FEMA

Electronic Letter of Map Amendment (eLOMA) Training Tutorial

March 2015

RiskMAP

Increasing Resilience Together

What's Inside

In this tutorial you will find:

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- eLOMA application criteria and the determination process
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- Additional eLOMA user resources

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Introducing eLOMA: Overview and Users

eLOMA is a Mapping Information Platform (MIP) web-based tool for users to submit selected Letter of Map Amendment (LOMA) requests, known as an electronic Letter of Map Amendment (eLOMA)

- Designated for licensed land surveyors and professional engineers (referred to as Licensed Professionals or LPs) and other FEMA permitted National Flood Determination Association (NFDA) Certified Professionals (CPs)
- Replaces the traditional LOMA process by allowing LPs and CPs to expedite LOMA requests that meet eLOMA criteria for their clients

Introducing eLOMA: eLOMA Criteria

What kind of LOMAs can LPs and CPs submit?

- eLOMA accepts all **LOMA** requests that are not:
  - Considered within a coastal zone (Flood Zone V) or an alluvial fan
  - Modified by fill to raise the elevation of the structure
  - Currently being processed by another LOMA application by FEMA
- Additionally, eLOMA does not accept:
  - Conditional Letters of Map Amendment (**CLOMA**)
  - Conditional Letters of Map Revision Based on Fill (**CLOMR-F**)
  - Letters of Map Revision (**LOMR**)
  - Letters of Map Revision Based on Fill (**LOMR-F**) requests

Introducing eLOMA: Benefits

Quick and Easy. Receive and email or print a FEMA determination within minutes of submitting an application, opposed to the manual process that can take up to 60 days

Less Mailing and Printing. Electronic transfer of data allows for no mailing or printing to submit a request to FEMA

Online and One Central Location. Monitor application status, complete required actions with FEMA point of contacts, and register/renew license information all within eLOMA

Tracking Features. Track all submitted applications and view saved eLOMA data for a period of 3 years

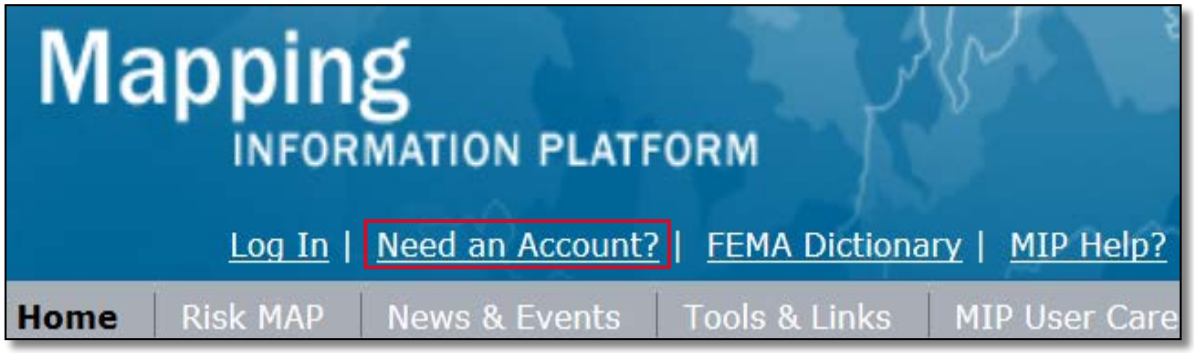
No Cost. Use the tool to receive an eLOMA Determination free of charge

Introducing eLOMA: eLOMA Vs. Other LOMA Submission Processes

- An eLOMA determination serves the same functions as a standard LOMA that was completed via the Online LOMC tool or the MT-EZ or MT-1 paper forms submitted by mail
- Online LOMC and the paper forms are available to any applicant, including home or property owners who wish to submit a Letter of Map Change (LOMC), whereas eLOMA can only be used by a selected group
- A LOMA determination via Online LOMC or the MT-EZ or MT-1 paper form may take up to 60 days to process, compared to a potentially instant eLOMA determination
- The eLOMA tool allows for less mailing and printing of supporting data and expedites the electronic transfer and tracking of a LOMA request

Account Creation

- Navigate to the Mapping Information Platform (MIP)
- Select **Need an Account?** in the top menu
- Select **eLOMA Registration Form** hyperlink



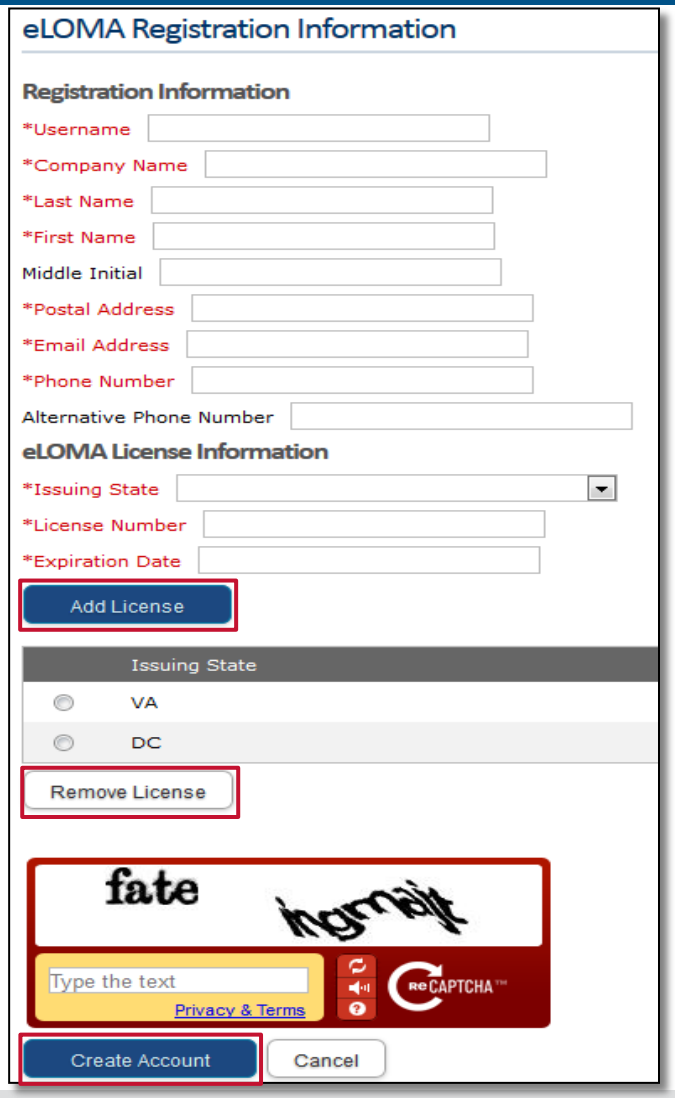
eLOMA

To request access to the eLOMA application, please submit the online eLOMA Registration Form. **Please Note:** If you are an *existing MIP User*, you need to contact MIP Help (call 877-336-2627 or email miphelp@riskmapcds.com) to add eLOMA access to your existing User ID.

If you have questions regarding your registration, contact MIP Help via email at miphelp@riskmapcds.com.

Account Creation: Licensed Professionals

- Enter required registration and license information
  - Select **Add License**
- For multiple licenses, add the license information for each State the active license is issued
  - Use the **Remove License** button to remove an added license by selecting the appropriate radio button next to the entered **Issuing State**
- Complete the reCAPTCHA test and select **Create Account**

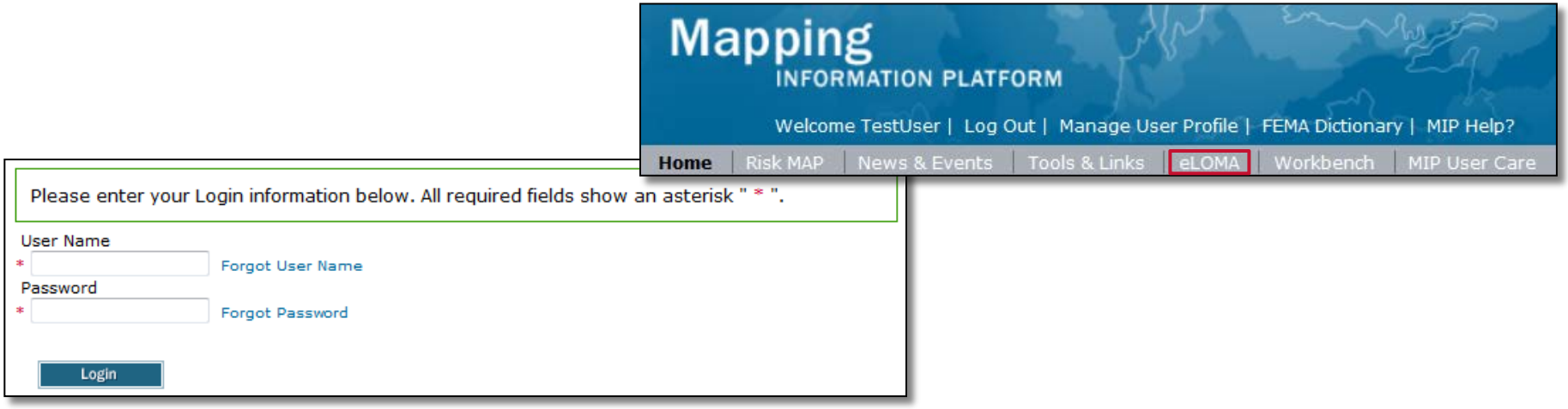


Account Creation: Certified Professionals

- If you are a National Flood Determination Association (NFDA) Certified Professional (CP), your license information will be communicated to you by the appropriate NFDA Registration Coordinator when your eLOMA access registration form is complete

