfer request.

Subject: Outgoing Transfer Initiated for Short Code {{short_code}}



Short Code Transfer: Transfer Pending Recipient Response

The outgoing transfer of Short Code {{short_code}} has been initiated and is pending acceptance by the recipient.

The recipient must either accept or decline the transfer in the Short Code Management section of the registry.

View Transfer

Best Regards,
The Short Code Registry

Need Help? Forward this e-mail along with a description of your issue or request to CSO@usshortcodes.com to create a support ticket or call 1-888-625-8166.



Monitor Your Transfer Status

After initiating a transfer, you can track its progress in the Short Code Registry.

Check Your Status

1. Navigate to Short Codes from the left navigation bar
2. Select your Short Code
3. Click the Transfer & Cancel tab
4. View the status under "Transfer Details"

Transfer Statuses

Status	What It Means	Your Action	Details
Outgoing Transfer Acceptance Pending	Waiting for recipient response	You can cancel at any time	Pages 13-14
Outgoing Transfer Accepted	Transfer complete. Short Code moved to recipient's account	No action needed	Pages 9-10
Outgoing Transfer Declined	Recipient declined. Short Code remains in your account	Contact recipient if needed; can initiate new transfer	Pages 11-12
Outgoing Transfer Cancelled	Transfer cancelled manually by you or automatically due to aged-out status	No action needed	Pages 13-17

Email Notifications

You'll receive emails for each status change. See pages 7, 10, 12, 15, and 17 for examples.

Transfer Accepted - Status

After the recipient organization accepts the transfer, the status will change to **Outgoing Transfer Accepted**.

The transfer is now complete. The Short Code has been moved to the recipient's account and is no longer accessible in your account.

No further action is required from you.

Transfer Status

TRANSFER DETAILS

Outgoing Transfer Accepted

No immediate action is needed.

TRANSFERRED TO

TestOrg1MC
Account ID 223

TRANSFER DATE

10/6/25

Transfer Accepted - Email

You will receive this email when the recipient accepts your transfer request. The email confirms:

- The transfer has been completed successfully
- The Short Code now belongs to the recipient's account
- No further action is required from you

Subject: Outgoing Transfer Accepted for Short Code {{short_code}}



Short Code Transfer: Outgoing Transfer Successful

The outgoing transfer of Short Code {{short_code}} has been accepted. The short code now belongs to the recipient. No action is required from you.

[View Transfer](#)

Best Regards,
The Short Code Registry

Need Help? Forward this e-mail along with a description of your issue or request to CSO@usshortcodes.com to create a support ticket or call 1-888-625-8166.



Transfer Declined – Status

If you see **Outgoing Transfer Declined**, this means the recipient organization has declined your transfer request.

The Short Code remains in your account and you retain full access to it.

You can:

- Contact the recipient to understand why the transfer was declined
- Initiate a new transfer request if the issue is resolved
- Continue using the Short Code as normal

If you have questions, contact cso@usshortcodes.com or call 1-888-625-8166.

Transfer Status

TRANSFER DETAILS

Outgoing Transfer Declined

Please reach out to the Customer Success Operations Team if you have any questions.

Transfer Code

TRANSFER ATTEMPTED TO

TestOrg1MC
Account ID 223

TRANSFER DECLINED DATE

10/6/25

Transfer Declined - Email

You will receive this email when the recipient organization declines your transfer request.

The email confirms:

- The recipient has declined the transfer
- The Short Code remains in your account
- No further action is required unless you want to initiate a new transfer

Click the **View Transfer** button to access the **Short Code Profile** page in the registry.

Subject: Outgoing Transfer Declined for Short Code {{short_code}}



Short Code Transfer: Recipient has Declined the Transfer

The outgoing transfer of Short Code {{short_code}} has been declined by {{recipient_organization}}. The short code remains in your account. No action is required from you.

[View Transfer](#)

Best Regards,
The Short Code Registry

Need Help? Forward this e-mail along with a description of your issue or request to CSO@usshortcodes.com to create a support ticket or call 1-888-625-8166.



How to Cancel a Transfer

You can cancel a pending transfer at any time before the recipient accepts it.

Navigate to the Short Code profile page and click the **Transfer & Cancel** tab.

Click the **Cancel Transfer** button.

A confirmation dialog will appear (see page 14).

Important: Transfers cannot be cancelled after the recipient has accepted them. The Short Code will have already moved to the recipient's account.

The screenshot shows the user interface for Short Code 227738. At the top, there is a navigation bar with a back arrow and the text "Short Codes". Below this, the title "Short Code 227738" is displayed in a large, bold font. Underneath the title, there are three tabs: "SHORT CODE DETAILS", "BILLING & INVOICES", and "TRANSFER & CANCEL". The "TRANSFER & CANCEL" tab is highlighted with a red border. Below the tabs, the "Transfer Status" section is visible. It contains two columns of information. The left column, under "TRANSFER DETAILS", shows "Outgoing Transfer Acceptance Pending" in orange text, followed by "No immediate action is needed." and a "Cancel Transfer" button highlighted with a red border. The right column, under "TRANSFER ATTEMPTED TO", shows "TestOrg1MC" and "Account ID 223". Below that, under "TRANSFER INITIATION DATE", it shows "10/6/25".

