

.04 Customer Contact Documentation

REVISION 07
(01/01/09 - 03/31/09)

The use of the Interview Guide (FA-001-B) is not required for Customer Contact. 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 and when documenting for screens without documentation space
- The Application Documentation Addendum (FA-001-D) when AZTECS is not available
- An applicable [Policy Support Team](#) (PST) approved desk aid, at the District's discretion