## Disability and Carers Service Abbreviations List

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
</tr>
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<tbody>
<tr>
<td>AACT</td>
<td>Actual Average Clearance Time</td>
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<tr>
<td>AC</td>
<td>Automated Credit Control</td>
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<tr>
<td>ACAT</td>
<td>Adjudication Checking &amp; Advice Team</td>
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<tr>
<td>Acc</td>
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<td>Account</td>
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<td>ACM</td>
<td>Active Case Management</td>
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<td>ACTN</td>
<td>Action</td>
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<td>ADD</td>
<td>Additional Address</td>
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<td>ADD</td>
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<td>Adjo</td>
<td>Adjudication Officer</td>
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<td>Advice</td>
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<td>Advance</td>
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<td>Administrative Error Team</td>
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<td>Agreement (MOTA)</td>
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<td>AGU</td>
<td>Advice Guides Unit</td>
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<td>Amount</td>
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<td>ANS/MCHNE</td>
<td>Answering Machine</td>
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<td>AOD</td>
<td>Adjudication Officer's Decision</td>
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<td>Appeals</td>
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<td>APPT</td>
<td>Appointee</td>
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<tr>
<td>ARN</td>
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<td>Arrears</td>
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<tr>
<td>AS</td>
<td>Appeals Service</td>
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<td>ASAP</td>
<td>As Soon As Possible</td>
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<td>ASG</td>
<td>Adjudication Support Group</td>
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<td>AT</td>
<td>Appeal Tribunal</td>
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<tr>
<td>ATAS</td>
<td>Audit Trail Analysis System</td>
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<tr>
<td>ATP</td>
<td>Authority To Pay</td>
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<tr>
<td>AU</td>
<td>Combined Payment</td>
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<tr>
<td>AUTH</td>
<td>Authorisation</td>
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<tr>
<td>AW[A/W]</td>
<td>Appeal Writer</td>
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<td>AWD</td>
<td>Award</td>
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<tr>
<td>AWT</td>
<td>Await</td>
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### B

<table>
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<tr>
<th>Abbreviation</th>
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<tr>
<td>B.Soc A/C</td>
<td>Building Society Account</td>
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<tr>
<td>BAPCU</td>
<td>Benefit Agency Parliamentary Correspondence Unit</td>
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<td>BAU</td>
<td>Business as usual</td>
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<td>BCK</td>
<td>Back</td>
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<tr>
<td>BDR</td>
<td>Boarder</td>
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<td>BDR PYMT</td>
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<tr>
<td>BF</td>
<td>Bodily Function</td>
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<td>BIP</td>
<td>Benefit Integrity Project</td>
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<td>BLU</td>
<td>Branch Liaison Unit</td>
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<tr>
<td>BNK</td>
<td>Bank</td>
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<tr>
<td>BNK DETS</td>
<td>Bank Details</td>
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C
C/BACK Callback
C/P Claim pack
CAB Citizens Advice Bureau
CAS Central Adjudication Services
CATP Cancellations of Authority To Pay
CB Combined Payment
CBF Central BF
CC Case Controls
CCAT Customer Claim Administration Team
CCH Customer Care Helpline
CCLO Claim Closed
CCM Customer Claim Manager
CCU Claims Conversion Unit
CDT Central Data Team
CERT ACCOM Certain Accommodation
CET Central Explanation Team
CF Central Filestore
CHGE Change
CL/BK Claw Back
CLER Clerical
CLO Claims Liaison Officer
CMU Community Liaison Unit
CNR Main Claim Not Registered
CO Change of
COA Change of Address
COACCT Change Of Account
COC Change of Circumstances
COMB PYT Combined Payment
COMOP Change Method Of Payment
CONF Confirmed/Confirmation
COPO Change of Post Office
CORK Change of Registered Keeper
CORRES Correspondence
CPB Combined Payment Branch
CRD Card
CRN Customer Reference Number
CRU Compensation Recovery Unit
CSO Customer Service Officer
CST Customer Service Team
CUST Customer
Cx Customer

