# Table of Contents

List of Exhibits ............................................................................................................. iii
Revision Log .................................................................................................................. v

1 Submitting a Request ............................................................................................. 6
   1.1 Create Request – Steps ................................................................................... 6
   1.1.1 Create Request Form ............................................................................... 7
   1.1.2 Preview Request Page ............................................................................. 9
   1.1.3 Confirmation Page ................................................................................... 11

2 Registered Requesters .......................................................................................... 13
   2.1 Benefits of an Account ............................................................................... 13
   2.2 Account Creation ......................................................................................... 13
   2.3 Logging In .................................................................................................... 15
   2.4 Forgot Password ......................................................................................... 16
   2.5 View My FOIA Requests Dashboard ......................................................... 17

2.6 Registered Requester - Request Details Page ................................................ 18
   2.6.1 Modify Request Description ................................................................ 21
   2.6.2 Withdraw Request .................................................................................. 23
   2.6.3 Correspondence ...................................................................................... 24
   2.6.4 Pay.gov Payments ................................................................................ 25
   2.6.5 Appeal ...................................................................................................... 27

2.7 Edit Account ..................................................................................................... 33
   2.7.1 Change Password ................................................................................... 33

3 Searching ............................................................................................................... 35
   3.1 Quick Links .................................................................................................. 38
   3.1.1 Glossary .................................................................................................. 38
   3.1.2 FAQs ...................................................................................................... 39
   3.1.3 Resources ............................................................................................... 39
   3.1.4 About ..................................................................................................... 40

4 Reports ................................................................................................................. 41
   4.1 Report Criteria ............................................................................................. 41

4.2 Description of Public Reports ....................................................................... 43
   4.2.1 Requests .................................................................................................. 45
   4.2.2 Exemptions .............................................................................................. 45
   4.2.3 Appeals ................................................................................................... 45
<table>
<thead>
<tr>
<th>Section</th>
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<td>47</td>
</tr>
<tr>
<td>4.2.5</td>
<td>Administration</td>
<td>48</td>
</tr>
<tr>
<td>4.2.6</td>
<td>Backlog</td>
<td>48</td>
</tr>
<tr>
<td>4.2.7</td>
<td>Consultations</td>
<td>48</td>
</tr>
<tr>
<td>4.2.8</td>
<td>Comparisons</td>
<td>48</td>
</tr>
</tbody>
</table>
List of Exhibits

Exhibit 1-1 FOIAonline Home Page - Make a Request .......................................................... 6
Exhibit 1-2 Guest Request Creation ....................................................................................... 7
Exhibit 1-3 Create Request Page ........................................................................................... 8
Exhibit 1-4 Preview Request Page ......................................................................................... 10
Exhibit 1-5 Request Confirmation Page ................................................................................ 11
Exhibit 1-6 Request Details Page - Submitted ........................................................................ 12
Exhibit 1-7 Contact Us Page ................................................................................................... 12
Exhibit 2-1 Home Page ........................................................................................................... 13
Exhibit 2-2 Create Request - Guest Submission Page .......................................................... 14
Exhibit 2-3 Create an Account Page ....................................................................................... 15
Exhibit 2-4 Account Confirmation Page ................................................................................ 15
Exhibit 2-5 Login Bar ............................................................................................................... 16
Exhibit 2-6 Privacy and Use Notice ....................................................................................... 16
Exhibit 2-7 Sign In Page ......................................................................................................... 16
Exhibit 2-8 Forgot Password Page ......................................................................................... 17
Exhibit 2-9 View My FOIA Requests Dashboard ................................................................. 17
Exhibit 2-10 New Correspondence ....................................................................................... 18
Exhibit 2-11 Awaiting Payment ............................................................................................. 18
Exhibit 2-12 Registered Requester - Request Details Page ................................................ 20
Exhibit 2-13 Modify this FOIA Request Action ................................................................. 21
Exhibit 2-14 Modify this FOIA Request Page ..................................................................... 22
Exhibit 2-15 Withdraw Request Action .............................................................................. 23
Exhibit 2-16 Withdraw Request Page .................................................................................. 23
Exhibit 2-17 Withdrawal Confirmation .............................................................................. 24
Exhibit 2-18 Unread Correspondence Icon ........................................................................ 24
Exhibit 2-19 Reply to Correspondence ............................................................................... 25
Exhibit 2-20 Pay on Pay.gov ............................................................................................... 26
Exhibit 2-21 Pay.gov Notification ....................................................................................... 26
Exhibit 2-22 Invoice Section ............................................................................................... 26
Exhibit 2-23 Appeal Existing Request Page ...................................................................... 28
Exhibit 2-24 Preview Appeal ............................................................................................... 29
Exhibit 2-25 Edit Appeal Button ......................................................................................... 30
Exhibit 2-26 Appeal Affirmations ......................................................................................... 30
Exhibit 2-27 Appeal Confirmation Page ................................................................. 31
Exhibit 2-28 Registered Requester - Appeal Details .............................................. 32
Exhibit 2-29 Edit Account ....................................................................................... 33
Exhibit 2-30 Change Password Action ................................................................. 33
Exhibit 2-31 Change Password Page .................................................................... 34
Exhibit 3-1 Search Bar ............................................................................................ 35
Exhibit 3-2 Search Page .......................................................................................... 36
Exhibit 3-3 Search Results ...................................................................................... 37
Exhibit 3-4 Search Results Excel Export ............................................................. 38
Exhibit 3-5 Glossary Page ....................................................................................... 38
Exhibit 3-6 FAQs Page ............................................................................................ 39
Exhibit 3-7 Resources Page .................................................................................... 39
Exhibit 3-8 About Page .......................................................................................... 40
Exhibit 4-1 Report Criteria ...................................................................................... 42
Exhibit 4-2 Public Report ......................................................................................... 44
Exhibit 4-3 Comparisons Report Dates ................................................................. 49
Revision Log

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<td>K.Cannava</td>
<td>3/06/2015</td>
</tr>
</tbody>
</table>


1 Submitting a Request

The public benefits from submitting FOIA requests to fewer government websites, tracking the status of requests, and searching and reviewing public requests and agency responses. Participating agencies benefit through storing FOIA requests and responses in a repository for reuse, and report generation.

Account creation is highly recommended. Please see section 2.1 Benefits of an Account for more information. Some agencies only release records online directly to the requester, meaning that you must have an account in order to receive releasable records online from some agencies.

To see the list of current agencies available to submit requests, navigate to the FAQs in FOIAonline (see section 3.1.2 FAQs).

