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

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| **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! |