D
DBD36 Doctors Fee Form
D/CERT Death Certificate
D/D Dispute Date
D/NOTIF Death Notification
DAT Disability Appeal Tribunal
DATCO Disability Appeal Central Office
DBU Disability Benefits Unit
DCIS Departmental Central Index Section
DCS CT Disability & Carers Service Complaints Team
DD Dispute Date/Date of Discharge
DEC Decision
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>Finc</td>
<td>Finance</td>
</tr>
<tr>
<td>FME</td>
<td>Further Medical Evidence</td>
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<tr>
<td>FR</td>
<td>Factual Report</td>
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<tr>
<td>FRISC</td>
<td>Fraud Referral Intelligent Score Card</td>
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<td>FRP</td>
<td>Full Record Print</td>
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<td>F/S, F/Store</td>
<td>Filestore</td>
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<tr>
<td>FSB</td>
<td>Financial Services Branch</td>
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<tr>
<td>FTMA</td>
<td>Full Time Medical Advisor</td>
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<td>G</td>
<td>System Giro</td>
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<td>GI</td>
<td>Girobank Search For Giro</td>
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<td>GIREC</td>
<td>General Matching Section</td>
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<td>GMS</td>
<td>GP Factual Report</td>
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<tr>
<td>G&amp;S</td>
<td>Guidance &amp; Supervision</td>
</tr>
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<td>GWS</td>
<td>Gulf War Syndrome</td>
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<td>H</td>
<td>Helpline</td>
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<tr>
<td>H/S [Supp]</td>
<td>Health Warning</td>
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<tr>
<td>H/W</td>
<td>Hospital Factual Report</td>
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<td>Host Benefit</td>
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<td>HOSP</td>
<td>Hospital/Hospice</td>
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<td>High Priority Work Available Reports</td>
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<td>Higher Rate Mobility</td>
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<td>I</td>
<td>Information Assistant</td>
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<td>Information Gatherer</td>
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<tr>
<td>ILF</td>
<td>Independent Living Fund</td>
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<td>IMG</td>
<td>Incident Management Group</td>
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<td>IMPACT</td>
<td>Improving Medical Provisions &amp; Contract Liaison</td>
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<tr>
<td>INP</td>
<td>Input</td>
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<tr>
<td>IOD</td>
<td>Indication of Delay</td>
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<tr>
<td>IOM</td>
<td>Isle of Man</td>
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<tr>
<td>IOP</td>
<td>Instrument of Payment</td>
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<td>IQAS</td>
<td>Integrated Quality Audit System</td>
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<td>ISS</td>
<td>Issue</td>
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<tr>
<td>ITW</td>
<td>Invalid Three Wheeler</td>
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<tr>
<td>J</td>
<td>There are no abbreviations for this letter</td>
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<tr>
<td>K</td>
<td>Keep in View</td>
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<td>KIV</td>
<td>Keep in View</td>
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<tr>
<td>L</td>
<td>Local BF</td>
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<tr>
<td>LEA</td>
<td>Local External Agency</td>
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<td>LFS</td>
<td>Local Filestore</td>
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<tr>
<td>LK</td>
<td>Link/Linked</td>
</tr>
</tbody>
</table>

Author: ACI INF DP/FoI

Version 4 – May 2006
LO Local Office
LOB Last Order Book
LTR Letter

M
M' Mistake
MAG Monitoring & Advice Group
MAMAS Midlands Adjudication Monitoring & Advice Service
MAN Manual Notification
Man Notif Manual Notification
MARS Maintenance and Reconsiderations
MAT Medical Appeal Tribunal
MBEU Multiple Benefit Enquiry Unit
MDE Made
MEU Multiple Enquiry Unit
MFL Motability Finance limited
MIN Minute
MM Main Meal
MO Medical Officer
MOP Method of Payment
MOPET Method of Payment Implementation Team
MOTA Motability
MSGE Message
MSMS Medical Service Monitoring System
MSS Mota Support Section
MU Management Unit

N
N/HOME Nursing Home
NAP Non-action Post
NARP No Automatic Payment Renewal
NASCAT National Adjudication Support, Checking and Advice Team
NAT Nationality
NFA No Fixed Abode
NFA No Further Action
NI Northern Island
NOK Next of Kin
NOTIF Notification
NOTR No Outstanding Transaction
NP New Person
NV Not Verified
NXT Next