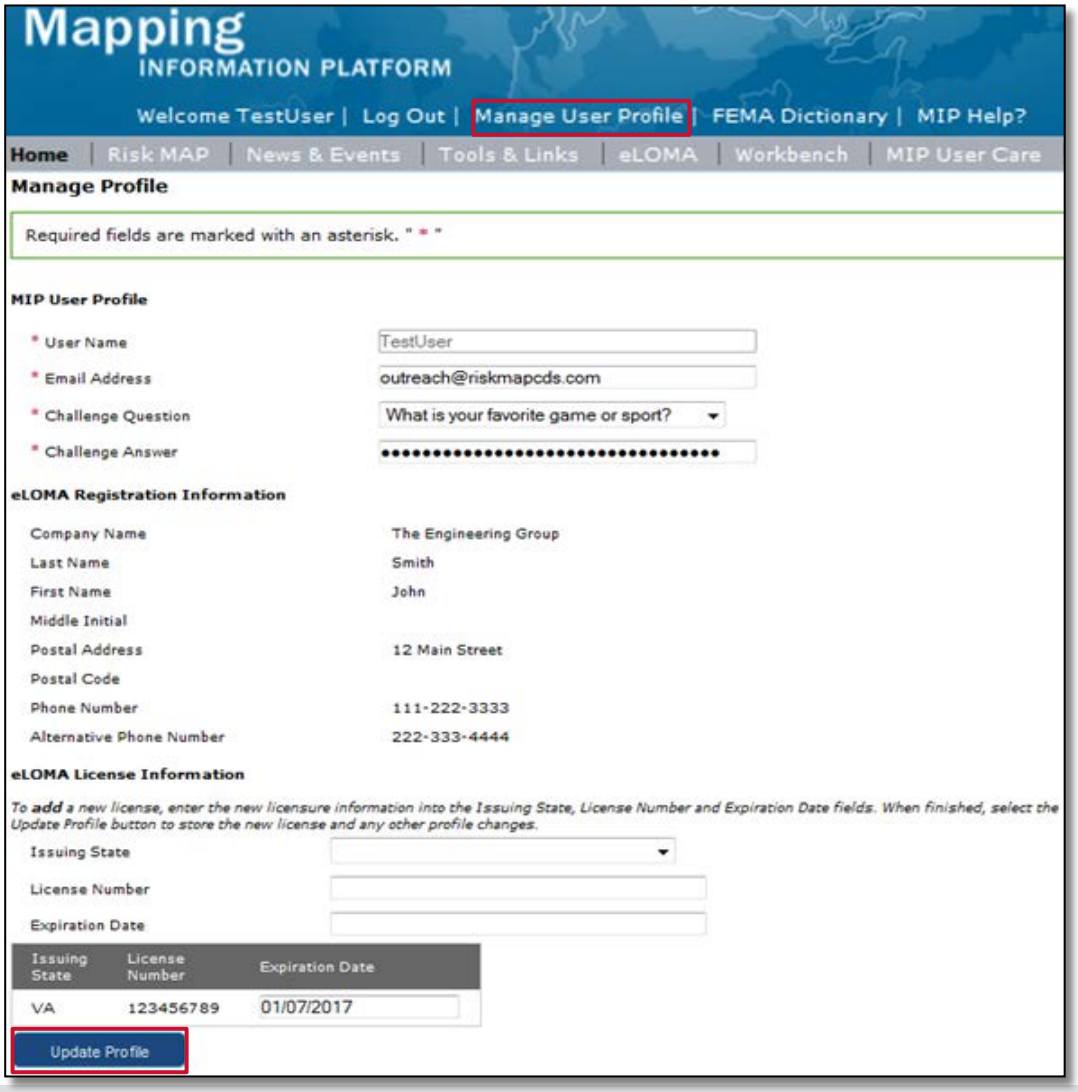
Account Login

- You will receive two email notifications from mip-noreply@riskmapcds.com with your login credentials
- Select **Login In** in the top menu and enter in newly created username and temporary password sent via email
  - First time login users will be prompted to change their password and select a Challenge Question and Answer
- Once logged in, select **eLOMA** in the top menu to access the tool



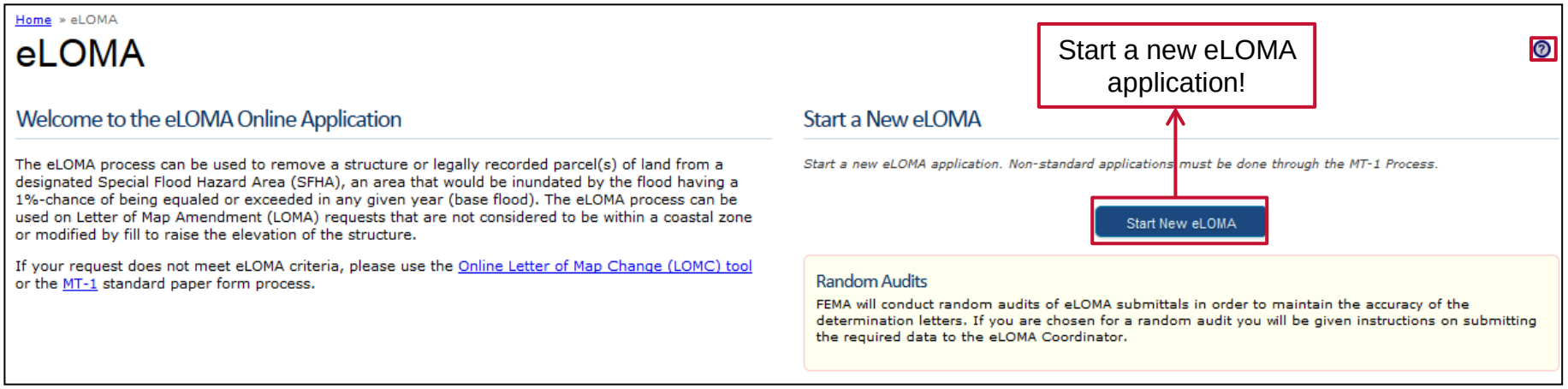
Manage User Profile

- Update your profile by selecting **Manage User Profile** in the top menu
- You may update:
  - Email Address
  - Challenge Question/Answer
  - Expiration Date to existing License(s)
  - Add new license(s) information
- **eLOMA Registration Information** cannot be modified
- Select **Update Profile**



Homepage

- On the Homepage, you may start a new application or resume a previously started and saved application
- FEMA will conduct **Random Audits** of submitted applications in order to maintain accuracy of eLOMA Determination Documents
- Use the **Question Mark** icon to access help text

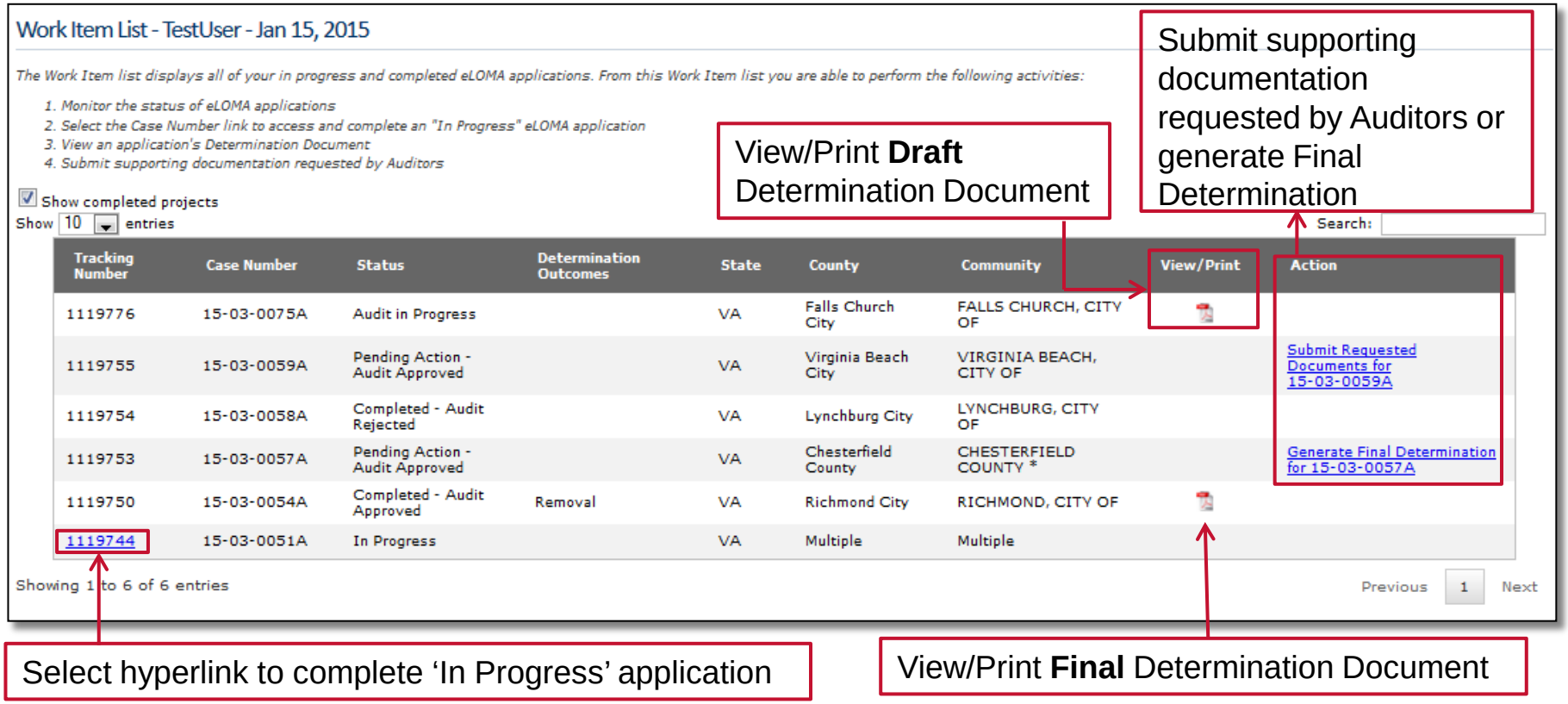


Work Item List

- Table displays all eLOMA applications you started
- You may perform the following activities
  1. Monitor the status of eLOMA applications
  2. Complete an "In Progress" eLOMA application
  3. View an application's Draft or Final Determination Document
  4. Submit supporting documentation requested by Auditors
- Modify the view of the table by:
  1. Selecting **Show completed projects** to view all applications
  2. Using the search bar to display criteria results (i.e., “Audit”, “Richmond”)
  3. Sorting table contents in ascending/descending order by selecting the column header
- Use the **Tracking Number** to monitor application status and complete required actions
- Contact miphelp@riskmapcds.com to remove ‘In Progress’ applications

Work Item List

- Depending on application status, **Tracking Number**, **View/Print, Action** items will be updated accordingly to reflect any action or result associated with the application



Work Item List: Application Status

Status Term	Description
In Progress	An application has been initiated, but not yet submitted.
Audit In Progress	An application has been submitted and in review by an Auditor.
Pending Action- Audit Approved	An application has been submitted, Auditor has approved the audited application and the user must acknowledge the penalty clause and generate the application's Final Determination document.
Completed- Audit Approved	An application has been submitted and the Auditor has approved the audited application. A Final Determination document was generated.
Completed- Audit Rejected	An application has been submitted and the Auditor rejected the audited application. No Final Determination document was generated.
Completed- No Audit	An application has been submitted and does not require an audit. A Final Determination document was generated.

