

Local Listings Management

Fully Managed Solution

Claiming, optimizing, and monitoring your business listings on Google Business Profile, Apple Business Connect, and Bing Place.

What to Expect:



Order Form

1-2 Business Days

Our Marketing Coordinators will receive your **Order Form** and will reach out to you via email within **two business days** to schedule an onboard call. Please fill out your fulfillment form prior to the onboard call to ensure quick delivery time.

We will reach out four times via email and four times via phone call. If we still aren't able to get ahold of you after the final attempt, we will close work until you're ready to reach out to us, at which point we will easily reopen it.



Onboard Call

4-6 Business Days

Your **Onboard Call** will take place at the time you've booked, ideally between **four to six days** after you place your order. On the onboard call, the Marketing Coordinator will go over the available methods of verification with you.



Verification Methods

While each listing site has their own method for verifying the validity of a business, it's likely that you'll be presented with one of the following options:

- Phone call verification
- SMS verification
- Email verification
- Video verification
- Postcard verification

In cases where the only verification option is to have a physical postcard sent to the business address, the Marketing Coordinator will follow up (via phone call and email) at one week intervals after the onboard call to get the PIN located on the postcard. That PIN has to be entered into the listing site to complete the listing claim.

Important: Postcard PINs expire within 30 days, so it's very important to pass this PIN along to the Marketing Coordinator as soon as it's received. You are welcome to email or call us with this PIN.



Listings are already claimed

If there's an existing listing that you do not currently have ownership of, we can work to have the listing unlocked so that it will be available for claiming again. Things to note:

- This process cannot be done during the onboard call, and can take upwards of two weeks to complete.
- The listing site has a 'Request Ownership' form to submit which notifies the current owner that another party is wanting to take over the listing.
 - If the current owner of the listing denies our request to take over the listing, we will not be able to complete the listing claim.
 - If the current owner does not respond to the inquiry within three days, the listing becomes 'free' again, and can be claimed using the regular verification methods.



Listing Claims are Completed!

Once the listing has been successfully claimed, the Marketing Coordinator will ensure the following listing data is accurate:

- Business name
- Address
- Phone number
- Website
- Hours of operation
- Categories/keywords

Important: Apple Business Connect does not allow suppression of an address. A physical location is required.

Additional 'Rich Data' is something we encourage you to add to the listing, as it provides customers a great look into your business. Things like business description, interior/exterior/staff photos, products/service offerings, etc.

A final confirmation email will be sent from the Marketing Coordinator that will summarize the work that was completed and will include any relevant information for accessing your listings.

*Important: Businesses using this service must adhere to the platform guidelines for all **three** platforms. We will not provide any refunds for services rendered for illegitimate businesses.*



Monthly Monitoring

We will monitor all three listings on a monthly basis to ensure the information stays up to date and accurate to what was provided during the onboarding call. We can also create a maximum of one update or product post per month on Google Business Profile when you provide us information.

Important: This product requires a 3-month commitment upon activation.