1.1 Create Request – Steps

1. While on the FOIAonline Home page, press the Make a FOIA Request button, as shown in Exhibit 1-1.

Exhibit 1-1 FOIAonline Home Page - Make a Request

2. To create a request as a guest user, press the Continue as a Guest button to advance, as shown in Exhibit 1-2 Guest Request Creation.

   a. Continuing as a guest is only recommended if this is a one-time FOIA request submission. If you would like additional functionality and tracking (see 2.1 Benefits of an Account), then press the Create an Account button and submit a FOIA request as a registered requester.
1.1.1 Create Request Form

On this page (see Exhibit 1-3 Create Request Page), enter, at minimum, the required fields (distinguishable with an asterisk). If a fee waiver or expedited processing request is made, then the corresponding justification fields are required. Attach files to send along with the request by pressing the Select Files button to launch a popup which allows the user to select multiple files from the computer’s hard drive. Files display in a table in the Attach Supporting Files section, with a removal option.

3. Select an Agency to route the request.
   a. Some agencies require you to select a Sub-Agency for more direct routing of the request.
   b. If you need additional assistance, access the selected agency’s FOIA website using the link: [For more information, visit this agency’s FOIA website.]

4. Enter your Contact Information. If an email address is provided, then a system confirmation email is sent with the tracking number.
   a. Providing an email address also allows the agency user to correspond and send releasable documents via email.

5. Enter a numerical amount in the Will Pay Up To field for any possible fees incurred during FOIA processing.

6. Enter the Description regarding the records requested.
   a. Do NOT enter PII in your description. The agency will contact you directly if they need any additional information for processing.

7. Optional – If the requester has requested either a fee waiver and/or expedited processing, then switch the applicable drop-down menus to Yes. This will display a free text field for you to enter the requester’s justification.

8. Optional – Upload any supporting documents provided by the requester, which can include an electronic copy of the original request.

9. Press the Preview button to display the Preview page.
Exhibit 1-3 Create Request Page

Create Request

The Freedom of Information Act (FOIA) is a federal law that gives the public the right to make requests for federal agency records. Agencies may withhold information according to nine exemptions contained in the statute. The FOIA applies only to federal agencies. It does not apply to records held by Congress, the courts, or by state or local government agencies. Each state has its own public access laws that should be consulted for access to state and local records.

* indicates a required field.

Agency Selection

3. Agency: US Environmental Protection Agency
   Sub-Agency: Headquarters

If you are looking for information regarding a specific property, you may obtain this information immediately without filing a FOIA request by using the MyProperty portal, accessible at http://www.epa.gov/enviro/html/findproperty.html. For more information, visit this agency's FOIA website.

Contact Information

Prefix: [ ]
First Name: John
Middle Initial: [ ]
Last Name: Doe
Organization: [ ]
Email Address: jdo@example.com
Phone Number: [ ]
Fax Number: [ ]

Mailing Address: [ ]
Address Line 1: 123 Example St.
Address Line 2: [ ]
City: [ ]
State/Province: AK [ ]
Zip Code / Postal Code: [ ]

Processing Fees

Will Pay Up To: $50 Why are fees required?

Description:

This is a FOIA request for a specific set of records.

Request a Fee Waiver

In certain limited circumstances, individual requests are entitled to a fee waiver. The following factors must be met. If you wish to request a fee waiver include the following sections in your request. 1. A clear statement whether subject of the requested records concerns “the operations or activities of the government.” 2. Whether the disclosure is “likely to contribute” to an understanding of government operations or activities. 3. The contribution to an understanding of the subject by the public is likely to result from disclosure. Whether disclosure of the requested information will contribute to “public understanding.” 4. The significance of the contribution to public understanding. Whether the disclosure is likely to contribute “significantly” to public understanding of government operations or activities. 5. The existence and materiality of a commercial interest. Whether the requester has a commercial interest that would be furthered by the requested disclosure. 6. The primary interest in disclosure.

Request Expedited Processing

In certain LIMITED circumstances, individual requests are entitled to be moved ahead of others requests on an expedited basis. The following factors must be met and certified to be true and correct. 1. Circumstances in which the lack of expedited treatment could reasonably be expected to pose an imminent threat to the life or physical safety of an individual; or 2. An urgency to inform the public about an actual or alleged federal government activity, if the information is requested by a person primarily engaged in disseminating information to the public.

I am requesting expedited processing according to this agency's guidelines.

Attach Supporting Files

Browse... No File selected.

<table>
<thead>
<tr>
<th>Attached File</th>
<th>Type</th>
<th>Size (MB)</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOIA Fee Waiver Request.doc</td>
<td>Microsoft Word</td>
<td>0.02</td>
<td></td>
</tr>
</tbody>
</table>

PREVIEW CANCEL

March 6, 2015
1.1.2  Preview Request Page

The Preview Request page offers the user one final chance to review the information entered before submission (see Exhibit 1-4 Preview Request Page).

10. Optional - Press the *Edit Request* button to edit any information.

11. Check the **Request Affirmations checkboxes**, indicating you agree to the Privacy Act Statement and that all information is true to the best of your knowledge.

12. Press the **Submit** button to submit the FOIA request online and send it to the agency for evaluation.
Exhibit 1-4 Preview Request Page

**Agency Selection**
- Agency: U.S Environmental Protection Agency
- Sub-Agency: Headquarters

**Contact Information**
- Prefix: 
- First Name: John
- Middle Initial: 
- Last Name: Doe
- Organization: 
- Email Address: j.doe@example.com
- Phone Number: 
- Fax Number: 
- Mailing Address: United States/U.S. Territories
- Address Line 1: 123 Example St
- City: Example
- Address Line 2: 
- State/Province: Alaska
- Zip Code/Postal Code: 12345

**Processing Fees**
- Will Pay Up To: $25.00

**Description:**
This is a FOIA request for a specific set of records.

**Request a Fee Waiver**
- Make Request? Yes
  - I am requesting a fee waiver according to this agency's guidelines. Please see attached document for more information pertaining to my request.

**Request Expedited Handling**
- Make Request? Yes
  - I am requesting expedited processing according to this agency's guidelines.

**Attach Supporting Files**
- No attachments were previously added.

[Submit] [Cancel] [Edit Request]
1.1.3 Confirmation Page

The Confirmation page (see Exhibit 1-5 Request Confirmation Page) contains a summary of the created request, including the unique tracking number that is generated.

13. Click the **tracking number link** to display the Request Details page (see Exhibit 1-6 Request Details Page - Submitted).
   
a. If the requester does not have a registered user account, then the Request Details page will only display publically available information.