Confirm Cancellation

A confirmation dialog will appear asking you to confirm the cancellation.

Review the transfer details:

- Short Code number
- Recipient Account ID

To proceed with cancellation, click **Yes, Cancel Transfer**.

To keep the transfer active, click **No, Go Back**.

After cancelling, the Short Code remains in your account and you can initiate a new transfer at any time.

You will receive a confirmation email (see page 15).

Cancel Transfer #227738

You are about to cancel the initiated transfer.

Do you want to cancel the transfer of Short Code 227738 from your account to Account ID 223?

No, Go Back

Yes, Cancel Transfer

Transfer Cancelled - Email

You will receive this email after successfully cancelling a transfer. The email confirms:

- The transfer has been cancelled
- The Short Code remains in your account
- No further action is required

You can initiate a new transfer at any time if needed.

Subject: Outgoing Transfer Cancelled for Short Code {{short_code}}



Short Code Transfer: Your Transfer Cancellation is Confirmed

You have cancelled the outgoing transfer of Short Code {{short_code}}. The short code remains in your account. No action is required from you.

Best Regards,
The Short Code Registry

Need Help? Forward this e-mail along with a description of your issue or request to CSO@usshortcodes.com to create a support ticket or call 1-888-625-8166.



Transfer Cancelled – Aged Out Status

When a Short Code expires and remains unpaid for 60 days while a transfer is pending, the transfer is automatically cancelled.

The status will show "Outgoing Transfer Cancelled" with the reason "Short Code aged-out status."

What This Means:

- The transfer has been automatically cancelled
- The Short Code expired and was not renewed within 60 days
- The code has returned to available inventory
- The code is no longer in your account

To prevent this in the future, renew Short Codes before they expire.

Transfer Status

TRANSFER DETAILS

Outgoing Transfer Cancelled

Outgoing transfer cancelled due to Short Code aged-out status.

Transfer Code

TRANSFER ATTEMPTED TO

TestOrg1MC
Account ID 3051078

TRANSFER CANCELLATION DATE

11/31/24

Transfer Cancelled - Aged Out Email

You will receive this email when a pending transfer is automatically cancelled because the Short Code reached aged-out status.

The email explains:

- The transfer was cancelled due to aged-out status
- The code expired and remained unpaid for 60 days
- The Short Code has returned to available inventory
- The code is no longer in your account

To prevent this in the future, ensure Short Codes are renewed before expiration.

Subject: Outgoing Transfer Cancelled as Short Code {{short_code}} Aged Out



Short Code Transfer: Outgoing Transfer Automatically Cancelled

The outgoing transfer of Short Code {{short_code}} has been cancelled because the short code's billing status changed to Aged Out.

[View Transfer](#)

Note: Only short codes with a Paid billing status are eligible to be transferred.

Best Regards,
The Short Code Registry

Need Help? Forward this e-mail along with a description of your issue or request to CSO@usshortcodes.com to create a support ticket or call 1-888-625-8166.



Trouble Shooting

Problem: The Transfer Code button cannot be clicked.

Solution:

- Verify Billing Status is "Paid" (Billing & Invoices tab)
- Confirm the code hasn't been expired for more than 60 days

If both conditions are met and the button remains greyed out, contact support at cso@usshortcodes.com or call 1-888-625-8166.

Transfer Status

TRANSFER DETAILS

No Open Transfer

Transfer Code

Trouble Shooting

Problem: Error states "The ID number doesn't belong to any existing account"

Solution:

- Check for typos or extra spaces
- Verify the ID contains only numbers
- Contact the recipient to confirm their Account ID (found in My Account > Account Details)
- Re-enter the verified ID

If the error persists with a confirmed ID, contact support at cso@usshortcodes.com or call 1-888-625-8166.

Enter the Account ID of the organization to which to transfer the Short Code

To Account ID *

3051078

The ID number doesn't belong to any existing account

Cancel

Continue →

Trouble Shooting

Transfer Stuck in Pending Status

Problem: Transfer shows "Outgoing Transfer Acceptance Pending" for extended period.

Solution: Contact the recipient directly - they must log in and accept/decline the transfer. You can cancel and reinitiate if needed (page 13).

Transfer Was Declined

Problem: Recipient declined your transfer request.

Solution: Contact the recipient to understand why. Resolve any issues and initiate a new transfer if appropriate. See pages 11-12 for details.

Transfer Cancelled Unexpectedly

Problem: Transfer was cancelled without your action.

Common Reasons: Manual cancellation (pages 13-15) or aged-out status (pages 16-17).

Solution: Check the transfer status and cancellation email for the specific reason.

Cannot Find Transfer Status

Problem: Cannot locate transfer status in your account.

Solution: Go to Short Codes > Select your code > Transfer & Cancel tab > View "Transfer Details". See page 8 for detailed instructions.

Version History

Date	Version	Details
1/1/26	1.0	Initial Release