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# ENVIRONMENTAL ORDERS PROCEDURE TRAINING

**Basic System Understanding** 

## **FICRAS Goal**

Manage the Appraisal & Evaluation order/receipt/review process efficiently -and-Promote Regulatory Compliant Practices and Risk Management in Real Estate Secured Lending

**FICRAS = Financial Institution Complete Risk Aversion Solution** 

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## PART I: ORDER ENVIRONMENTAL THROUGH FICRAS APPRAISAL/EVAL ORDER

Log Into the System: www.FICRAS.com

Select: LOG-IN/SIGN-IN (top right) Select: "Lender/ARD" radio button Type: your e-mail Type: your password

Login Type:	O Lender/ARD O Appraiser	
Login Email:		
Password:		
	Login	

Select "Your current Orders" from the left side bar menu. Select "View" to open a current order.

FICRAS						W	ELCOME BELLA (LENDER.BEL	LA@COX.NET) LOG
Lender Services <	Archived Orders Search Orders From All Users	(fast) Browse Orders from all users	s (slow)					
Your Profile Order Services Your Current Orders	My Current Orders Pending Orders (Dra	ft)						
Search All Orders	The ARD has requested you selec	t the desired bid proposa	l for the following proj	jects:				
Appraisal & Eval Search	ID Requested Project Name	Project Type	Borrower	Property Type	Current Status	Assigned	To Latest Activity	
Add Ext. Appraisal	140031 2018-12-13 Mass Office	Commercial Appraisal	Mr. Borrower	Office	Bid Selection Requested	Bella ARE	2019-12-12	Select Bid
Environmental Services	The ARD has rejected the following	ng orders:						
ystem Training	ID Project Name	Project Type	Borrower Stree	et Address	Submission Status	Last Updated		
	162047 residential maryland	Residential Appraisal	Mr. Borrower 1234	First Street	Rejected	2019-04-19	View / Edit / Resubmit	Delete
Loan Officer Procedure Training (PDF)	Current Orders:							
	Data Search: All Columns 🗸						Print This Report	oort To Excel   rese
	ID Requested Project Name	Project Type Borrower	Property Type	Street Address	Closing Date Project Status	To Activity	gagement Status Date	Revie ed?
FICRAS System Questions	232490 2019-12- 16 House with Env	Residential Appraisal Mr. Borrower	Single Family Residential - Detached	1508 Heatherview Court	12/31/2019 New Project	Unassigned 2019-12- 16		No View Chang

Next, select the "Order New Environmental Report" button to initiate the order of an environmental report.



Once selected, the request will prefill with the property information. Select the "Next" button or the "Verify Coordinates" tab.

Order New Environm	nental Report	
Select Location	ordinates Select Report	
Project / Location D	Data	
Select Site ID:232490	1508 Heatherview Court Baton Rouge East Baton Rouge Louisi	ana 70815
Project Name	House with Env	
Site ID	232490	
Site Address	1508 Heatherview Court	
Site City	Baton Rouge	
Site State	Louisiana	select here to proceed or the next tab
etc. 191	70815	
Site Zip		

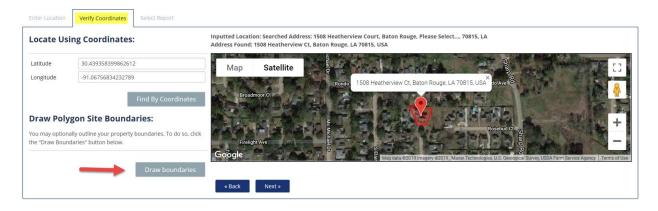
Change to Satellite Image - If you wish to view the map in Satellite, select the "Satellite" option on the map. You can zoom in and out for a better view. Select the "Pegman" and drop where you want to see a street view. Hold your cursor down to move map.

