FPL Assist Web Portal
Enter a Commitment

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Introduction

The following module will provide you an overview for entering a commitment into the FPL Assist Portal

After completing this module, you will be able to perform the following tasks:

- Submit a commitment
- Review a commitment
- Print a commitment letter
- Submit batch commitments

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Entering a Commitment

Once you have reviewed the customer's account information on the Bill Status screen, you are now ready to enter the commitment. The following table includes the steps for entering and reviewing a commitment on an account.

Step	Window	Action
1	Enter Commitment	Select: • Funding Type • Commitment Amount
2	Review Commitment	Review Commitment Amount
3	Commitment Agreement	Print Commitment Agreement

Let's look at how each step in the process works.

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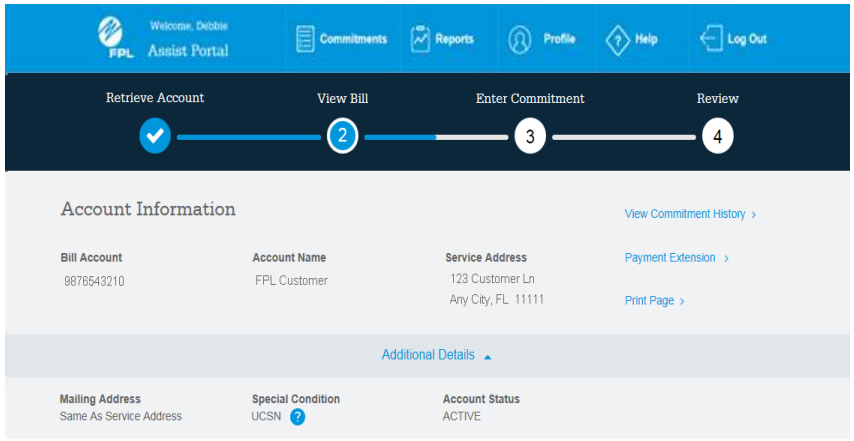
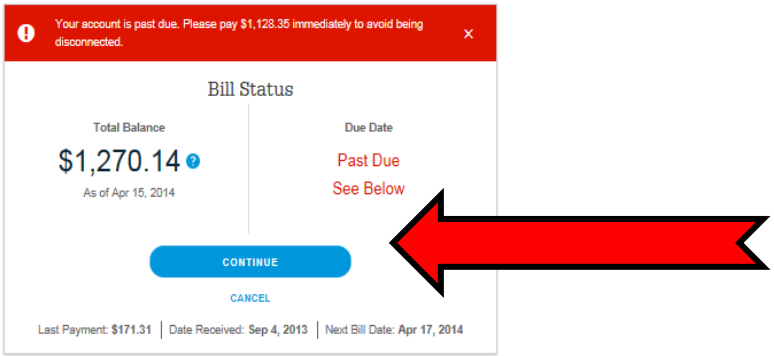
Entering a Commitment (cont.)





From the Bill Status screen, select **Continue** to open the **New Commitment** window

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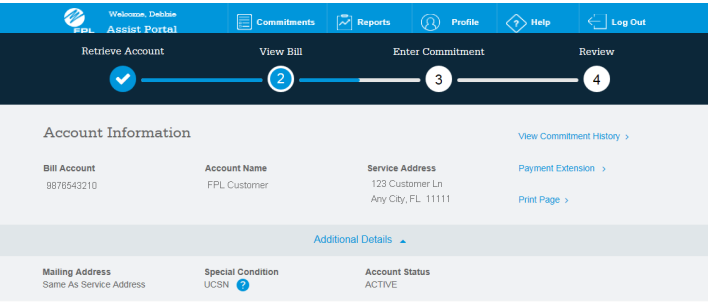
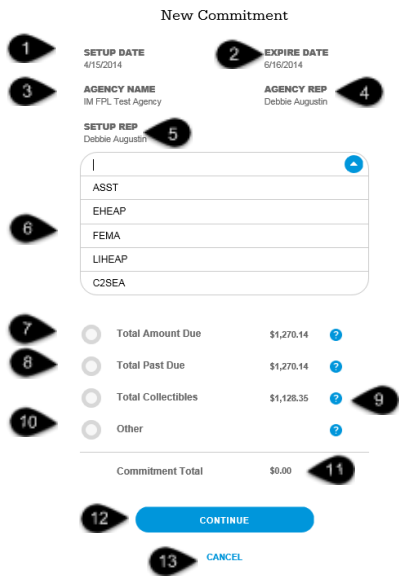
Entering a Commitment (cont.)