O
O/C Over encashment
O/P Overpayment
OB Order Book
OC Over encashment
OCS Official Correspondence Section
OE Official Error
OIU Operational Intelligence Unit
OP Overpayment
OPS Operational Section
OPSTRATT Operation Strategy
ORD Other Reason for Disposal

Author: ACI INF DP/FoI
Version 4 – May 2006
ORGi  Original
OV  Overall

P
PAB  Personal Acting Body
PAR  Payment Action Outstanding
PAY DEC  Payability Decision
Payable  Payable
PBB/Cex  Parliamentary Business Branch/Chief Executive
PBF  Polly BF
PC  Payment Combined
PC  Personal Care
PC  Phone Call
PCA  Parliamentary Commissioner for Administration
PCA  Parliamentary Commissioner of Administration
PCAR  Payment Combined Outstanding Payment Action Required
PCSS  Payment Combined Outstanding Renewal Payment Still To Be Made
PD  Paid
PHIT  Palatine House Input Team
PIAT  Performance Insurance Action Team
P/I/P  Post in Poly
POA  Power of Attorney
POCA  Post Office Card Account
PP  Periodic Payments
P/P  Post Payment
PR  Provisional Agreement
PREP  Prepared
Proc D  Processing Decision
PROG  Progress
PRP  Permanent Retention Post
PSS  Payment Stable
PT  Prospective Test
PUN  Pick-up Notice
PUTD  Paid up to Date
PV  Potentially Violent
PYT  Payment

Q
QP  Qualifying Period
QP  Quarterly Payment
Qu’s  Questions

R
R&P  Residence and Presence
RAG  Resources and Assurance Group
RAMS  Reviews and Maintenance Section
RCP  Recall Case Papers
RCP  Renewal claim pack
RE  Regarding
REC  Recall
REC DEL  Recorded Delivery
RECD  Received
RECON  Reconsideration
REG  Registered
RE-INST  Reinstate

Author: ACI INF DP/Fol
Version 4 – May 2006
REM  Remember
REN  Renewal
REP  Representative
REQ  Request
RES ACCOM Residential Accommodation
Res & Pres Residence & Presence
RIPA Regulation of Investigatory Powers Act
RK  Registered Keeper
Rn  Run
RNR  Reasons not required
ROB  Recovery of Benefit
RPU  Remote Processing Unit
RTA  Road Traffic Accident
RTD  Returned
RTN  Returned

S
S  Supporting
SBF  Small BF
SC  Scheduled Payment
SCHED Agreement Schedule from MFL
SCHED NO Agreement Schedule Number from MFL
SD  Safe Date
SDC  Service Delivery Centre
SIT  Specialist Investigation Team
SMC  Special Mobility Component
SME  Same
SN  Serial Number
SOC WORK Social Worker
SOL  Solicitor
SOLB  Solicitors Branch London
SP,Spost Supporting Post
S/PRINT Screen Print
SR  Special Rules
SSC  Superseded
STO  Specialist Trace Officer
SUBS  Submission
SUPER  Supersession
SUPER/S Supersession
Supp  Supplementary
SUPVN  Supervision
SUSF  Full Payment Suspension
SUSP  Award Level Payment Suspension
SYST  System

T
T/CALL Telephone Call
TAS  The Appeals Service
TEMP Temporary
TERM Termination
TO  Treat Official
T/O  Treat Official
TOT  Total
TRANS Transfer
TSMC Temporary Special Mobility Component

Author: ACI INF DP/FoI
Version 4 – May 2006
U
UAT Unified Appeal Tribunal
U/Copy Undercopy
UFI Until Further Notice

V
V Verified
VA Variable Agreement
V/A Variable Agreement
V/Exp Verbal Explanation
VED Vehicle Excise Duty
VL Variable Lease
V/L Vehicle Leasing
VUTW Virtually Unable To Walk

W
W/EX Written Explanation
WACG Working Age & Children Group
WC Week Commencing
WEF With Effect From
WEL RIGHTS Welfare Rights
WFP Winter Fuel Payment
WK Week
WOR Work Overdue Report
WPA War Pensions Agency
WPMS War Pensions Mobility Supplement
WSOR Written Statement of Reasons

X
XBS Christmas Bonus

Y
There are no abbreviations for this letter

Z
There are no abbreviations for this letter

Numerical

115 Computer input screen deleted after one month
3me Three-month event