

# ENHANCED PH FEATURE TRAINING

How to access the Enhanced PH Details



RESTRICTED



INTERNAL



SECRET

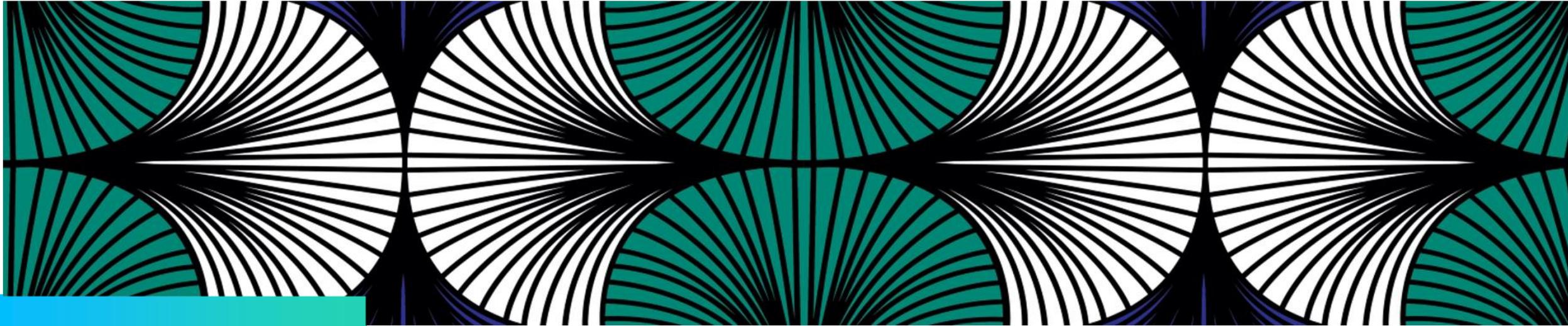


# Summary

---

**Introductions 04**

**How to access various Enhanced PH customer  
Steps and How-to guide to navigate the Enhanced PH view 06**



# Introduction



RESTRICTED



INTERNAL



SECRET



# Enhanced PH Feature

---

The Enhanced PH Feature aims To provide immediate access to customer account performance regardless of whether the customer is assigned to the sales contractor portfolio or otherwise.

The Feature will enable EEA markets to increase collection between 3-5% and reduce the Bad Debt Expense (5-10%).

The sales contractor is expected to be able to perform the following tasks

1. View customers with multiple loans
2. View quality, non-quality, and almost non-quality customers
3. Search for any customer within the sales contractor market and know their loan account performance

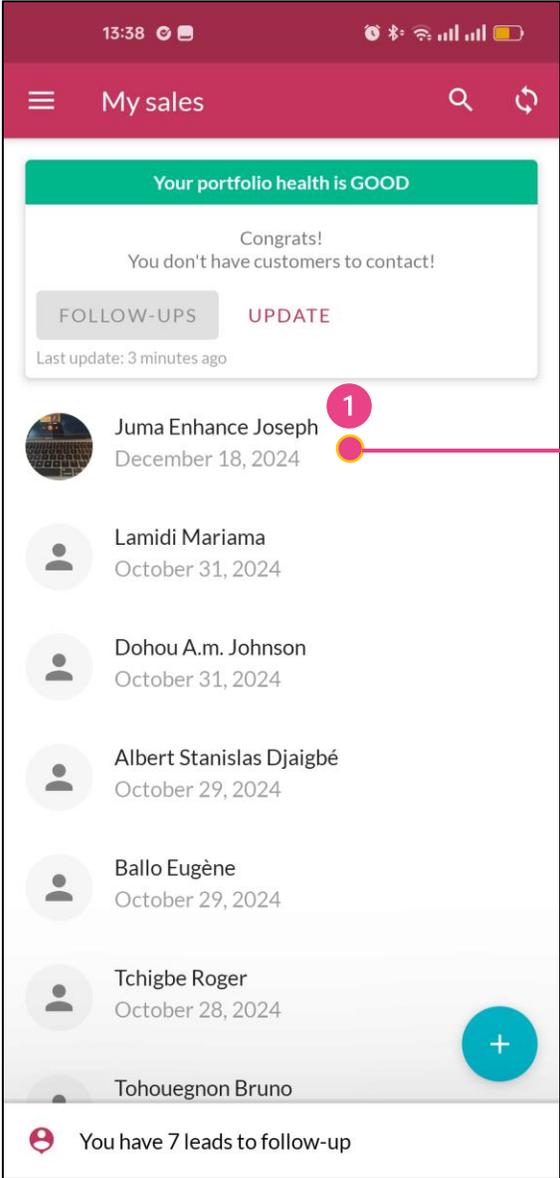
## Exceptions

The Enhanced PH View won't include FenixDB loans until the migration is completed. The reason being