Use this table to identify parts and functions of the New Commitment screen:

Section	Name	Function
1	Setup Date	Displays date the commitment was created
2	Expire Date	Displays expiration date of the commitment
3	Agency Name	Displays name of the agency that set up the commitment
4	Agency Rep	Displays name of representative that set up the commitment
5	Setup Rep	Displays name of the rep that set up the commitment **Note:** If FPL rep sets up the commitment, it will list name of FPL rep
6	Funding Type	Displays funding types authorized for that agency
7	Total Amount Due	Displays total amount due on the account
8	Total Past Due	Displays total amount past due on the account
9	Total Collectibles	Displays minimum acceptable payment to restore service or avoid disconnection.
10	Other	Used to enter a specific commitment amount that is not listed
11	Commitment Total	Displays total amount of the commitments to be entered
12	Continue	Begins processing the commitment
13	Cancel	Returns to the Retrieve Bill Account screen

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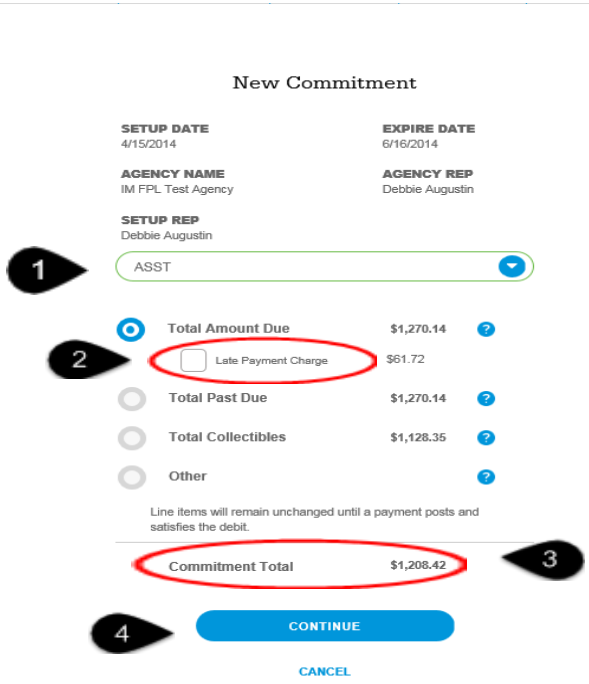
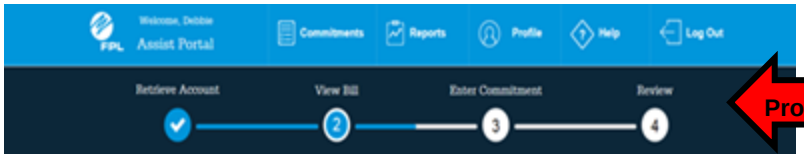
Entering a Commitment (cont.)





Use the following steps to enter a commitment in the FPL Assist Portal:

Step	Action
1	**Select** Funding Type from drop-down
2	**Select:** • Desired commitment amount from the options listed or • Other and enter amount if amount to be committed is not listed **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. • This will allow you to deselect non-electric charges that may not be eligible for your funding type
3	Once any charges are deselected, the system will recalculate the **Commitment Total** amount accordingly.
4	**Click** • Continue to complete the commitment or • Cancel to go back to the retrieval screen **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.

Let's look at the next step in entering a commitment reviewing the commitment.