Enter Location	Verify Coordinates Select Report					
Locate Us	ing Coordinates:	Inputted Location: Searched Address: Address Found: 1508 Heatherview Ct,		ouge, Please Select, 70815, LA		
Latitude	30.4393954	Map Satellite	select to change map view	210	drag to location to open street view	[]
Longitude	-91.06758980000001 Find By Coordinates	Broadmoor Ct	Rondo 1508 Heatherview	Ct, Baton Rouge, LA 70815, USA	do Ave a zoom in an out	Belli
You may option	rgon Site Boundaries: hally outline your property boundaries. To do so, click hdaries" button below.		Mc Michae		Rosebud Ct Shar	+
	Draw boundaries	«Back Next.»	of Dr		App data ©2019	Google Terms of Use



Move the Marker – if the location marker is not in the correct area, click on the marker and drag it to the correct location.

Draw Boundaries – If you wish to locate the marker in the center of drawn boundaries, select the "Draw Boundaries" button and outline the desired property area by clicking on each property corner and moving your mouse the direction of the boundaries clockwise or counter clockwise.



Select "Next" to move to the next tab, "Select Report".

On this tab, you select the QuickAlert Report type you wish to order. These auto-generated reports are based upon published environmental data and the results are not viewed by an environmental professional.

- QuickAlert Report Provides a map and count of identified potential sites of concern within 1/8 mile of the placed marker.
- QuickAlert Plus Report Provides a map with basic site information about identified potential sites of concern within 1/8<sup>th</sup> mile of the placed marker, provides expanded information on each map tag, and provides a preliminary risk estimate.

You must indicate a Cost Center in order to process the order. This can be either entered or selected from a dropdown (available if your administrator has provided a dropdown list).

Additional Fees – if your institution includes additional fees, these can be indicated on the "Select Report" tab and included as part of the invoice fee for environmental.



Prov	kAlert Plus		ofic	entified potential s	sites of concern within 1/8 mile of the subject property.
	ides a map wi	th basic	site	nformation about	identified potential sites of concern within 1/8 mile of the subject property with a preliminary risk estimate.
elect C	ost Cente	er (GL	#)	or This Repo	ort
		,			
				Se	lect GL Number
				50	
dditio	nal Bank	Fees			
laaneno	nur bunn				
lease en	ter the fee an	nountis	to	oass through to ti	he barrawer.
Please S		$\overline{\mathbf{v}}$	\$	-	
Flease a	elect	× )	\$	U	
Please S	elect	$\sim$	\$	0	0
order (	omment	-			
	omment:		2010	lost losts utilons	or details you wish to send along with your order.

**Results:** 

- Report Delivered you will be able to immediately review the environmental report
- Delayed Report Delivery QuickAlert Plus report will be delivered within 1-3 days of placing the order. This is for market areas or properties that require additional information by MapPro to process.

You will be able to view the report as a pdf upload. The interactive map is also viewable by selecting the "View Map" link. You can also set monitoring by selecting the "Set Monitoring" link. (see Part IV)

Proje	ct <mark>File</mark>	S	(	View Report	View interactive map		se	
File ID	Entered By	Date Added	File Type	File Name	Description	Modify		oring
232507	Bella Lender	2019-12- 16	MapPro Document	View Environmental Report #232506	MapPro QuickAlertPlus	View Map Set Monitor	ing	Delete
							Ado	d File



#### **Invoice for Environmental Report**

When an Environmental Report is ordered through an Appraisal/Eval order, the invoice is immediately produced and displayed in the "View" of the project at the bottom under the heading "Invoicing". This works similar to the invoice for an appraisal/eval service, with two types of invoices available for shipping.

- 1. Itemized Invoice to ship to accounting FICRAS bills all MapPro fees within the monthly FICRAS invoice, then distributes to MapPro allocated fees.
- 2. Total Invoice to ship/deliver to the borrower for reimbursement

Invoicir	g							
Invoice #	Submitted On	Submitted By	Vendor Fee	Adjustments	Invoice Total	Payment Status	Invoice for Accounting	Invoice for Lender Use
232508	2019-12-16	Bella Lender	\$80.00	\$0.00	\$80.00	unknown	Itemized Invoice (accounting) Ship To	Total Invoice (lender) Ship To

At the bottom of each invoice is an audit trail of each time the invoice is shipped by the logged in user. Similar to the appraisal/eval invoice, the user can set the Collection Status.



