

# Withdraw Unused Numbers

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Read this to learn how to withdraw an unused number.

## Overview

Withdrawing a number will remove it from being allocated to that Sub-Organization and moves it to the immediate parent organization. You can only withdraw unused numbers.

## Before you Start

- An admin must have "Setup" Role in the organization to do these instructions. See [What Admin Roles are in the Management Portal](#).

## Withdraw unused numbers

1. Go to Setup > Number Management > Allocated to Sub-Organization.
2. Click on the organization to expand it and view the allocated number series.

The screenshot shows the 'Allocated to Sub-Organization' interface. On the left is a 'Menu' with options: Administration, Number Management, Available, Reserved, Allocated To Sub-Organization (highlighted), User Permissions, Feature Settings, and Branding. The main area shows 'Allocated Numbers : 153674'. A dropdown menu is open for 'Digital Safe UK3', showing '5 Numbers Allocated'. Below this is a table with columns for Series, Allocated, and Unused. The first row shows Series '1 2 5 6' with 4 Allocated and 1 Unused, and a 'Withdraw Numbers' button. The second row shows Series '2 3' with 1 Allocated and 0 Unused. Below the table are sections for 'sowmya\_suborg' (SHARED), 'Non Multiline org' (SHARED), and 'Customers' (94694 Numbers Allocated).

3. Click **Withdraw Numbers**.
4. Enter the quantity to be withdrawn.

The 'Withdraw Numbers' dialog box is shown. It has a title 'Withdraw Numbers'. Below the title, it says 'Unused numbers 1'. There is a label 'Enter quantity to withdraw :' followed by an input field containing '#'. At the bottom, there are two buttons: 'Cancel' and 'Proceed'.

5. Click **Proceed**. Note: the quantity should not be greater than the Allocated Numbers.

## You're done!

When completed a confirmation message will appear

1 number from series 1256 has been successfully withdrawn from Digital Safe UK3 organization



Allocated to Sub-Organization

Allocated Numbers : **153673**