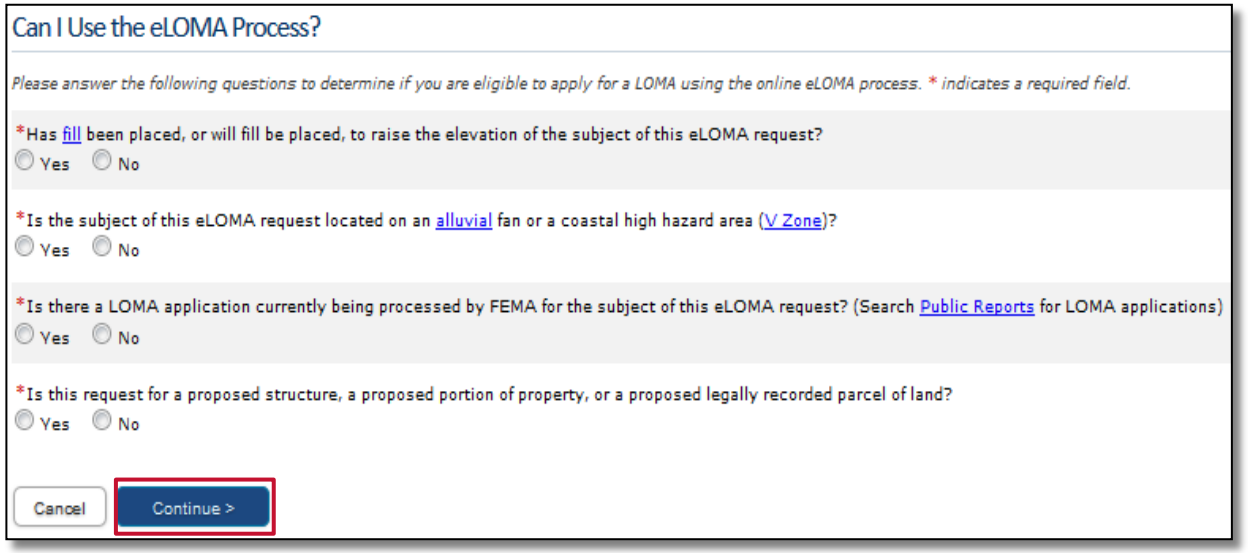
Work Item List: View/Print and Action

- Draft and Final Cover Letter and Determination Documents can be accessed and printed for applications with the appropriate status in the **View/Print** column
  - PDF Draft Cover Letter and Determination Document: Accessible for **Audit In Progress** applications
  - PDF Final Cover Letter and Determination Document: Accessible for **Completed- No Audit** or **Completed - Audit Approved**
- Applications requiring further activity to complete the eLOMA process will display as a hyperlink in the **Action** column
  - **Submit Requested Documents**: Auditor requests additional supporting documentation for your request. Select the hyperlink to view and upload documents requested by Auditor
  - **Generate Final Determination**: Audit has bee approved. Select hyperlink to complete the process and generate a Final Cover Letter and Determination Document

Application Steps

Step 1: Can I Use the eLOMA Process?

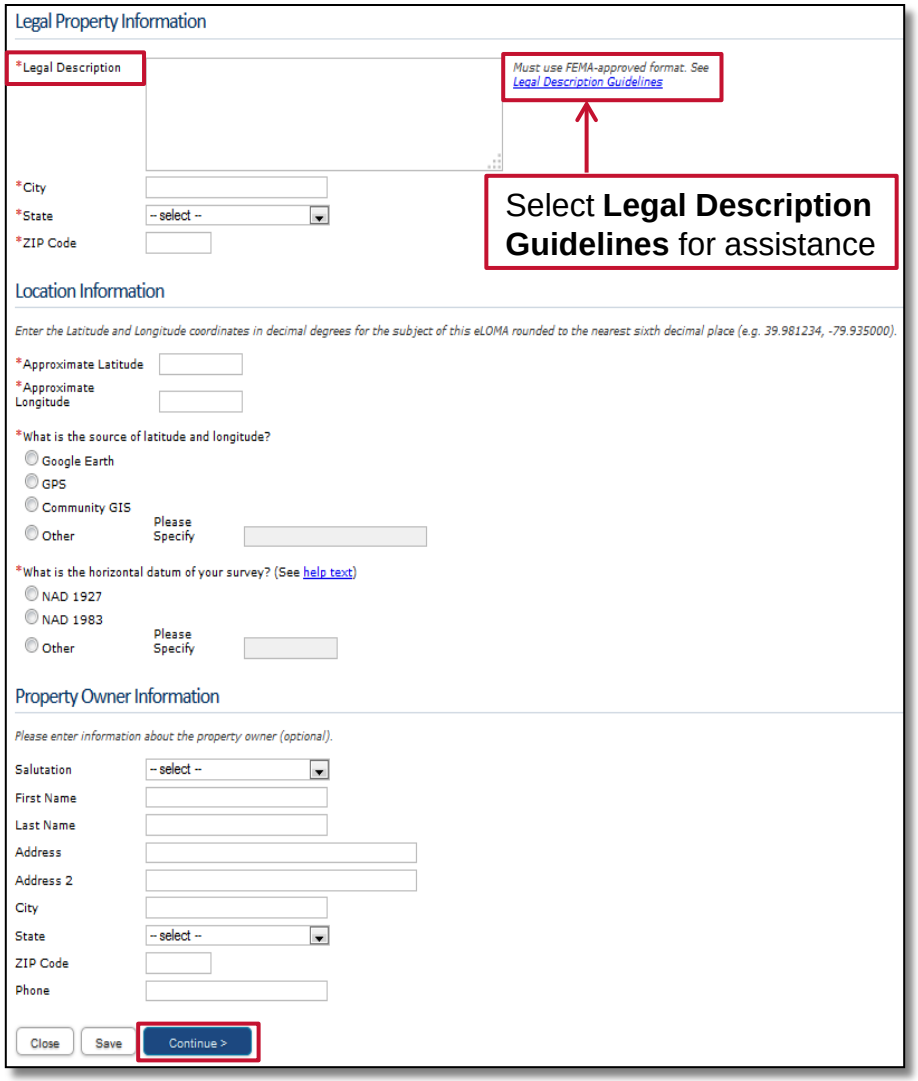
- Answer the pre-qualifying questions and select **Continue**
  - Contact the FEMA Map Information eXchange (FMIX) with additional questions
- You will be directed to another LOMA submission method if the request does not meet criteria qualifications



Application Steps

Step 2: Property Information

- Legal Property Information
  - **Legal Description** must be in a FEMA-approved format
  - **State** will populate with only the states where you have an active license
- If not provided, optional information may be requested at a later date and slow down the application process
- You will receive an email with an application **Tracking Number** when page is saved or continued



Application Steps

Step 3: Subject

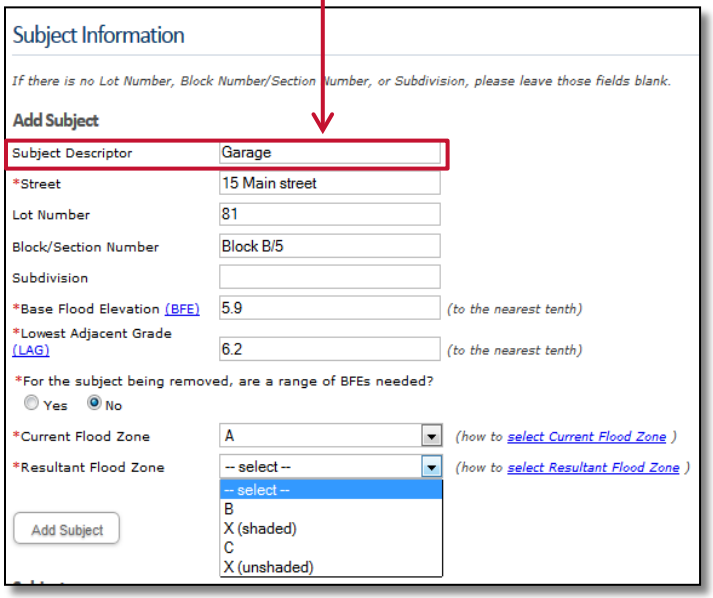
- **Tracking Number** will display in the left hand corner
- Indicate the Subject(s) of your request
  - Specify "single" or "multiple" for the subject type (property, portion, structure)
    - Multiple structures with different construction types, you may use the **Other** field. On the **Subject Info** page, you will have the opportunity to describe the construction type for each structure of your request
    - Multiple structures with different construction dates, use the most recent date the last structure was built
- Select **Continue**

Application Steps

Step 4: Subject Information

- Manually Add Subject OR Upload Multiple Subjects
- Option 1: **Add Subject** via data fields
  - **NOTE:** Use the **Subject Descriptor** to differentiate between structures **OR** multiple metes and bounds portions that share the same street address
    - Examples: Residence, Garage, Barn, Office
    - Field has a 13 character limit
  - Round **BFE** and **Lowest Lot Elevation** (LLE) or **Lowest Adjacent Grade** (LAG) to the nearest tenth
    - Depending on if the subject is a structure or property will dictate whether the LLE or LAG information is entered
    - Entered BFE and LLE/LAG data will determine available Resultant Flood Zone
    - The Resultant Flood Zone must display on the subject's effective FIRM