# PART II: ORDER ENVIRONMENTAL OUTSIDE OF AN APPRAISAL/EVAL ORDER

Log Into the System: www.FICRAS.com

Select: LOG-IN/SIGN-IN (top right) Select: "Lender/ARD" radio button Type: your e-mail Type: your password

FICRAS Login		
Login Type:	O Lender/ARD O Appraiser	
Login Email:		
Password:		
	Login	

#### Select Lender Services, Environmental Services



#### Select "Order Env Study" from the left side bar menu.





## Enter the Property Location: Address, City and State entry fields are required.

Please enter the address	of the parcel you wish to search	
Site Address*		
Site City*		
Site State*	Please Select	$\sim$
Site Zip		
Site County		

#### Select "Next" and Verify the Coordinates

Enter Location	Verify Coordinates	Select Report		
Locate Usi	ing Coordinates:		Inputted Location: Searched Address: Address Found: 1508 Heatherview Ct,	1508 Heatherview Court. Baton Rouge, Please Select, 70815, LA Baton Rouge, LA 70815, USA
Latitude	30.4393954		Map Satellite	
Longitude	-91.06758980000001			Sharp of
You may optiona	gon Site Bounda	Find By Coordinates rries: boundaries. To do so, click Draw boundaries	Broadmoor Ct	Rondo 1508 Heatherview Ct, Baton Rouge, LA 70815, USA <sup>®</sup> do Ave <sup>®</sup> Bella Rosebud Ct g y Map data 62019 Google Terms of Use
		Draw boundaries	« Back Next »	

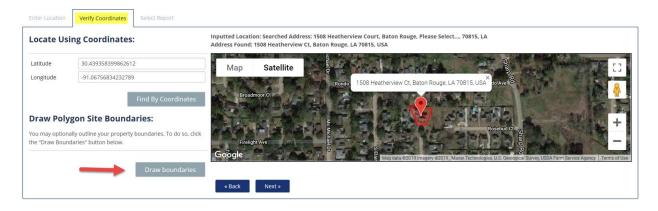
Change to Satellite view - If you wish to view the map in Satellite, select the "Satellite" option on the map. You can zoom in and out for a better view. Select the "Pegman" and drop where you want to see a street view. Hold your cursor down to move map.

Enter Location	Verify Coordinates Select Report				
Locate Us	ing Coordinates:	Inputted Location: Searched Address: Address Found: 1508 Heatherview Ct,		uge, Please Select, 70815, LA	
Latitude	30.4393954	Map Satellite	select to change map view	dri	ag to location to open street view
Longitude	-91.06758980000001	an an an a	3	×	in the second se
	Find By Coordinates	Broadmoor Ct	Rondo 1508 Heatherview C	it, Baton Rouge, LA 70815, USA do Avi	e 2 Zoom in an out Bella
Draw Poly	gon Site Boundaries:	*********			+
	ally outline your property boundaries. To do so, click daries" button below.	Google <sup>Eirelight Ave</sup>	Mc Michae	Rosebu	ed Ct Sharp
	Draw boundaries	Google	S S		Map data ©2019 Google Terms of Use
		« Back Next »			



Move the Marker – if the location marker is not in the correct area, click on the marker and drag it to the correct location.

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- QuickAlert Plus Report Provides a map with basic site information about identified potential sites of concern within 1/8<sup>th</sup> mile of the placed marker, provides expanded information on each map tag, and provides a preliminary risk estimate.

You must indicate a Cost Center in order to process the order. This can be either entered or selected from a dropdown (available if your administrator has provided a dropdown list).

