# Customer Care Abbreviations, Definitions and Terms - Y

**Each Alpha section will have two separate tables:**

1. Abbreviation, Term and Definition
2. Term and Definition

**Note:** Terms are not be duplicated in both lists**.**

**Quicker Search Results**: **Depress Ctrl+F → Type in Keyword → Click Find Next**

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| **Abbreviation** | **Term** | **Definition** |
| **Y/E** | Year-End | Used to signify data, reporting, and/or completion date by the end of the current business year. Such as a Y/E Target date for certain results and a Y/E Actual of what the results ended up being |
| **YS** | Yellow Sticker | Yellow Sticker |
| **YTD** | Year to Date | A time frame starting from the beginning of the year to the current date. |

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| **Term** | **Definition** |
| YiCare | One of the quality monitoring methodologies used to monitor incoming and outbound calls for Customer Care. |

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