14. Press the **Make another FOIA Request** to return to the Create Request form.

15. Press the **Home** button to return to the Home page.

Exhibit 1-5 Request Confirmation Page

Upon submission, the public Request Details (Exhibit 1-6 Request Details Page - Submitted) page does not provide much information. It is up to the discretion of the agency user to release the name, organization, request description, and supporting files. The Phase Diagram automatically shifts as work is performed on the request:

- **Submitted** – The request for records has been submitted to the agency and is awaiting review.
- **Evaluation** – The agency is in the process of reviewing the request to determine if the description of records is sufficient to process.
- **Assignment** – The agency is routing the request for records to the appropriate agency employee to search for records and process the request.
- **Processing** – An agency employee is searching for records, assessing potential responsive records, making necessary redactions, and coordinating with other agency employees.
- **Closed** – The request for records has been processed and any responsive records have been released to the requester and/or public, as appropriate.
To inquire about the status of your request, visit the Contact Us link at the bottom of any page in order to view a list of the agencies’ FOIA contacts, as shown below.
2 Registered Requesters

2.1 Benefits of an Account

A public user with an account has the ability to:

- View and track all previously created requests in a centralized dashboard.
- Have the User Information pre-populate upon request creation.
- Communicate within the system to agency users.
- View Fee Estimates requested.
- View an outstanding balance and invoice on a request.
- Make payments via pay.gov for agencies configured with pay.gov.
- Create appeals for previously created requests via the system.
- Withdraw or modify a request.

**Impact**

A system account allows records to be delivered to the requester electronically which reduces reliance on paper and reduces copying costs. Since some agencies only release responsive records directly to the requester, account creation is highly recommended.

2.2 Account Creation

1. Press either the **Create an Account** button on the Home page (see Exhibit 2-1 Home Page), or

   **Exhibit 2-1 Home Page**

2. Press the **Create an Account** button, as shown in the Exhibit 2-2 Create Request - Guest Submission Page.
3. Enter your contact information into the **User Information** section.
4. Enter your **password**.
5. Press the **Create Account** button to create the account, as shown in Exhibit 2-3 Create an Account Page.
The Confirmation page (see Exhibit 2-4 Account Confirmation Page) displays when the account has been successfully created.

2.3 Logging In

1. Enter your email address in the Email Address field.
2. Enter your password in the **Password** field.

3. Either press the **Enter** button on your keyboard, or click the **Sign In** link, as shown in Exhibit 2-5 Login Bar.

![Exhibit 2-5 Login Bar](image)

4. A Privacy & Use Notice displays that the user must acknowledge prior to signing in to FOIAonline (see Exhibit 2-6 Privacy and Use Notice).

![Exhibit 2-6 Privacy and Use Notice](image)

2.4 **Forgot Password**

If an invalid attempt to sign in is made via the Login Bar, then the Sign In page displays (see Exhibit 2-7 Sign In Page). The system only allows 5 unsuccessful login attempts within one hour before users are locked out of the system for a duration of 15 minutes.

1. Press the **Forgot Password** button to display the Forgot Password page.

![Exhibit 2-7 Sign In Page](image)

2. Click the **Forgot Password** link at the top of the page to display the Forgot Password page. Enter the associated email address and press the **Submit** button to receive a temporary password via email. Enter the email address and the temporary password into
either the Login Bar or the Sign In page and press the Sign In link/button, as shown in Exhibit 2-8 Forgot Password Page.

Exhibit 2-8 Forgot Password Page

The Change Password page displays upon signing in with the temporary password (see section 2.7.1 Change Password). A user receives an invalid login message when entering a password that was used within the previous 12 passwords.

2.5 View My FOIA Requests Dashboard

After signing in to the registered user account and pressing the Proceed button in the Privacy and Use Notice popup (see section 2.3.4 Privacy and Use Notice), the View My FOIA Requests dashboard displays. This dashboard provides a central location for all requests and appeals that are created by the user. If a registered user signs into the system and has not yet created a request, then the text “No requests currently exist” displays.

Exhibit 2-9 View My FOIA Requests Dashboard
Layout
The View My FOIA Requests dashboard displays requests and appeals in the following columns: Tracking Number, Type, Track, Submitted, Due, Phase, and Detail. The three actions that display in the left side menu are the View My FOIA Requests, Search FOIA Requests, and Make a FOIA Request. Clicking the Home tab will always return the user to the dashboard.

The number of maximum items that display at one time defaults to 25, but this can be changed by clicking the Results dropdown menu and selecting 10, 25, 50, or 100. Changing the default results dropdown is a one-time change and does not save after navigating away from the dashboard.

Requests that have new, unread correspondence have a mail icon next to the tracking number. (see Exhibit 2-10 New Correspondence).

Requests that are awaiting payment have a dollar sign icon next to the tracking number (see Exhibit 2-11 Awaiting Payment).

Sorting
The dashboard default sorts by the Submitted date. All columns except for Detail are sortable by clicking the column headers.

Table Actions
- Clicking the Detail column header expands/collapses the Description for each of the rows.
- Clicking the arrow icon in the Detail column expands/collapses the individual row’s Description.
- Clicking the Tracking Number link takes the user to the Details page.

2.6 Registered Requester - Request Details Page
The Request Details page displays additional information that is available to a public user, as shown in Exhibit 2-10.

1. The Phase Diagram displays at the top of the page, indicating where in the process the request is currently.

2. The Contact Information section displays the registered requester’s contact information, which can be modified within the My Account user tab (see 2.7 Edit Account).

3. Detailed information related specifically to the request can be found in the Request Information section.

4. The status for Fee Waivers and Expedited Processing displays in the Request a Fee Waiver and Request Expedited Handling section, if they exist.
5. Supporting Files that were uploaded during the creation of the request display in the Supporting Files section of the request, if they exist.

6. Correspondence between the agency and the requester display in the Correspondence to Requester section.

7. Released responsive records display in the Released Records section.

*Note: Records released to the public display as “Request – Public.” Records released to only the requester display as “Request – Direct.” These records released “direct” will never be publically searchable/available.
Exhibit 2-12 Registered Requester - Request Details Page

1. Request Details

- Tracking Number: EPA-2015-002154
- Status: Submitted, Evaluation, Assignment, Processing, Closed

2. Contact Information

- Full Name: REGISTERED REQUESTER
- Organization: foia.requester@yahoo.com
- Email Address: foia.registereduser@yahoo.com
- Phone Number:
- Fax Number:

3. Request Information

- Agency: U.S. Environmental Protection Agency
- Request Phase: Closed
- Request Track: Simple
- Will Pay Up To: $25.00
- Data Submitted: 02/09/2015
- Closed Date: 02/09/2015

4. Description:

FOIA request for records.

