

# HOW TO: MANAGE CENTRALIZED LEAD ORDERS IN LEAD MANAGER

## Detail:

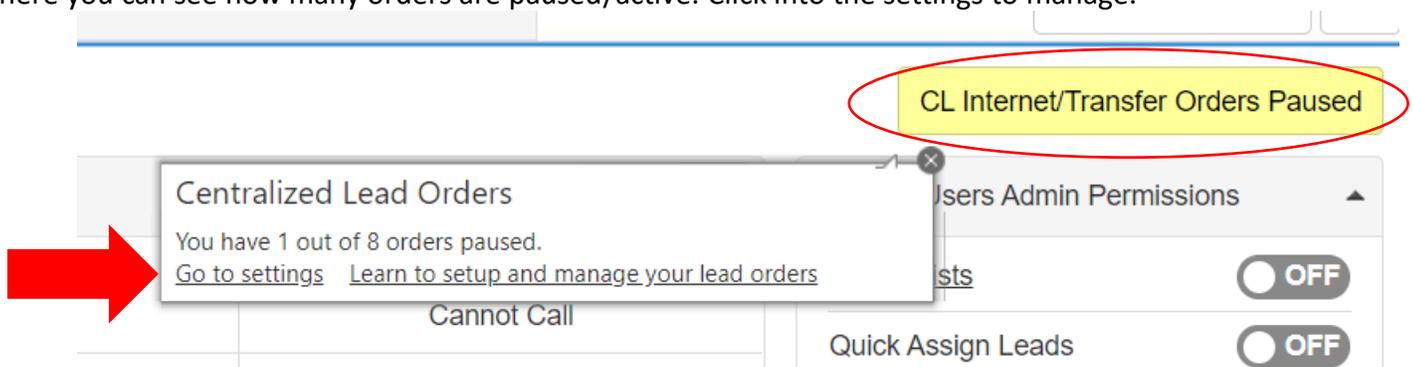
Agency owners enrolled in centralized internet leads and/or live-call transfers can activate orders, pause orders, and edit hours of availability within Lead Manager. Whether you enrolled in the credit or fixed offerings, you can follow the below steps to manage your leads. *Please note: agents who enrolled in the credit offerings will have more customizable options via their ALM or LeadVantage account. See [here](#) for more information.*

## Steps:

1. Login to your Lead Manager account at: [allstateleadmanager.com](http://allstateleadmanager.com).



2. Once logged in, at the top right corner you will see a button titled "CL Internet/Transfer Orders." This is where you can see how many orders are paused/active. Click into the settings to manage.



3. This page will show you all the orders tied to your Lead Manager platform. Identify the order you'd like to manage and click the *pencil icon* to activate your order.

*Note: If you have multiple agent ID's tied to the account, you will see the orders associated with each agent ID.*

Centralized Lead Fixed Volume and Credit Orders Refresh

Order Type	Order Status	Vertical	Product	Package	PhoneNumber	
Agency Id: 099114						
Fixed Volume Order	On	Automotive Insurance	Live Transfer Calls	CLD Auto Calls	(111) 222-5555	
Fixed Volume Order	Paused	Automotive Insurance	Internet Leads	CLD Auto Leads		

4. After clicking on the pencil icon, you will land on a screen allowing you to make changes to your availability and the status of the order (on or paused). Turning your order on means your order is activated and leads will begin coming into your account. Be sure to click "Save" after you make any edits.

*Note 1: If you pause your lead order, it will remain paused until you turn it back on.*

*Note 2: If enrolled in both centralized internet leads and live-call transfers, you will need to pause and save each order individually.*

Centralized Leads

Internet Leads - Fixed Volume Order

Internet Leads are **PAUSED** Save Internet Settings

Paused  On

Lead Delivery Windows Total Availability: 63 hours

Sunday Availability: 9 hours [Add Window](#)

9:00 AM  6:00 PM

Monday Availability: 9 hours [Add Window](#)

9:00 AM  6:00 PM

Tuesday Availability: 9 hours [Add Window](#)

9:00 AM  6:00 PM

Wednesday Availability: 9 hours [Add Window](#)

9:00 AM  6:00 PM

5. After saving your changes here, on the home screen, you will notice the color of your button in the top right corner will change color. **Yellow** indicates you have an order paused, **red** means all orders are currently paused, and **grey** means all orders are currently on.

CL Internet/Transfer Orders Paused

**Centralized Lead Orders**

You have 1 out of 8 orders paused.

[Go to settings](#) [Learn to setup](#) and manage your lead orders

Cannot Call

Users Admin Permissions

sts

OFF