Work Instruction
Task Lead - Process Request - Violation – Suspend

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 these 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 - Suspend.

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

Prerequisites

- Review Data Received activity is complete
- A violation is identified during the Process Request activity

Navigation

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

The work instruction has fast forwarded to the Violation Status screen within Process Request activity. Assume the reviews of the previous 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 the activity
The workflow moves to the Audit Determination activity conducted by the Audit Lead and Review Determination activity conducted by the FEMA Revision Lead.

For this activity, Concur Violation - Suspend was selected by the FEMA Revision Lead, and then the case returns to the Process Request activity on the Task Lead’s Work Item List.

8. Click on: to claim the activity

The work instruction has fast forwarded to the Violation Status screen within Process Request. Assume the reviews of the previous screens were completed.

9. Click the Violation Status dropdown box and select No violation

10. Click on: to move to the Letters screen
11. Click the Letter Type dropdown box and select Special response 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**

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

**Results**

The case will then be completed in the workflow as normal and should be completed at the Distribute Determination activity.