

FPL Assist Web Portal Enter a Payment Extension

Payment Extension

The screenshot shows the FPL Assist Portal interface. At the top, there is a navigation bar with 'Welcome, Debbie Assist Portal' and icons for 'Commitments', 'Reports', 'Profile', 'Help', and 'Log Out'. Below this is a progress indicator with four steps: 'Retrieve Account' (1), 'View Bill' (2), 'Enter Commitment' (3), and 'Review' (4). Step 1 is completed, and step 2 is active. The 'View Bill' window displays account information:

Account Information		
Bill Account 9876543210	Account Name FPL Customer	Service Address 123 Customer Ln Any City, FL 11111
Additional Details		
Mailing Address Same As Service Address	Special Condition UCSN	Account Status ACTIVE

In the 'View Bill' window, a red box highlights the 'Payment Extension' link, which is pointed to by a red arrow.

A payment extension protects an account from collection action. Accounts that **qualify** for a payment extension will display “Payment Extension” link in the View Bill window.

The screenshot shows the FPL Assist Portal interface, similar to the previous one. The progress indicator shows step 2 'View Bill' as active. The account information is the same. However, in the 'View Bill' window, a red box highlights the link 'Payment Extension - Not Eligible', which is pointed to by a red arrow.

Accounts that **do not qualify** for a payment extension will display “Payment Extension – Not Eligible” in the View Bill window. An example of an account that **does not** qualify is an account disconnected for non-payment.

Let’s look at the steps for entering a payment extension.

Important: Only representatives that are **authorized** to issue payment extensions will be able to issue payment extensions.

Payment Extension (cont.)

The following table provides the steps for entering a payment extension.

Progress Bar: Retrieve Account (3) | View Bill (2) | Enter Commitment (3) | Review (4)

Account Information: Bill Account (9876543210), Account Name (FPL Customer), Service Address (123 Customer Ln, Any City, FL 11111). Links: View Commitment History, Payment Extension (1), Print Page.

Confirmation Dialog: Are you sure you want to submit a 10 day payment extension for Extendable Past Due Balance of \$179.93? Buttons: CONTINUE (2), Cancel.

Success Message: Your payment extension has been submitted successfully. Retrieve account again to view payment extension.

ACCOUNT	ACCOUNT ACTIVITY	BILL HISTORY
Payment Extension Installment (4)		Payment Due - 02/14/2018 \$179.93
Current Amount		Payment Due - 02/19/2018 \$192.04
Current Amount		Payment Due - 02/26/2018 \$462.00
Total Balance		\$833.97

Step	Action
1	Click Payment Extension link Result: Payment Extension Confirmation window displays
2	Select Continue to enter payment extension Result: Message displays "Your payment extension has been submitted successfully. Retrieve account again to view payment extension"
3	Click Retrieve account in the Progress Bar
4	View Payment Extension details displayed in balance section

Important: Only representatives that are **authorized** to issue payment extensions will be able to issue payment extensions on accounts.

Summary

- Payment extensions protect accounts from collection action
- Only authorized representatives can enter payment extensions
- Accounts that qualify for a payment extension will display “Payment Extension” in the Account Information section

