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COMMONLY USED SYSTEM ACRONYMS AND ABBREVIATIONS USED BY COLLECTIONS

Commonly used system acronyms and abbreviations used by collectors to document debtor accounts relating to outreach methods, discussions with the debtor or payment plans established.

<u>Abbreviation</u>	<u>Description</u>	<u>Abbreviation</u>	<u>Description</u>
2TO	Second Talk Off	NML	No Message Left
AIN	Agency Interest	OC	Collector Placed Outbound Call
AM NML	Answering machine - No Message Left	OEM	Of Each Month
APED	Updated and Verified Address, Phone and Employment Information	ORG	Original Balance
ATTY	Attorney	PAH	Primary Account Holder
AWG	Administrative Wage Garnishment	PCB	Permission to Call Back
BAL	Balance	PIF	Paid In Full
BIF	Balance in Full	POE	Place of Employment
BWK	Payments that Run Bi-Weekly	PPA	Post Payment Arrangement
CANC	Cancellation Code	PTP	Promise To Pay
CB	Call Back	PTT	Permission to Talk To ____
CCW	Collection Cost Waiver	QA	Quality Assurance Statement
CLT	Client	QA/MC	Monitored Call
CON	Contact	RP	Right Party
DB	Debtor	RTE	Route (more than one account)
DOM	Payments that Run the Same Day Each Month	RTP	Refuse To Pay
EOM	End of Month	SET	Setting the Frequency for a Cancellation Due to a Settlement
FBTCB	Left Message For Borrower To Call Back	SIF	Settlement In Full
FREQ	Frequency	SMO	Payments that Run Semi-Monthly
F/S TKN	Collector Completed a Financial Statement	SOL PPA	Collector Solicited a payment Arrangement Plan
GFP	Good Faith Payment	SOL RHB	Collector Solicited a Rehabilitation Program
HU	Hung Up	SOL WDF	Collector Solicited a William D. Ford Consolidation
IC	Collector Received Inbound Call	SP	Spouse
ICC	Interest Prior to Collections	SRV	End of Service Date
INT	Total Interest	TR	Collector Telephoned/Tried Residence
LMOR	Left Message On Recorder	TT	Talk To
LST	List Date	UP	Unauthorized/Unknown Party
LTR	Letter	VADD	Verified Address
MMMC	Gave Mini Miranda and Monitor Call Statement	VDOB	Verified Date of Birth
MON	Payments That Run Every 30 Days	VOE	Verification of Employment
NA	No Answer/Not Available	VSSN	Verified Social Security Number
NIO	New Information	WEK	Payments that Run Weekly
NIS	Not In Service Number	XSP	Ex-Spouse

General Revenue Corporation • 4660 Duke Drive, Suite 300 • Mason, OH 45040 • 800-234-1472

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