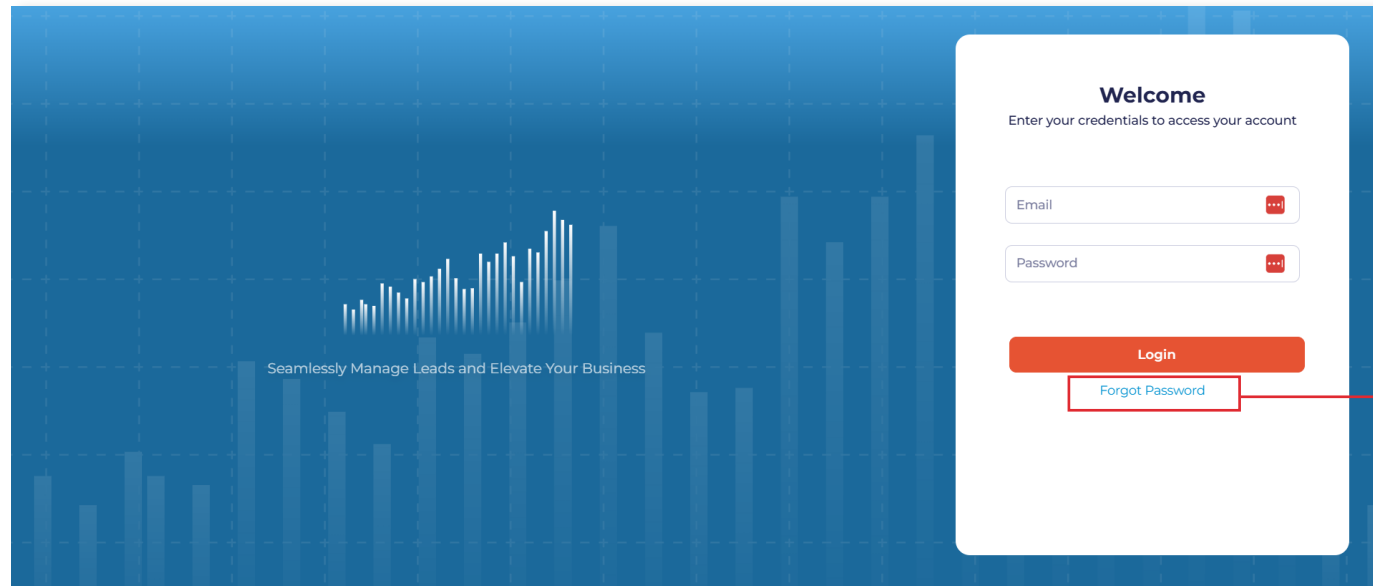


eLocal Advertiser Portal Guide

Log In

This is your new log in screen



Welcome
Enter your credentials to access your account

Email

Password

Login

[Forgot Password](#)

Upon your first log in, request a new password follow the prompts to input your email address associated with your eLocal account



Create New Password

Verification Code

New Password

Confirm New Password

ⓘ Password needs to have:
At least 8 characters
Uppercase and lowercase characters
At least 1 number and 1 special character

Submit

You will receive a verification code and then input your new password

Program Summary

This is the first screen you'll see when you log in

Call Info	Status	Ad Campaign	Cost
+15552661307 Plumbing Contractors Jan 13, 2026 06:58 PM EST	Billable	TEST SMB Postpaid Manual - Plu...	\$50.00
+15550521100			

Filter table by category, date, and campaign

A high-level summary of your calls, cost, and user estimated return on investment