5. Request a Fee Waiver

Made Request? No

6. Request expedited handling

Made Request? No

7. Supporting Files

Attached Files:
No attachments were previously added.

8. Payments

No payments to display.

9. Invoice

Total Amount Billed: $0.00
Data Served: No record has been added.

10. Correspondence with Requester

<table>
<thead>
<tr>
<th>Subject</th>
<th>From</th>
<th>Date</th>
<th>Detail</th>
</tr>
</thead>
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<tr>
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<td>Jason Brown</td>
<td>2015-02-09</td>
<td></td>
</tr>
<tr>
<td>FOIA Request EPA-HQ-2015-002154Submitted</td>
<td>Jason Brown</td>
<td>2015-02-09</td>
<td></td>
</tr>
</tbody>
</table>

11. Released Records

- Filter by Title:

3 records found, displaying all records.

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<tr>
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<th>Type</th>
<th>Size</th>
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<th>Requested With</th>
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</thead>
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<tr>
<td></td>
<td>ip-pak-jan-2014</td>
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<td>0.03</td>
<td>02/09/2015</td>
<td>Request - Direct</td>
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<tr>
<td></td>
<td>george-the-dash-library-fy13</td>
<td>POP</td>
<td>0.18</td>
<td>02/09/2015</td>
<td>Request - Public</td>
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<td>POP</td>
<td>0.82</td>
<td>02/09/2015</td>
<td>Request - Public</td>
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</tbody>
</table>

3 records found, displaying all records.
2.6.1 Modify Request Description

1. Modify a request by clicking the Modify this FOIA Request action from the left side menu while on a request, as shown in Exhibit 2-13 Modify this FOIA Request Action.

2. Modify the editable Description field, as shown in Exhibit 2-14 Modify this FOIA Request Page.

3. Optional – attach files to the Supporting Files section.

4. Press the Submit button to save the modified description.

   *Note: The agency user processing the request is automatically notified of the update.*
Exhibit 2-14 Modify this FOIA Request Page

Request Details

Tracking Number: EPA-HQ-2015-002253

* indicates a required field.

Contact Information

Full Name: REGISTERED REQUESTER
Organization:
Email Address: foiaregistereduser@yahoo.com
Phone Number:
Fax Number:
Mailing Location: United States/U.S. Territories
Address Line 1: 100 A St.
Address Line 2: 
City: Washington
State/Province: District of Columbia
Zip Code/Postal Code: 20001

Request Information

Agency: Headquarters
Will Pay Up To: $25.00
Date Submitted: 02/09/2015
Estimated Date of TBO Completion:
Request Phase: Evaluation
Request Track: Simple
Final Disposition: Undetermined

Description: This is a FOIA request.

Request a Fee Waiver
Made Request? No

Request Expedited Handling
Made Request? No

Supporting Files

Attached Files:
No attachments were previously added.

Attach Additional Files:
If you are having problems, or do not see the "Select Files" button, switch to the basic uploader.

SELECT FILES
No new attachments have been added.

Payments

No payments to display.

Invoice

Total Amount Billed: $0.00
Date Sent:
No invoice has been added.

Correspondence with Requester

<table>
<thead>
<tr>
<th>Subject</th>
<th>From</th>
<th>Date</th>
<th>Detail</th>
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<td>2015-02-09</td>
<td></td>
</tr>
</tbody>
</table>

Released Records

No records have been released.

SUBMIT  CANCEL
2.6.2 Withdraw Request

Withdrawing a request from within FOIAonline sends a notification to the agency user of the action, prompting the user to close the request. Fees may still be applied to a withdrawn request, depending on how much search and/or review time has been applied to the request.

1. Click the **Withdraw this FOIA Request** action from the left side menu, as shown in Exhibit 2-15 Withdraw Request Action.

![Exhibit 2-15 Withdraw Request Action](image)

2. Press the **Withdraw** button, as shown in Exhibit 2-16 Withdraw Request Page.

![Exhibit 2-16 Withdraw Request Page](image)

A confirmation message of the withdrawal displays at the top of the dashboard (see Exhibit 2-17 Withdrawal Confirmation). Withdrawing a request sends an email to the agency individual assigned to process the request, and also logs the withdrawal in the Correspondence section of the case file (see section 2.6.3 Correspondence).
Exhibit 2-17 Withdrawal Confirmation

The withdrawn request’s phase will display as “Processing” until the request is manually closed by the agency. Depending on the amount of fees that have accrued between the submittal and the time of withdrawal, the requester may still receive an invoice.

2.6.3 Correspondence

1. Requests with new, unread correspondence display a mail icon next to the tracking number from the dashboard, as shown in Exhibit 2-18 Unread Correspondence Icon. Click the tracking number link to display the Request Details page.

Exhibit 2-18 Unread Correspondence Icon

2. Correspondence sent to the requester can be accessed in the Correspondence with Requester section. To view details and attachments associated with a specific correspondence file click the blue arrow icon in the Details column, as shown in Exhibit 2-19 Reply to Correspondence.

3. Click the Reply link to expand the Reply section.
   a. The Reply link does not display for system automated correspondence.

4. Enter text into the Body of the Reply section.

5. Press the Send Reply button to send the correspondence within the system.
2.6.4  Pay.gov Payments

Registered requesters can only submit online payments in FOIAonline if the agency is configured to accept pay.gov payments. An agency is configured to accept pay.gov payments if you see the “Make Payment” action in the left side menu, or the “Pay on Pay.gov” button in the Payment section, as shown in Exhibit 2-20 Pay on Pay.gov. These two options only display if there is an outstanding balance on a request.

The Payments section stores a log of both manual and pay.gov payments made toward the Total Amount Billed. Agency users have the ability to enter manual payments received from a requester offline. Manual payments entered by an agency user will display within this table.

1. Press the **Pay on Pay.gov** button.
2. Press the Yes button in the popup.

Exhibit 2-21 Pay.gov Notification

You are now being taken to Pay.gov and leaving FOIAonline. Continue to Pay.gov?

Once in Pay.gov, enter your payment information and submit the online payment. FOIAonline will automatically update with the information.

Once full payment has been made and the Total Amount Owed equals $0.00, the Pay on Pay.gov button will no longer display.

