ERM User Manual

What do the abbreviations or acronyms mean in the ERM for Sales & Event Staff?

There are many acronyms or abbreviations that staff of Iconic use when writing the history of a customer call or when clearing an activity.Â This list is bottomless and grows each month as new quick ways of abbreviating words.

Here is the current list.

Abbreviation / Acronym	**Meaning**
2CL	To call
CLD	Called
CLB	Call back / called back
LM	Left message
VM or V/M	Voice mail
Bk	Book or booked
Cust	Customer
CNT	Contact / contacted
DConP	Difficult Customer on Phone
DM	Decision Maker
-w-	With
Ph	Phone / phoned
FOLUP	Follow up
PD	Paid
Eml	Email / emailed
CC	Carbon copied / sent to another Â person as well
U	You
Ur	Your
Wld	Would
Evt or Evnt	Event
T&C or T & C or T and Cs	Terms and conditions
RRP	Recommend Retail Price
TL or TS	Team Leader or Team Supervisor
PT	Production Team
PAP	Product Availability Page

Attached files:

Unique solution ID: #1129
Author: Iconic Productions Event Team
Last update: 11-Mar-2016 02:02

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:08
URL: https://staff.iconic.productions/KB/content/0cat=34/130/en/what-do-the-abbreviations-or-acronyms-mean-in-the-erm-for-sales-&-event-staff.htm