Visualization of your total calls, billable and unbillable for a given timeframe

Your most recent calls will display here

Navigate between different program details

Call Summary

This is your call summary table

Date	Caller	Location	Category	Duration	Ad Campaign	\$ Cost	Status	Action
Jan 13, 2026 06:58 PM EST	+15552661307		Plumbing Contractors	2m 4s	TEST SMB Postpaid Manual - Plumbing - CALL	\$50.00	Billable	Details
Jan 13, 2026 06:56 PM EST	+15559531180		Plumbing Contractors	41s	TEST SMB Postpaid Manual - Plumbing - CALL	\$0.00	Unbillable	Details
Jan 13, 2026 06:55 PM EST	+15551348088		Plumbing Contractors	40s	TEST SMB Postpaid Manual - Plumbing - CALL	\$0.00	Unbillable	Details
Jan 13, 2026 06:53 PM EST	+15559828773		Plumbing Contractors	1m 18s	TEST SMB Postpaid Manual - Plumbing - CALL	\$50.00	Billable	Details
Jan 13, 2026 06:48 PM EST	+15550502015	19512	Air Conditioning Contractors	9s	TEST SMB Postpaid Manual - HVAC - CALL	\$0.00	Unbillable	Details
Jan 13, 2026 06:48 PM EST	+15553747478		Plumbing Contractors	38s	TEST SMB Postpaid Manual - Plumbing - CALL	\$0.00	Unbillable	Details
Jan 13, 2026 06:48 PM EST	+15558905027	10103	Air Conditioning Contractors	2m 26s	TEST SMB Postpaid Manual - HVAC - CALL	\$65.00	Billable	Details
Jan 13, 2026 06:47 PM EST	+15557585593	19512	Air Conditioning Contractors	58s	TEST SMB Postpaid Manual - HVAC - CALL	\$0.00	Unbillable	Details
Jan 13, 2026 06:47 PM EST	+15558068529		Plumbing Contractors	2m 0s	TEST SMB Postpaid Manual - Plumbing - CALL	\$50.00	Billable	Details
Jan 13, 2026 06:43 PM EST	+15559363948	19512	Air Conditioning Contractors	1m 58s	TEST SMB Postpaid Manual - HVAC - CALL	\$65.00	Billable	Details

Export all activity for your records

See further call details on specific traffic events

Filter traffic list by category, campaign, and date

Calls statuses are: billable, unbillable, credited, credit approved, validated, and pending

Call Details

Selecting a call will take you to specific details

The screenshot displays the 'Call Details' page for a specific call. At the top, the 'Call ID' is 22431f00, and the status is 'Billable'. The call occurred on Jan 13, 2026, at 6:58 PM EST. The call details are organized into a grid:

Category	Listing Name	Ad Campaign
Plumbing Contractors	TEST SMB Postpaid Manual - Plumbing	TEST SMB Postpaid Manual - Plumbing - CALL
Caller	Phone	Duration
Fake Faker	+15552661307	2m 4s
Location	Recording	
Cost	ROI	Disposition Type
\$50.00	\$100.00	Inquiry

Below the grid is a 'Call Notes' section with a large text input area.

Billable call status

Listen to full call recordings

Here is where you can input the results of each call

Record additional notes about calls or business outcomes

Track your revenue of a specific call

Call Details - Requesting Credits

Credit policy remaining the same. Here's how to request credits for calls and leads

If applicable, request a credit for calls you believe are invalid

Request Credit

ⓘ Credits for invalid calls must be requested within **4 calendar days**. Invalid calls are as follows:

- Disconnected phone number
- Wrong phone number
- Outside coverage area
- Wrong category

Please note that calls are still considered valid even if the consumer does not call you back or does not answer their phone.
You can submit the form below to have us review your call

Requester
Select a requester

Return Reason
Select a return reason

Reason for return

Submit

Reasons credits can be requested

Request Credit

Case Opened on	Case Number	Return Status
Jan 27, 2026 02:53 PM EST	00260668	Credited

Return Reason
NOT_HOME_OWNER

Return Description
N/A

Once you submit for credit you will be given details and status updates based on the credit request