The Total Amount Owed equals the Total Invoice Amount minus Payments made.

Fee Estimates that are sent from an agency user display at the top of the Invoice section. Estimates marked for required payment will be indicated by a red asterisk, display a Total Amount Owed and activate the Pay on Pay.gov button. An invoice that is sent with an Interim Release or Final Disposition Notice will override the red asterisk indicating required payment and the Total Amount Owed.

The most recent Total Amount Billed and its Date Sent display in the Invoice section, as shown in Exhibit 2-22 Invoice Section.
2.6.5 Appeal

Only users with a registered account have the ability to appeal a request that they previously submitted. In order to create an appeal, access the Appeal Existing Request page by clicking the Appeal this FOIA Request action available in the left side menu when viewing a request.

Appeal Existing Request

On this page (see Exhibit 2-23 Appeal Existing Request Page), a public user enters, at minimum, the required fields (distinguishable with an asterisk). Attach files to send with the appeal by pressing the Select Files button to launch a popup which allows the user to select multiple files from the computer’s hard drive. Files display in a table in the Attach Supporting Files section, with a removal option.
Exhibit 2-23 Appeal Existing Request Page

Appeal Existing Request

Tracking Number: EPA-HQ-2013-000154

* indicates a required field.

**Contact Information for Appeal**

Prefix: 

* First Name: Jane
Middle Initial: 

* Last Name: Doe

Created on behalf of: 

Organization: 

Email Address: janemdoe@gmail.com

Phone Number: 

Fax Number: 

Mailing Address Location: United States/U.S. Territories

Address Line 1: 12601 Chain Bridge Rd

Address Line 2: 

City: Fairfax

State/Province: VA

Zip Code/Postal Code: 22033

**Request Information**

Tracking Number: EPA-HQ-2013-000154

Full Name: Melissa Kirby

Date Submitted: 04/16/2013

Request Phase: Assignment

Request Track: TBD

Final Disposition: Undetermined

**Appeal Information**

Submitted Date: 04/29/2013

Perfected Date: 

**Basis for Appeal:**

This is an appeal for FOIA Request EPA-HQ-2013-000154.

**Attach Supporting Files**

If you are having problems, or do not see the "Select Files" button, switch to the basic uploader.

<table>
<thead>
<tr>
<th>Attached File</th>
<th>Type</th>
<th>Size (KB)</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test FOIAonline Doc 1.docx</td>
<td>Microsoft Word</td>
<td>19.69</td>
<td></td>
</tr>
<tr>
<td>Test FOIAonline Doc 1.docx</td>
<td>Microsoft Word</td>
<td>17.77</td>
<td></td>
</tr>
</tbody>
</table>

[SELECT FILES] [PREVIEW] [CANCEL]
Preview Appeal

The Preview Appeal page offers the user a final chance to review the information entered before submission (see Exhibit 2-24 Preview Appeal).

Exhibit 2-24 Preview Appeal

1. Optional - Edit the appeal by pressing the Edit Appeal button as displayed in Exhibit 2-25 Edit Appeal Button to return to the Appeal Existing Request page.
2. Check the affirmation checkboxes.
3. Press the Submit button to display the Appeal Confirmation page, as shown in Exhibit 2-26 Appeal Affirmations.

Exhibit 2-26 Appeal Affirmations

2. [Agreement]
   - Agree to Privacy Act Statement; I have read the Privacy Act Statement and agree to the terms set forth.
   - Affirmation. Pursuant to 28 USC § 1746, I declare and affirm that under penalty of perjury under the laws of the United States of America that all of the foregoing information, statements, and signatures submitted in connection with this request and in any supporting documents are true and correct to the best of my knowledge.

3. [Submit]

**Confirmation**

The Confirmation page contains a summary of the created appeal, including the unique tracking number that is generated.

Click the tracking number link to display the registered requester’s view of the Appeal Details page (see 2.6.5.1 Appeal Details – Registered Requester).

4. Return to the Home page by clicking the Home button.
2.6.5.1 Appeal Details – Registered Requester

The registered requester’s view of the appeal is extremely similar to the Request Details page (see 2.6 Registered Requester - Request Details Page). The phase diagram progresses automatically as the agency user evaluates and processes the appeal, as shown in Exhibit 2-28 Registered Requester - Appeal Details.
Exhibit 2-28 Registered Requester - Appeal Details

- **Contact Information**
  - Full Name: REGISTERED REQUESTER
  - Organization: 
  - Email Address: foaregistereduser@yahoo.com
  - Phone Number: 
  - Fax Number: 
  - Mailing Location: United States/U.S. Territories
  - Address Line 1: 100 A St.
  - Address Line 2: 
  - City: Washington
  - State/Province: District of Columbia
  - Zip Code/Postal Code: 20001

- **Appeal Information**
  - Agency: Office of General Counsel
  - Date Submitted: 02/10/2015
  - Request Phase: Submitted
  - Request Track: Simple
  - Estimated Date of TBD Completion: 
  - Final Disposition: Undetermined

- **Request Information**
  - Tracking Number: EPA-2015-00254
  - Full Name: REGISTERED REQUESTER
  - Request Phase: Closed
  - Request Track: TBD
  - Date Submitted: 02/09/2015
  - Final Disposition: Partial grant/partial denial

- **Basis for Appeal**
  - Too long to process.

- **Supporting Files**
  - Attached Files: No attachments were previously added.

- **Payments**
  - No payments to display.

- **Invoice**
  - Total Amount Billed: $0.00
  - Date Sent: 
  - No invoice has been added.

- **Correspondence with Requester**
  - Subject: FOIA Appeal EPA-HQ-2015-00256 Submitted
  - From: 
  - Date: 2015-02-10
  - Detail: 

- **Released Records**
  - No records have been released.

**CANCEL**
2.7  Edit Account

Click the My Account tab to display the Edit Account page. Update the information that displays automatically when creating a request, edit the information on the Edit Account page, and press the Save Changes button, as shown in Exhibit 2-29 Edit Account.

Exhibit 2-29 Edit Account

2.7.1  Change Password

The Change Password page, as shown in Exhibit 2-30 Change Password Action, is accessed by either logging in for the first time after receiving a temporary password, logging in after the password expires, or by selecting the Change Password action from the left side action menu. You cannot use the previous 12 passwords.

Exhibit 2-30 Change Password Action

The Change Password page (see Exhibit 2-31 Change Password Page) requires the email address, old password, and the new password (twice for validation). Pressing the Change Password button sets the new password and restarts the 90 day expiration clock.
Exhibit 2-31 Change Password Page

Change Password

Once you change your password it will expire in 90 days.
* Indicates a required field.

