



Web Incentive Processing System FAQs

Below you will find answers to some frequently asked questions. More detailed information may be available in the Web Incentive Processing System User Guide, accessible in the “Need Help?” section located on the right side of the home page.

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1. What are the benefits of using the Web Incentive Processing System?

As a participating independent contractor, you can submit an incentive or job request online, eliminating postage expenses and lost mail. In addition, you can monitor and track the status of payments and view a record of incentives submitted. FPL also anticipates a reduction of paperwork errors through the use of system validations when you enter information online.

2. Why do the words “Not Completed” appear next to a section title?

“Not Completed” will be displayed in all sections where required information is missing.

3. What if I don’t have all the required information to complete my entry at one time?

The system will accept partially saved entries for the Heating Ventilation Air Conditioning, and Building Envelope Reflective Roof programs. Partially Saved Incentives/Job Requests will be deleted after three days (Monday-Friday) from date created. The system will not accept partially saved entries for the Residential Ceiling Insulation and Duct programs. DATA WILL BE LOST IF NOT COMPLETELY ENTERED FOR THESE PROGRAMS.

4. Will I receive a confirmation that FPL received the incentive/job request I submitted?

Yes. A message box with the following information will appear once you confirm your submission.

“An FPL representative will review your submitted information for accuracy and completeness. If there are any errors, we will contact you by email or phone. Once we review and approve your submitted information, your incentive will be processed”.

In addition, the “generate summary” button on the screen will provide you the option of printing or saving the information that you entered. You must print or save a copy of this summary for future reference.

5. How do I check the status of the incentive/job request I submitted?

Please access the Web Incentive processing System, log in and locate the submitted incentive/job request by going to the “Submitted Incentives/Job Requests” list located at the bottom of the home page.

6. How can I find out what incentives were paid on the same check?

Refer to “date paid” column in the Submitted Incentive/Job requests list section. To generate a list of submitted incentives or job requests in Excel format, click “Export to Excel”. You can also find this information by accessing the [Supplier Portal](#).

7. How do I submit my incentive/job request for processing?

Please access the Web Incentive Processing System and select the applicable program.

8. How do I correct a paperwork error and resubmit?

Please access the Web Incentive Processing System to select the incentive and make the necessary corrections before resubmitting.

9. Can I choose a different address for receiving payments?

The address listed is the one that FPL has on record for your account. If you would like to have your payments mailed to a different address, please contact your FPL Program Specialist. You can find contact information for FPL Program Specialists by clicking <http://www.fpl.com/piccontacts>.

10. I submitted my incentive/job request and realized that I made a mistake. Can I fix it?

No. Once the submit button is hit no corrections can be made. Please contact your FPL Program Specialist for additional information by clicking <http://www.fpl.com/piccontacts>.

11. How will I know if there is a paperwork error and how will I be able to correct it?

You will be notified via email and will need to access the Web Incentive Processing System to make the necessary corrections and then resubmit. After logging into the system, you will see a paperwork error status in the lower section of the home page.

12. What if I do not have access to a scanner to upload required documents?

You may take a legible photo of the document with a digital camera or a newer smart phone that has a high resolution digital camera and upload the JPEG photo to FPL along with any other required documents.

13. Why do I keep getting an error message when I try to upload a document or photo?

We only accept file types that are PDF, JPG, TIF, PNG or DOC with a maximum file size of 6 MB. Be sure your file is 6 MB or less in size, and that the file name is less than 100 characters.

14. What happens if the system times out from inactivity?

The system will log you out after 30 minutes of inactivity. If this happens, you will need to log back in. Remember to save your data frequently. As referenced in Q.3, the system will accept partially saved entries for the Heating and Ventilation Air Conditioning and Building Envelope Reflective Roof programs. For the Residential Ceiling Insulation and Duct Programs, the data will be lost if not completely entered for these programs.

15. What if I receive a system unavailability message?

If you receive this message, you will need to try accessing the system at a later time. If you continue to experience issues with system availability, please contact your FPL Program Specialist. You can find contact information for FPL Program Specialists by clicking <http://www.fpl.com/piccontacts>.

16. Why does it say that I'm not eligible when I select a program?

If you are receiving a message that you are not eligible, it means that you are not currently approved to participate in the program that you are trying to select. Please contact your FPL Program Specialist for additional information. You can find contact information for FPL Program Specialists by clicking <http://www.fpl.com/piccontacts>.

17. Will I receive my payment quicker now with the new on-line system?

In some cases, yes, since you will normally not have to mail in your paperwork and the system is intended to avoid some data entry errors that have delayed processing in the past. However, FPL does not guarantee or warrant that you will receive your payment quicker simply by using the Web Incentive Processing System.

18. Do I have to submit my incentive/job request on line or can I still mail it in?

Yes, you do need to submit our incentive certificates for payment or roofing job requests on-line. As per the Amendment to Demand Side Management Program Contracts for the Web Incentive Processing System, incentive certificates and roofing job requests must be entered online using the Web Incentive Processing System.

19. How will I be notified that my roofing job request has been pre-approved?

The FPL Program Specialist will notify you by email.

20. What are the compatible web browsers for the Web Incentive Processing System?

The Web Incentive Processing System is optimized to work with the following browsers: IE 7.0 and higher, Firefox 5.0 and higher and Chrome 12.0 and higher. FPL attempts to ensure broad browser compatibility, but due to the number of variables that may affect your experience using the Web Incentive Processing System, FPL cannot guarantee the Web Incentive Processing System will function correctly on your particular hardware or software configuration.

21. How do I get answers to questions that are not listed in the FAQs?

For support using the Web Incentive Processing System, access the User Guide in the “Need Help?” section located on the right side of the home page.