Additional Fees – if your institution includes additional fees, these can be indicated on the "Select Report" tab and included as part of the invoice fee for environmental.



					Report Type / Description
	QuickAlert Rep		ofic	dentified notent	tial sites of concern within 1/8 mile of the subject property.
) (	QuickAlert Plus				out identified potential sites of concern within 1/8 mile of the subject property with a preliminary risk estimate.
lec	t Cost Cen	ter (GL	#)	For This Re	eport
					Select GL Number
					Select OF Multiper
ddi	tional Ban	k Fees			
lease	enter the fee	amount(s	) to	pass through t	to the borrower.
Pleas	e Select	~	\$	0	0
		$\sim$	\$		
Dloop	e Select				0

**Results:** 

- Report Delivered you will be able to immediately review the report
- Delayed Report Delivery QuickAlert Plus report will be delivered within 1-3 days of placing the order. This is for market areas or properties that require additional information by MapPro to process.

#### **Report Delivered**

Select the "View Environmental Report" button to view your returned report.

-	View Environmental Report
	Order Another Environmental Report
	Return to your HomePage

On this "view" you will see:

- Interactive Environmental Map
- Order Data Information
- Post Message button
- View Report button
- Upgrade button (if initial report was a QuickAlert, select this button to upgrade report to a QuickAlert Plus. Your prior fee will be absorbed into the new report fee.)



Financial Institution Complete Risk Aversion Solution

Manage		×
Order Data	<b>Environmental Map</b>	
Project Name Site Location: 1508 Heatherview Court, Baton Rouge, Louisi Geo Code: 30.44 , -91.07 Report Ordered: QuickAlert	- x	
Report Status: Complete View QuickA	lert Report Browning Drive	
Upgrade to QuickAlert Plus		a click on map tag to view details
Message MapPro/Ficras your questions/issues for this project	Rondo Avenue	
Post Message	C Heatherview Court South Eane Drive	Rosebank Avenue Rosebank Avenue
Turn map tags on and off	Classique Drive	Leaflet   © OpenStreetMap contributors
	Subject Property	derate

#### Interactive Environmental Map Display

View details of each map tag by clicking on the map tag Select/hide map tag categories by clicking on the category below the map Move map around with cursor, zoom in and out

#### **Order Data Provides**

Site location Geo Code Report Type Ordered Report Status

### Messaging

Post a message to MapPro regarding the project.

#### **View Report Button**

Select the button to view the environmental report. Print/Save as PDF

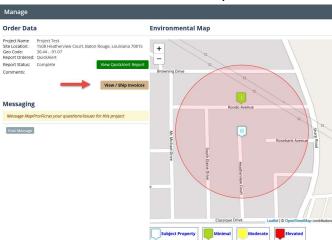
#### Upgrade to QuickAlert Plus button

Select to upgrade the current QuickAlert Report to a QuickAlert Plus report. The QuickAlert Fee will be absorbed into the Quick Alert Plus fee.



#### Invoicing an order through Environmental Services (not through an appraisal/eval order)

The invoice for an environmental service is created based upon the Product Ordered and the Property. Because no "borrower" is identified and no appraisal order was created, the invoice is based upon the information gathered for the environmental property. This invoice can be viewed from within the Environmental View,



#### Or through "Browse Env Orders".

Return To FICRAS         Order/D         Project I/D         Received         From         Project Name         MapPro Report Type         Street Address         Current Status         Messages         Monitoring           Order Env Study         23224         0         2019-12-16         Bella Lender         QuickAlert         1508 Headherview Court Batton Rouge, Louisians 70815         Report Delivered         0         Nor Available         Manges	Invoic
Order Env Study 232224 0 2019-12-16 Bella Lender QuickAlert Baton Rouge, Louistana 70815 Report Delivered 0 Not Available Manage	
	irchive Invoic
Search Env Orgers	
Monitoring Reports	

This invoice is created for the lending team to ship to the borrower for reimbursement or for accounting. To change the invoice from compiled to itemized, select the Invoice Type in the dropdown.