Change Password

Password must be at least 8 characters and contain at least 3 of the following character types:
- Upper Case Letters
- Lower Case Letters
- Numbers
- Special Characters

* Email Address: foiregistereduser@yahoo.com
* Current or Temporary Password: *********
* New Password: *********
* Confirm New Password: *********

[CHANGE PASSWORD] [CANCEL]
3  Searching

There are two ways a public user can access the Search page from the Home page: by clicking either the Search tab or the Search FOIA Requests button. A user can skip the Search page and quickly access search results by entering criteria in the text field that is located on the upper right corner of every page, see Exhibit 3-1 Search Bar. The Search Bar searches all agencies for requests only.

Exhibit 3-1 Search Bar

Once criteria are entered in the text field, the user can either press the Enter button on the keyboard, or click the magnifying glass icon to begin the search.

Search Criteria

A public user can search for all previously created requests, appeals, any publically available responsive records, and referrals.

Exhibit 3-2 Search Page shows the layout of the Search page and the fields on which users can search.

1.  **Search For** all previously created requests, appeals, any publically available responsive records, and referrals.

2.  The **Request Type checkboxes** default to checked, but a user can uncheck certain criteria in order to return more specific results.
3. The **Agency** field is a multi-select field, so a user can search for multiple agencies by pressing the CTRL button on the keyboard and then clicking the agency names. To deselect an agency, press the CTRL button and then the desired agency to remove.

**Exhibit 3-2 Search Page**
Search Results

Search results display in a table with the following columns: Tracking Number, Type, Status, Requester, Submitted, Assigned To, Due, and Detail, as shown in Exhibit 3-3 Search Results. Each column can be sorted, with the exception of the Detail column, by clicking the column header.

1. Clicking the **Refine Search** link loads the previous page with the previously entered criterion.
2. The **Results** dropdown menu can filter results to display 10, 25, 50, or 100 at a time; pagination buttons exist on top of the table; the search term(s) entered highlight(s) in the Search Results table.
3. Clicking the **Detail column** header expands the Description row of all of the search results.
4. Clicking the **Tracking Number** link for a Request in the Search Results table displays the Request Details page, see Exhibit 1-6 Request Details Page - Submitted.
5. **Export** options display beneath the Search Results table. Clicking either of the links exports the results into an Excel spreadsheet (see Exhibit 3-4 Search Results Excel Export), either in a CSV or XLS format.

**Exhibit 3-3 Search Results**

<table>
<thead>
<tr>
<th>Tracking Number</th>
<th>Type</th>
<th>Status</th>
<th>Requester</th>
<th>Submitted</th>
<th>Assigned To</th>
<th>Due</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPA-R2-2013-000075</td>
<td>Record</td>
<td>Research Records</td>
<td>Veronica Stevens</td>
<td>12/05/2012</td>
<td>R2</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>EPA-HQ-2013-000071</td>
<td>Appeal</td>
<td>Submitted</td>
<td>Veronica Stevens</td>
<td>12/04/2012</td>
<td>OGC</td>
<td>01/02/2013</td>
<td></td>
</tr>
<tr>
<td>EPA-HQ-2013-000081</td>
<td>Appeal</td>
<td>Submitted</td>
<td>Veronica Stevens</td>
<td>12/05/2012</td>
<td>OGC</td>
<td>01/03/2013</td>
<td></td>
</tr>
<tr>
<td>EPA-HQ-2013-000072</td>
<td>Appeal</td>
<td>Submitted</td>
<td>Veronica Stevens</td>
<td>12/04/2012</td>
<td>OGC</td>
<td>01/02/2013</td>
<td></td>
</tr>
<tr>
<td>EPA-R2-2013-000075</td>
<td>Record</td>
<td>Research Records</td>
<td>Veronica Stevens</td>
<td>12/05/2012</td>
<td>R2</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

Export options: CSV | Excel
3.1 Quick Links

The Glossary, FAQs, Resources and About quick links display at the top of every page.

3.1.1 Glossary

The Glossary page (see Exhibit 3-5 Glossary Page) displays the FOIA.gov glossary with quick links at the top of the page to jump within the page.
3.1.2 FAQs

The FAQs page (see Exhibit 3-6 FAQs Page) contains answers to Frequently Asked Questions about FOIA and FOIAonline.

Exhibit 3-6 FAQs Page

3.1.3 Resources

The Resources page (see Exhibit 3-7 Resources Page) contains videos on how to search for FOIA requests, make FOIA requests and Create an Account. The Public User Guide can also be found on this page.

Exhibit 3-7 Resources Page
3.1.4 About

The About page offers the user more information concerning the benefits of FOIAonline, the new agencies that have joined, and the capabilities of guest users and registered users, as shown in Exhibit 3-8 About Page.
4 Reports

Reports are generated in real-time, providing a level of visibility that previously did not exist. Public users are able to run reports through selections in three different areas: Select Report, Select Agency, and Select Time Period.

Select Report provides nine report options which display metrics from the Annual Report through the use of graphs and charts. Those nine reports are:

1. Requests (Disposition, Expedited Processing)
2. Exemptions (Exemption 3 Statutes)
3. Appeals (Disposition, Disposition Exemptions, Disposition Other Than Exemptions, Disposition “Other” Reasons, Response Time, Ten Oldest Pending)
4. Processing Time (Requests Granted, Simple Requests, Complex Requests, Expedited Requests, Pending Requests, Ten Oldest Requests)
5. Fee Waiver
6. Administration (FOIA Personnel, FOIA Costs)
7. Backlog
8. Consultations (Ten Oldest)
9. Comparisons (Requests Backlogged, Administrative Appeals, Appeals Backlogged)

4.1 Report Criteria

Public users are able to run reports through selections in three different areas: Report Type, Agency, and Time Period, as shown in Exhibit 4-1 Report Criteria. Multiple agencies can be selected from the Agency multi select box by pressing the CTRL button on the keyboard and selecting the desired agencies. An agency can be deselected in the same manner. The Time Period provides From and To date entry fields so the report information can be specified down to the month. Clicking either entry field opens a date picker for the selection of the appropriate time period.

1. Select a Report Type from the drop down menu.
2. Select an Agency to run the report on.
3. Press the Create Report button to generate the selected report.
Exhibit 4-1 Report Criteria

Information you can search varies by agency.

* indicates a required field.