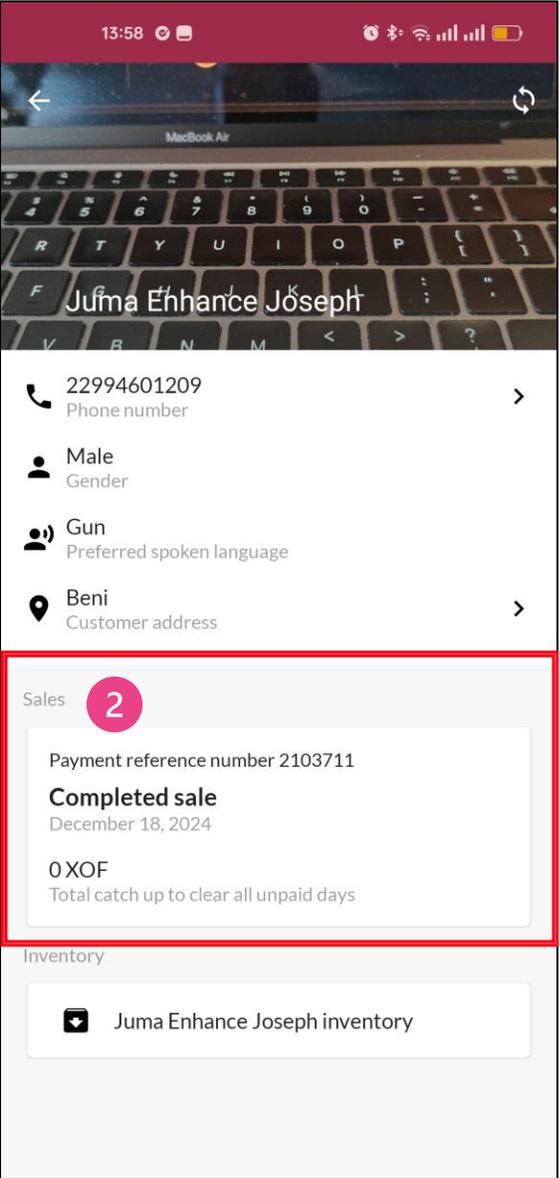
- FenixDB decommission work, which is in progress
- FenixDB is currently available on PowerHub as shadow customers, which can be viewed on the app on the "My Sales" page