Invoicing		(	8
	Edit/Adjust Invoice	Print This Invoice Export To MS Word	
Cost Center (GL#): 1234 Ordering Officer: Bella ARD Branch Name: Test Branch Project Name: Borrower:	INVOICE	Bella Financial test bank address test bank city Louisiana 70815	
Order Date Product Ordered 2019-12-17 09:54:27 QuickAlert Environmental Doort (1508	i Heatherview Court)	Total Fee	
To deliver the above Please Select Itemized (for accounting) Simplified (combined fee)	fill in recipient below: Ship To Email:	Ship Invoice Cancel	
Please enter any final instructions or information in the s	pace below.		
SENT BY       SENT TO NAME         No Items To Display	SENT TO EMAIL	SENT ON	
Invoicing			8
	Edit/Adjust Invoice	Print This Invoice Export To MS Word	
Cost Center (GL#): 1 Ordering Officer: Bella Lender Branch Name: Test Branch	INVOICE	Bella Financia test bank addres test bank city Louisiana 7081!	s
Order Date Product Ordered 2019-12-16 09:23:49 QuickAlert Environmental Report (1508	8 Heatherview Court)	Total Fee	
To deliver the above invoice via email, Ship To Name:	, fill in recipient below: Ship To Email:		
enter borrower's name	borrower@email.com	× Ship Invoice Cancel	
Please enter any final instructions or information in the	space below.		
		ail of shipped	
	invoices f	ion each user	
Previous Invoice Mailings	invoices f	ion each user	

Any fees added by the bank will be added to the MapPro fee equating to a single Environmental Order fee.



## Edit/Adjust Invoice

The lending team can include bank fees and can adjust the invoice as presented by selecting the "Edit/Adjust Invoice" button on the Manage project view.

nvoicing			
		Edit/Adjust Invoice	Print This Invoice Export To MS Word
Cost Center (GL#): ( Ordering Officer: B		INVOICE	Bella Financial test bank address
Branch Name: Test			test bank city Louisiana 70815
Order Date	Product Ordered		Total Fee
2019-12-16 11:35:22	QuickAlert Environmental Report (1508 Heatherview Court)		

Please wait while	we	pro	ess your request	8
Borrower Name			Mr. Borrower	
Project Name			Project Test	×
Select Cost Center (GL	#) Fo	or Th	Report	
CC324-GL123			Select GL Number	
ADDITIONAL BANK	FEES	s		
Please enter the fee amoun	t(s) to	pass	brough to the borrower.	
Internal Processing Fee	\$	25	25	
Please Select V	\$	0	D	
Order Comments Use the box below to includ	le any	final	structions or details you wish to send along with your order.	



# PART III: ATTACHING AN ENVIRONMENTAL REPORT TO A FICRAS APPRAISAL/EVALUATION ORDER

#### Select "Order Services" from the left side bar menu.

FICRAS		
Lender Services	<	Order Services
Order Services		Residential Valuation & Review Services
Your Current Orders		This option is specifically designed for expediting the ordering of valuation services for 1 to 4 family residential properties and vacant residential lots.
Search All Orders Appraisal & Eval Search		Order Residential Appraisal Order Residential Evaluation
Add Ext. Appraisal Environmental Services		Commercial Valuation & Review Services This option is adapted to process commercial valuation service orders for all non-residential property types (other than 1-4 Family Residential). This
System Training		project management system can process multiple subject properties that may be included in a single project.
Loan Officer Procedure Training (PDF)		Order Commercial Appraisal Order Commercial Evaluation
		Other Services
		This option is adapted to provide services where clients require strict regulatory separation from the appraisal management process and wish to give control to a qualified professional who has specialized expertise in valuation service management on behalf of the client.
		Order Appraisal Review Services Order An Appraisal Validity Check Order A Final Inspection
FICRAS System Question:	s	

Select the type of order you want to initiate.