Campaigns

A campaign is how your program is customized for type, category, and location

Name	Category	Price	Type	Status
TEST SMB Prepaid On Demand - Exterminators - CALL	Exterminators	\$35.00	Call Campaign	Active
Suz Plumbing	Plumbing Contractors	\$140.00	Call Campaign	Inactive
Web Leads Shared Legal/Mass Tort Campaign	Auto Accident Attorneys	\$50.00	Lead Campaign	Inactive
Web Leads Exclusive Home Services	Electricians	\$15.00	Lead Campaign	Inactive
Kristy's Plumbing	Plumbing Contractors	\$250.00	Call Campaign	Inactive
Test Michelle Tree Service	Tree Services	\$100.00	Call Campaign	Inactive
Test Michelle Roofers	Roofing Contractors	\$250.00	Call Campaign	Inactive
Test Michelle Locksmith	Locksmiths	\$50.00	Call Campaign	Inactive
TEST Megs Air Duct \$150 Intent	Air Duct Cleaning	\$150.00	Call Campaign	Inactive
Plumbing Cece test	Plumbing Contractors	\$65.00	Call Campaign	Inactive
Water/Fire and Mold_Cece test	Water Damage Restoration	\$300.00	Call Campaign	Inactive

Campaigns are the equivalent of your profiles on our legacy system

Click the campaign name to view the Campaign Overview details

The cost per call/lead and product type are displayed here

Campaign Details

Detailed information about coverage, cost, and categories is housed here

Status: Active

Remaining Budget: \$1,495.00

Listings: 1

Campaign Type: Calls Prepaid Duration

Categories:

- Exterminators: \$35.00
- Appliance Repair: \$20.00

Date & Time	Caller	Location	Category	Duration	Cost	Status	Action
Jan 27, 2026 11:11 AM EST	+15559823904		Exterminators	1m 21s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15552160772		Exterminators	2m 33s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15555741367		Exterminators	49s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15559869146		Exterminators	1m 7s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15557853645		Exterminators	1m 57s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15551317880		Exterminators	2m 31s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15554339348		Exterminators	25s	\$3,500.00	Billable	Details

Schedule: America/New_York

Day	Time
Monday	08:00 AM - 12:00 PM
Monday	01:00 PM - 08:00 PM
Tuesday	01:00 PM - 08:00 PM
Tuesday	08:00 AM - 12:00 PM
Wednesday	08:00 AM - 12:00 PM
Wednesday	01:00 PM - 08:00 PM
Thursday	08:00 AM - 12:00 PM
Thursday	01:00 PM - 08:00 PM

High-level, real-time information about your campaign

Categories assigned to your campaign

Current schedule to receive traffic from this campaign

Listings

This is the location where your traffic will be sent

Name	Street	City	State	Country	Zip	Address
TEST SMB Prepaid On Demand - Exterminators	1010 Spring Mill Ave	Conshohocken	PA	US	19428	1010 Spring Mill Ave, Conshohocken, PA, 19428

Click listing name to access full listing details

Status
Active

Address
1010 Spring Mill Ave,
Conshohocken, PA, 19428

Schedule
Timezone: America/New_York

Date & Time	Caller	Location	Category	Duration	Cost	Status	Action
Jan 27, 2026 11:11 AM EST	+15559823904	19428	Exterminators	1m 21s	\$0.00	Unbillable	Details
Jan 27, 2026 11:11 AM EST	+15558938111	19428	Exterminators	1m 7s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15552160772	19428	Exterminators	2m 33s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15555741367	19428	Exterminators	49s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15557853645	19428	Exterminators	1m 57s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15551420447	19428	Exterminators	37s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15551230538	19428	Exterminators	52s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15559869146	19428	Exterminators	1m 7s	\$3,500.00	Billable	Details
Jan 27, 2026 11:11 AM EST	+15551317880	19428	Exterminators	2m 31s	\$3,500.00	Billable	Details
Jan 27, 2026	+1555420248	19428	Exterminators	25s	\$3,500.00	Billable	Details

Whether the listing is actively receiving traffic

All traffic events associated with this location

The schedule during which this listing will receive traffic

The location where the traffic originated

Billing - Budgets

Real-time, high-level information about your budgets

The screenshot displays the 'Billing > Budgets' page in the eLocal system. At the top, the account balance is \$2,925.00 and the account type is Prepaid. The primary payment method is a MasterCard with the card number XXXX XXXX XXXX 4710, an expiration date of 06/2027, and automatic payments enabled. Below this, there are tabs for Budgets, Billing Activity, Invoices, and Payment Methods. The Budgets tab is active, showing a table with the following data:

