

Non-Mappable Records

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A non-mappable record is a record whose address cannot be located on the map.

Viewing Non-mappable records

1. Click on Non-mappable link to view more details about them.

| ତ | S CRM | All Tabs 🔻 | Home | Leads | Contacts | Accounts | Deals | M | |
|---|--|------------|--------------------|---------------|--------------------|---------------------------------|-------------------|----------|--|
| | Leads | All Leads | ~ 7 | < 1 - 40 g | v no > ussia | | | WWW REAL | |
| Let L | List of Leac | | <u>appable (</u> ; | <u>1)</u> | × | | | | |
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| | Zoho | amaswamy | | | AR | China | South East Chi | | |
| 7 | Sahana Ramesh Zoho Donna Scott | | | | | the second second second second | | | |
| ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ | Zoho Vicente L Abdullah C | | | | al N | Gulf of Thailand Malaysia | Philippine | es | |
| DR | Nestor Fu | | | | | Indo | nesia Band | a Sea | |

2. There are 4 reasons why the records are non-mappable and its corresponding action.

| Reason | Action |
|--------------------------------|--|
| Invalid address | Edit the address field with correct address info |
| Empty address fields | Enter the address field |
| Record Credits Exhausted | Purchase additional record credits from Zoho Store(store.zoho.com) |
| Address conversion not started | Wait for the geocode process to start and complete. |

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|-----|-------------------|---------------------------------------|-------------------------------|--------------|
| | Non mappab | le | | × |
| | NAME | FULLADDRESS | REASON | ACTION |
| Ē | Haley Wheeler | 2068 Michael Street Houston, TX 77033 | Empty address | Edit address |
| 500 | Bobbie Purdy | 3260 Ridge Road Conway, KS 67434 | Invalid address | Edit address |
| | Justin Delosreyes | 2106 Tree Top Lane Easton, PA 18042 | Integration in progress (80%) | Edit address |
| | Brandon Charles | 3550 Emily Drive Sumter, SC 29150 | Integration failed | Edit address |
| 25 | ~ | | | Count 4 |
| | | | | + |

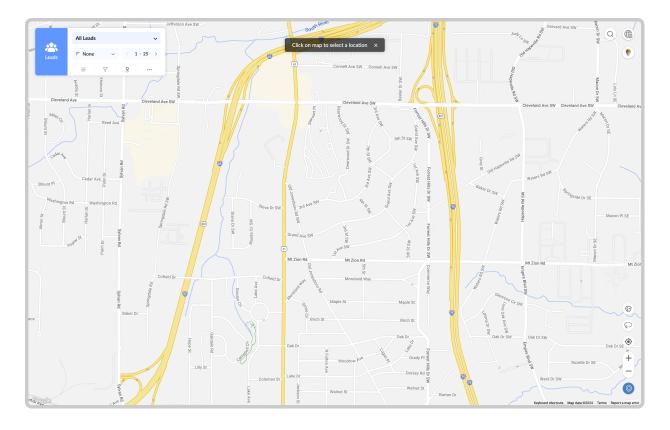
| 23 | | | |
|------------------------|---|---------|---------|
| Non-mappable records i | in Leads module | | × |
| NAME | REASON | ACTION | 2 |
| Anusha | Empty address fields | Ø Q | |
| | | | Count 1 |
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Editing the address

- 1. You can choose to edit the address or choose the record's location on the map.
 - a. Edit address will take you to record edit page in Zoho CRM, where the correct address needs to be entered.
 - b. Choose on map will let you choose the record's location on the map in RouteIQ.

This features can be enabled in the backend. Address coordinates based integration is needed.

Dual integration can be setup in the backend.



Adjust location is available for the mobile apps as well. Learn more.