### Report Criteria

1. **Report Type:** Requests
2. **Agency:**
   - U.S. Customs and Border Protection
   - U.S. Department of Commerce
   - General Services Administration
   - Pension Benefit Guaranty Corporation
   - U.S. Small Business Administration
3. **Time Period:**

CREATE REPORT
4.2 Description of Public Reports

The Public has access to a variety of reports that display corresponding criteria, including: Requests, Exemptions, Appeals, Processing Time, Fee Waiver, Administration, Backlog, Consultations, and Comparisons reports.

Each report, if applicable, displays both a bar graph and a table of the data, as shown in Exhibit 4-2 Public Report. Each agency selected displays in the bar graph in its own color, and each agency’s data displays in a table below the bar graph. Hide and unhide agency tables by clicking the “Hide” and “Show” links next to the Agency name. Data can be exported to .csv or .xls files by clicking the corresponding link in the Export Options field on the bottom of each table.
Exhibit 4-2 Public Report

Received, Processed and Pending FOIA Requests

Information you can search varies by agency.

Time Period: October 01, 2014 to February 10, 2015

[Bar chart showing the number of requests pending as of the start of the time period, received in time period, processed in time period, and pending as of the end of the time period for different categories.]

EPA - U.S Environmental Protection Agency

<table>
<thead>
<tr>
<th>Category</th>
<th>Requests Pending as of Start of Time Period</th>
<th>Requests Received in Time Period</th>
<th>Requests Processed in Time Period</th>
<th>Requests Pending as of End of Time Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>HQ</td>
<td>960</td>
<td>386</td>
<td>341</td>
<td>1005</td>
</tr>
<tr>
<td>R1</td>
<td>21</td>
<td>57</td>
<td>55</td>
<td>23</td>
</tr>
<tr>
<td>R2</td>
<td>386</td>
<td>460</td>
<td>393</td>
<td>453</td>
</tr>
<tr>
<td>R3</td>
<td>495</td>
<td>183</td>
<td>342</td>
<td>336</td>
</tr>
<tr>
<td>R4</td>
<td>87</td>
<td>166</td>
<td>124</td>
<td>129</td>
</tr>
<tr>
<td>R5</td>
<td>118</td>
<td>342</td>
<td>333</td>
<td>127</td>
</tr>
<tr>
<td>R6</td>
<td>92</td>
<td>121</td>
<td>130</td>
<td>83</td>
</tr>
<tr>
<td>R7</td>
<td>47</td>
<td>97</td>
<td>92</td>
<td>52</td>
</tr>
<tr>
<td>R8</td>
<td>53</td>
<td>57</td>
<td>73</td>
<td>37</td>
</tr>
<tr>
<td>R9</td>
<td>60</td>
<td>184</td>
<td>160</td>
<td>84</td>
</tr>
<tr>
<td>R10</td>
<td>171</td>
<td>107</td>
<td>151</td>
<td>127</td>
</tr>
<tr>
<td>EPA (direct)</td>
<td>3</td>
<td>12</td>
<td>4</td>
<td>11</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2493</td>
<td>2172</td>
<td>2198</td>
<td>2467</td>
</tr>
</tbody>
</table>

Export options: CSV | Excel

Press the Back button to return to the Report Criteria page.
4.2.1 Requests

There are 3 types of Request reports: Requests, Disposition, and Expedited Processing. The Requests report is titled Received, Processed, and Pending FOIA Requests and displays in columns for Number of Requests Pending as of Start of the Time Period, Number of Requests Received in the Time Period, Number of Requests Processed in the Time Period, and Number of Requests Pending as of End of the Time Period. Each additional agency’s data displays in a different colored bar.

4.2.1.1 Disposition

The report is titled Disposition of FOIA Requests – All Processed Requests and displays in columns for Full Grants, Partial Grants/Partial Denials, Full Denials Based on Exemptions, and Full Denials Based on Reasons Other than Exemptions. Each additional agency’s data displays in a different colored bar.

4.2.1.2 Expedited Processing

The report is titled Requests for Expedited Processing and displays in columns for Number Granted, Number Denied, Median Number of Days to Adjudicate, Average Number of Days to Adjudicate, and Number Adjudicated within 10 Calendar Days. Each additional agency’s data displays in a different colored bar.

4.2.2 Exemptions

There are 2 types of Exemptions reports: Exemptions and Exemption 3 Statutes. The Exemptions report is titled Disposition of FOIA Requests - Number of Times Exemptions Applied and displays in columns for Ex.1, Ex. 2, Ex. 3, Ex. 4, Ex. 5, Ex. 6, Ex. 7(A), Ex. 7(B), Ex. 7(C), Ex. 7(D), Ex. 7(E), Ex. 7(F), Ex. 8, Ex. 9. Each additional agency’s data displays in a different colored bar.

4.2.2.1 Exemption 3 Statutes

The report is titled Exemption 3 Statutes and displays only a chart with the columns Statute, Type of Information Withheld, Case Citation, Number of Times Relied Upon per Component, and Total Number of Times Relied upon by Agency.

4.2.3 Appeals

There are 7 types of Appeals reports:

1. Appeals
2. Disposition
3. Exemptions
4. Disposition Other Than Exemptions
5. Disposition “Other” Reasons
6. Response Time
7. Ten Oldest Appeals.

The Appeals report is titled Received, Processed and Pending Administrative Appeals and displays in columns for Number of Appeals Pending as of Start of the Time Period, Number of Appeals Received in the Time Period, Number of Appeals Processed in the Time Period, and
Number of Appeals Pending as of End of the Time Period. Each additional agency’s data displays in a different colored bar.

4.2.3.1 Disposition

The bar graph is titled Disposition of Administrative Appeals -- All Processed Appeals and displays in columns for Number Affirmed on Appeal, Number Partially Affirmed & Partially Reserved/Remanded on Appeal, Number Completely Reserved/Remanded on Appeal, Number of Appeals Closed for Other Reasons, and Total. Each additional agency’s data displays in a different colored bar.

4.2.3.2 Exemptions

The bar graph is titled Appeal Determinations - Based on the Use of a FOIA Exemption and displays in columns for Ex.1, Ex. 2, Ex. 3, Ex. 4, Ex. 5, Ex. 6, Ex. 7(A), Ex. 7(B), Ex. 7(C), Ex. 7(D), Ex. 7(E), Ex. 7(F), Ex. 8, and Ex. 9. Each additional agency’s data displays in a different colored bar.