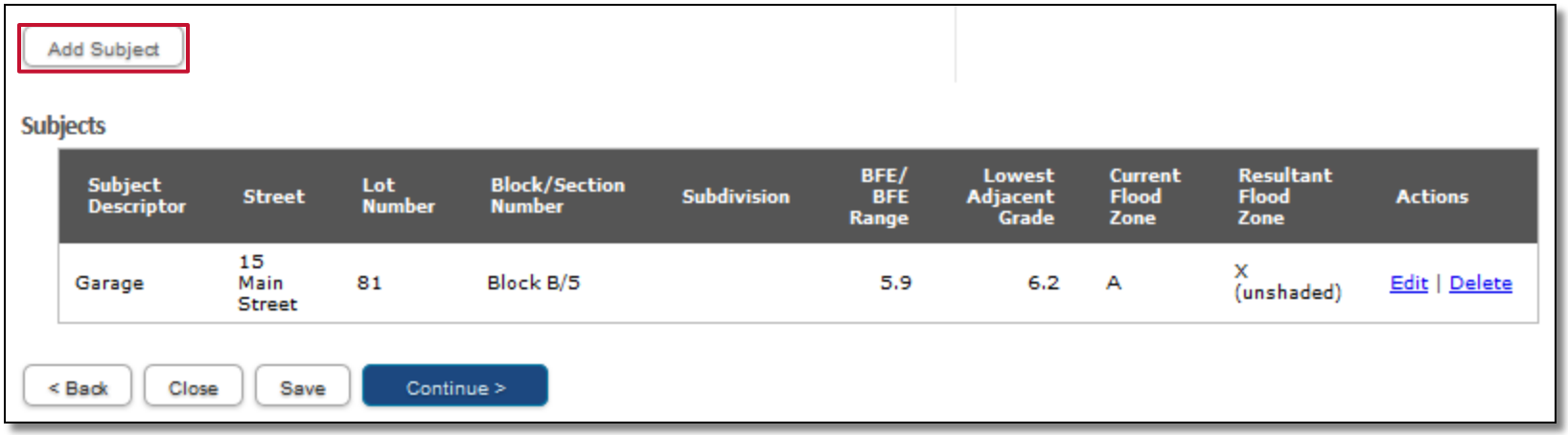
The Subject Descriptor field should only be used when there are multiple structures on one property that share the same address **OR** when there are multiple Metes and Bounds portions of property within a single property.



Application Steps

Step 4: Subject Information

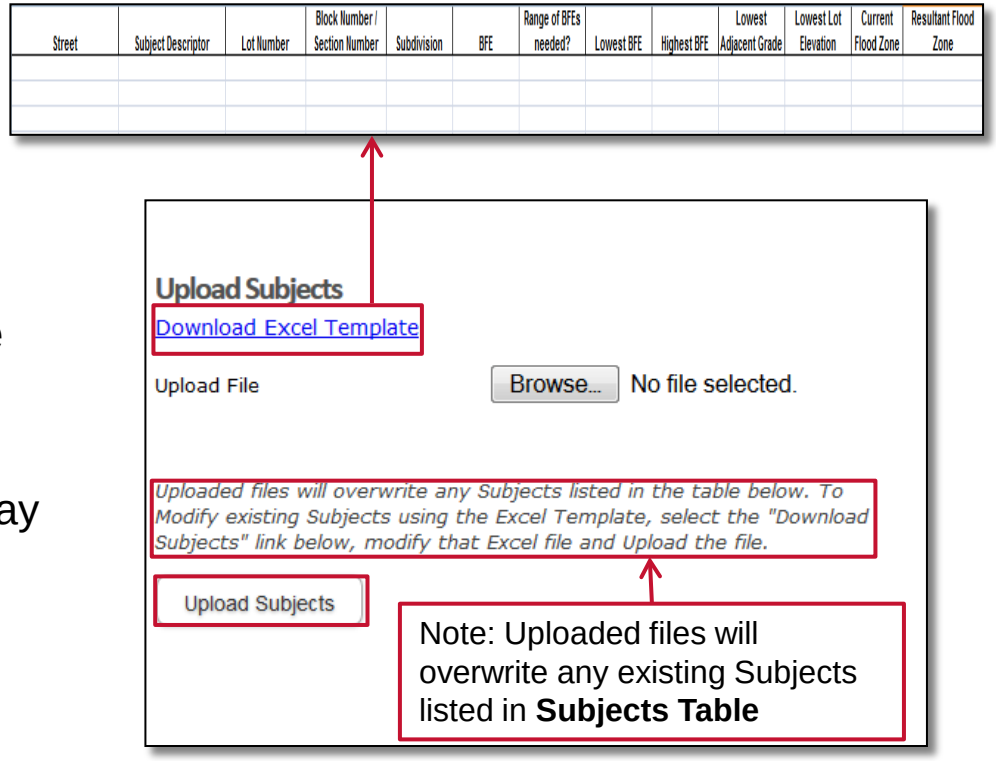
- Select **Add Subject**
- Information will populate in the **Subjects Table**



Application Steps

Step 4: Subject Information

- Option 2: **Upload Multiple Subjects** via Excel Template for multiple subjects
  - Option will not display if a single property or lot is selected
  - Select **Download Excel Template** and enter in subject information
    - If required fields are missing (i.e., Street), an error message will display when attempting to upload the file
  - Save and Upload File
  - Select **Upload Subjects**
  - Excel Template information will populate in the **Subjects Table**



Application Steps

Step 4: Subject Info

- Using the Excel Template
  - Entering **Current Flood Zone** and **Resultant Flood Zone**
    - Flood Zones must be exactly as shown in the the drop down menus: **A, A1-A30, A99, AE, AH, AO, B, X (shaded), C, X (unshaded)**
    - If worded differently (i.e., X (Shaded)), youwill receive an error when attempting to upload the file
  - Determining **Resultant Flood Zone**
    - When BFE> LLE or LAG, then the Available Resultant Flood Zones include: **A, A1-A30, A99, AE, AH, AO**
    - When BFE ≤ LLE or LAG, then the Available Resultant Flood Zones include: **B, X (shaded), C, X (unshaded)**
    - If inputted incorrectly (i.e., B Resultant Flood Zone is entered in for a 5.9 BFE and 4.2 LLE subject area), you will receive an error when attempting to upload the file
  - NOTE: Uploading the Excel Template will overwrite any existing Subjects listed in the **Subjects Table**

Application Steps

Step 4: Subject Info

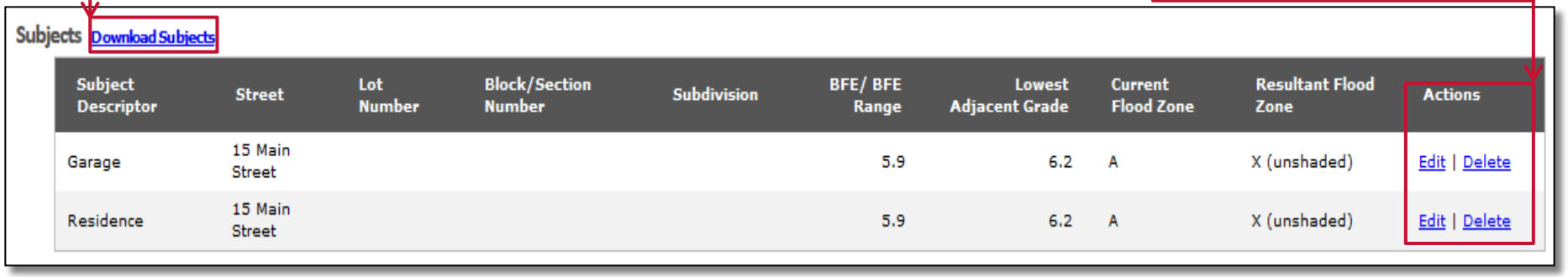
- Updating and/or Adding Subjects
  - Option 1: Use the **Edit l Delete** actions in the **Subjects Table** to update Subjects manually via the data fields

OR,

  - Option 2: Select **Download Subjects** and update information in the Excel Template and re-upload file

Option 2: Update information in Excel Template

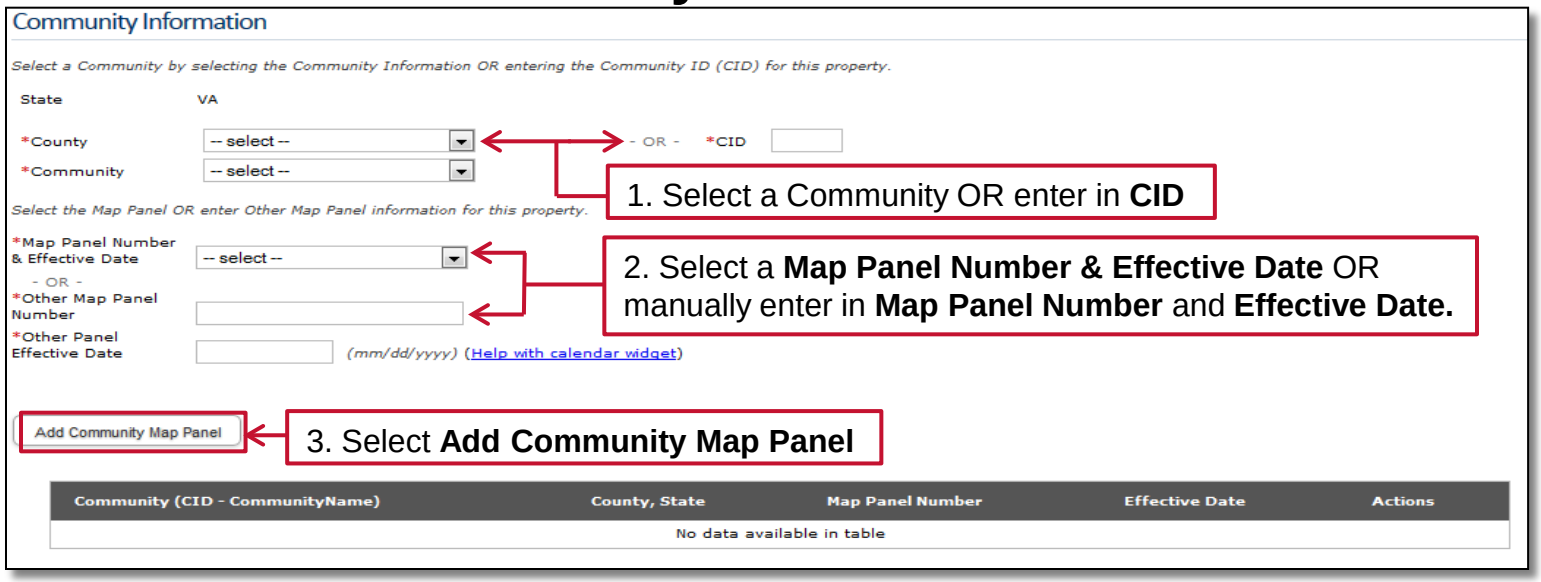
Option1: Update information manually via data fields



