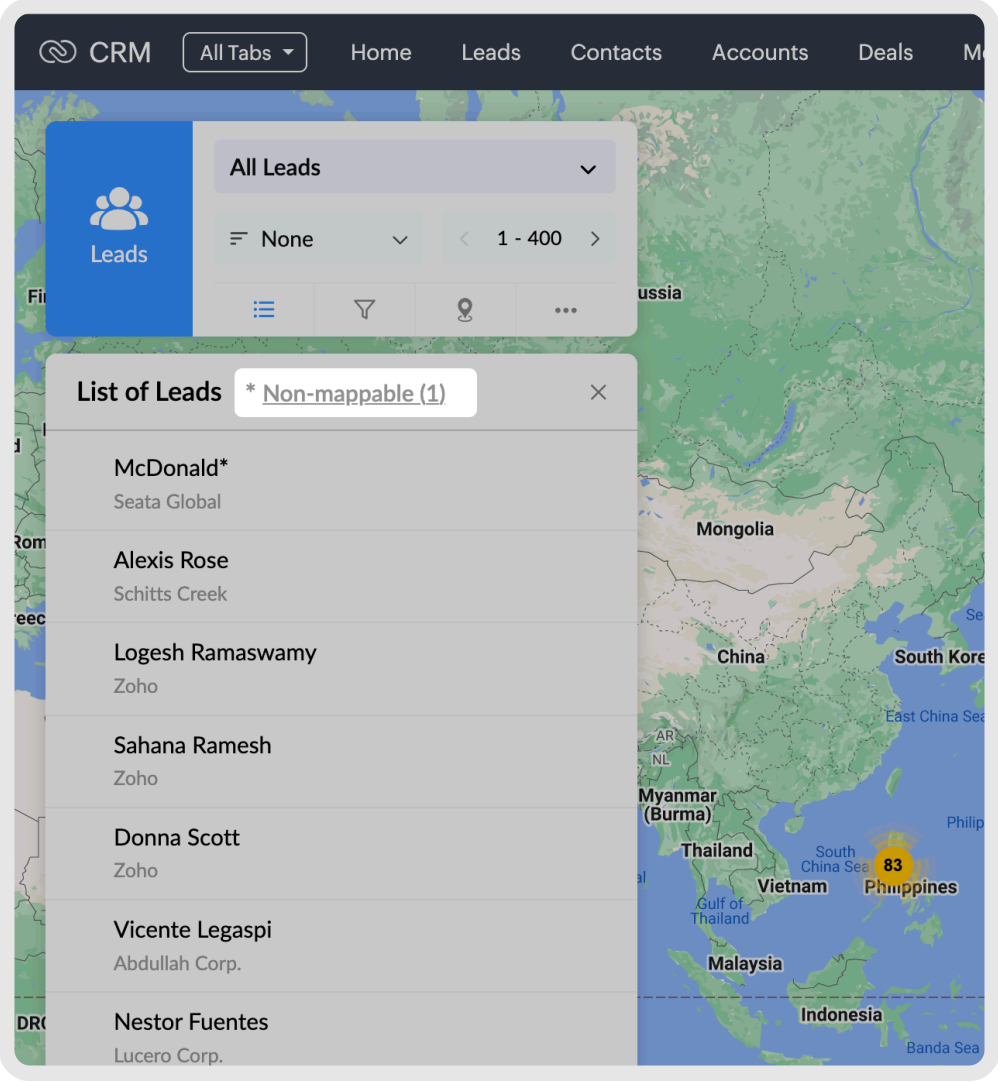**Zoho Corporation**

Non-Mappable Records

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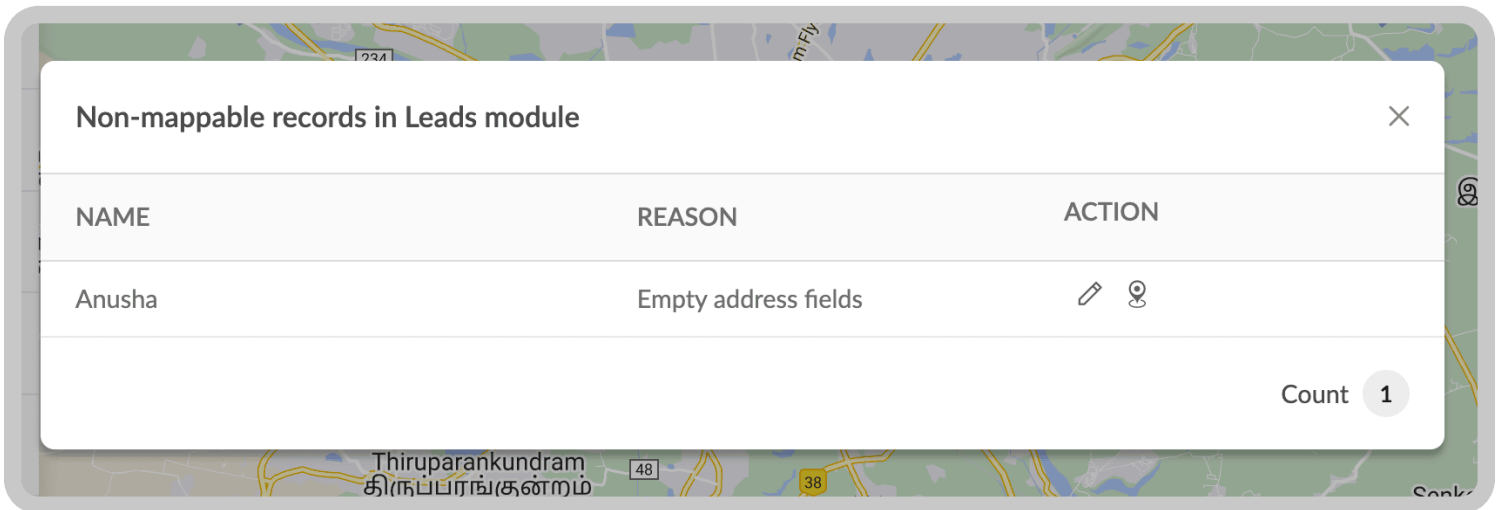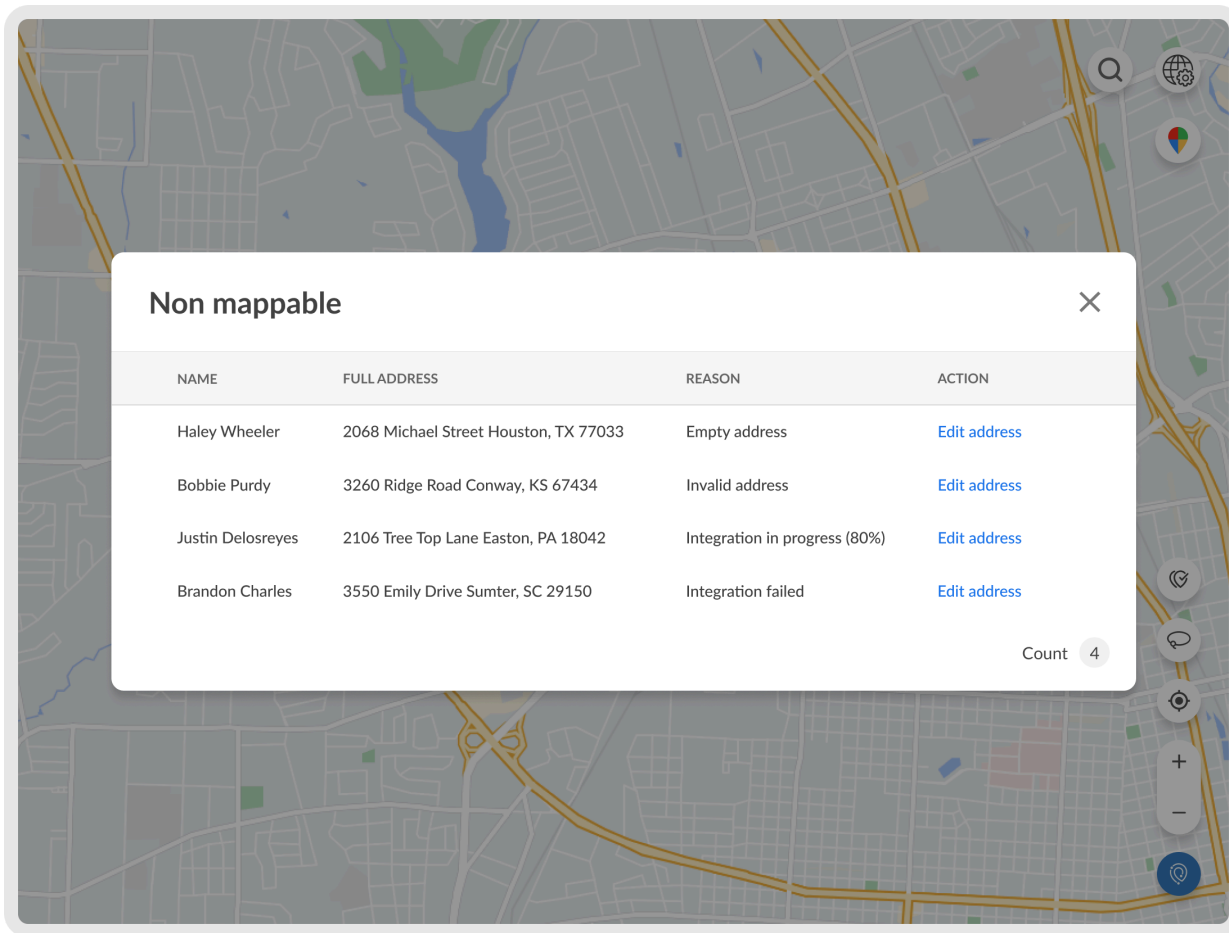
Viewing Non-mappable records

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

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.

NAME	FULL ADDRESS	REASON	ACTION
Haley Wheeler	2068 Michael Street Houston, TX 77033	Empty address	Edit address
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

Count 4

Non-mappable records in Leads module

NAME	REASON	ACTION
Anusha	Empty address fields	✎ 📍

Count 1

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.](#)