

FPL Assist Web Portal Enter a Commitment

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



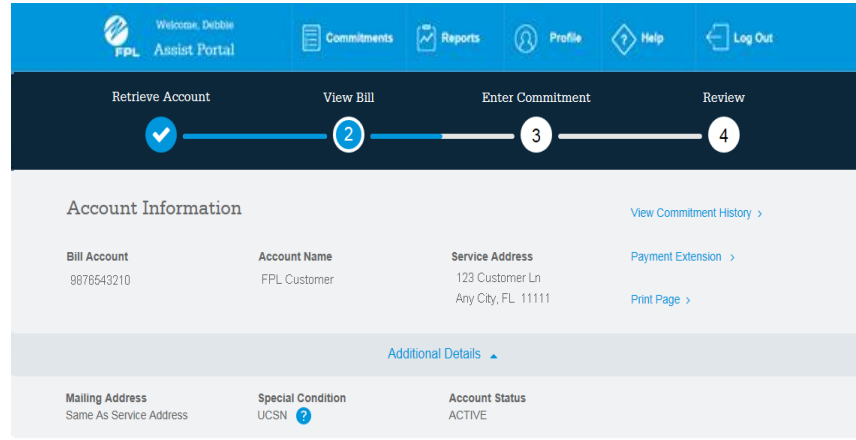
Entering a Commitment

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.

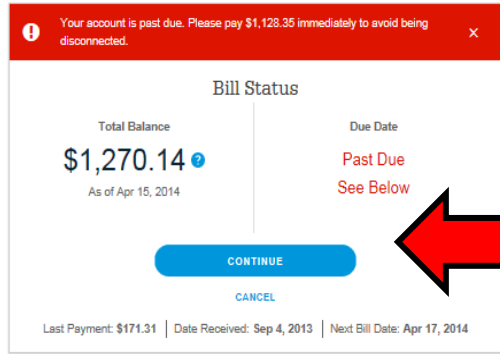
Step	Window	Action
1	Enter Commitment	Select: <ul style="list-style-type: none">• Funding Type• Commitment Amount
2	Review Commitment	Review Commitment Amount
3	Commitment Agreement	Print Commitment Agreement

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

Entering a Commitment (cont.)



The screenshot shows the top navigation bar with the FPL logo, a welcome message for Debbie, and links for Commitments, Reports, Profile, Help, and Log Out. Below the navigation bar is a progress indicator with four steps: Retrieve Account (1), View Bill (2), Enter Commitment (3), and Review (4). The 'Enter Commitment' step is currently active. Below the progress indicator is the 'Account Information' section, which includes fields for Bill Account (9876543210), Account Name (FPL Customer), Service Address (123 Customer Ln, Any City, FL 11111), Mailing Address (Same As Service Address), Special Condition (UCSN), and Account Status (ACTIVE). There are also links for View Commitment History, Payment Extension, and Print Page.



The screenshot shows a 'Bill Status' screen with a red warning banner at the top that reads: 'Your account is past due. Please pay \$1,128.35 immediately to avoid being disconnected.' The main content area displays 'Total Balance' as '\$1,270.14' (As of Apr 15, 2014) and 'Due Date' as 'Past Due See Below'. A large red arrow points to a blue 'CONTINUE' button. Below the button is a 'CANCEL' link. At the bottom, it shows 'Last Payment: \$171.31 | Date Received: Sep 4, 2013 | Next Bill Date: Apr 17, 2014'.

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

Entering a Commitment (cont.)

Navigation: Retrieve Account (1), View Bill (2), Enter Commitment (3), Review (4)

Account Information

Bill Account: 9878543210 | Account Name: FPL Customer | Service Address: 123 Customer Ln, Any City, FL 11111

Mailing Address: Same As Service Address | Special Condition: UCSN | Account Status: ACTIVE

New Commitment

1. SETUP DATE: 4/15/2014

2. EXPIRE DATE: 6/16/2014

3. AGENCY NAME: IM FPL Test Agency

4. AGENCY REP: Debbie Augustin

5. SETUP REP: Debbie Augustin

6. Funding Type dropdown menu:

- ASST
- EHEAP
- FEMA
- LIHEAP
- C2SEA

7. Total Amount Due: \$1,270.14

8. Total Past Due: \$1,270.14

9. Total Collectibles: \$1,128.35

10. Other: [input field]

11. Commitment Total: \$0.00

12. CONTINUE button

13. CANCEL button

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

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	<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
3	Once any charges are deselected, the system will recalculate the Commitment Total amount accordingly.
4	<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>




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

Review Commitment

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

Review Commitment

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

2 **Edit**

3

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	

4 **SUBMIT**

CANCEL 5

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: <ul style="list-style-type: none"> • 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.