Application Steps

Step 5: FIRM Info

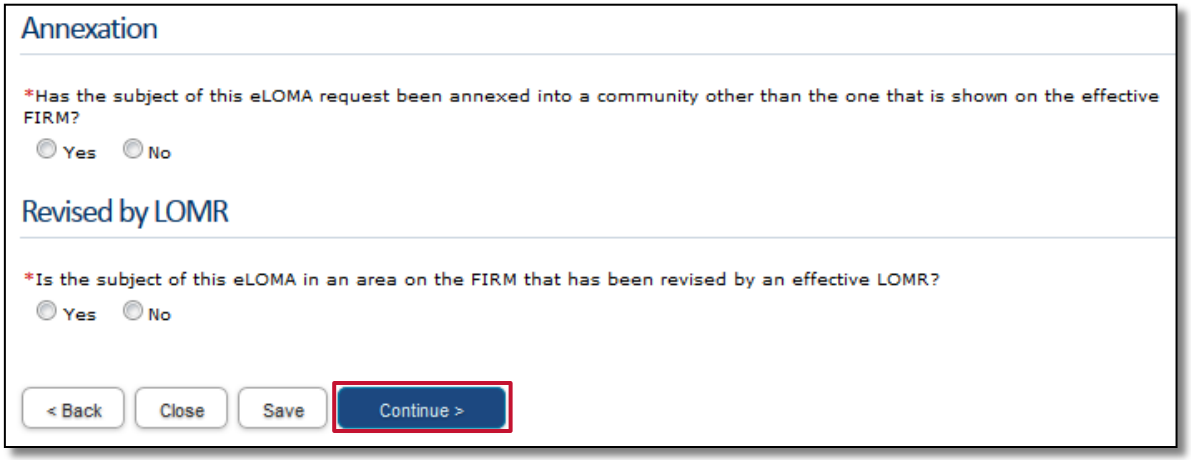
- Select the Community manually OR by Community ID (CID) Number for where the Subject(s) of this request is located and effective Flood Insurance Rate Map (FIRM) Panel(s)
- Select **Add Community Map Panel**, to add the Community information in the **Community Table**



Application Steps

Step 5: FIRM Info

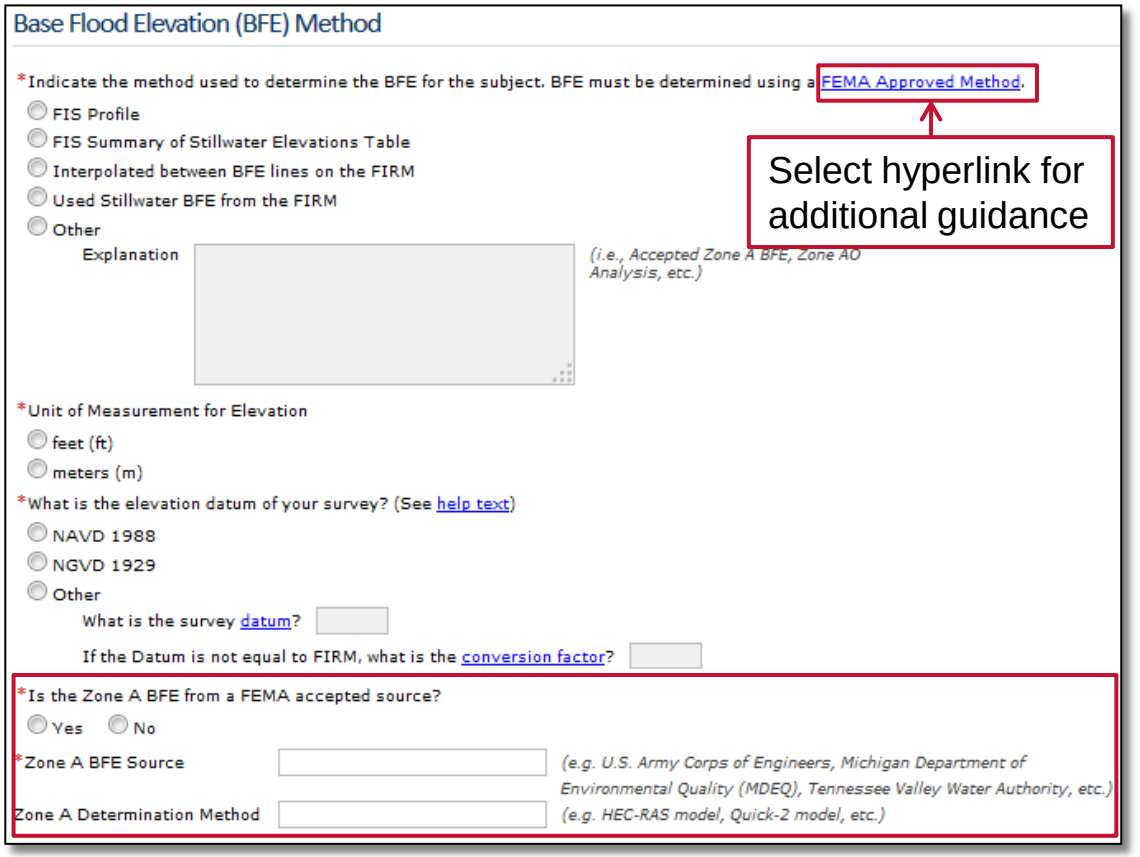
- **Annexation** and **Revised by LOMR**
  - If the subject has been annexed into a community other than the one that it is shown in the effective FIRM panel, select **Yes**
  - Refer to FEMA's Map Service Center (MSC) to determine if the subject was revised by an effective LOMR
- Select **Continue**



Application Steps

Step 6: Elevation Info

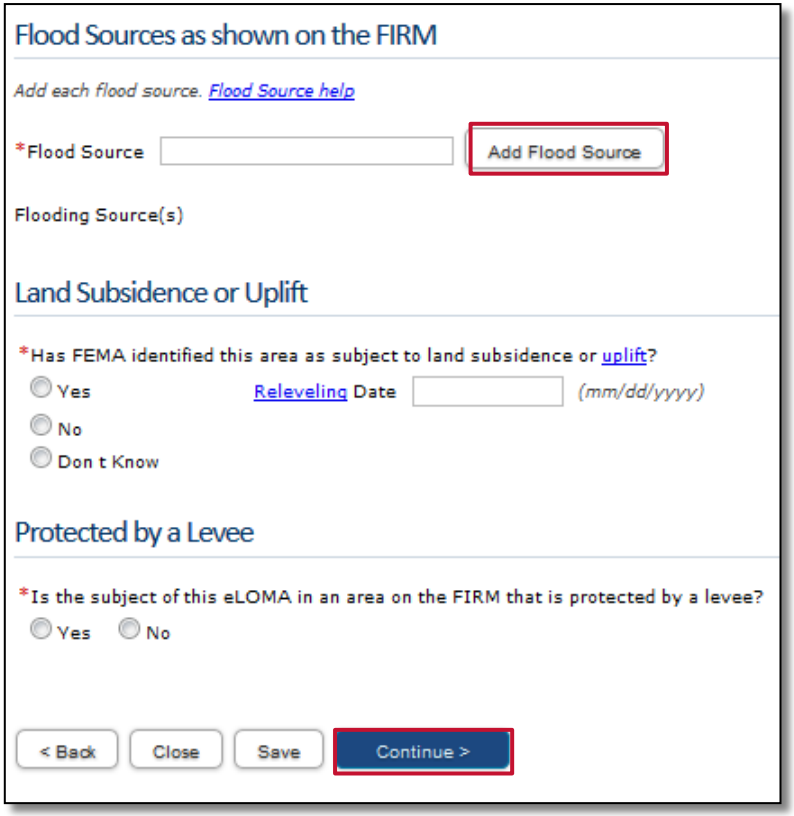
- BFE Method
  - Use the effective Flood Insurance Study (FIS) Profile or another FEMA Approved Method
    - For additional help on BFE method and calculation, select the hyperlink for additional guidance or contact the FMIX
  - Zone A BFE Source and Determination Method
    - If subject is located in a Zone A, you must identify the BFE Source and Determination method used to calculate the BFE



Application Steps

Step 6: Elevation Info

- Flood Sources as shown on the FIRM
  - Add all applicable flood sources and select **Add Flood Source**
  - Visit the Flood Source Help page for additional assistance
- Land Subsidence or Uplift
  - Identify if the area is subject to lowering of the ground as a result of land subsidence or uplift (i.e., water extraction, soil compaction, etc.)
  - If uncertain, contact the local Floodplain Administrator of the Subject's community for assistance
- Select **Continue**



