

NETA COMMUNICATION WORKFLOW



Membership
 Board of Directors
 Executive Director

Technical Services Manager
 NETA Staff: Richard Piet

Finance and Office Manager
 NETA Staff: Amy Williams

1. Certification
 Inquiries related to NETA technician certification, certification cards and certificates, eligibility, exam content, exam registration, CTD's approved CTD courses.
 NETA Staff: Kelly Quinn, Oemeeka Liggins

2. Member Services
 Inquiries related to technician rosters, technician changes, and membership meetings, and training.
 NETA Staff: Kelly Quin, Oemeeka Liggins

3. Standards
 Inquiries related to ANSI/NETA ATS, MTS, ETT, ECS
 NETA Staff: Richard Piet

4. Accreditation
 Inquiries related to NETA membership and accreditation
 NETA Staff: Missy Richard

5. Conference/NWJ
 Inquiries related to exhibits, sponsorships, registrations, ad sales, authors, publishing, rate cards, editorial themes
 NETA Staff: Laura McDonald

6. Administrative
 General inquiries into Association business, technical inquiries from outside (non-NETA) sources, and miscellaneous topics related to the industry or Association.
 NETA Staff: Amy Williams, Amy Mpofu

7. Alliance
 Inquiries related to the standard alliance and corporate alliance program
 NETA Staff: Laura McDonald, Amy Mpofu

Certification Exam
 Pre-registration, scores, verification of eligibility, exam availability, cancellation policies, exam preparation, and taking of the exams.

Membership Rosters/Technician Changes
 Addition, deletion, or errors to roster, how to submit changes to rosters, classification of technicians and other production employees, technician birthdates, branch office changes.

ANSI Process
 Questions on how to participate in the standards development, ballot pool

Accreditation
 How to become an NAC, accreditation process, cost to apply

PowerTest
 Registration, speakers, exhibitors, sponsorship sales, hotel questions

Financial
 Invoice questions, payment questions

Standard Alliance
 Renewals, new alliance partners, discounts

Exam Preparation
 Information related to certification cards, timeframe to receive, lost cards, digital copies of certification, status after leaving a NAC, etc.

Membership Meetings
 Schedule of meetings, how to register

Technical Inquiries
 Inquiries pertaining to the use of the standards, copyright, testing of equipment

Inquiries
 Inquiries as to certification, individual certification, logo misuse

Journal
 Ad sales, authors, publishing, rate cards, editorial themes

Publications
 Ordering of standards, online bookstore assistance, pricing for purchases, invoicing, login information

Corporate Alliance
 Renewals, invoice questions, benefits

Certification Cards and Certificates
 Information related to certification cards, timeframe to receive, lost cards, status after leaving NAC, digital copies, etc.

Training
 Training courses offered by NETA, outside training courses, credits for training courses, exams related to courses purchased, online platform questions

Continuing Technical Development (CTDs)
 Information related to continuing technical development requirements for recertification, end of year process, courses eligible for credits, how to submit courses for credit.

Staff Contact Information; Phone No. 269.488.6382

Name	Email	Area	
Amy Mpofu	ampofu@netaworld.org	6	7
Kelly Quinn	kquinn@netaworld.org	1	2
Oemeeka Liggins	oliggins@netaworld.org	1	2
Laura McDonald	lmcdonald@netaworld.org	5	7
Amy Williams	awilliams@netaworld.org	6	
Richard Piet	rpiet@netaworld.org	3	
Jennifer Burson	jburson@netaworld.org		
Missy Richard	mrichard@netaworld.org	Executive Director	

Promotions and Marketing
 Logos available for use, promotional materials available, sales activities

Inquiries
 All inquiries into the office, rerouted internally to the appropriate staff person