

<ul style="list-style-type: none"> <li>AB Renewal Final Attempt</li> <li>AB Renewal First Attempt</li> <li>AB Renewal Quote Request</li> <li>AB Renewal Second Attempt</li> </ul>	<p>AB Commercial Use only</p> <hr/>
<ul style="list-style-type: none"> <li>Accounting (Home Office Only)</li> <li>Accounting Information Needed</li> <li>Agent Help Desk (Home Office Only)</li> <li>Agent of Record (AOR)</li> </ul>	<p>Not used by service</p> <hr/>
<ul style="list-style-type: none"> <li>Application Signed</li> <li>AR: Add/Delete Driver</li> <li>AR: Cancellation Request</li> <li>AR: Change Additional Coverage</li> <li>AR: Change Billing</li> <li>AR: Change Credit</li> <li>AR: Change Customer Information</li> <li>AR: Change Deductibles</li>   <li>AR: Change Limits</li> <li>AR: Change Mortgagee/Lien/AI</li> <li>AR: Change Named Insured</li> <li>AR: Change Occupancy</li> <li>AR: Change Other</li> <li>AR: Change Vehicle</li> <li>AR: Other Request</li>   <li>AR: Change Vehicle</li> <li>AR: Other Request</li> <li>AR: Proof of insurance</li> <li>AR: Quote Change</li> <li>AR: Replacement Cost Estimator</li> <li>Audit (Home Office Use Only)</li> <li>Automated Data Exchange</li> </ul>	<p>Agent Use ONLY</p> <hr/>
<ul style="list-style-type: none"> <li>Book Transfer</li> </ul>	
<ul style="list-style-type: none"> <li>Book Transfer 1st Attempt</li> <li>Book Transfer 2nd Attempt</li> <li>Book Transfer Complete</li> <li>Book Transfer Final Attempt</li> <li>Book Transfer Initiated</li> <li>Book Transfer Pending</li> <li>Book Transfer Review</li> </ul>	<p>Book Transfer Team Use ONLY</p> <hr/>
<ul style="list-style-type: none"> <li>Cancel for Non-Payment</li> </ul>	<p>When a policy is set to cancel due to non-payment</p> <hr/>

Cancellation Cancellation Confirmation Cancellation Request	Used for the cancellation process
Change Additional Coverag Change Confirmation Change Credits Change Customer Info Change Deductible Change Driver Change Limits Change Mortgagee/Lien/AI Change Other Change Pay Plan Change Vehicle	Used when Specific Changes need to be done on a policy/ <u>confirmed the change has processed</u>
Chat	Used to notate when chatting with a customer/ mortgage/ carrier
Clearinghouse	
Commission Reallocation	Not used by service
Consent To Rate	
Correction Needed	Used when an existing customer is wanting to add a Line of business that they don't currently have.
Cross-Sell Identified	
Daily Deposit Report	Not used by service
Diligent Effort	Used for General Notations
Document File	
Download	Not used by service

E-Forms Print/Fax	When Eforms are created in AMS
Email	Used for emails sent/recvied
Employee Termination (Home Office)	Not used by service
FAX	Used for fax sent/recvied
FEMA Risk Rating 2.0	Used for specific updates done on a flood policy
Final Renewal Check	Renewal Team ONLY
Form Letter	When forms are created in AMS
Internal Service Request	Used when work is required for one customer regarding 3+ policies

Invoice (Posting) Invoice (Void) Invoice Correction (Posting) Invoice From Company (Agency Bill) Licensing Information Link Export	Not used by service
Mail	Mail is received or needed to be sent out
Mortgage Change - Digital Worker	For Personal Service use only- Outplex can work the suspense but not create the activity/suspense

Mortgage Verification Cust Update Mortgage Verification Renewal	Mortgage Verification received
New Business New Business Addtl Info Requested New Business Requirements Not Met New Employee (Home Office)	Not used by service
Non-Renewal Non-Renewal - Future	Non renewal notice received
Non-Renewal - Reinstatable Non-Renewal Notified Agent	Not used by service
One Time Text Enroll Invite	Payment was made
Payment	
Phone Inbound Phone Inbound Insured Phone Outbound Phone Outbound Insured	Phone inbound/outbound
Post Bind	Not used by service
Post Bind - Payment Verification	Proof of Insurance Received/attached
Proof of Insurance	
Quality Assurance Evaluation Quote	Not used by service
Reassign Suspense	Receipt
Receipt	Not used by service
Referral	Policy was reinstated
Reinstatement	
Renew Policy Renewal 1st Payment Verification Renewal 2nd Payment Verification Renewal 3rd Payment Verification Renewal Agent Notification Renewal Final Check Renewal Initial Customer Contact	Used by Renewal Team
Renewal Notice Premium Increase Renewal Paid	
Renewal Process Initiated Renewal Quote Renewal Verification	RCE requested/ attached
Replacement Cost Estimator	Rewrite requested
Rewrite	
Rewrite Survey Completed	Used during Rewrite process
Rewrite Survey Completed-NonRenewa Rewrite Survey Completed-ReShop Rewrite Survey Sent	Not used by service
Scan	AOR notification
Service Agent Notification	
Service Request From Router Sold Policy SR-22/FR-44	Not used by service

System Maintenance (Home Office)	Not used by service
Text Message Outbound	Used by routing team
Trailing Documents Received	Undeliverable mail received
Undeliverable Mail	Cancellation notice from carrier received
Underwriting Cancel from Company	Not Used by service
Urgent	
UW Memo - Docs/Photos Required	
UW Memo - Information Needed	Used by routing for UW memos that are received
UW Memo - Information Needed	
UW Memo - Inspection Required	
UW Memo - Internal Request	
UW Memo - Proof of Repairs Requeste	
Waiting on Document(s)	Waiting on Documents
Walk In	Used by corporate office ONLY
Website	Docs uploaded to carrier site
X-Date	Not used by service