Work Instruction
Task Lead Process Request - Violation - Proceed

Purpose
This work instruction is used to outline the process in which the Task Lead denotes a violation during the Process Request activity. This differs from the general processing of this activity on only two screens:
- Violation Status
- Letters

This activity displays the differences in those two screens twice, once on the initial pass and then a second time after the FEMA Revision Lead has conducted Review Determination and selected Concur Violation - Proceed.

The other Process Request module should be viewed for the full understanding of that activity.

Prerequisites
- The Review Data Received activity is complete
- A violation has occurred

Navigation
| Via Menu Path | Log in to the MIP ➔ Workbench ➔ Work Items ➔ and Claim ➔ Process Request |

Tsk_Ld_Violation_Process_Req_Proceed   Page 1 of 7
Work Steps

The work instruction starts at the Violation Status screen within the Process Request activity. Assume the reviews of the other screens were completed.

1. Click the Violation Status dropdown box and select the appropriate violation
2. Click on: Continue > to move to the Letters screen
3. Click the Letter Type dropdown box and select Violation letter to FEMA
4. Click to enter Letter Date
5. Click on: Continue > to move to the Review screen
6. Review and click **Continue >** to advance to Complete Task

7. Click on: **Complete Task** to complete activity

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Once you click Complete Task you cannot return to this task. Confirm all information is correct before clicking the Complete Task button. Click the Back button to make any changes to previous screens.
The workflow proceeds to the Audit Determination activity conducted by the Audit Lead and the Review Determination activity conducted by the FEMA Revision Lead.

For this work instruction, Concur Violation - Proceed was selected by the FEMA Revision Lead, and then the case returns to the Process Request activity on the Task Lead's workbench.

8. Click on: [Claim] to claim the activity

The work instruction has fast forwarded to the Review Audit History screen within the Process Request activities. Assume the reviews of the other screens were completed.
Notice the Review Determination Result shown below.

9. Click on: **Continue >** to move to the Review Audit screen

- **Process Request**
  - Community Information
  - Expand All / Collapse All

  Determination information is required for every community affected by the violation. First, modify existing communities by following the steps described below. If necessary, new communities can be added after modifying existing communities. See help text for more details.

  Step 1: Click "Modify" to bring the community into edit mode so that the remaining steps can be completed.

  * Indicates a required field.

- **Existing Communities**

- **Community Information**
  - State: IN
  - County(ies): Allen County
  - Community Name: PORT WAYNE, CITY OF

- **Add Community**

Information will need to be entered on the Community Information screen. The communities listed should be updated and then the Determination Document and Cover Letter should be generated similar to processing a normal case. This work instruction bypasses that step.

10. Leave the violation selected and click **Continue >** to move to the Letters screen
11. Click the Letter Type dropdown box and select Determination letter to FEMA

12. Click to enter Letter Date

13. Click on: Continue > to move to the Review screen
14. Review and click **Complete Task**

Once you click Complete Task you cannot return to this task. Confirm all information is correct before clicking the Complete Task button. Click the Back button to make any changes to previous screens.

15. Click on: **Complete Task** to complete activity

**Results**

The case is now completed in the workflow as normal.