**#5 LOG PHONE CALLS, EMAILS & MEETINGS**

|  |  |
| --- | --- |
| **Zap (*touchpoints*)** | **eRelocation** |
| Placement* Accept via phone
* Press 1 to accept and **5 to direct connect**
 | Initial Contact Update Reports |
| Contact points* Notes after calls
* Appointments scheduled
* “Update completed” when you have submitted an update to eRelocation within the past couple of days
 | On-going Update Reports |
| NA | Pending Information* Submitted to eRelocation within 24 hrs. of mutual acceptance
 |
| NA | Listing Info* Submitted to eRelocation within 24 hrs. of listing going live
 |
|  | Closing Information* Submitted to eRelocation within 24 hrs. of closing
 |
| NA | Close out requests* We review and submit to Cartus
* Remember, conversion counts!
 |