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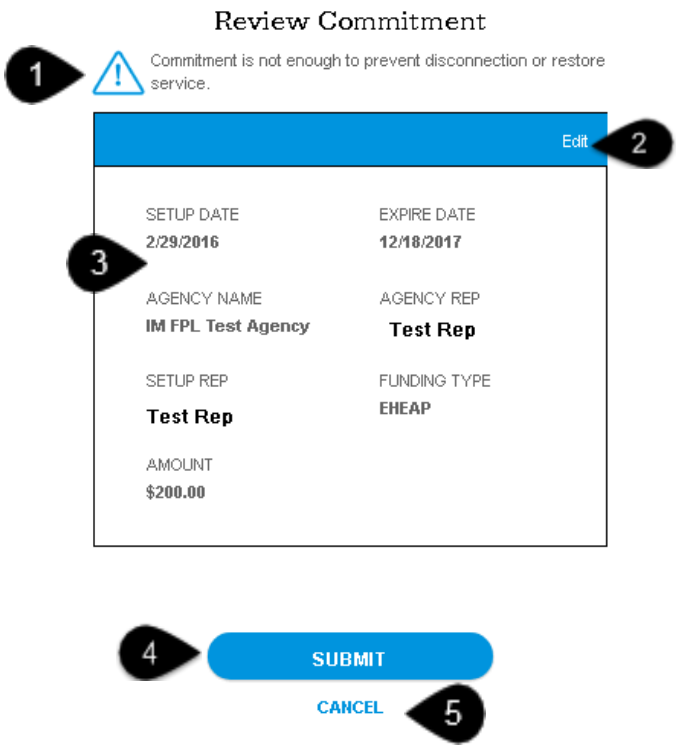
Review Commitment



Use the following table to review the parts and functions of the Review Commitment window.

Section	Name	Function
1	Message Area	Provides any important messages about the commitment that are being entered
2	Edit	Allows the ability to return to the Enter Commitment screen and edit the commitment before submitting
3	Commitment Information	Contains: • Set up Date • Expire Date • Agency Name • Agency Rep • Set up Rep • Funding Type • Commitment Amount
4	Submit	Submit Commitment
5	Cancel	Return to the account retrieval screen

Let's look at how a commitment is reviewed.

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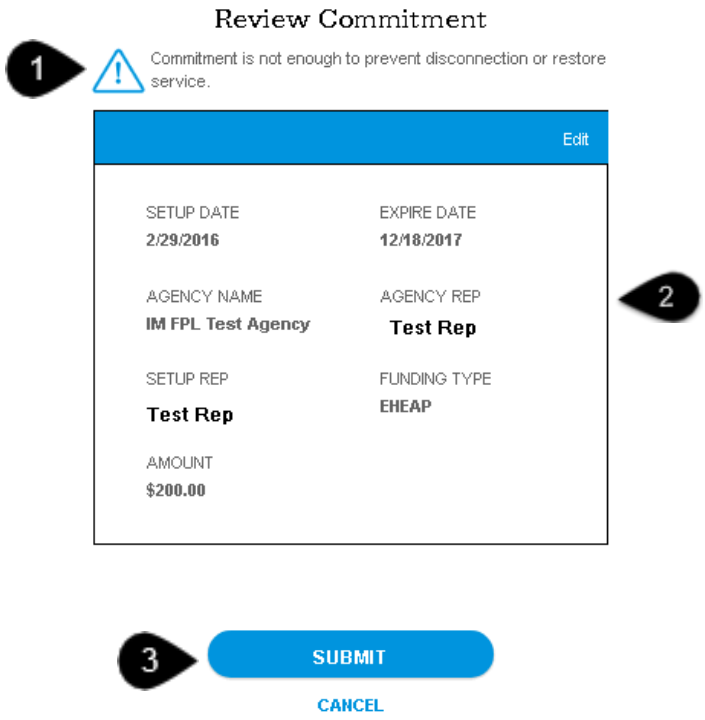
Review Commitment (cont.)



Use the following steps to review a commitment in the FPL Assist Portal:

Step	Action
1	**Review** any messages that may be displayed **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.)
2	**Review** commitment information
3	**Submit** commitment

Once the commitment is submitted, you will then print the Commitment Agreement Letter for the customer.

