



## COMMONLY USED SYSTEM GENERATED NOTES

Commonly used notes generated through behind the scene actions taken by departments not within collections. These would include letter campaigns, skip trace waterfall updates and dialer notations.

System Notes	Description
lr#	Stands for letter request. The system will list the letter number that was requested.
ls#	Stands for letter sent. The system will list the number of the letter sent.
ld#	Stands for letter deleted. The system will list the number of the letter deleted.
Updated udw	Indicates when the system automatically updated a field in a window. The system will also list the window number and field number that was updated.
Dbt phone# changed from _____ to _____	Indicates that the customer/borrower's residential phone number was changed in window 2. The system will show the previous number and the new number.
Rp phone # changed from _____ to _____	Indicates that the customer/borrower's alternate phone number was changed in window 2. The system will show the previous number and the new number.
Manual dial _____	Indicates the collector manually dialed a phone number directly at the phone prompt through the dialer.
(gc) rp _____	Indicates the dialer called the RP (alternate phone number)
(gc) res _____	Indicates the dialer called the RES (residential phone number)
IVR 12/17/15 2:31P IVR call from et IVRCALL index	Indicates an Interactive voice response call
gc 01/25/16 9:22 udw	gc (indicates dialer) udw * indicates waterfall number
gc 06/09/14 8:16P res xxx-xxx-xxxx	gc (indicates dialer) res * indicates dialed home number
AM DETECT	Answering Machine Detected
EX (WEX7000) Created credit-report request for 'Debtor'	Indicates that an Experian credit report was requested on the customer/borrower
EX (WEX7000) Received credit-report results for 'Debtor'	Indicates that an Experian credit report was returned on the customer/borrower
TU (CPECAF) Created credit-report request for 'DEBTOR'	Indicates that a Trans Union CPE requested With Demographics and POE information
TU (CPECAF) Received credit-report results for 'DEBTOR'	Indicates that a Trans Union CPE received With Demographics and POE information
EQ (EQPOHCM) Created credit report request for "DEBTOR"	Indicates that a Equifax credit report was requested on the customer/borrower
EQ (EQPOHCM) Received credit report results for "DEBTOR"	Indicates that a Equifax credit report was returned on the customer/borrower
Set assignment parameters to ....	Indicates that the account is being assigned to a specific department.
Transferred to collector 0	Indicates the account has been randomly re-assigned to another collector in a specific department.

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