



How to Manage Claimed Listings?

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Each time a listing claim is submitted, you have the option to **manually review** it prior to approval or rejection. Should you wish to, you may setup **automatic approval** of listing claims.

Automatic approval depends on email verification of submitted listing claims.

Setting up Automatic Approval

The screenshot shows the 'Claim Listings' settings page. On the left is a sidebar with various menu items like Dashboard, Posts, Media, Pages, Comments, Places, Stadium, Events, Ninja Forms, Invoicing, and GeoDirectory (which is currently selected). The main area has tabs for General, Emails, Design, Import/Export, API, Post Types, Events, Advanced Search, Locations, Pricing, and Claim Listings (with a red '1'). Below is a section titled 'Claim Listing Options'. It contains two checkboxes: 'Auto approve via email' (with a red '2') and 'Auto approve on payment received?' (both are checked). At the bottom is a 'Save changes' button.

- 1 Navigate to **GeoDirectory > Settings > Claim Listings (Tab) > Settings (Sub-Tab)**.

- 2 Under **Claim Listings Options**, tick the checkbox next to “**Auto approve via email verification?**”.

Now, each time a claim is submitted, a verification email will be sent to the submitter. If verified successfully, the claim will be auto-approved.

Manual Review of Claimed Listings

Listing	Status	Post Type	User	Full Name	Phone	Position	Post Author	Date	Full Details
Morimoto	Pending	Place	2 (Sufyan)	Mr Owner	+1 234 567 89	Director	2 (Sufyan)	July 8, 2020	View

- 1 Navigate to **GeoDirectory > Settings > Claim Listings (Tab) > Listing Claims (Sub-Tab)**. This is where you will find all the approved, pending and rejected listing claims for your site.

- 2 You may click the **View** link to view the claimed listing's details.

- 3 You may then click **Approve** to approve a listing claim, or **Reject** to reject it, or **Delete** to send it to trash.

After approval, if you wish to un-approve a listing claim, you can do so by heading to the Listing

Claims under **Approved**, and clicking **Undo** for that particular claim.

The screenshot shows the 'Claim Listings' section of the GeoDirectory interface. At the top, there are tabs for General, Emails, Design, Import/Export, API, Post Types, Events, Advanced Search, Locations, Pricing, and Claim Listings. The 'Claim Listings' tab is active. Below the tabs, there's a search bar and a filter dropdown set to 'All post types'. Underneath, a table lists a single claimed listing for 'Morimoto'. The listing details are: Status: Approved, Post Type: Place, User: 2 (Sufyan), Full Name: Mr Owner, Phone: +1 234 567 89, Position: Director, Post Author: 2 (Sufyan), Date: July 8, 2020. To the left of the listing table, there's a small box containing the listing name 'Morimoto' and three actions: 'Undo' (with a circular arrow icon), 'Delete' (with a trash bin icon), and a 'Delete' link with a cursor arrow pointing to it.

Frequently Asked Questions

Following are some often-asked queries regarding what happens when a user puts up a listing and it is claimed by the business owner:

Who does the listing belong to after the claim is made?

The claimant.

Will the user who originally posted the listing still be able to edit the listing after a business has successfully claimed the listing?

No, the original poster will no longer be able to edit the listing.

On the posting user's profile (frontend), will the listing still appear, after a business has successfully claimed it?

No, the listing will now show up only on the new claimant's profile.

Related Articles

-  **Claim Listings Setup Guide**

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