#### **Appraisal and Evaluation Orders**

Initiate the order. When you select the "Submit Your Order" button on the last tab you will be directed to the upload section. When you proceed to the next section you will see a button to prompt you to "Attach Existing Environmental Report".

Create A Pr	oject Step 2: Attach	Files & Environmental Reports	(OPTIONAL)				
File ID	Entered By	Date Added	File Type	File Name	Description	Modify	Delete
The second second		Date Added	rile Type	riename	Description	Modily	Delete
No Items To Dis	play						
Add File							
Attach Ex	tisting Environmental Re	eport designed					
Create A Dr	ainst Stop 2: Attach	Additional Davidel(a) (ODTIONA					
		Additional Parcel(s) (OPTIONA	L)				
The property sh	own below is listed as the p	rimary property for this project.					
Tax ID/APN	Property	/ Туре	s	treet Address	City / Municipality		
	Single Fam	illy Residential - Detached	1	508 Heatherview Court	Baton Rouge		Edit Order
If additional are	porting are to be considered	d as part of this project, you may add the	m heleuu				
in additional pro	percies are to be considere	a as part of this project, you may add the	III DEIOW.				
Add A Pa	rcol						
AddiAira	reer						
							Finish / Review Order

Once selected, the request will prefill with the property information. Select the "Search Existing Orders" button to search for previuosly run environmental reports.



Search Criteria Search	Results	
Search Type: O	Match All Fields	
Site Address	1508 Heatherview Court	
Site City	Baton Rouge	
Site State	Louisiana	
Site Zip	70815	
Site County	East Baton Rouge	

Look for the 100% match and select "Attach Report".

Attach Exi	sting En	vironment	al Report				8
Search Criteri	a Search	Results					
Data Search:	All Columns	5	~		Exp	ioi To Exce	reset
% ORDER ID	ENTERED BY	DATE ORDERED	PRODUCT ORDERED	ADDRESS	ORDER STATUS	VIEW REP. 77	ATTACH REPORT
100% 196430	Bella ARD	2019-08-23	QuickAlert Plus	1508 Heatherview Court Baton Rouge East Baton Rouge Louisiana 70815	Complete	View Report	Attach Report

This will now appear just like any other file attachment to an order. If this is done in error you can always delete the file, initiate a new search and attach again from the "View" of the order. Anyone that now views the order will see the Environmental Report attached.

Select the "Finish/Review Order" button and you are done!



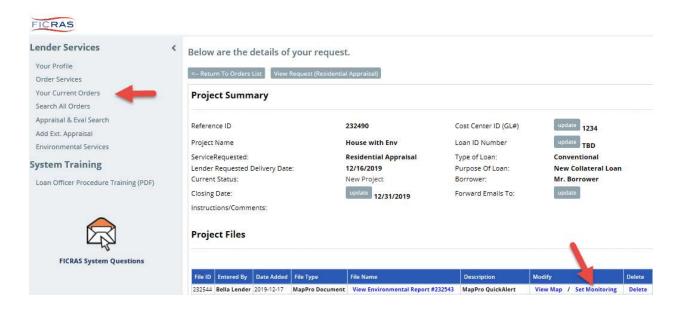
## PART IV: ENVIRONMENTAL REPORT MONITORING

FICRAS enables each user to determine the interval for monitoring a received Environmental QuickAlert or QuickAlert Plus report.

Setting Monitoring from received report attached to an appraisal or evaluation

To set the monitoring interval through an Environmental Report ordered within an Appraisal or Evaluation project, log into FICRAS, go to Current Orders and "View" the project.

In the Project Files you will see the attached Environmental Report. Select "Set Monitoring" to determine the interval you wish to run an update of the QuickAlert report. There is a unit order cost associated with this interval run.