4.2.3.3 Disposition Other Than Exemptions

The bar graph is titled Appeal Determinations Based on Reasons Other Than the Use of a FOIA Exemption and displays in columns for No Records, All Records Referred, Request Withdrawn, Fee-Related Reason, Not Reasonably Described, Improper FOIA Request, Not Agency Record, Duplicate Request, Request in Litigation, Appeal Based Solely on Denial for Expedited Processing, and Other. Each additional agency’s data displays in a different colored bar.

4.2.3.4 Disposition “Other” Reasons

There is no graph for Disposition “Other” Reasons and instead a chart displays with the columns Component, Description, No. of Times Used and Total.

4.2.3.5 Response Time

The bar graph is titled Response Time for Administrative Appeals and displays in columns for Median Number of Days, Average Number of Days, Lowest Number of Days, and Highest Number of Days. Each additional agency’s data displays in a different colored bar.

4.2.3.6 Ten Oldest Appeals

There is no graph for Ten Oldest Pending and instead a chart displays with the columns, Component 10th Oldest and Number of Days Pending, 9th, 8th, 7th, 6th, 5th, 4th, 3rd, 2nd, and Oldest and Number of Days Pending.

4.2.3.7 Processing Time

There are 7 types of Processing Time reports:

1. Processing Time
2. Requests Granted
3. Simple Requests
4. Complex Requests
5. Expedited Requests
6. Pending Requests
7. Ten Oldest Requests

4.2.3.8 Requests Granted

4.2.3.9 Simple Requests

4.2.3.10 Complex Requests
The report is titled Complex Requests -- Response Time in Day Increments and displays in columns for 1-20 Days, 21-40 Days, 41-60 Days, 61-80 Days, 81-100 Days, 101-120 Days, 121-140 Days, 141-160 Days, 161-180 Days, 181-200 Days, 201-300 Days, 301-400 Days, 400+ Days, and Total. Each additional agency’s data displays in a different colored bar.

4.2.3.11 Expedited Requests
The report is titled Expedited Requests -- Response Time in Day Increments and displays in columns for 1-20 Days, 21-40 Days, 41-60 Days, 61-80 Days, 81-100 Days, 101-120 Days, 121-140 Days, 141-160 Days, 161-180 Days, 181-200 Days, 201-300 Days, 301-400 Days, 400+ Days, and Total. Each additional agency’s data displays in a different colored bar.

4.2.3.12 Pending Requests
The report is titled Pending Requests - All Pending Perfected Requests and displays in columns for Simple – Number Pending, Simple – Median No. of Days, Simple – Average No. of Days, Complex – Number Pending, Complex – Median No. of Days, Complex – Average No. of Days, Expedited – Number Pending, Expedited – Median No. of Days, Expedited – Average No. of Days,. Each additional agency’s data displays in a different colored bar.

4.2.3.13 Ten Oldest Requests
The report is titled Pending Requests - Ten Oldest Pending Perfected Requests and displays only a chart with the columns Component, <blank>, 10th, 9th, 8th, 7th, 6th, 5th, 4th, 3rd, 2nd, and Oldest Request.

4.2.4 Fee Waiver
The report is titled Requests for Fee Waivers and displays in columns for Number Granted, Number Denied, Median Number of Days to Adjudicate, and Average Number of Days to Adjudicate. Each additional agency’s data displays in a different colored bar.
4.2.5 Administration

There are 2 types of Administration reports: FOIA Personnel and FOIA Costs.

4.2.5.1 FOIA Personnel

The report is titled FOIA Personnel and displays in columns for Number of ‘Full-Time FOIA Employees’, Number of ‘Equivalent Full-Time FOIA Employees’, and Total Number of ‘Full-Time FOIA Staff’. Each additional agency’s data displays in a different colored bar.

4.2.5.2 FOIA Costs

The report is titled Total Costs and Fees and displays in columns for Processing Costs, Litigation-Related Costs, Total Costs, Collected Amount, and Collected Percentage. Each additional agency’s data displays in a different colored bar.

4.2.6 Backlog

The report is titled Backlogged Requests and Appeals and displays in columns for Number of Backlogged Requests as of the End of Time Period and Number of Backlogged Appeals as of End of Time Period. Each additional agency’s data displays in a different colored bar.

4.2.7 Consultations

There are 2 types of Consultations reports: Consultations and Ten Oldest Consultations. The Consultations report is titled Consultations on FOIA Requests Received, Processed and Pending Consultations and displays in columns for Number of Consultations Pending as of Start of the Time Period, Number of Consultations Received in Time Period, Number of Consultations Processed in Time Period, and Number of Consultations Pending as of End of Time Period. Each additional agency’s data displays in a different colored bar.

4.2.7.1 Ten Oldest

The report is titled Pending Consultations - Ten Oldest Pending Perfected Consultations and displays only a chart displays with the columns Component <blank>, 10th, 9th, 8th, 7th, 6th, 5th, 4th, 3rd, 2nd, and Oldest Request.

4.2.8 Comparisons

Selecting Comparisons from the Report Type dropdown menu expands two new date fields, as shown in Exhibit 4-3 Comparisons Report Dates: Previous Time Period and Current Time Period.
Exhibit 4-3 Comparisons Report Dates

There are 4 types of Comparisons reports: Requests, Requests Backlogged, Administrative Appeals, and Appeals Backlogged.

The report is titled Number of Requests Received and Processed Comparison and displays in columns for Number of Requests Received During Time Period Last Year, Number of Requests Received During Time Period From Current Year, Number of Requests Processed During Time Period Last Year, and Number of Requests Processed During Time Period From Current Year. Each additional agency’s data displays in a different colored bar.

4.2.8.1 Requests Backlogged

The report is titled Number of Backlogged Requests Received and Processed Comparison and displays in columns for Number of Backlogged Requests as of End of Time Period from Previous Year and Number of Backlogged Requests as of End of Time Period from Current Year. Each additional agency’s data displays in a different colored bar.

4.2.8.2 Administrative Appeals

The report is titled Number of Administrative Appeals Received and Processed Comparison and displays in columns for Number of Appeals Received During Time Period Last Year, Number of Appeals Received During Time Period From Current Year, Number of Appeals Processed During Time Period Last Year, and Number of Appeals Processed During Time Period From Current Year. Each additional agency’s data displays in a different colored bar.

4.2.8.3 Appeals Backlogged

The report is titled Number of Backlogged Appeals Received and Processed Comparison and displays in columns for Number of Backlogged Appeals as of End of Time Period from Previous Year and Number of Backlogged Appeals as of End of Time Period from Current Year. Each additional agency’s data displays in a different colored bar.