

# **FPL Assist Web Portal Pending Commitments**

## Introduction

At the end of this module, you will be able to perform the following tasks in the FPL Assist Web Portal:

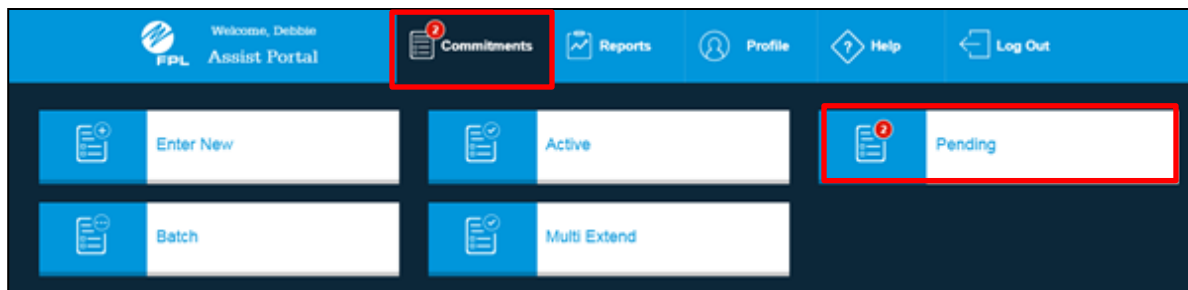
- View commitments pending approval and rejected
- Approve pending commitments
- Reject pending commitments



## Pending Commitments

Users of the FPL Assist Web Portal can be assigned roles that require their commitments to be approved before they are submitted onto a customer's account.

It is important that as an approver, you review your pending commitments in a timely manner. Failure to review the commitments in a timely manner can result in accounts being disconnected for non-payment or delay reconnection of accounts.



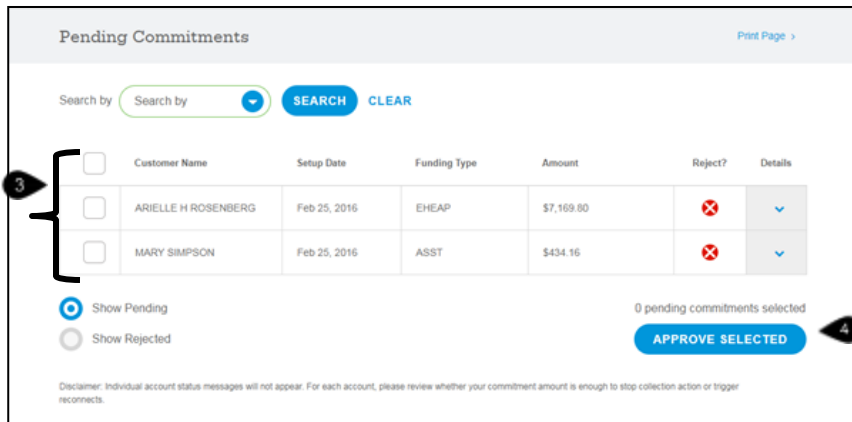
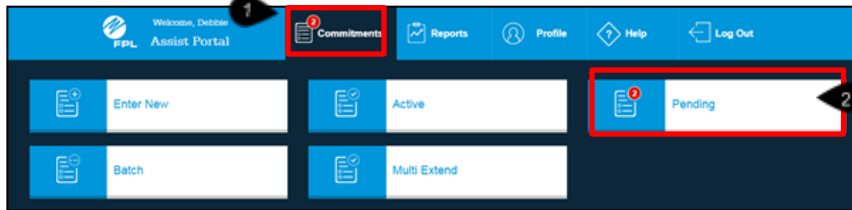
The FPL Assist Web Portal will notify you that commitments are pending approval by displaying a **red** number on the commitments and pending cards.

Let's review the steps for approving or rejecting pending commitments.

## Pending Commitments – Approving

The following information in steps 1- 4 provides instructions for approving commitments in the FPL Assist Web Portal.

Step	Action
1	<b>Select</b> Commitments card <b>Result:</b> Commitment menu is displayed
2	<b>Select</b> Pending card <b>Result:</b> Pending Commitment window is displayed
3	<b>Select:</b> <ul style="list-style-type: none"> <li>individual checkboxes to approve individual customer commitments or</li> <li>checkbox on top (to the left of the <b>Customer Name</b>) to approve all customer commitments</li> </ul>
4	<b>Click</b> Approve Selected

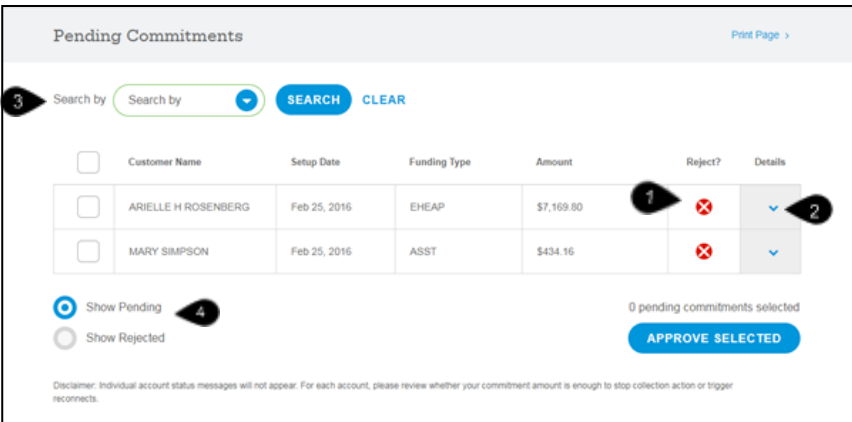
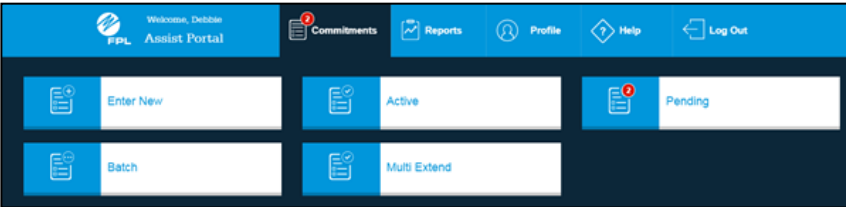


