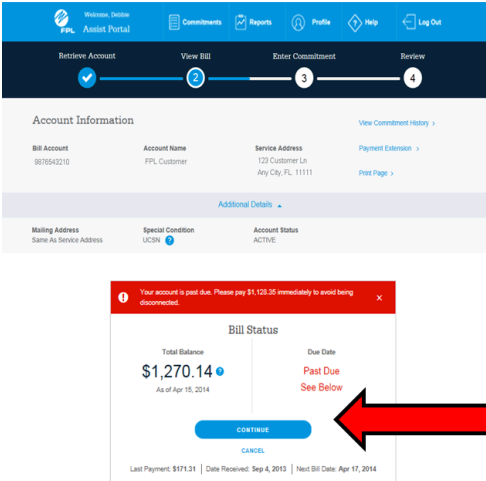
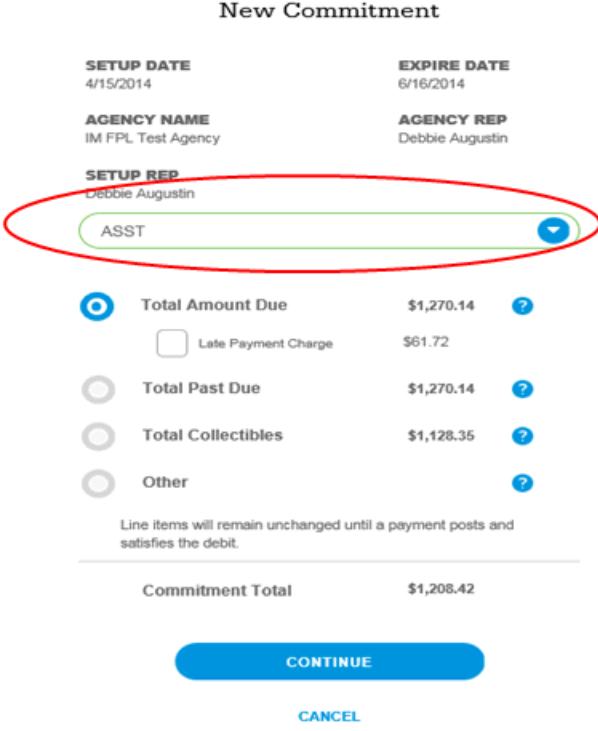




Purpose: Use this job aid to retrieve and view a bill in the FPL Assist Web Portal.

Step	Actions for Entering a Commitment
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1	<p>Select Continue from View Bill screen</p> 
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2	<p>Select Funding Type from drop-down</p> 
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Purpose: Use this job aid to retrieve and view a bill in the FPL Assist Web Portal.

Step	Actions for Entering a Commitment (cont.)
1	<p>Select:</p> <ul style="list-style-type: none"> Desired commitment amount from the options listed or Other and enter amount if amount to be committed is not listed <p>If Total Amount Due or Total Past Due is selected, the system will allow you to deselect the miscellaneous charge(s) that may appear on a customer’s bill.</p> <ul style="list-style-type: none"> This will allow you to deselect non-electric charges that may not be eligible for your funding type
2	<p>Once any charges are deselected, the system will recalculate the Commitment Total amount accordingly.</p>
3	<p>Click</p> <ul style="list-style-type: none"> Continue to complete the commitment or Cancel to go back to the retrieval screen <p>Important: If you need to go back to a previous step, click the step in the Progress Bar. Clicking cancel will take you back to the retrieval screen.</p>

Purpose: Use this job aid to retrieve and view a bill in the FPL Assist Web Portal.

Review Commitment

! Commitment is not enough to prevent disconnection or restore service.

Edit	
SETUP DATE 2/29/2016	EXPIRE DATE 12/18/2017
AGENCY NAME IM FPL Test Agency	AGENCY REP Test Rep
SETUP REP Test Rep	FUNDING TYPE EHEAP
AMOUNT \$200.00	

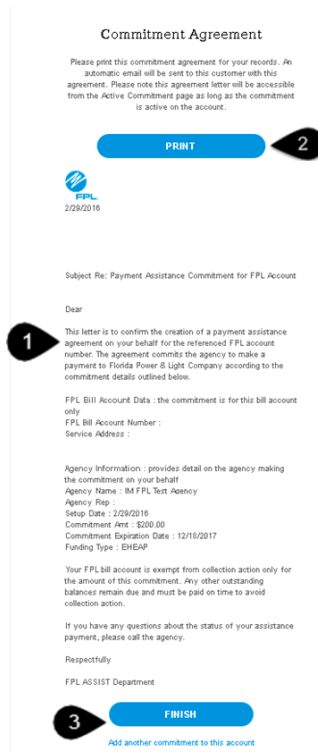
SUBMIT

CANCEL

Step	Actions for Entering a Commitment (cont.)
1	<p>Review any messages that may be displayed</p> <p>Example: “Commitment does not meet criteria for collection action “ – this message means that the amount for reconnection may have been satisfied, but there may still be past due amount that is eligible for collection activity (Final Notice, etc.)</p>
2	<p>Edit Commitment - Allows the ability to return to the Enter Commitment screen and edit the commitment before submitting</p>
3	<p>Review commitment information</p>
4	<p>Submit commitment</p>



Purpose: Use this job aid to retrieve and view a bill in the FPL Assist Web Portal.



