

FPL Assist Web Portal Viewing Active Commitments

Viewing Active Commitments

Once a commitment is entered, there are two ways that it can be viewed. Commitments can be viewed by looking at all commitments entered:

- On a customer's account or
- For your agency

Let's first review the steps for viewing an active commitment on a customer's account.



Viewing Commitment on an Account

Retrieve Bill Account
Please enter the information below. Do not enter dashes in the bill account number.

1

Enter last name

By entering account retrieval data, you confirm that you have the customer's authorization for release of information.

CONTINUE

CANCEL

Retrieve Account View Bill Enter Commitment Review

1 2 3 4

Account Information

Bill Account: 9876543210 Account Name: FPL Customer Service Address: 123 Customer Ln, Any City, FL 11111 Payment Extension - Not Eligible Print Page

2 [View Commitment History](#)

Commitment History

A	B	C	D	E	F
Funding Type	Status	Setup Date	Expire Date	Amount	Details
C2SEA	ACTIVE	Oct 20, 2017	Apr 4, 2016	\$179.93	⬆
Agency Name : IM Automation Test Agency Status Date : Feb 25, 2016			Setup Rep : Performance Testing Edit Remarks : IM AUTOMATION TEST AGENCY		Agency Rep : Performance Testing
C2SEA	REDO	Oct 20, 2017	Apr 4, 2016	\$160.00	⬇

G

The following table provides the steps for viewing a commitment on an account.

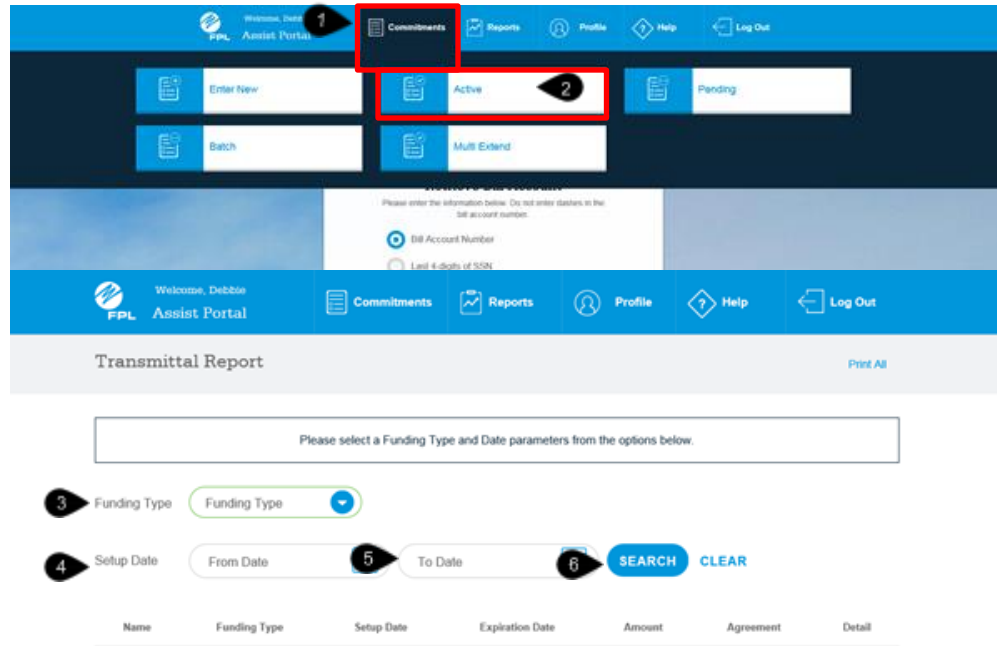
Step	Action
1	Retrieve customer's account
2	Click View Commitment History Result: Commitment History window displays
3	Click blue Active commitment link for commitment that needs to be modified Result: Modify Commitment window displays

The following table provides the parts and functions of the Commitment History window.

Section	Name	Function
Commitment History – displays all commitments entered on the account		
A	Funding Type	Provides the funding type of the commitment
B	Status	Displays status of commitment Note: If active, can click to modify commitment
C	Setup Date	Displays the date that the commitment was set up
D	Expire Date	Displays expiration date of commitment
E	Amount	Displays commitment amount
F	Details	Select to view commitment details Result: Details section displays
G	Details section	Displays details of commitment

Viewing Active Agency Commitments

The following information provides steps for viewing commitments for your agency.



Step	Action
Transmittal Report	
1	Select Commitments from menu Result: Commitment menu is displayed
2	Select Active card Result: Transmittal Report is displayed
3	Click Funding type drop-down arrow to select funding type Result: Funding types will be displayed
4	Select Setup From Date from calendar Note: This is the starting setup date of commitments you want to view
5	Select Setup to Date from calendar Note: This is the ending setup date of commitments you want to view
6	Click Search to execute search Result: Active commitments for your agency are displayed

Let's review the window and results that will be displayed.

Viewing Active Agency Commitments (cont.)

Use the steps on the following table to view the parts and functions and how to use the Transmittal Report window.

Section	Name	Function
A	Name	Displays name on the customer's account
B	Funding Type	Displays commitment funding type
C	Setup Date	Displays date that the commitment was set up
D	Expiration Date	Displays expiration date of commitment
E	Amount	Displays commitment amount
F	Agreement	Select to print Commitment Agreement Letter
G	Detail	Select to view commitment details Result: Detail section displays
H	Print All	Select to print all active commitments displayed

Transmittal Report Print All

To request a commitment extension, please click on the customer name. If customer is not eligible, you will not be able to click.

Funding Type:

Setup Date: SEARCH CLEAR

Displaying 32 records with \$9,364.67 in total commitments

Name	Funding Type	Setup Date	Expiration Date	Amount	Agreement	Detail
ABC CUSTOMER	EHEAP	Oct 19, 2017	Dec 18, 2017	\$600.00		
ABC CUSTOMER	EHEAP	Oct 19, 2017	Dec 18, 2017	\$100.00		
ABC CUSTOMER	EHEAP	Oct 20, 2017	Dec 19, 2017	\$1,029.54		
ABC CUSTOMER	EHEAP	Oct 20, 2017	Apr 4, 2016	\$23.00		
ABC CUSTOMER	EHEAP	Oct 20, 2017	Apr 4, 2016	\$100.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$100.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$200.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$300.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$100.00		
ABC CUSTOMER	EHEAP	Oct 23, 2017	Apr 15, 2016	\$899.99		
ABC CUSTOMER	EHEAP	Oct 24, 2017	Apr 16, 2016	\$0.01		

Name	Funding Type	Setup Date	Expiration Date	Amount	Agreement	Detail
ABC CUSTOMER	LHEAP	Oct 19, 2017	Dec 18, 2017	\$500.00		

Account Number: 9876543210 Service Address: 123 Customer Ln, Miami, FL 11111 Agent Representative: Agent 1

Note: Your authorization level may cause the accounts to be displayed in grey and will not be active links.