Let's look at the steps for printing the Commitment Agreement.

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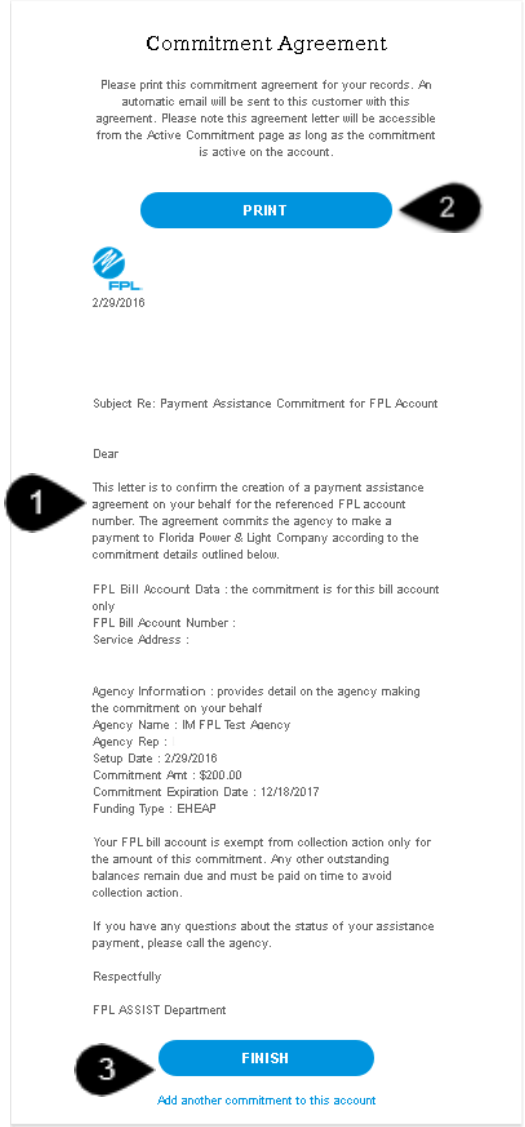
Print Commitment Agreement



Use the following steps to review print the Commitment Agreement in the FPL Assist Portal:

Section	Action
1	**Review** commitment agreement letter to confirm commitment information
2	**Select** Print
3	**Select:** • 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

Note: Commitment agreement letters that are printed in Chrome browser will provide a preview of the letter prior to printing.

Let's look at what will happen if you require approval of commitments that have been entered.

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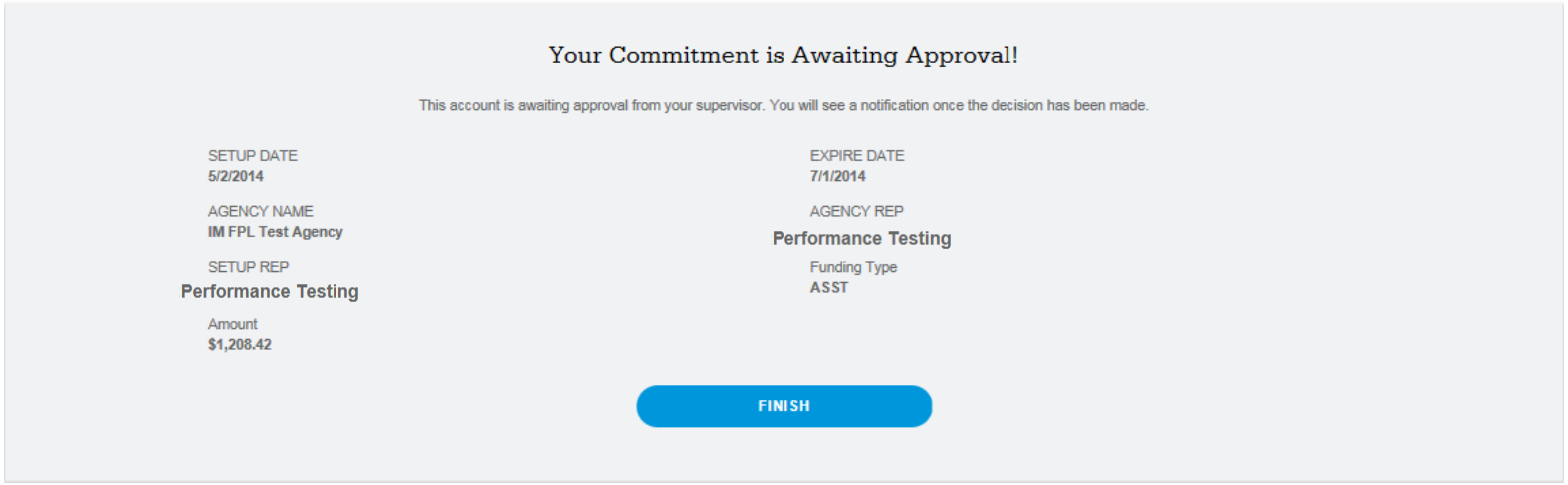
Review Commitment

