Question / Problem:
The Transfer Service is not running and picking up Approved invoices

Answer / Solution:

1. Stop the Transfer service

2. Open the Transfer module and run the job manually
   
   If it crashes or if you get an error, please open the module again and then go into the job settings (By clicking on the cog icon) and change the sort order from “Descending” to “Ascending”

3. Hopefully the job should process some invoices and then crash or error again.
   
   (As we have changed the sort order of the job it will have processed the other invoices and will now be getting stuck on the one which caused the problem)

4. Now Open Manager and list the invoices in the system. Navigate to the “Status” column and look for invoices
with an approved status.

There should only be one in the system (If the others were processed ok following the steps above) Please make a note of the remaining invoice and then delete and reprocess it.

If it does not go through correctly the second time please raise a support case.

**Applies to:**

<table>
<thead>
<tr>
<th>Product</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>INVOICES</td>
<td>All</td>
</tr>
</tbody>
</table>

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