Application Steps

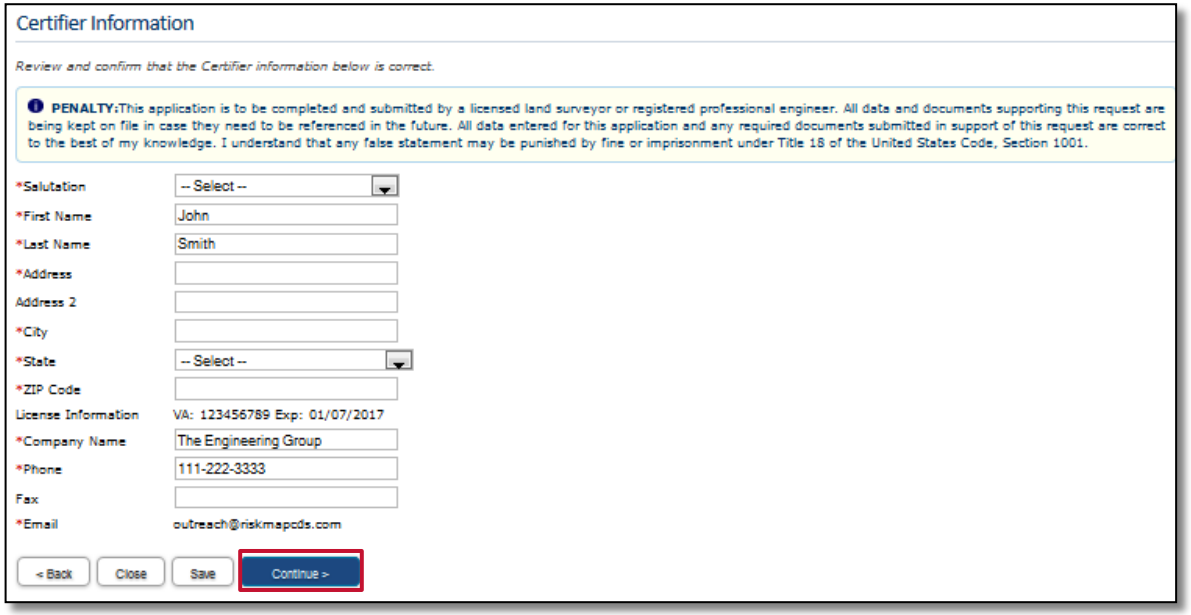
Step 7: Upload Files

- Depending on your selections in the application, will determine what documents you are required to upload
- **Required Document Types** are required to be uploaded and checked before proceeding
  - You may upload additional documentation in **Optional Documents Types**
- Upload all supporting documents in one complete or individual file(s)
- Select **Browse** to upload file(s) and add a description (optional)
- Select **Add Document**
  - The file will populate into the **Uploaded Documents Table**

Application Steps

Step 8: Certify

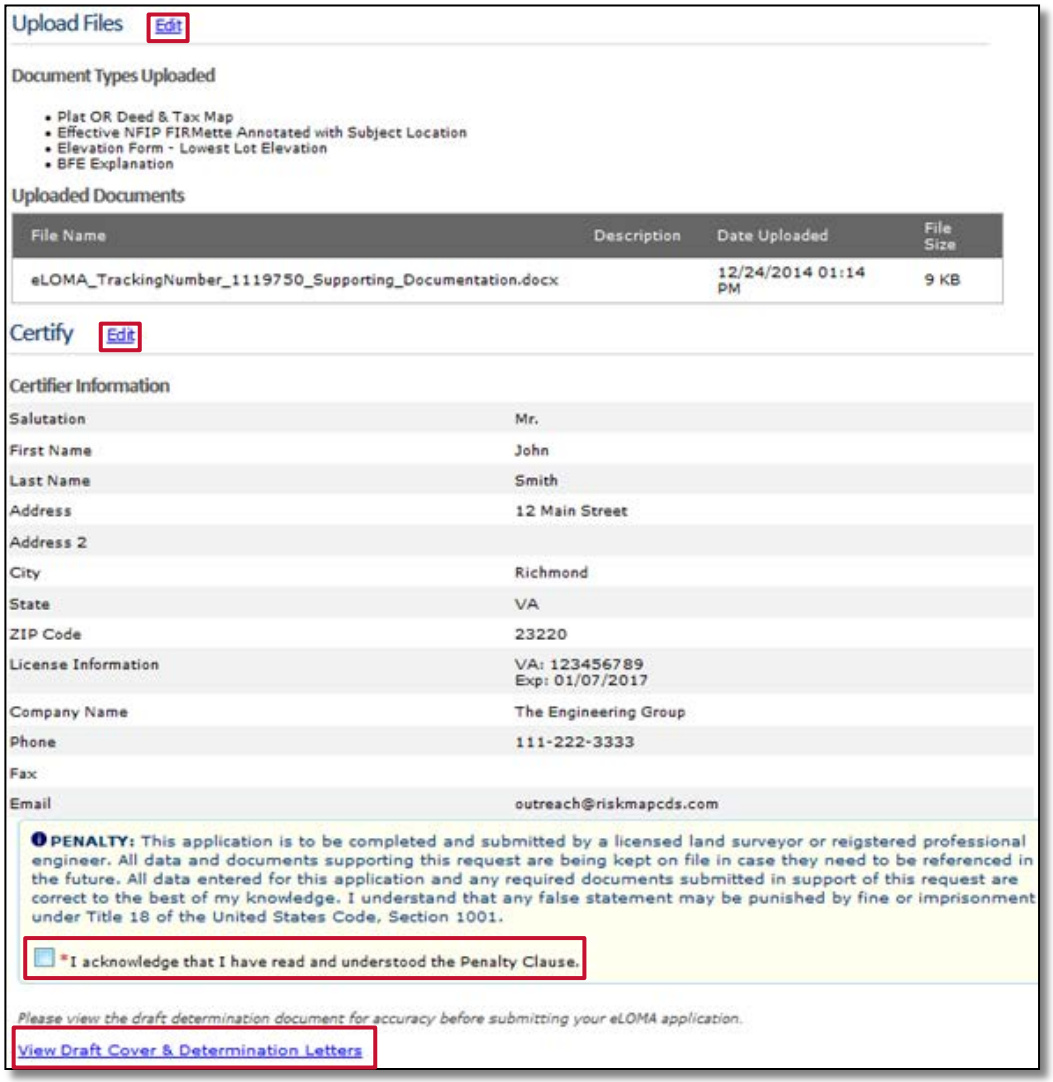
- **Confirm Elevation** by selecting the check box
- Review and confirm **Certifier Information** and **Penalty Clause**
  - Selected data fields will already be populated
  - License Information and Email cannot be modified
- Select **Continue**



Application Steps

Step 9: Review

- Review all application information and select **Edit** to modify information as needed
- Review & acknowledge **Penalty Clause** stating the information provided in the application is accurate
- Select **View Draft Cover & Determination Letters**



Upload Files Edit

Document Types Uploaded

- Plat OR Deed & Tax Map
- Effective NFIP FIRMette Annotated with Subject Location
- Elevation Form - Lowest Lot Elevation
- BFE Explanation

Uploaded Documents

File Name	Description	Date Uploaded	File Size
eLOMA_TrackingNumber_1119750_Supporting_Documentation.docx		12/24/2014 01:14 PM	9 KB

Certify Edit

Certifier Information

Salutation	Mr.
First Name	John
Last Name	Smith
Address	12 Main Street
Address 2	
City	Richmond
State	VA
ZIP Code	23220
License Information	VA: 123456789 Exp: 01/07/2017
Company Name	The Engineering Group
Phone	111-222-3333
Fax	
Email	outreach@riskmapcds.com

PENALTY: This application is to be completed and submitted by a licensed land surveyor or reigstered professional engineer. All data and documents supporting this request are being kept on file in case they need to be referenced in the future. All data entered for this application and any required documents submitted in support of this request are correct to the best of my knowledge. I understand that any false statement may be punished by fine or imprisonment under Title 18 of the United States Code, Section 1001.

*I acknowledge that I have read and understood the Penalty Clause.

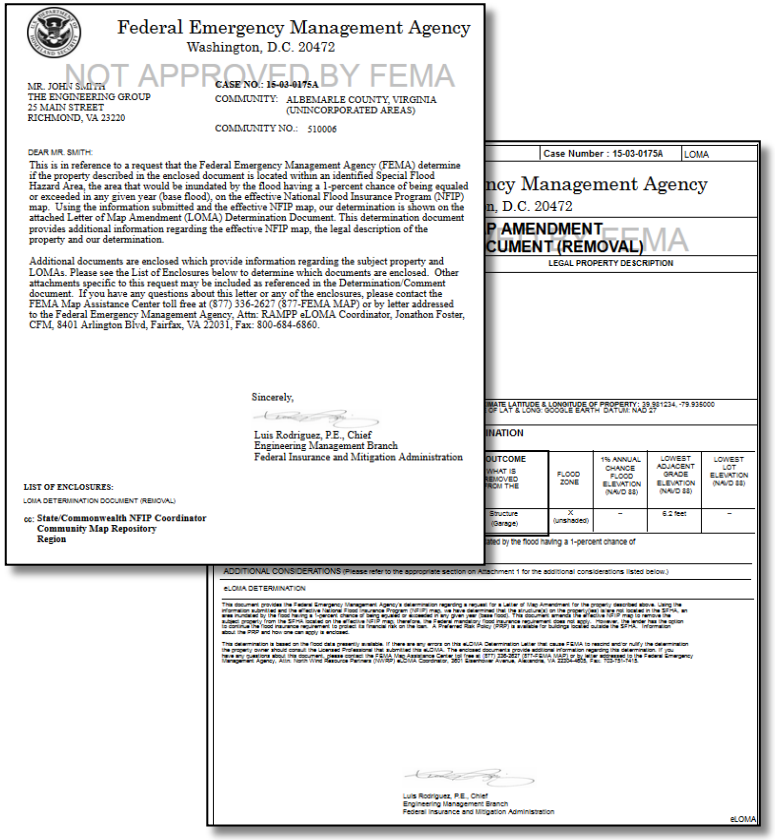
Please view the draft determination document for accuracy before submitting your eLOMA application.