Step	Actions for Entering a Commitment (cont.)
1	Review commitment agreement letter to confirm commitment information
2	Select Print
3	<p>Select:</p> <ul style="list-style-type: none"> • Finish – if no other commitments will be entered on the account, or • Add another commitment to this account – if another commitment will be added to the account <p>Note: Commitment agreement letters that are printed in Chrome browser will provide a preview of the letter prior to printing.</p>



Purpose: Use this job aid to retrieve and view a bill in the FPL Assist Web Portal.

Review Commitment

Commitment is not enough to prevent disconnection or restore service.

SETUP DATE	EXPIRE DATE
2/29/2016	12/18/2017
AGENCY NAME	AGENCY REP
IM FPL Test Agency	Test Rep
SETUP REP	FUNDING TYPE
Test Rep	EHEAP
AMOUNT	
\$200.00	

New Commitment

SETUP DATE	EXPIRE DATE
2/29/2016	12/18/2017
AGENCY NAME	AGENCY REP
IM FPL Test Agency	Test Rep
SETUP REP	Test Rep
ASST	
Total Amount Due	Test Rep
Total Past Due	\$17.27
Total Commitment	\$0.00
Other	
Commitment Total	\$0.00

Review Commitment

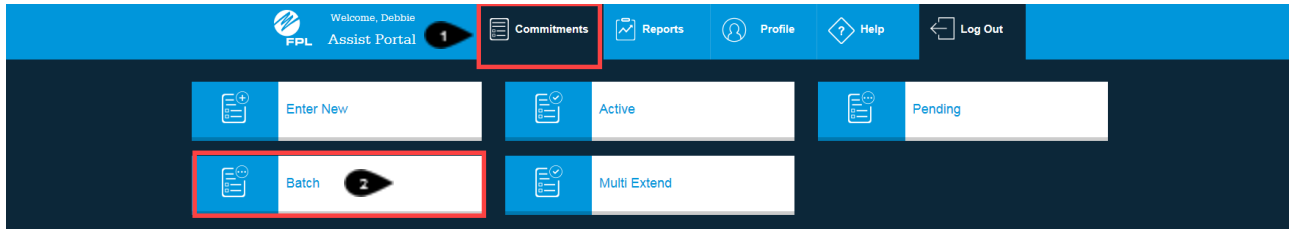
Commitment is not enough to prevent disconnection or restore service.

SETUP DATE	EXPIRE DATE
2/29/2016	12/18/2017
AGENCY NAME	AGENCY REP
IM FPL Test Agency	Test Rep
SETUP REP	FUNDING TYPE
Test Rep	EHEAP
AMOUNT	
\$200.00	

Step	Actions for Editing a Commitment Before Submitting
1	Click Edit in the Review Commitment window Result: New Commitment window is displayed with original commitment amount selected
2	Revise commitment amount and/or funding type
3	Select Continue
4	<ul style="list-style-type: none"> Review commitment and Click Submit



Purpose: Use this job aid to enter a Batch Commitment in the FPL Web Assist Portal.



Batch Commitments (Maximum of 10 commitments allowed)

3 | 4 Account # 5 Funding Type 6 \$Amount 7 ADD

Customer Last Name	Account #	Funding	Amount	Delete
Add an account to the list to begin				
0 commitments added to batch			Total Amount \$0.00	

SUBMIT CANCEL

Disclaimer: Individual account status messages will not appear. For each account, please review whether your commitment amount is enough to stop collection action or trigger reconnects.

Step	Actions for Entering Batch Commitments
1	Select Commitments Result: Commitment menu is displayed
2	Select Batch Result: Batch Commitment window is displayed
3	Enter customer's last name
4	Enter customer's account number
5	Select funding type from dropdown menu
6	Type commitment amount
7	Select Add Result: Commitment information will display with total amount of commitment



Purpose: Use this job aid to enter a Batch Commitment in the FPL Web Assist Portal.

Batch Commitments (Maximum of 10 commitments allowed)

Customer's Last Name Account # EHEAP \$Amount **ADD**

Customer Last Name	Account #	Funding	Amount	Delete
ABC Customer	9876543211	EHEAP	\$100.00	
ABC Customer	9876543211	EHEAP	\$150.00	

2 commitments added to batch Total Amount \$250.00

SUBMIT CANCEL

Disclaimer: Individual account status messages will not appear. For each account, please review whether your commitment amount is enough to stop collection action or trigger reconnects.

Step	Actions for Entering Batch Commitments (cont.)
7	Click Edit in the Review Commitment window Result: New Commitment window is displayed with original commitment amount selected
8	Revise commitment amount and/or funding type

Processed Commitments **Print All**

If Commitment has satisfied collectible balance for listed accounts, reconnect request has been generated.

2 Approved Commitments	Amount	Commitment Letter	Details
ABC Customer	\$100.00		
ABC Customer	\$150.00		

0 Rejected Commitments	Amount	Notes	Details

DONE

Part	Functions of the Processed Batch Commitment Window
1	Prints commitment letters for all commitments processed in the batch
2	Displays messages for review
3	Provides details for each commitment by clicking arrow
4	Prints commitment agreements for individual accounts
5	Closes window