

InterFlood is the fastest, easiest way to get a flood map. All you have to do is type in an address to get a map. If you have WinTOTAL or TOTAL, we even give you one-click integration. Plus it's just pennies per map and nationwide.

However, many of us are skeptical in nature and we have those technical questions buzzing in our minds. So here's the top frequently asked questions appraisers have sent us. If your question isn't here, feel free to give us a call at 1-800-ALAMODE and we'll help you out.

### General Questions

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#### What areas of the country does InterFlood cover?

We have 100% up-to-date coverage of the entire U.S., its territories, and protectorates. If FEMA has a map for your area then we have a map for your area.

#### Where Does InterFlood get its data?

InterFlood flood maps are scanned from official FEMA paper flood maps at 400 dpi and digitally enhanced for computer use. No Q3 data is used.

#### What is Q3 data?

Many third party flood map providers only include "Q3" data for their maps. Q3 is digital flood data from FEMA that contains only certain features from the hard copy FEMA flood maps, meaning it is less detailed and accurate. It's also not updated. InterFlood provides everything you would find in the paper flood maps at high resolution and current. To learn more visit FEMA's page [here](#).

#### How much does InterFlood cost, how can I buy it?

[Click here](#) for the latest pricing information or to buy InterFlood, or call us at 800-252-6633 to speak with a representative.

#### Other than actual flood maps, what information does InterFlood provide?

InterFlood maps come with the census tract, map number, map panel number, map effective date, flood zone, standardized USPS address, county name, and community number for the property address you enter.

#### What type of computer or software is required to run InterFlood?

You can get InterFlood flood maps from any computer. All you need is an Internet connection and web browser.

#### How do I use InterFlood flood maps with my appraisal software?

In WinTOTAL Aurora just click **New Map** and in TOTAL simply click **Add Map** to begin pulling maps from InterFlood into your forms. Further instructions can be found [here](#). For other appraisal software specific instructions may vary, but typically the basic process works like this:

1. Log into InterFlood and look up the appropriate flood map for your property.
2. Right-click the flood map and choose **Copy** from the menu that appears.
3. In your appraisal software, **Paste** the image into a map or flood map form. (In some software, there is an "Insert from Clipboard" feature you can use instead of simply using the Windows Copy feature.)

Regardless, it's extremely easy.

#### Can I save or print a flood map?

Yes. To save a flood map, simply right-click the map, select **Save Picture As...** and type in the file name which you wish to save the map. To print a flood map, simply right-click the map and select **Print Picture...** then click the Print button in the Print window.

#### Can I get InterFlood on CD?

No. We don't offer InterFlood on CD because Internet mapping is more convenient in several ways:

- Internet mapping is much more up to date than CD mapping.

- FEMA flood maps change constantly. In turn, CDs may be out of date the day they are shipped, where as InterFlood always has the most current maps made available.
- CDs don't geocode your property and automatically place your subject on the correct map. InterFlood does.
- With CDs there are usually fees per state or per county. Those additional fees aren't necessary with online mapping.

#### I'm in a rural area and there's no address, will it find a map for me?

Yes. Through InterFlood you can enter geographical coordinates to find a map. So, if you have a GPS device you should be able to get the longitude and latitude for the location. And, the subject can be manually placed on a map.

### Technical Questions

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#### Why does InterFlood show more than one map for my property?

This happens when FEMA produces flood maps that overlap or when a property is close to the boundary of a map. Properties near the boundary of a flood map may actually be on an adjoining flood map due to inaccuracies in the geocoding methods used to determine property locations. Look at each of the maps and decide which one you want to use.

#### Why is my property in the wrong place on the location map?

Geocoding software can sometimes produce property geocoordinates that are inaccurate to a distance of 500 ft. This inaccuracy is actually very small when you consider

the irregularity of property shapes, street placement, block numbering, etc. InterFlood shows you the geocoded property placement on a location map so you can verify that the property was properly geocoded. If your property is in the wrong location, simply click the map to adjust the property placement.

### **What is an “Exact Match” or “Zip Code Fallback” geocode result?**

An “Exact Match” means that InterFlood found exact geocoordinates (latitude and longitude) for the property address you entered. A “Zip Code Fallback” means that InterFlood was unable to find the geocoordinates for the property address you entered but did find geocoordinates for the property zip code. When this happens, InterFlood marks the center of the zip code area on the location map. You can then simply click the correct location on the map to place your property exactly.

### **Why doesn’t InterFlood find a flood map for my property?**

Some communities do not participate in the FEMA flood mapping program. InterFlood automatically logs any property locations for which no flood maps were found. These logs are then sent to our data provider, FloodSource, for resolution of any problems which may have prevented InterFlood from providing a flood map.

### **Doesn’t my support membership with a la mode entitle me to flood maps?**

No. WinTOTAL Enterprise does include IDC data, which is flood and census data, but not actual flood maps. With WinTOTAL Enterprise and a Support Membership, you do receive Census Tract, FEMA Zone, Map Date, FEMA Map Number, FEMA Special Flood Hazard Area, and USPS standardized address in one mouse click, but flood maps are an optional service. Go to [interflood.com](http://interflood.com) to buy maps.

### **Where does InterFlood get the “Property” or “Prepared for” information?**

The “Prepared for” information is pulled in from the company name listed on your InterFlood account. The property information is the property’s address which was entered.

### **Why is my account debited when accessing maps I’ve already downloaded?**

Any time you enter the map information in the field to purchase a new map you will be debited, regardless of the fact that you have already downloaded that map. This is not a bug, and InterFlood is working as intended. To avoid being charged twice for a map you have already purchased, follow the directions below.

1. Point your browser to [www.interflood.com](http://www.interflood.com) and click InterFlood Login to log in to your account.
2. Click My Account. Your account information should display.
3. Under the InterFlood Contract History heading, choose the address of the previously accessed map. Your map will display, and you will not be charged for an additional map.

### **Why doesn’t my InterFlood data match the data I have at my office?**

In many cases, the reason the flood and census data doesn’t match is because it may be from the 1990 census. Our data typically matches the more up-to-date 2000 census information.

### **Can you explain flood zone definitions?**

When inspecting the flood map panels, a basic understanding of flood zone definitions is helpful. For example, Special Flood Hazard Areas (SFHAs) have a 1% or greater chance of being flooded in any given year. They are shown on the Flood Insurance Rate Maps with flood zone designations that begin with a letter A or V.

Under the law, federally regulated lenders must require borrowers with buildings that are located in these zones to purchase and maintain flood insurance. To learn more about specific designations [click here](#).

### **Why do I get a “Parameter is Incorrect” error when getting a flood map?**

This problem is caused by machines running older versions of Internet Explorer. To resolve the problem, simply download the latest version of IE.

To download the latest version of Internet Explorer [click here](#).

### **Why does my flood map not show color in the flood zones?**

There are over 114,000 flood maps in existence, the majority of which have flood zones colorized. However, some FEMA maps have complex shading features making colorizing algorithms more difficult to apply. These complex maps require manual manipulation to add color which takes more time to accomplish. This will result in some of your flood maps being displayed in black and white instead of the color that you selected.

Also, when using the [interflood.com](http://interflood.com) site, only Internet Explorer allows for the colorizing option. If using another browser, simply switch to IE.