View Draft Cover & Determination Letters

Application Steps

Step 9: Review

- Review the Draft Cover Letter & Determination Letter for accuracy
  - Document is a Draft copy and **not** the Final FEMA approved eLOMA Determination Letter
- Navigate through, email, or print the Draft Document by using the icons in the top menu
  - Help text describing each icon will populate when scrolling over the icon
- Once satisfied, return to the **Review** page of the eLOMA application and select **Submit**

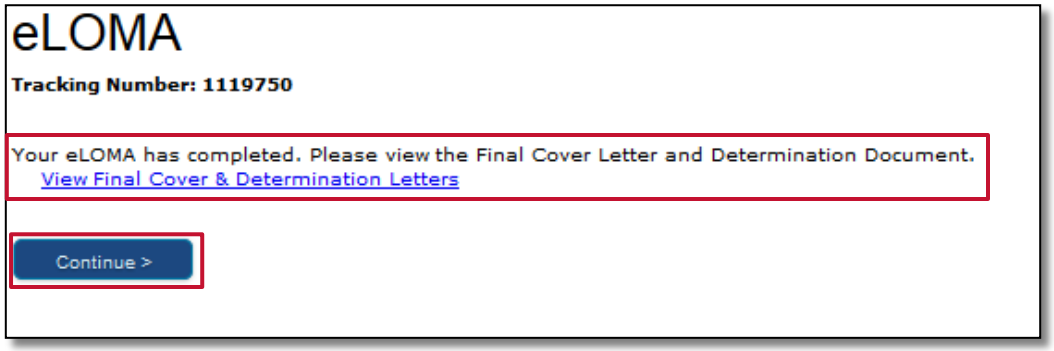

Federal Emergency Management Agency
Washington, D.C. 20472
NOT APPROVED BY FEMA
MR. JOHN SMITH
THE ENGINEERING GROUP
25 MAIN STREET
RICHMOND, VA 23220
CASE NO.: 15-03-0175A
COMMUNITY: ALBEMARLE COUNTY, VIRGINIA (UNINCORPORATED AREAS)
COMMUNITY NO.: 510006
DEAR MR. SMITH:
This is in reference to a request that the Federal Emergency Management Agency (FEMA) determine if the property described in the enclosed document is located within an identified Special Flood Hazard Area, the area that would be inundated by the flood having a 1-percent chance of being equaled or exceeded in any given year (base flood), on the effective National Flood Insurance Program (NFIP) map. Using the information submitted and the effective NFIP map, our determination is shown on the attached Letter of Map Amendment (LOMA) Determination Document. This determination document provides additional information regarding the effective NFIP map, the legal description of the property and our determination.
Additional documents are enclosed which provide information regarding the subject property and LOMAs. Please see the List of Enclosures below to determine which documents are enclosed. Other attachments specific to this request may be included as referenced in the Determination/Comment document. If you have any questions about this letter or any of the enclosures, please contact the FEMA Map Assistance Center toll free at (877) 336-2627 (877-FEMA MAP) or by letter addressed to the Federal Emergency Management Agency, Attn: RAMPP eLOMA Coordinator, Jonathon Foster, CFM, 8401 Arlington Blvd, Fairfax, VA 22031, Fax: 800-684-6860.
Sincerely,
Luis Rodriguez, P.E., Chief
Engineering Management Branch
Federal Insurance and Mitigation Administration
LIST OF ENCLOSURES:
LOMA DETERMINATION DOCUMENT (REMOVAL)
cc: State/Commonwealth NFIP Coordinator
Community Map Repository
Region
Case Number : 15-03-0175A | LOMA
LEGAL PROPERTY DESCRIPTION
ADDITIONAL CONSIDERATIONS (Please refer to the appropriate section on Attachment 1 for the additional considerations listed below.)
eLOMA DETERMINATION
eLOMA

Generate an eLOMA Determination Letter- Application Approved

Upon submitting the completed eLOMA application, two outcomes can occur:

1. Application is automatically approved without a FEMA audit

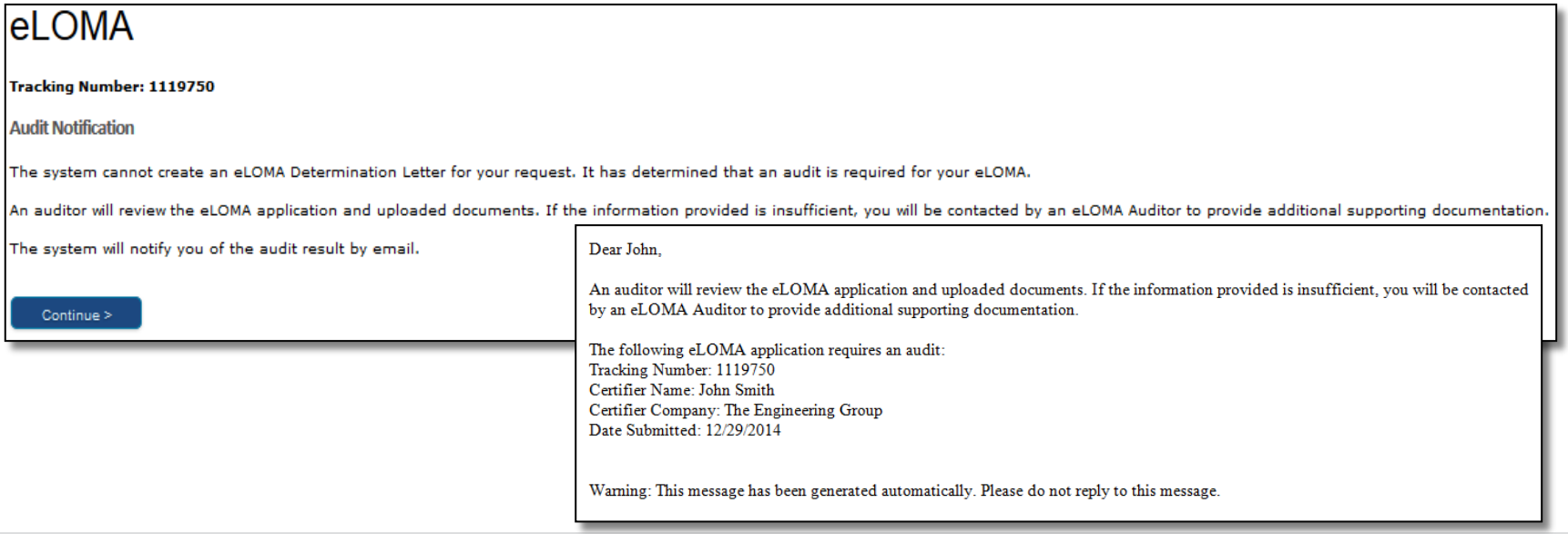
- Select the **Generate Final Determination** hyperlink action item
- Print or email the Final Determination PDF to interested parties
- Select **Continue**



Generate an eLOMA Determination Letter- Application Audited

2. Application is flagged for an audit

- You will receive an audit notification from the eLOMA system and an email stating a Final eLOMA Determination Letter cannot be created at that time and requires further review by an Auditor
- Once reviewed by an Auditor, another email may be sent to you requesting additional supporting documentation and to upload within the eLOMA tool



Audit In Progress

- Applications flagged for an audit, will have an **Audit in Progress** status on the your Work Item List
  - You may still **View/Print** the Draft Determination Draft Cover Letter & Determination Letter PDF
  - No Action will display at this time

Tracking Number	Case Number	Status	Determination Outcomes	State	County	Community	View/Print	Action
1119755	15-03-0059A	Audit in Progress		VA	Virginia Beach City	VIRGINIA BEACH, CITY OF		

Audit In Progress: Requesting Additional Supporting Documentation

- You will receive an email requesting additional supporting documentation
  - Once logged into the tool, you will see an action to **Submit Requested Documents** with the application Case Number and an updated Audit Status, **Pending Action – Audit Approved**
  - Select the hyperlink to view and upload requested documents
  - Requested documents may only be uploaded into the tool and not by responding to received email notifications

Dear John,

An Auditor has requested Supporting Documentation for your eLOMA application 15-03-0054A.

To view what documentation has been requested and to perform these uploads:

1.Log into the eLOMA tool from the MIP
2.In your Work Item List, click the 'Requested' link (in the "Action" column) for the specified eLOMA Application

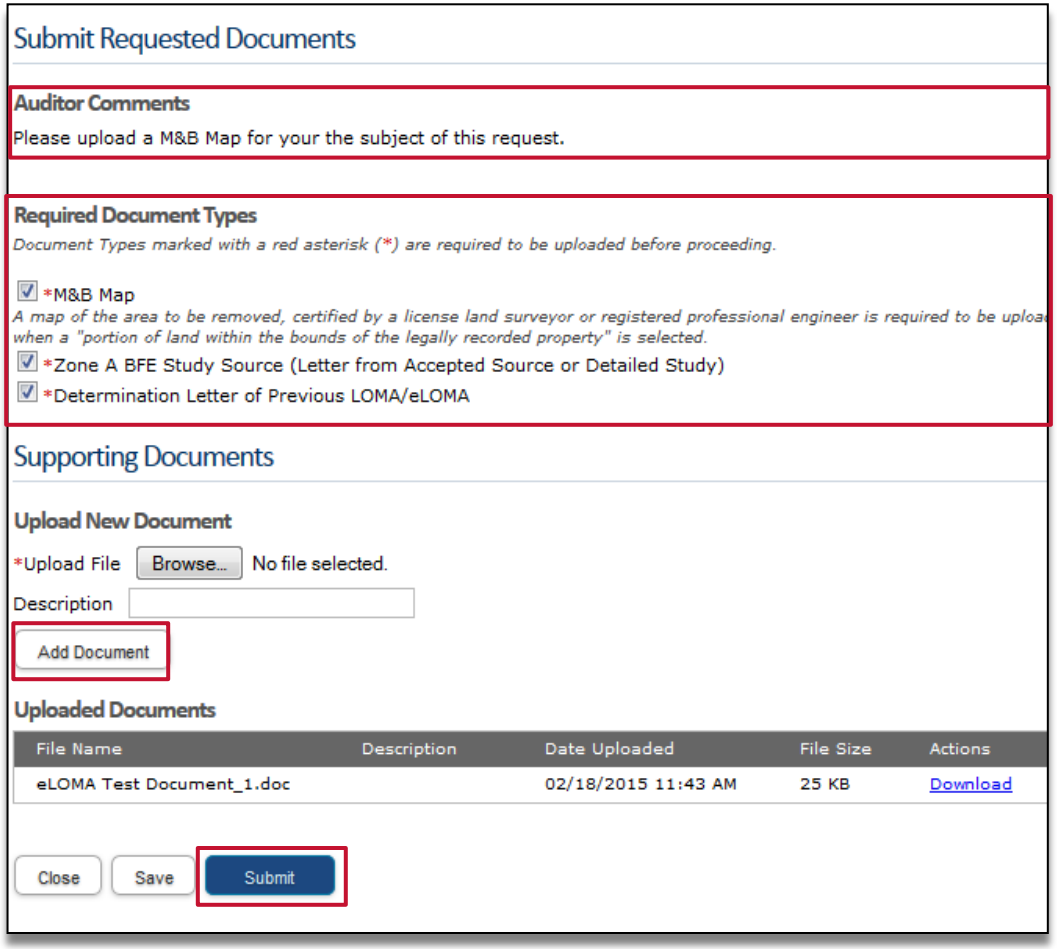
If you face an issues related viewing the uploaded information, please contact the MIP Help Desk at miphelp@riskmapcds.com.

