

2019-2020 Certification FAQ's

Q: Why do I need to complete all three modules if I am only on the Departure/Inventory team?

A: Our certified Cartus team should be prepared to handle any-and-all types of Cartus referral business. Even if you specialize in a specific area such as departure. Cartus would like to be able to utilize you if needed for a relocation buyer.

Q: If I complete all modules can I expect to see other types of business come my way?

A: Perhaps. In-order to give as much opportunity to as many brokers in our firm possible, teams have been set up for each referral type. However, if you are trained in all 3 modules you will come up as a potential match far more often.

Q: Is there a rotation to placement of referrals?

A: Yes, it is client performance driven. Monitor your eRelocation dashboard, it reflects what Cartus shows for your performance results.

Q: I am not sure it is worth the cost to me

A: The Cartus business has the highest conversion rate you could invest in. Many brokers are purchasing zip code areas and other sources of business that convert at anywhere from 1% to 5%. Cartus business converts on an overall average of 50%. A pretty good return on investment!

Q: What if I do not complete this training by the deadline will I not receive business?

A: Correct. Nothing new will be assigned to you until you show certification completion in the Cartus training system.

Q: I cannot find where this is on CB Exchange, I am having trouble who should I call?

A: Please contact Jamie Girvin 425-467-1576

Q: If there seems to be technical difficulty on CB Exchange who should I call?

A: Please try and reset your password first. Every CB agent is given an account on CB Works that is typically firstname.lastname@colwellbanker.com you can use this to reset your password if you forgot or do not have it. If this does not work please call the Coldwell Banker National Help Desk at 877-426-5393, their hours of operation are M-F 8:30am to 7:30pm EST.