Name	Type	Interval	Recharge Amount	Remaining Balance	Last Recharge	Action
Camille Test Water Damage Restoration	Prepaid	Utilization	\$1,450.00	\$0.00	Dec 09, 2025 02:15 PM	Recharge
TEST SMB Prepaid On Demand - Legacy - 9095	Prepaid	Utilization	\$3,000.00	-\$32,575.00	Jan 27, 2026 12:12 PM	Recharge

This is the primary card on file and payment settings

Manually recharge a budget

Real-time information about a budget and its status

Billing - Activity

Recent charges and credits to your billing

The screenshot shows the eLocal Billing Activity page. At the top left is the eLocal logo and a breadcrumb trail: Billing > Billing Activity. The top right shows the location: America/New_York and a user profile icon labeled MA. Below the breadcrumb is a summary card with 'Account Balance' at \$2,925.00 and 'Account Type' as Prepaid. To the right is a 'Payment Method' card showing a Mastercard (XXXX XXXX XXXX 4710) with an expiration date of 06/2027 and 'Automatic Payment Enabled'. Below these cards are tabs for 'Budgets', 'Billing Activity', 'Invoices', and 'Payment Methods'. The 'Billing Activity' tab is active, showing a table with columns: Date, Event, Amount, and Account Balance. The table contains eight rows of activity. A red box highlights the 'Event' column, and a red arrow points from it to a text box on the right.

Date	Event	Amount	Account Balance
Jan 23, 2026 04:55 PM EST	Adjustment	\$50.00	\$2,925.00
Jan 23, 2026 04:53 PM EST	Adjustment	\$35.00	\$2,875.00
Jan 16, 2026 01:43 PM EST	Budget Recharge	\$3,000.00	\$2,840.00
Jan 16, 2026 01:43 PM EST	Billable Event	-\$160.00	-\$160.00
Jan 16, 2026 01:43 PM EST	Billable Event	-\$105.00	\$0.00
Jan 16, 2026 01:43 PM EST	Billable Event	-\$150.00	\$105.00
Jan 16, 2026 01:43 PM EST	Billable Event	-\$3,085.00	\$255.00
Jan 15, 2026 09:44 AM EST	Budget Recharge	\$1,000.00	\$3,340.00

Whether money was charged from a budget, adjusted with a credit, or recharged

Billing - Invoices

The record of all billing invoices and where you can export them for your records

TEST SMB Prepaid On Demand...

Summary
Calls
Web Leads
Ad campaigns
Billing
Budgets
Activity
Invoices
Payment Methods

Account
Contacts
Holidays
Pauses
API
Keys
API collection

Account Balance: \$2,925.00
Account Type: Prepaid
Payment Method: XXXX XXXX XXXX 4710
Exp Date: 06/2027 | Type: Credit Card
Automatic Payment Enabled

Budgets Billing Activity Invoices Payment Methods

Last 30 Days

Invoice Date	Invoice#	Due Date	Amount	Status
Jan 16, 2026	ELPREAD148079	Jan 17, 2026	\$3,000.00	Closed
Jan 15, 2026	ELPREAD147561	Jan 16, 2026	\$1,000.00	Open
Jan 12, 2026	ELPREAD146455	Jan 13, 2026	\$1,450.00	Closed
Jan 12, 2026	ELPREAD146451	Jan 13, 2026	\$50.00	Closed

Overview of your invoice activity, you can click on individual invoices to view them separately

Export invoices for your records

Billing - Payment Methods

All current and former payment methods will be visible here. You will also add new payment methods on this page