Review Commitment (cont.)

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

Review Commitment

1 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	

2

3 **SUBMIT**
CANCEL

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.

Print Commitment Agreement

Commitment Agreement

Please print this commitment agreement for your records. An automatic email will be sent to this customer with this agreement. Please note this agreement letter will be accessible from the Active Commitment page as long as the commitment is active on the account.

PRINT 2



2/29/2016

Subject Re: Payment Assistance Commitment for FPL Account

Dear

1 This letter is to confirm the creation of a payment assistance agreement on your behalf for the referenced FPL account number. The agreement commits the agency to make a payment to Florida Power & Light Company according to the commitment details outlined below.

FPL Bill Account Data : the commitment is for this bill account only
 FPL Bill Account Number :
 Service Address :

Agency Information : provides detail on the agency making the commitment on your behalf
 Agency Name : IM FPL Test Agency
 Agency Rep :
 Setup Date : 2/29/2016
 Commitment Amt : \$200.00
 Commitment Expiration Date : 12/18/2017
 Funding Type : EHEAP

Your FPL bill account is exempt from collection action only for the amount of this commitment. Any other outstanding balances remain due and must be paid on time to avoid collection action.

If you have any questions about the status of your assistance payment, please call the agency.

Respectfully

FPL ASSIST Department

3 **FINISH**
[Add another commitment to this account](#)

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: <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

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.

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.

Your Commitment is Awaiting Approval!

This account is awaiting approval from your supervisor. You will see a notification once the decision has been made.

SETUP DATE 5/2/2014	EXPIRE DATE 7/1/2014
AGENCY NAME IM FPL Test Agency	AGENCY REP Performance Testing
SETUP REP Performance Testing	Funding Type ASST
Amount \$1,208.42	

[FINISH](#)

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

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.

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

New Commitment

SETUP DATE	EXPIRE DATE
2/29/2016	4/29/2016
AGENCY NAME	AGENCY REP
IM FPL Test Agency	Test Rep
SETUP REP	Test Rep
ASST	
Total Amount Due	\$17.27
Total Past Due	\$17.27
Total Collectibles	\$0.00
Other	
Commitment Total \$0.00	

CONTINUE
CANCEL

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

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

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

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.



Batch Commitments (cont.)

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

Batch Commitments (Maximum of 10 commitments allowed)

Customer's Last Name Account # Funding Type \$ Amount 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.

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	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

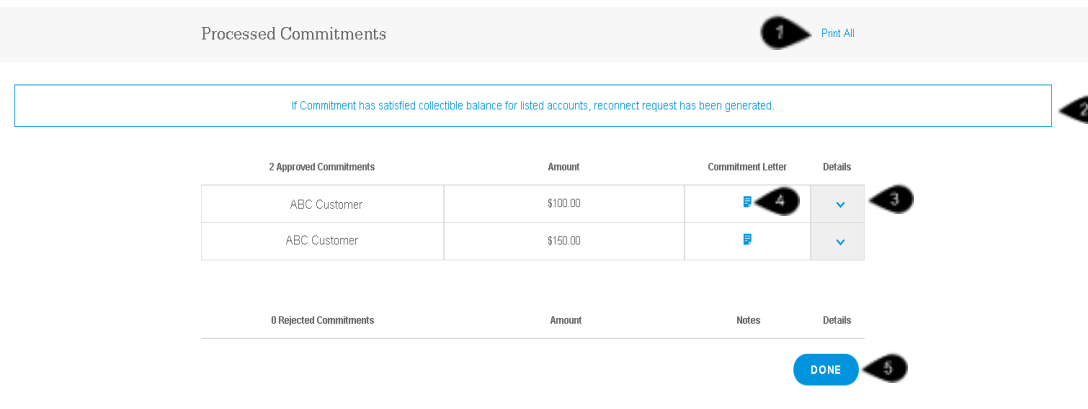
Let's review the window that will appear once Batch Commitments are processed.

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



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

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