This message will display if your commitments require approval. You will not be able to print the Commitment Agreement until the commitment is approved.



Important: Accounts are not protected and reconnect orders will not be issued until commitment is approved.

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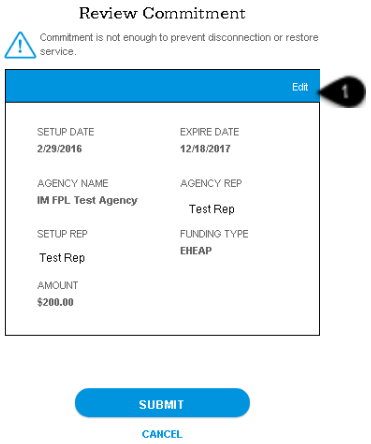
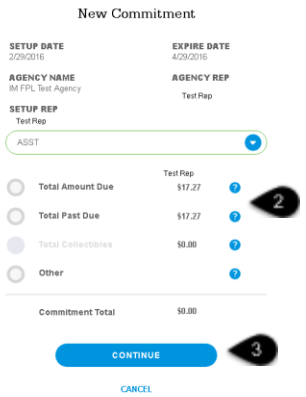
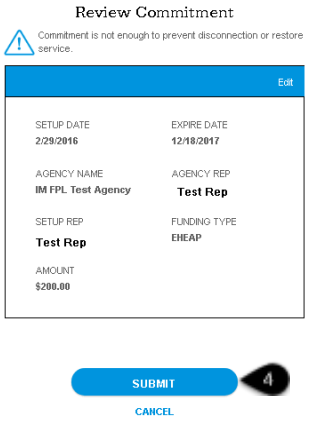
Edit Commitment

If you determine that you need to make changes to a commitment in the Review Commitment window, you can edit the commitment before submitting.







Use the following steps to edit a commitment in the FPL Assist Web Portal:

Step	Action
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	• **Review** commitment and • **Click** Submit

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Batch Commitments

Batch Commitments are new and are designed to simplify processing when an agency has a number of similar commitments that can be entered at one time.

Validations are done for each individual commitment entered, and the process enables a more streamlined approach than entering commitments one-by-one.

Batch Commitments:

- Are used when you need to enter multiple commitments at one time
- Have a maximum limit of 10 that can be entered at one time
- Are entered without being able to view the customer's account information and statuses

Important: For each account that you are entering a commitment for in the batch, you will need to assess the account in advance to determine if your commitment amount is enough to stop collection action or trigger reconnects.

Let's review the steps for entering batch commitments.