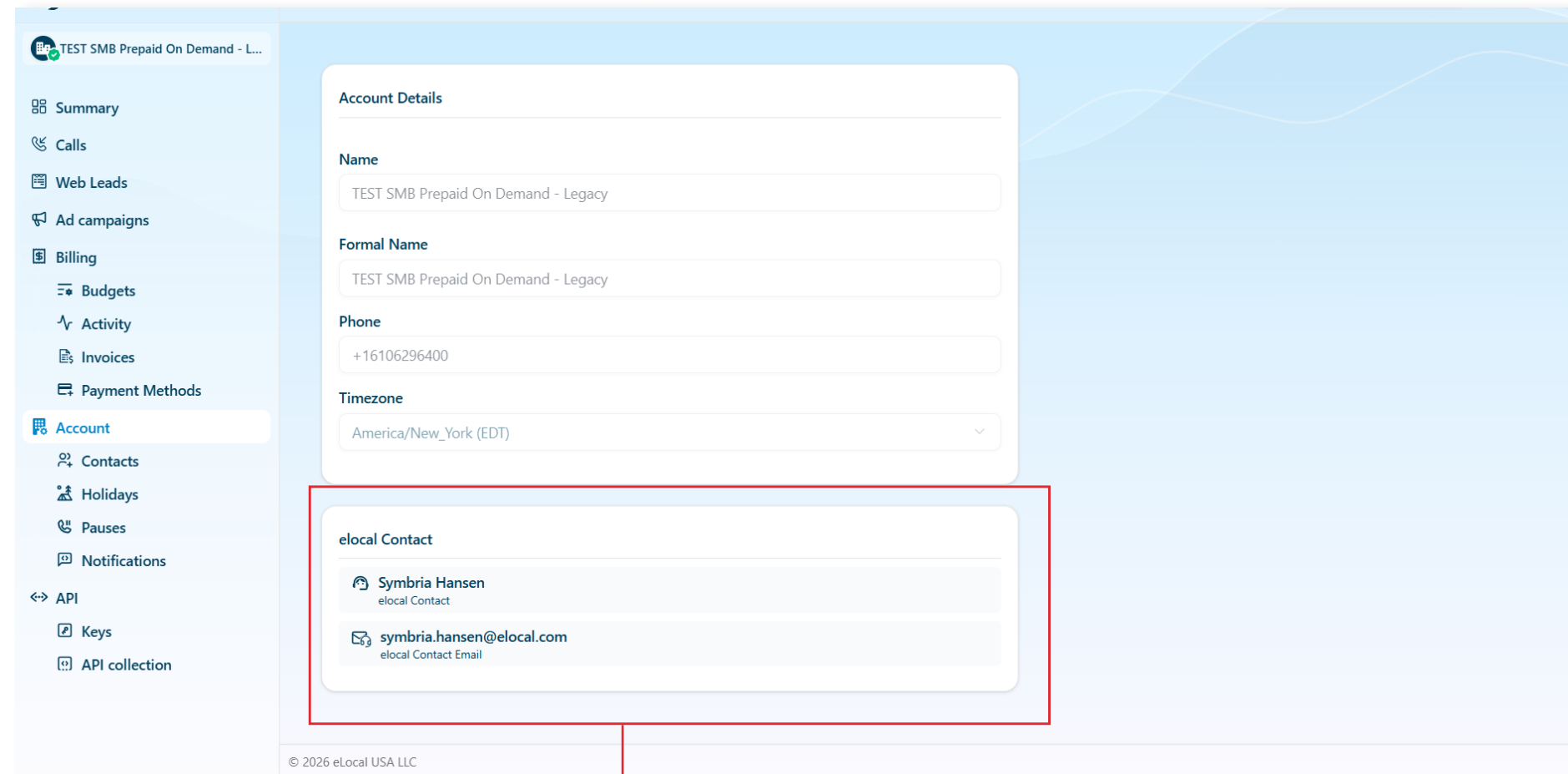
The screenshot displays the 'Payment Methods' section of a billing interface. At the top left, there are two summary cards: 'Account Balance' showing '\$2,925.00' and 'Account Type' showing 'Prepaid'. To the right, a 'Payment Method' card shows a Mastercard icon, the number 'XXXX XXXX XXXX 4710', 'Exp Date: 06/2027', 'Type: Credit Card', and a yellow banner indicating 'Automatic Payment Disabled'. Below these is a navigation bar with tabs for 'Budgets', 'Billing Activity', 'Invoices', and 'Payment Methods'. The 'Payment Methods' tab is active, showing a list of payment methods. A red box highlights the 'Add New' button and the first entry in the list, which is a Mastercard with the number 'XXXX XXXX XXXX 4710', 'Exp Date: 06/2027', 'Type: Credit Card', and a 'DEFAULT' label. A second red box highlights the list of payment methods.

