

.04 Customer Contact Documentation

REVISION 06
(10/01/08 – 12/31/08)

The use of the Interview Guide (FA-001-B) is not required for Customer Contact. Instead document the information and the verification, provided during the Customer Contact process, as follows:

- The work screens in AZTECS that have documentation lines
- CADO when there is not enough space on an AZTECS work screen or when further clarification is needed when documenting any other screen
- The Application Documentation Addendum (FA-001-D) by itinerant sites and when AZTECS is not available
- An applicable [Policy Support Team](#) (PST) approved desk aid, at the District's discretion