#### The choices associated with "Set Monitoring" include

Set Monitoring		
Please select a monit	torin <mark>g</mark> frequen	cy for this report:
Reports will be delivered:	Choose Type	
	On Demand	
232490	Quarterly Semi-Annual	ist Center ID (GL#)

The "Quarterly", "Semi-Annual" and "Annual" settings will auto run at these intervals. "On Demand" will only run when you initiate same. The return of the Monitoring Reports is from within the Environmental Services Menu (left side bar), Monitoring link. Your monitoring selection is recorded here.



#### Setting Monitoring from received report through Environmental Services

To set the monitoring interval for an Environmental Report ordered through Environmental Services, select the Environmental Services link (left side bar), select "Monitoring Reports" (left side bar). Find the previous report ordered and set the interval from the dropdown.

	Order ID	Project ID	Entered By	Date Ordered	Product Ordered	Street Address	City	State	Last Update	Total Changes	Last Activity	Note	Update Frequen
NA	232538		Bella Lender	2019-12-17	QuickAlert Plus	1508 Heatherview Court	Baton Rouge	Louisiana	-	0	2019-12-17		Choose Type
۱e	e inte	erval	choice	s inclu	de:								
		•	On	Dema	nd								
		-											
		•		arterly									
		•	Qu	arterly	,								
			Qu Ser	arterly ni-Ann	,								
		•	Qu Ser	arterly	,								
DW 2	25 🌩 entrie	•	Qu Ser	arterly ni-Ann	,	Excel Archive Repo	rt(s) Order On E	lemand Set H	igh Set Medium Set Lo	v Add Note		Search: h	eatherview
		ies	Qu Ser Ani	arterly ni-Ann nual	ual	L. L.	4				Last Activity	_	
	25  entrie Order ID 232538	•	Qu Ser	arterly ni-Ann	,	L. L.	rt(S) Order On D City Baton Rouge	iemand Set H State Louisiana	igh Set Medium Set Lot Last Update	V Add Note	Last Activity 2019-12-17	Notes	eathenriew Update Frequ Choose Type



#### **Ordering Monitoring Reports**

Once the interval of monitoring is set, the Quarterly, Semi-Annual and Annual will automatically run at their selected intervals. You will receive notifications prior to the auto-set date so that you can change selections prior to the auto-run.

Your tally of selections is always evident at the top of the Monitoring Reports table.



<u>On Demand</u> monitoring only occurs when you select the action button "Order On Demand" at the top of the "Monitoring Reports" table. At this point, any marked project will run a Monitoring Report and the associated fee is charged.

FICRAS									WELCOME BELLA (LENDER.BELLA@COX.NET) LOGO
Environmental Services Return To FICRAS Order Env Study Search Env Orders	Show 25 C entries	action buttons	X	7 selected for quarterly monitoring 5 selected for semi-annual monitoring 5 selected for enclarm unitoring Excel Archive Repartic Order On Demand Set High Set Medium Set Low Add Note				Check the box to order for an	
Monitoring Reports	Order ID Project ID	Entered By Date Ordered	Product Ordered	Street Address	City	State	Last Update	Total Changes	Lasure View Votes Update Frequency
Browse Env Orders	NA 232538	Bella Lender 2019-12-17	QuickAlert Plus	1508 Heatherview Court	Baton Rouge	Louisiana		Awaiting Report!	2019-12-17 Choose Type V

#### **Monitoring Report Action Buttons**

Excel – This button exports your monitoring report to excel
Archive Report(s) – This button sends any selected reports to archive and ends any monitoring
Order On Demand – This button initiates a Monitoring Order for any checked reports
Set High; Set Medium; Set Low – These buttons are Alert levels set by users for each project. You can do this individually for a project or use the check box to set alerts for multiple projects
Add Note – This button enables the user to post a note to a project

#### View Monitoring Reports

There are two different reports available for viewing.

Last Update – This report displays changes from the last report or monitoring report

**Total Changes** – This report displays changes from the initial run of the Environmental QuickAlert or QuickAlert Plus report.



As with any table, the Monitoring Reports table can be sorted by any column and any element can be searched!

**FICRAS Averts Risk** 

Welcome to FICRAS!