# 1. How to access extra customer account performance details

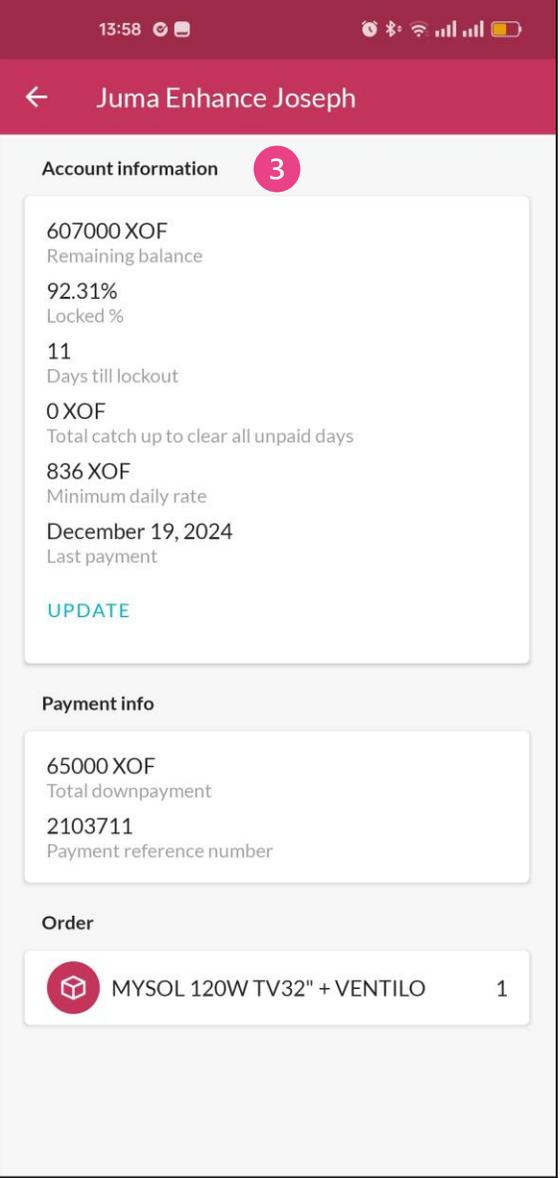
## 1. The MySolGO Home Page



## 2. Customer Profile



## 3. Customer a/c performance page

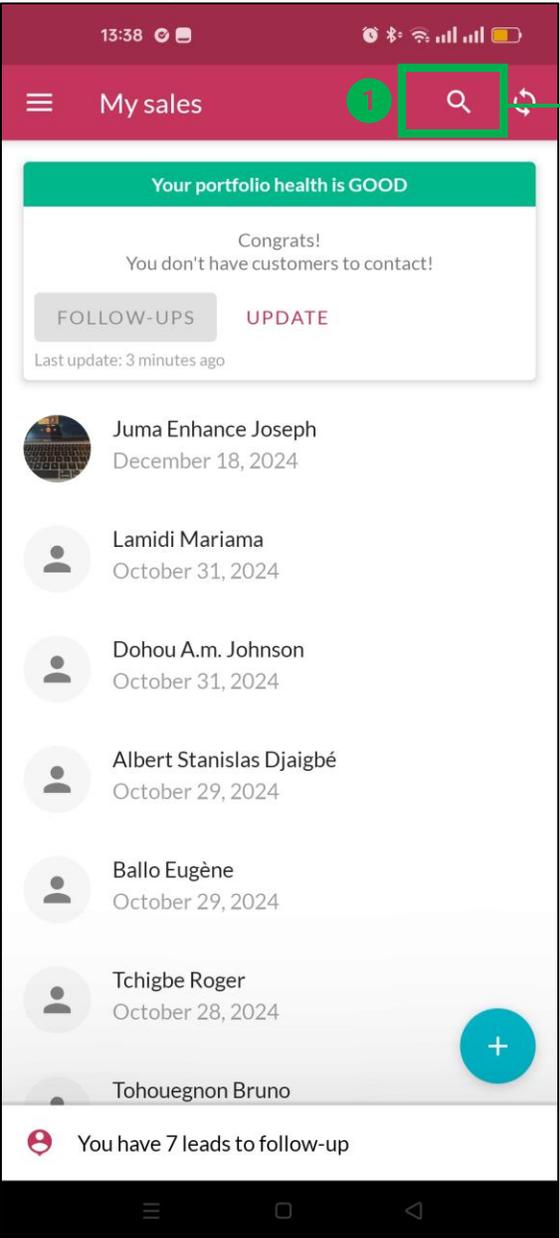


### Steps to access the customer loan performance page

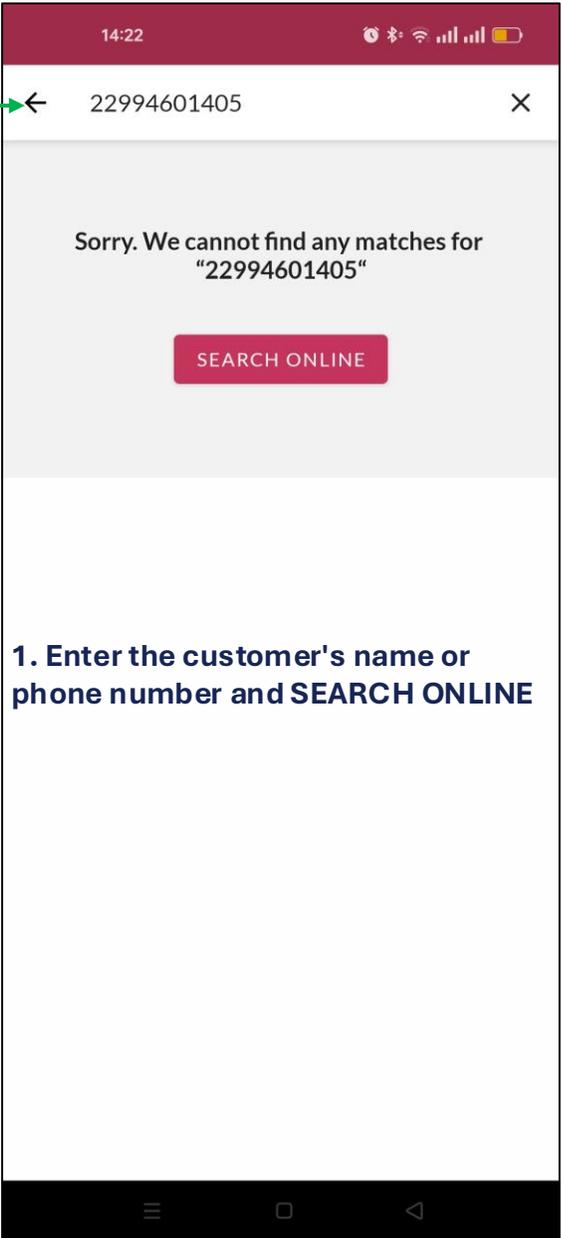
1. On the MySolGO Home Page click on the customer profile you want to view extra loan performance information
2. On the customer profile page, click on the customer's completed sale button.
