



# CREDIT TECHNOLOGIES, INC.<sup>®</sup>

## Ordering Flood Zone Determinations via the Internet

1. Log on to the Internet. Visit <http://www.credittechnologies.com>, from any page within the Credit Technologies Website, click on the "Access Flood" Icon
2. Enter your User name and Password, then click "**Log On**" If you have not established a flood account yet, visit [http://www.credittechnologies.com/flood\\_services\\_application.asp](http://www.credittechnologies.com/flood_services_application.asp)  
We can have you set up in a matter of hours.
3. At the Order form, you can request a determination by entering the requestor, customer name, property address, property type and all other pertinent information.

(Click "**Special Property**," if you think a Mapping Technician should look at this FZD to make a precise determination of the structure's location to surrounding flood zones. Then "**Submit**" getting a form for comments, legal description, APN Tax ID, appraiser or owner phone #s, Sec/Twnshp/Range, lot #, etc. to help the Technician.)

4. Then click the "**Submit**" button. At this time **please fax any additional information** (and write our Cert. ID # on the fax) about the property and its location (site survey, plat map, locator map, legal, appraisal, etc.) to **800-638-7329**.
5. The **SmartFlood FZD<sup>®</sup>** system scrubs the address to US Postal standards, and then reviews for an automated determination. Your FZD record will appear, showing either "Completed" or "Pending" status.
  - If "Completed", select "**Print FEMA Cert**" shown on the top left hand tool bar and then "**Click here to get FEMA Certificate**". The Certificate will appear on your screen, ready for printing through Adobe Acrobat. If you need it, click on "Get Acrobat Reader". At the Adobe site, select Reader.
  - If "Pending", the FZD has been sent to a Mapping Technician. Check back later and click on "**FZD Status**" at the top left.
6. Use "**FZD Status**" to check pending or Completed FZDs. Choose the types and dates of FZDs you want to see. Click the "Requery" button to update status. The FZDs you choose are displayed allowing you to print Certificates when Completed. A "Pending" FZD means a Mapping Technician is reviewing it, with delivery expected in 1-6 hours (24 hour maximum response). Your completed FZD is ready when you next log in or can be sent to you via fax or e-mail. Call 1-800-445-4922, ext. 3 to set up the best method for your business.

**If you have questions or problems, please contact us at 800-445-4922, or click on "Live Help" from any page at CreditTechnologies.com.**

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40480 Grand River Ave., Suite H  
Novi, Michigan 48375-2874  
Voice 248.473.7400 Fax 248.473.7405  
[www.CreditTechnologies.com](http://www.CreditTechnologies.com)