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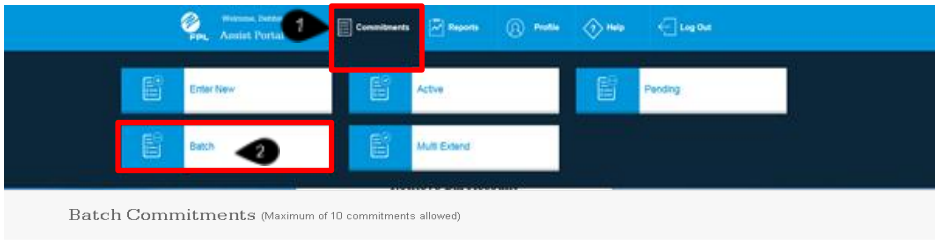
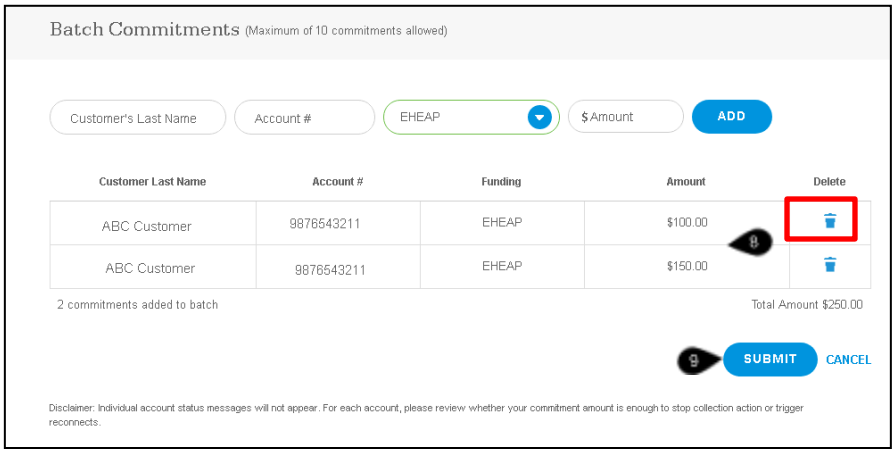
Batch Commitments (cont.)





The following information provides steps for entering Batch Commitments in the FPL Assist Web Portal.

Step	Action
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
8	**Review** commitment information entered Use delete if commitment entered incorrectly **Repeat** steps 3-8 until all commitments in batch are entered
9	**Click** Submit to enter commitments **Important:** Commitments are not entered into the system until it is submitted

Let's review the window that will appear once Batch Commitments are processed.

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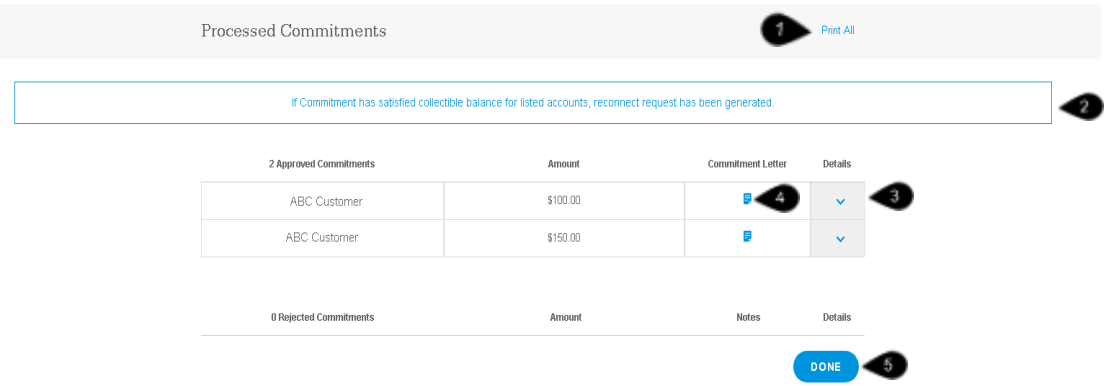
Batch Commitment Window

Once the Batch Commitments are submitted, the Processed Commitments window is displayed.



The following information provides the parts and functions of the Processed Commitments window in the FPL Assist Web Portal.

Section	Function
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

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Summary

- Entering commitments in the FPL Assist Web Portal includes steps of selecting funding type, entering amount, reviewing the commitment and printing the Commitment Agreement
- Commitments can be edited from the Review Commitment screen
- Commitments that require approval are not protected from collection action, and reconnect orders will not be issued until commitment is approved
- Batch Commitments are used to enter multiple commitments at one time and have a maximum limit of 10

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