

# FPL Assist Web Portal Pending Commitments

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#### 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

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E	Enter New	E	Active		<b>.</b>	Pending	~
	Batch	Ê	Multi Extend				

Pending	Pending Commitments Print Page >							
Search by	Search by	SEARCH CLEA	R					
	Customer Name	Setup Date	Funding Type	Amount	Reject?	Details		
	ARIELLE H ROSENBERG	Feb 25, 2016	EHEAP	\$7,169.80	۲	•		
	MARY SIMPSON	Feb 25, 2016	ASST	\$434.16	۲	•		
Show Pending     O pending commitments selected     APPROVE SELECTED      Show Rejected      Declaimer: individual accourt status messages will not appear. For each account, please review whether your commitment amount is enough to stop collection action or trigger reconnects.								

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

Step	Action
1	Select Commitments card Result: Commitment menu is displayed
2	Select Pending card Result: Pending Commitment window is displayed
3	<ul> <li>Select:</li> <li>individual checkboxes to approve individual customer commitments or</li> <li>checkbox on top (to the left of the Customer Name) to approve all customer commitments</li> </ul>
4	Click Approve Selected

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

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### Pending Commitments – Searching and Rejecting

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	Enter New	Ê	Active		<b>0</b>	Pending
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		MARY SIMPSON	Feb 25, 2016	ASST	\$434.16	۲	<b>~</b>
	Show Show Disclaimer: Indv reconnects.	Pending Rejected	ppear. For each account, pleas	e review whether your commitme	0 pen	ding commitmer	its selected

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

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Step	Action
1	Select to reject selected commitment – if rejecting, accounts must be selected one at a time
2	Select to view commitment details Result: Details section displayed
3	<ul> <li>Search for specific commitment if not listed</li> <li>Commitments can be searched by:</li> <li>Customer Name</li> <li>Funding Type</li> <li>Amount</li> </ul>
4	<ul><li>Select:</li><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.

Ø, FPL	Assist Portal		🗇 Help	🔿 Log In	
Process	ed Commitments			PINLAI	
	If Commitment has satisfied colle	ctible balance for listed accounts, reconnect request he	is been generated.		•
	1 Approved Commitments	Amount	Commitment Lette	r Details	
	MARY SIMPSON	\$434.16	• •	9 · <	•
	0 Rejected Commitments	Amount	Notes	Details	
5			6	DONE	
	Process	Exist Portal      Processed Commitments      If Commitment has satisfied color      Approved Commitments      ARCY SUMPSON      Plajected Commitments      Exist Portal	Austice Poretal  Processed Commitments  If Commitment has satisfied collectible balance for listed accounts, reconnect request has  1 Approved Commitments  Amount  Rejected Commitments Amount	Assist Portal       Image: Test of the point of the poin	Aussist Portal       Image: Processed Commitments       Image: Processed Commitments         Processed Commitments       Image: Processed Commitments       Image: Processed Commitments         If Commitment has satisfied collectible balance for listed accounts, reconnect request has been generated.       Image: Processed Commitments         If Approved Commitments       Annount       Commitment Latter       Details         If Approved Commitments       Annount       Commitment Latter       Details         If Approved Commitments       Annount       Notes       Details         If Rejected Commitments       Annount       Notes       Details         If Rejected Commitments       Annount       Notes       Details         Image: Processed Commitments       Annount       Notes       Details         Image: Processed Commitments       Annount       Notes       Details         Image: Processed Commitments       Annount       Notes       Details

### **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.

isment amount not enough for reconnection	×
	REJECT

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

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

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### **Rejected Commitments (cont.)**

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

Rejected Commitments	5		•	Print Page >
Search by Search by	SEARCH CLEAR			
Customer Name	Funding Type	Amount	Notes?	Details
ABC CUSTOMER	LIHEAP	\$161.18	<b>③</b> ₽	~
ABC CUSTOMER	ASST	\$4,324.41		~
ABC CUSTOMER	EHEAP	\$7,169.80	8	~
<ul> <li>Show Pending</li> <li>Show Rejected</li> </ul>				
Pleas	e re enter with a new amo	unt.	11	8
	CAN	ICEL		

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

**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.