



FPL ASSIST WEB PORTAL – PENDING COMMITMENTS

Purpose: Use this job aid to Approve Pending Commitments in the FPL Assist Web Portal.

The screenshot shows the FPL Assist Portal interface. At the top, there is a navigation bar with 'Welcome, Debbie Assist Portal' and a 'Commitments' menu item with a red notification badge (1). Below this are four main action cards: 'Enter New', 'Active', 'Pending' (with a red notification badge and a black arrow pointing to it, labeled 2), and 'Multi Extend'. A secondary navigation bar contains 'Reports', 'Profile', 'Help', and 'Log Out'. The main content area is titled 'Pending Commitments' and includes a search bar with 'Search by' and 'SEARCH'/'CLEAR' buttons. A table lists pending commitments with columns for 'Customer Name', 'Setup Date', 'Funding Type', 'Amount', 'Reject?', and 'Details'. A checkbox (3) is shown next to a row. Below the table are radio buttons for 'Show Pending' (selected) and 'Show Rejected'. A '0 pending commitments selected' message and an 'APPROVE SELECTED' button (4) are also visible. A disclaimer at the bottom reads: '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 Approving Pending Commitments
1	Select Commitments card Result: Commitment menu is displayed
2	Select Pending card Result: Pending Commitment window is displayed
3	Select: <ul style="list-style-type: none"> individual checkboxes to approve individual customer commitments or checkbox on top (to the left of the Customer Name) to approve all customer commitments
4	Click Approve Selected Result: Processed Commitments window is displayed
5	<p>View messages and details for commitments Print commitment letters and agreements for all commitments processed</p>



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Purpose: Use this job aid to view Search and Reject Pending Commitments in the FPL Assist Web Portal.

Search by

<input type="checkbox"/>	Customer Name	Setup Date	Funding Type	Amount	Reject?	Details
<input type="checkbox"/>	Customer Name	Mar 29, 2016	ASST	\$10.00	<input type="button" value="REJECT"/>	<input type="button" value="Details"/>

Show Pending
 Show Rejected

0 pending commitments selected

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 Rejecting and Searching Pending Commitments
1	<ul style="list-style-type: none"> • Select to reject selected commitment – if rejecting, accounts must be selected one at a time • Result: Rejection window appears
2	<ul style="list-style-type: none"> • Enter Rejection Reason • Select Reject
3	<ul style="list-style-type: none"> • Select to view commitment details • Result: Details section displayed
4	<ul style="list-style-type: none"> • Search for specific commitment if not listed • Commitments can be searched by: <ul style="list-style-type: none"> • Customer Name • Funding Type • Amount
5	<ul style="list-style-type: none"> • Select: <ul style="list-style-type: none"> • Show Pending to view all pending commitments • Show Rejected to view all rejected commitments