



5 Top Tips

We've pulled together our **5 top tips for a swift completion** to help you ditch the delays and keep your clients' home moves on track.

- 1 Ensure your client details are accurate** – client names need to match their ID exactly and email addresses need to be entered into eConveyancer correctly. Don't forget, Applicant 1 will also be the Primary Contact by default.
- 2 For previous clients, you can save time by selecting the Existing Client option when quoting**, allowing them to use their original login credentials for their new case.
- 3 Sales and Purchase transactions with multiple applicants may need two separate instructions**, typically when the clients are changing between the separate Sale and Purchase cases.
You can contact us to check if this is needed, before placing the instruction.
- 4 Remind any clients using DigitalMove that they will need to create their password within 4 days of case instruction** - if there is more than one client, both will need to do their first login within the 4 day period.
- 5 Finally, it is hugely important that your clients complete their Starter Pack as soon as they can**, as the conveyancing process will not start until this has been returned to the conveyancer.