

AB Renewal Final Attempt	AB Commercial Use only
AB Renewal First Attempt	
AB Renewal Quote Request	
AB Renewal Second Attempt	
Accounting (Home Office Only)	Not used by service
Accounting Information Needed	
Agent Help Desk (Home Office Only)	
Agent of Record (AOR)	
Application Signed	
AR: Add/Delete Driver	
AR: Cancellation Request	
AR: Change Additional Coverage	
AR: Change Billing	
AR: Change Credit	
AR: Change Customer Information	
AR: Change Deductibles	
AR: Change Limits	Agent Use ONLY
AR: Change Mortgagee/Lien/AI	
AR: Change Named Insured	
AR: Change Occupancy	
AR: Change Other	
AR: Change Vehicle	
AR: Other Request	
AR: Change Vehicle	
AR: Other Request	
AR: Proof of insurance	
AR: Quote Change	
AR: Replacement Cost Estimator	
Audit (Home Office Use Only)	
Automated Data Exchange	
Book Transfer	
Book Transfer 1st Attempt	
Book Transfer 2nd Attempt	
Book Transfer Complete	Book Transfer Team Use ONLY
Book Transfer Final Attempt	
Book Transfer Initiated	
Book Transfer Pending	
Book Transfer Review	
Cancel for Non-Payment	When a policy is set to cancel due to non-payment

Cancellation	Used for the cancellation process
Cancellation Confirmation	
Cancellation Request	
Change Additional Coverage	
Change Confirmation	
Change Credits	
Change Customer Info	Used when Specific Changes need to be done on a policy/confirmed the change has processed
Change Deductible	
Change Driver	
Change Limits	
Change Mortgagee/Lien/AI	
Change Other	
Change Pay Plan	
Change Vehicle	
Chat	Used to note 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/recieved
Employee Termination (Home Office)	Not used by service
FAX	Used for fax sent/recieved
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)	Not used by service
Invoice Correction (Posting)	
Invoice From Company (Agency Bill)	
Licensing Information	
Link Export	
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 received
Mortgage Verification Renewal	
New Business	Not used by service
New Business Addtl Info Requested	
New Business Requirements Not Met	
New Employee (Home Office)	
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	Payment was made
Phone Inbound	
Phone Inbound Insured	Phone inbound/outbound
Phone Outbound	
Phone Outbound Insured	
Post Bind	Not used by service
Post Bind - Payment Verification	Proof of Insurance Received/attached
Proof of Insurance	
Quality Assurance Evaluation	Not used by service
Quote	
Reassign Suspense	Receipt
Receipt	Not used by service
Referral	
Reinstatement	Policy was reinstated
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	Rewrite requested
Rewrite Survey Completed	
Rewrite Survey Completed-NonRenewal	Used during Rewrite process
Rewrite Survey Completed-ReShop	
Rewrite Survey Sent	Not used by service
Scan	
Service Agent Notification	AOR notification
Service Request From Router	
Sold Policy	Not used by service
SR-22/FR-44	

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 Request	
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