Purpose: Use this job aid to modify a commitment on an account in the FPL Assist Web Portal.

	Please en	Retrieve er the information bill acc	Bill Account below. Do not enter ount number.	t dashes in the			
	D (I						
	Enter	last name.					
	Account Number (10 digits)						
		By entering acc hat you have th release of inform	ount retrieval data le customer's auth nation.	, you confirm orization for			
		со	NTINUE				
		c	ANCEL				
	Retrieve Account	vi	ew Bill	Enter Commitment	Re	eview	
Acc	ount Informatio	on		2	View Commitment	History >	
Bill Ac	count 43210	Account Name FPL Customer	Se 12	rvice Address 23 Customer Ln	Payment Extens	•	
50700		The sould like					8
		Co	mmitment	History			
	Funding Type	Status	Setup Date	Expire Date	Amount	Details	
	EHEAP 3	ACTIVE	Oct 24, 2017	Apr 18, 2016	\$231.61	~	

Step	Actions for Modifying a Commitment on an Account
1	Retrieve customer's account
2	Click View Commitment History Result: Commitment History window displays
3	Click blue Active commitment link for commitment that needs to be modified Result: Modify Commitment window displays

Important: A commitment can only be **modified one time**. If it has already been modified, the message below will appear after clicking on the blue active link. This commitment will **not be able** to be modified.

Contact your area manager for assistance.

FPL Propriet	ary &
Confidential	Information

Purpose: Use this job aid to modify a commitment on an account in the FPL Assist Web Portal.

100/10 \$100.00		
EXPIRE DATE		
Dec 18, 2017		
AGENCY REP		
Test Rep		
•		
\$1,976.67 😢		
\$1,976.67		
\$1,919.78		
0		
_2		
\$200.00		

Step	Actions for Modifying a Commitment on an Account (cont.)					
1	Use image above for steps 1-4 Revise funding type, if needed					
2	Revise commitment amount, if needed					
3	Enter reason for editing commitment					
4	Select Update to update commitment and move to the next step					
5	Review commitment and click Submit					
6	Print Commitment Agreement letter					

Purpose: Use this job aid to modifying agency commitments in the FPL Assist Web Portal.

		Wideward, Dote For Assist Portar	Commitment	s 🖉 Reports 🤇	B Prodis 🔗	Hulp 🗲 Log Out	
	E	Enter New		Active	0	Pending	
		Batch	E	Multi Extend			
			Pease enter the	information below. Do not enter bill account number. ound Number donts of SSN	dashes in the		
	EPL Welco	me, Debbie st Portal	Commitments	Reports	Profile	Help	Cog Out
	Transmitte	al Report					Print All
		Plea	ase select a Funding Ty	pe and Date paramete	ers from the options	below.	
3	 Funding Type 	Funding Type	•				
4	Sotup Date	From Date	5 10 0	Date	6 SEAR	CH CLEAR	
	Name	Funding Type	Setup Date	Expiration Date	Amour	t Agreemen	t Detail

Step	Actions for Modifying Agency Commitments
1	Select Commitments from menu Result: Commitment menu is displayed
2	Select Active card Result: Transmittal Report is displayed
3	Click Funding type drop-down arrow to select funding type Result: Funding types will be displayed
4	Select Setup From Date from calendar Note: This is the starting setup date of commitments you want to view
5	Select Setup to Date from calendar Note: This is the ending setup date of commitments you want to view
6	Click Search to execute search Result: Active commitments for your agency are displayed

Purpose: Use this job aid to modifying agency commitments in the FPL Assist Web Portal.

To request a commu	ment extension, prease	Cleck on the costonie	a name. In costomer is in	or engine, you will	In the sole to cark.	
Funding Type EHEAP	•					
Setup Date 07/30/2017		10/26/2017	s 🔊	EARCH CLE	AR	
Displaying 32 records with \$9,364.	67 in total commitment	15				
		< 1	2 >			
Name	Funding Type	Setup Date	Expiration Date	Amount	Agreement	Detail
TYLER C MULLIS	EHEAP	Oct 19, 2017	Dec 18, 2017	\$600.00	B	~
ABC CUSTOMER	EHEAP	Oct 19, 2017	Dec 18, 2017	\$100.00	B <	3 -
ABC CUSTOMER	EHEAP	Oct 20, 2017	Dec 19, 2017	\$1,029.54	ß	*
ABC CUSTOMER	EHEAP	Oct 20, 2017	Apr 4, 2016	\$23.00	ß	•
ABC CUSTOMER	EHEAP	Oct 20, 2017	Apr 4, 2016	\$100.00	ß	•
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$100.00	ß	•
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$200.00	ß	•
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$300.00	ß	•
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$100.00	ß	•
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$899.99	ß	•
ABC CUSTOMED	FHFAD	Oct 24, 2017	Ary 18, 2016	\$0.01	n	
F	lequest C	ommitm	ent Exten	sion	(Xose 😦
Are you sure you w	vant to request	a 30 day expira	ition date extens	ion for this co	mmitment?	
	1	78380274	A6			
		10300311	40			

Step	Actions for Modifying Agency Commitments (cont.)
4	Click on blue active link for account that will be modified
1	Result: Request Commitment Extension window is displayed
2	Select submit to extend expiration date for 30 days
3	Print Commitment Agreement Letter

Important: A commitment can only be **modified once.** If it has already been modified, the link for the customer's name will be in grey and will not be an active link.

This commitment will **not be able** to be modified. Contact your Area Manager for assistance.

Purpose: Use this job aid to modify multiple active commitments in the FPL Assist Web Portal.

E	Enter New		E 4:00		Ë	Pending	
1	Batch		Multi Extend	•			
Expiratio	n Report					PIREAR	
Expiratio	n Report Pe	ase select a Funding	Type and Date parameters the	m the options below		PrecAll	
Expiratio	n Report Pe	ase select a Funding 1	Type and Cate parameters the	m the options below		Prez Ad	

Step	Actions for Modifying Multiple Agency Commitments
1	Select Commitments Result: Commitment menu is displayed
2	Select Multi Extend Result: Expiration Report is displayed
3	Click dropdown arrow to select funding type Result: Funding types will be displayed
4	Select Expiration From Date from calendar Note: This is the starting expiration date of commitments you want to view
5	Select Expiration to Date from calendar Note: This is the ending expiration date of commitments you want to view
6	Click Search to execute search Result: Commitments for your agency are displayed in order of expiration date

Purpose: Use this job aid to modify multiple active commitments in the FPL Assist Web Portal.



Step	Actions for Modifying Multiple Agency Commitments (cont.)
1	View commitment expiration dates and details
2	Click on blue active link for account that will be modified Result: Request Commitment Extension window is displayed
3	Select submit to extend expiration date for 30 days
4	Successful commitment message is displayed
	Repeat steps 1–3 until all commitments are complete

Important: A commitment can only be **modified once.** If it has already been modified, the link for the customer's name will be in grey and will not be an active link.

This commitment will **not be able** to be modified. Contact your Area Manager for assistance.

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