

ETS Policies and Procedures

In order for ETS to efficiently support its' customers, members need to be able to practice and expedite universal methods for dealing with customers. The following section is for departmental policies and procedures. We must understand our own processes in order to be able to help our customers.



HELP

ETS POLICIES AND PROCEDURES

H in ARCH is for Help!

Understanding how each department in ETS operates is essential to providing accurate information to our users. By providing our customers with accurate and consistent information, we can improve customer service and reduce misinformation.

Use this section to collect ETS departmental policies and procedures. The ETS Customer Service Team will disseminate these policies when they are available.