Manually add a new card on file

List of all cards on file, both active and inactive, and the default payment method

Account Details

This is your account information. To change Account details reach out to your eLocal contact



Your main eLocal point of contact

Account Details - Contacts

This is your contact information for your account. It will include all users on your account

The screenshot displays the 'Contacts' page for an account named 'TEST SMB Prepaid On Demand...'. The left sidebar contains a navigation menu with categories like Summary, Calls, Web Leads, Ad campaigns, Billing, Account, and API. The 'Contacts' option is selected. The main content area features a table with columns for Name, Email, and Phone, and a trash icon for each contact. A red box highlights the table, and a red arrow points from the text 'List of Account contacts' to it. Another red box highlights the '+ Add Contact' button, with a red arrow pointing from the text 'Add a new contact' to it.

Name	Email	Phone	
John Test	eLocaltest@gmail.com	+16106296449	🗑️
Laura Test	eLocaltest2@gmail.com	+16106296449	🗑️

Account Details - Holidays

This is an overview of your business's holiday schedule

Holidays are used to pause your account. You will not receive any calls or leads on days Holidays are active.

Name	Start Date	End Date	Active
Presidents' Day	Feb 16, 2026	Feb 16, 2026	<input checked="" type="checkbox"/>
Saint Patrick's Day	Mar 17, 2026	Mar 17, 2026	<input type="checkbox"/>
Palm Sunday	Mar 29, 2026	Mar 29, 2026	<input type="checkbox"/>
Good Friday	Apr 03, 2026	Apr 03, 2026	<input type="checkbox"/>
Easter	Apr 05, 2026	Apr 05, 2026	<input type="checkbox"/>
Cinco de Mayo	May 05, 2026	May 05, 2026	<input type="checkbox"/>
Memorial Day	May 25, 2026	May 25, 2026	<input checked="" type="checkbox"/>
Juneteenth National Independence Day	Jun 19, 2026	Jun 19, 2026	<input type="checkbox"/>
Independence Day	Jul 03, 2026	Jul 03, 2026	<input checked="" type="checkbox"/>
Labor Day	Sep 07, 2026	Sep 07, 2026	<input checked="" type="checkbox"/>
Rosh Hashanah	Sep 12, 2026	Sep 12, 2026	<input type="checkbox"/>
Yom Kippur	Sep 21, 2026	Sep 21, 2026	<input type="checkbox"/>
Columbus Day	Oct 12, 2026	Oct 12, 2026	<input checked="" type="checkbox"/>
Halloween	Oct 31, 2026	Oct 31, 2026	<input type="checkbox"/>
Veterans Day	Nov 11, 2026	Nov 11, 2026	<input checked="" type="checkbox"/>
Thanksgiving Day	Nov 26, 2026	Nov 26, 2026	<input checked="" type="checkbox"/>