Let's review the steps for searching and rejecting commitments in the Pending Commitments window.

## Pending Commitments – Searching and Rejecting

The following information in steps 1- 4 provides instructions for searching and rejecting commitments in the FPL Assist Web Portal.

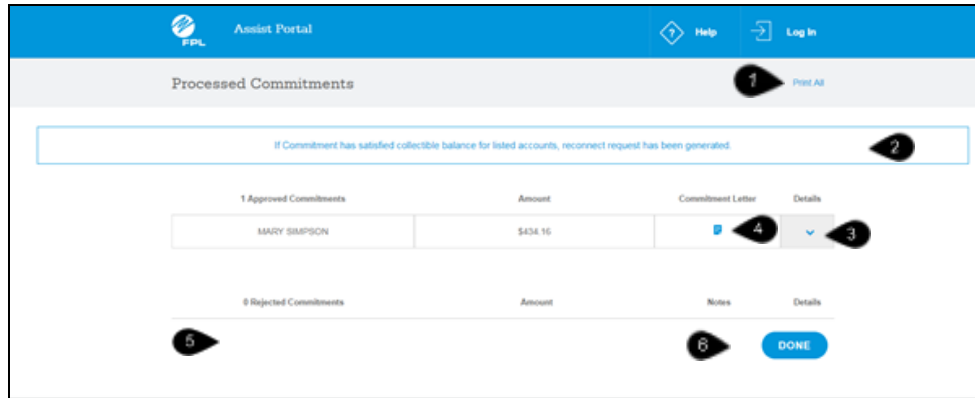
Step	Action
1	<b>Select</b> to reject selected commitment – if rejecting, accounts must be selected one at a time
2	<b>Select</b> to view commitment details <b>Result:</b> Details section displayed
3	<b>Search</b> for specific commitment if not listed Commitments can be searched by: <ul style="list-style-type: none"> <li>• Customer Name</li> <li>• Funding Type</li> <li>• Amount</li> </ul>
4	<b>Select:</b> <ul style="list-style-type: none"> <li>• Show Pending to view all pending commitments</li> <li>• Show Rejected to view all rejected commitments</li> </ul>



Let's review the windows that will appear once a commitment is approved.

## Approved Commitments

Once the commitment is **approved**, the following window is displayed. The representative who issued the commitment will receive notification that the commitment was approved.

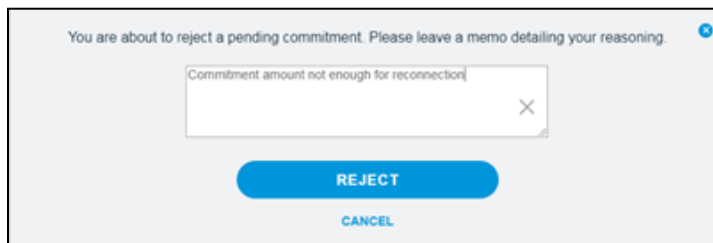


Use information in table below to use the Processed Commitments window.

Section	Function
1	<b>Prints</b> commitment letters for all commitments processed in the batch
2	<b>Displays</b> messages for review
3	<b>Provides</b> details for each commitment by clicking arrow
4	<b>Prints</b> commitment agreements for individual accounts
5	<b>Displays</b> any rejected commitments and reasons for rejection in the Notes field
6	<b>Closes</b> window

## Rejected Commitments

Once the commitment is **rejected**, the following window is displayed. You will need to **enter rejection reason** and **select reject**. The representative who issued the commitment will receive notification that the commitment was rejected.



Let's review how you would view the details of any rejected commitments.

## Rejected Commitments (cont.)

Use information in the table below for how to use the Rejected Commitments window.

Section	Function
1	<b>Prints</b> the Rejected Commitments page
2	<b>Displays</b> details of rejected commitments
3	<b>Click</b> to view notes for rejected commitments <b>Result:</b> Notes window displays rejection notes

Rejected Commitments 1 [Print Page >](#)

Search by  SEARCH CLEAR

Customer Name	Funding Type	Amount	Notes?	Details
ABC CUSTOMER	LIHEAP	\$161.18	3	
ABC CUSTOMER	ASST	\$4,324.41		
ABC CUSTOMER	EHEAP	\$7,169.80		

Show Pending  
 Show Rejected

Please re enter with a new amount. ✕

CANCEL

**Note:** If the status of the account for the pending commitment changes while waiting on approval, the system will reject the commitment. It is important to view the Notes for rejected commitments to determine if it was rejected by the system.