



# FPL ASSIST WEB PORTAL – VIEWING ACTIVE COMMITMENTS

**Purpose:** Use this job aid to view Active Commitments on an account in the FPL Assist Web Portal.

Retrieve Account      View Bill      Enter Commitment      Review

1      2      3      4

Account Information

View Commitment History > 1

Payment Extension >

Print Page >

### Commitment History

| Funding Type | Status | Setup Date  | Expire Date  | Amount   | Details |
|--------------|--------|-------------|--------------|----------|---------|
| LIHEAP       | ACTIVE | Nov 7, 2017 | May 31, 2016 | \$500.00 | ▼ 2     |
| LIHEAP       | ACTIVE | Nov 7, 2017 | May 31, 2016 | \$500.00 | ▲       |

Agency Name : FPL Test Agency - West      Setup Rep : Test Commit      Agency Rep : Test Commit 3

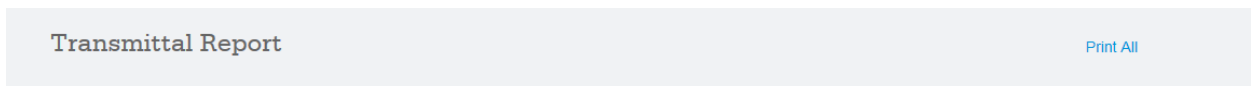
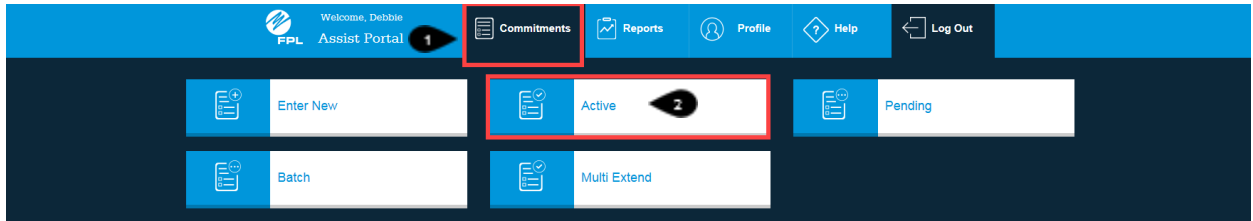
Status Date : Mar 30, 2016      Edit Remarks : FPL TEST AGENCY - WEST

| Step | Actions for Viewing Active Commitments on an Account  |
|------|---|
| 1    | <b>Click</b> View Commitment History<br><b>Result:</b> Commitment History window displays   |
| 2    | <b>Click</b> down Details arrow   |
| 3    | <ul style="list-style-type: none"> <li><b>Review</b> commitment information</li> <li><b>Click</b> Active commitment link for commitment if commitment needs to be modified</li> </ul> <b>Note:</b> If Active is not a blue link, the commitment can not be modified |



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Please select a Funding Type and Date parameters from the options below.

3 Funding Type

4 Setup Date  5  6

| Name | Funding Type | Setup Date | Expiration Date | Amount | Agreement | Detail |
|------|--------------|------------|-----------------|--------|-----------|--------|
|------|--------------|------------|-----------------|--------|-----------|--------|

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



# FPL ASSIST WEB PORTAL – VIEWING ACTIVE COMMITMENTS

**Purpose:** Use this job aid to view Active Agency Commitments in the FPL Assist Web Portal.

Transmittal Report Print All

To request a commitment extension, please click on the customer name. If customer is not eligible, you will not be able to click.

Funding Type:


Setup Date:

Displaying 32 records with \$9,364.67 in total commitments

| 1            | 2            | 3            | 4               | 5          | 6         | 7      |
|--------------|--------------|--------------|-----------------|------------|-----------|--------|
| Name         | Funding Type | Setup Date   | Expiration Date | Amount     | Agreement | Detail |
| ABC CUSTOMER | EHEAP        | Oct 19, 2017 | Dec 18, 2017    | \$600.00   |           |        |
| ABC CUSTOMER | EHEAP        | Oct 19, 2017 | Dec 18, 2017    | \$100.00   |           |        |
| ABC CUSTOMER | EHEAP        | Oct 20, 2017 | Dec 19, 2017    | \$1,029.54 |           |        |
| ABC CUSTOMER | EHEAP        | Oct 20, 2017 | Apr 4, 2016     | \$23.00    |           |        |
| ABC CUSTOMER | EHEAP        | Oct 20, 2017 | Apr 4, 2016     | \$100.00   |           |        |
| ABC CUSTOMER | EHEAP        | Oct 23, 2017 | Apr 15, 2016    | \$100.00   |           |        |
| ABC CUSTOMER | EHEAP        | Oct 23, 2017 | Apr 15, 2016    | \$200.00   |           |        |
| ABC CUSTOMER | EHEAP        | Oct 23, 2017 | Apr 15, 2016    | \$300.00   |           |        |
| ABC CUSTOMER | EHEAP        | Oct 23, 2017 | Apr 15, 2016    | \$100.00   |           |        |
| ABC CUSTOMER | EHEAP        | Oct 23, 2017 | Apr 15, 2016    | \$899.99   |           |        |
| ABC CUSTOMER | EHEAP        | Oct 24, 2017 | Apr 18, 2016    | \$0.01     |           |        |

Name: ABC CUSTOMER    Funding Type: LHEAP    Setup Date: Oct 19, 2017    Expiration Date: Dec 18, 2017    Amount: \$500.00    Agreement:    Detail:

Account Number: 9876543210    Service Address: 123 Customer Ln, Miami, FL 11111    Agent Representative: Agent 1



| Section | Name            | Functions for Viewing Active Agency Commitments  |
|---------|-----------------|--|
| 1       | Name            | <b>Displays</b> name on the customer’s account<br><b>Note:</b> Your authorization level may cause the accounts to be displayed in grey and will not be active links. |
| 2       | Funding Type    | <b>Displays</b> commitment funding type  |
| 3       | Setup Date      | <b>Displays</b> date that the commitment was set up  |
| 4       | Expiration Date | <b>Displays</b> expiration date of commitment  |
| 5       | Amount          | <b>Displays</b> commitment amount  |
| 6       | Agreement       | <b>Select</b> to print Commitment Agreement Letter   |
| 7       | Detail          | <b>Select</b> to view commitment details<br><b>Result:</b> Detail section displays   |
| 8       | Print All       | <b>Select</b> to print all active commitments displayed  |