Pre-selected, annual holidays you can toggle to stop call traffic

Account Details - Pauses

Custom, one-off holidays during which you'd like to pause traffic

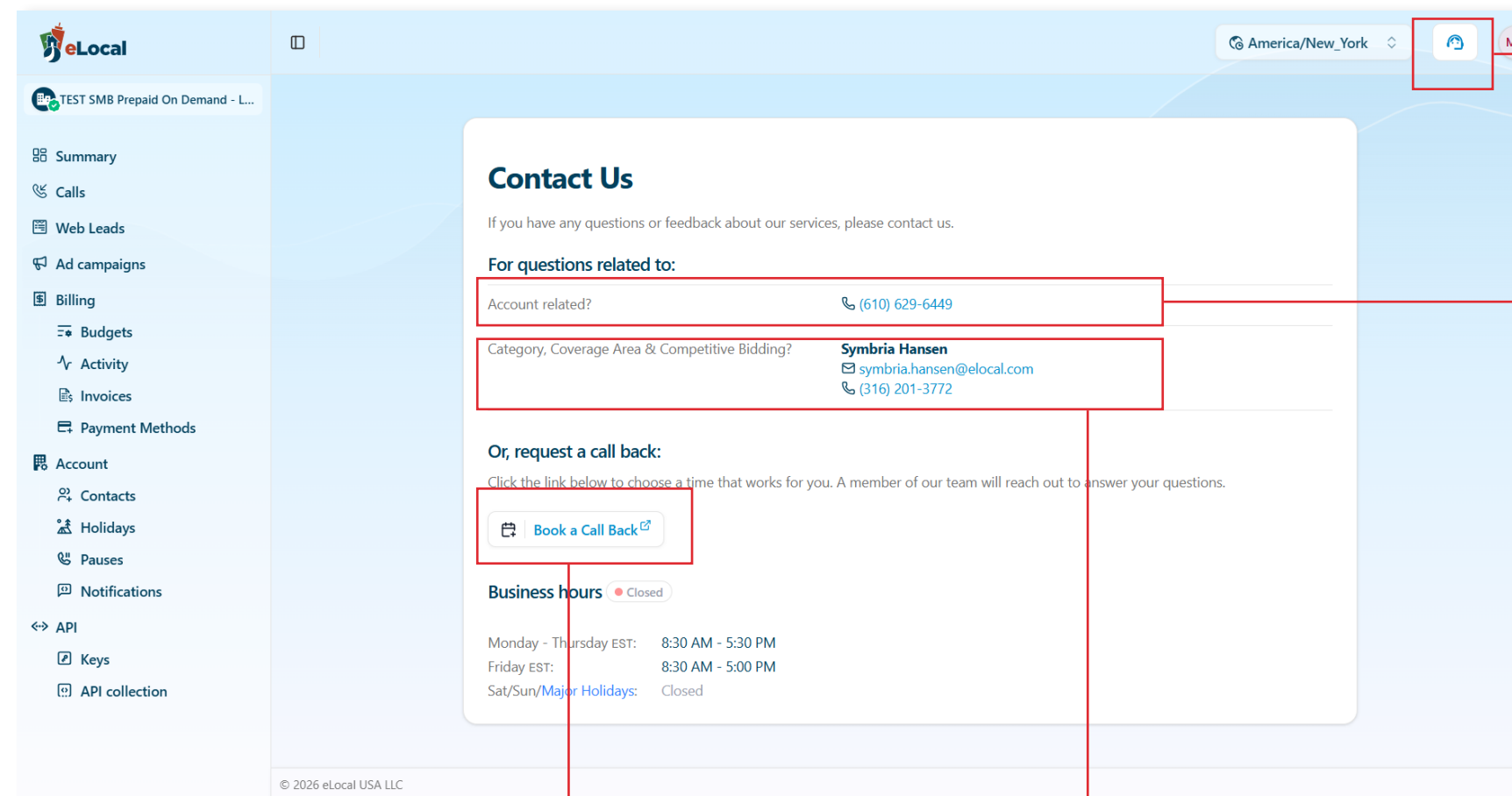
The screenshot displays the 'Pauses' section of an account details page. On the left is a navigation menu with items like Summary, Calls, Web Leads, Ad campaigns, Billing, Budgets, Activity, Invoices, Payment Methods, Account, Contacts, Holidays, Pauses, API, Keys, and API collection. The main content area features a table with the following data:

Name	Start Date	End Date	Actions
Winter Break Scheduled	Dec 17, 2026	Dec 18, 2026	⋮

A red box highlights the '+ Add Pause' button in the top right corner, with an arrow pointing to the text 'Add pauses'. Another red arrow points from the table to the text 'List of scheduled pauses'.

Contact Us

Reach out to your dedicated eLocal contact



Click here to access the contact page at any time

Call here for general Account needs

Schedule a time for your eLocal contact to call you

Call here for specifics related to your campaigns