This message has been generated

Tracking Number	Case Number	Status	Determination Outcomes	State	County	Community	View/Print	Action
1119776	15-03-0075A	Pending Action - Audit Approved		VA	Falls Church City	FALLS CHURCH, CITY OF		Submit Requested Documents for 15-03-0075A

Audit In Progress: Requesting Additional Supporting Documentation

- Hyperlink will open to the **Upload Files** page
- **Auditor Comments** will display on top of page
- Select all **Required Document Types** the Auditor requested
- Upload additional **Supporting Documents** and **Add Document**
  - Previously uploaded files cannot be deleted
- Select **Submit**



Audit In Progress: Requesting Additional Supporting Documentation

- You will receive a confirmation email for submitting the requested documents
- If additional supporting documents are needed, you will be notified via email

Dear John,

An auditor will review the eLOMA application and uploaded documents. If the information provided is insufficient, you will be contacted by an eLOMA Auditor to provide additional supporting documentation.

The following eLOMA application requires an audit:
Tracking Number: 1119744
Certifier Name: John Smith
Certifier Company: The Engineering Group
Date Submitted: 01/19/2015

Warning: This message has been generated automatically. Please do not reply to this message.

Audit Complete

- If approved, you will receive an email stating the audit is complete and the Final Determination can be retrieved within the eLOMA tool, along with comments from the Auditor

Dear John,

Your eLOMA application has passed its audit. You may resume the application and generate a Letter of Determination.

Tracking Number: 1119865
Certifier Name: John Smith
Certifier Company: The Engineering Group
Certifier User Name: John Smith
Date Submitted: 02/18/2015

Approval Comments: Please include a copy of the M&B map for requests that contain a portion of land within the bounds of legally recorded property.

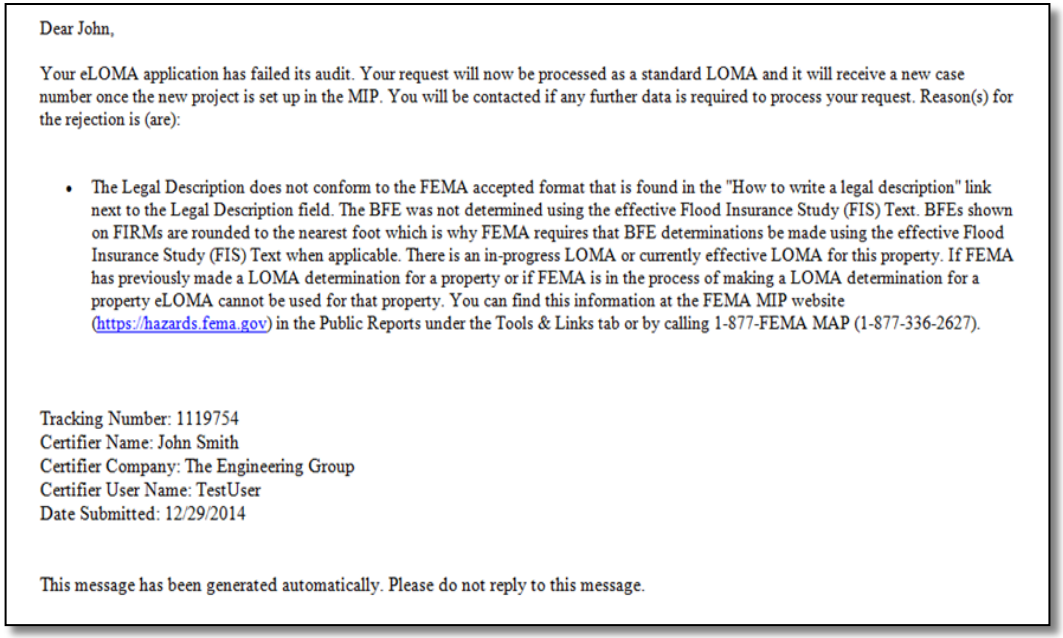
This message has been generated automatically. Please do not reply to this message.

- Once logged in the tool, select **Generate Final Determination**

Tracking Number	Case Number	Status	Determination Outcomes	State	County	Community	View/Print	Action
1119755	15-03-0059A	Pending Action - Audit Approved		VA	Virginia Beach City	VIRGINIA BEACH, CITY OF		Generate Final Determination for 15-03-0059A

Audit Rejected

- You will receive an email stating the audit failed and rejection reason(s)
- You will not have to re-submit their application package, the request will be processed as a standard LOMA and will receive a new case number
  - A FEMA LOMA representative will be in contact if additional information is needed to process the request



Dear John,

Your eLOMA application has failed its audit. Your request will now be processed as a standard LOMA and it will receive a new case number once the new project is set up in the MIP. You will be contacted if any further data is required to process your request. Reason(s) for the rejection is (are):

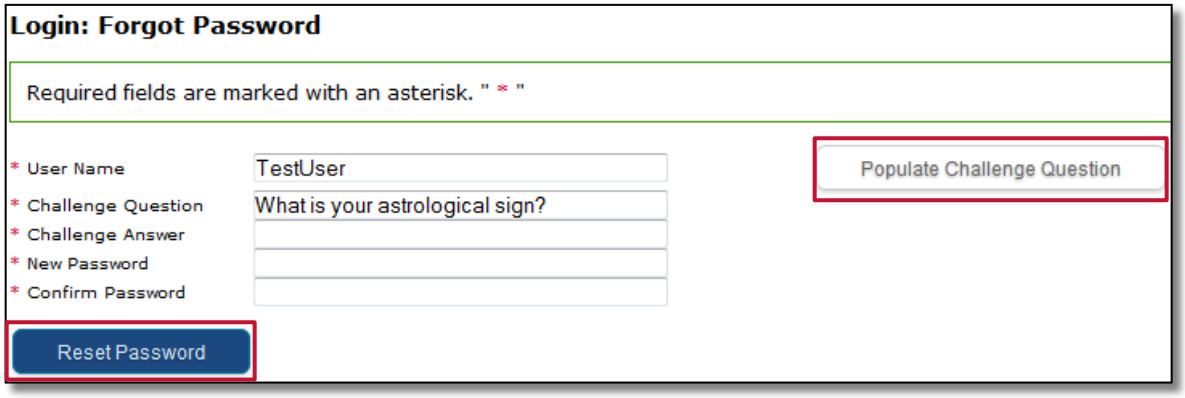
- The Legal Description does not conform to the FEMA accepted format that is found in the "How to write a legal description" link next to the Legal Description field. The BFE was not determined using the effective Flood Insurance Study (FIS) Text. BFEs shown on FIRMs are rounded to the nearest foot which is why FEMA requires that BFE determinations be made using the effective Flood Insurance Study (FIS) Text when applicable. There is an in-progress LOMA or currently effective LOMA for this property. If FEMA has previously made a LOMA determination for a property or if FEMA is in the process of making a LOMA determination for a property eLOMA cannot be used for that property. You can find this information at the FEMA MIP website (https://hazards.fema.gov) in the Public Reports under the Tools & Links tab or by calling 1-877-FEMA MAP (1-877-336-2627).

Tracking Number: 1119754
Certifier Name: John Smith
Certifier Company: The Engineering Group
Certifier User Name: TestUser
Date Submitted: 12/29/2014

This message has been generated automatically. Please do not reply to this message.

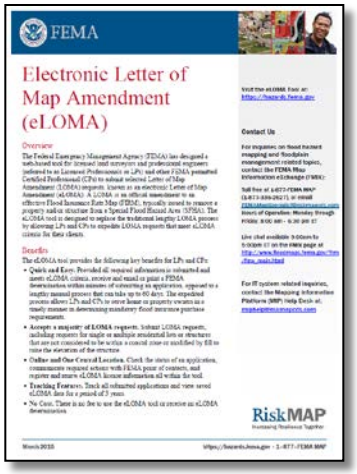
Reset Password

- Navigate to the **Log In** page and select **Forgot Password**
- Enter in **User Name** and select **Populate Challenge Question** and enter in **Challenge Answer**
- Enter in **New Password** and confirm
- Select **Reset Password**
- You will receive an email confirmation of reset password



Additional Resources and Help Desk Information

- For more information on eLOMA, visit the following user resources:
  - Frequently Asked Questions (FAQ) Page
  - Webpage
  - Factsheet on the FEMA Library
- For Help Desk support, contact:
  - A FEMA Map Information eXchange (FMIX) Map Specialist for flood hazard mapping/floodplain management related inquiries, including understanding Elevation Certificates and BFE calculations
    - Call (1-877) FEMA MAP (1-877-336-2627) Monday-Friday, 8:00am- 6:30pm (EST)
    - Email FEMAMapSpecialist@riskmapcds.com
    - Chat with a Map Specialist Monday-Friday, 9:00am- 5:00pm (EST)
  - The MIP Help Desk at miphelp@riskmapcds.com for system related inquiries, including help logging into the eLOMA tool


FEMA

Electronic Letter of Map Amendment (eLOMA)

RiskMAP

FEMA