

## ARI Color Key

The claim was in either Assigned to Call Staff or Holding for Call Staff at the moment
The claim was in either Assigned to AR Staff or Holding for AR Staff at the moment
The claim was in either Assigned to Client Rep or Holding for Client Rep at the moment
The claim was in either Assigned to Office or Holding for Office at the moment
The claim was in either Assigned to Manager or Holding for Manager at the moment
The claim was in either Need Appr. for Sta. or Queued for Sta. Printing or Holding for Sta. at the moment
The claim was in either Need Appr. for DL or Queued for DL Printing or Holding for DL at the moment
The claim was in Holding after Sta. Printing at the moment
The claim was in Holding after DL Printing at the moment
The claim was in On Hold from PPM Collection Process at the moment
The claim was in either Need Appr. for Write Off or Request for Write Off at the moment
The claim was in Need Approval for Client Rep Calls at the moment
The claim was in Queued for Client Rep Calls at the moment
The claim was in Holding Approval for Client Rep Calls at the moment
The claim was in Holding after Client Rep Calls at the moment
The claim was in Need Approval for Office Calls at the moment
The claim was in Queued for Office Calls at the moment
The claim was in Holding Approval for Office Calls at the moment
The claim was in Holding after Office Calls at the moment

White - the claim came to the bucket less than 5 business ago

Yellow - the claim came to the bucket more than 5 and less than 10 days ago

Pink - the claim came to the bucket more than 10 days ago