3. The app will navigate you to the customer loan performance page. You will be able to view the following sections
  - Account information, This is where the customer loan performance information is shown
  - Payment info, including the Downpayment and Payment reference number
  - Order what the customer bought

# 2. How to search for any customer and view their account performance details

1. The MySolGO search button

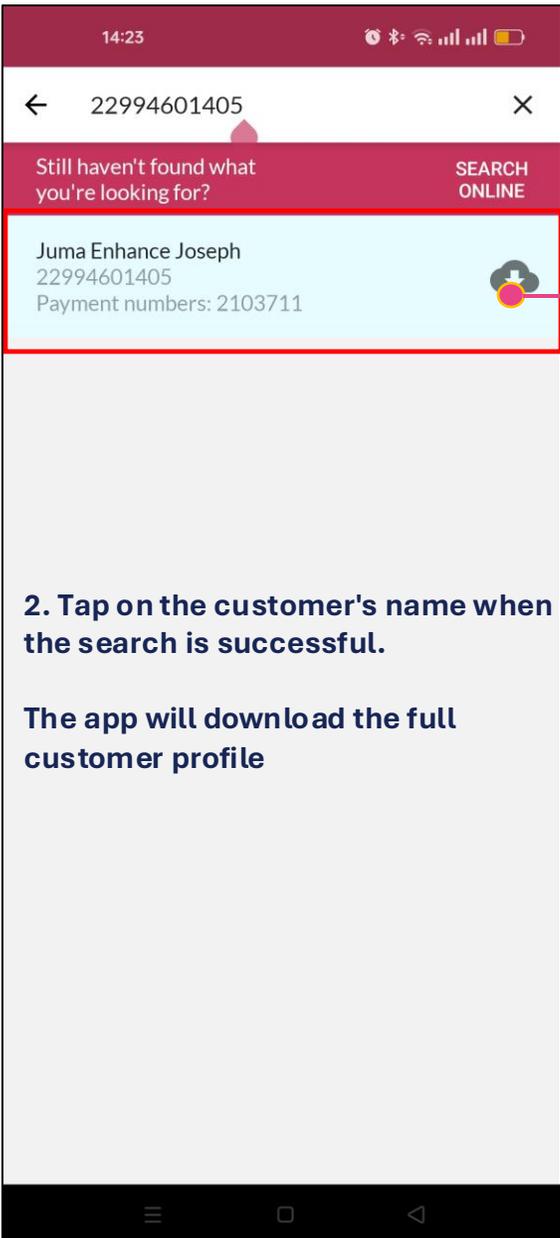


2. Enter customer's number



1. Enter the customer's name or phone number and SEARCH ONLINE

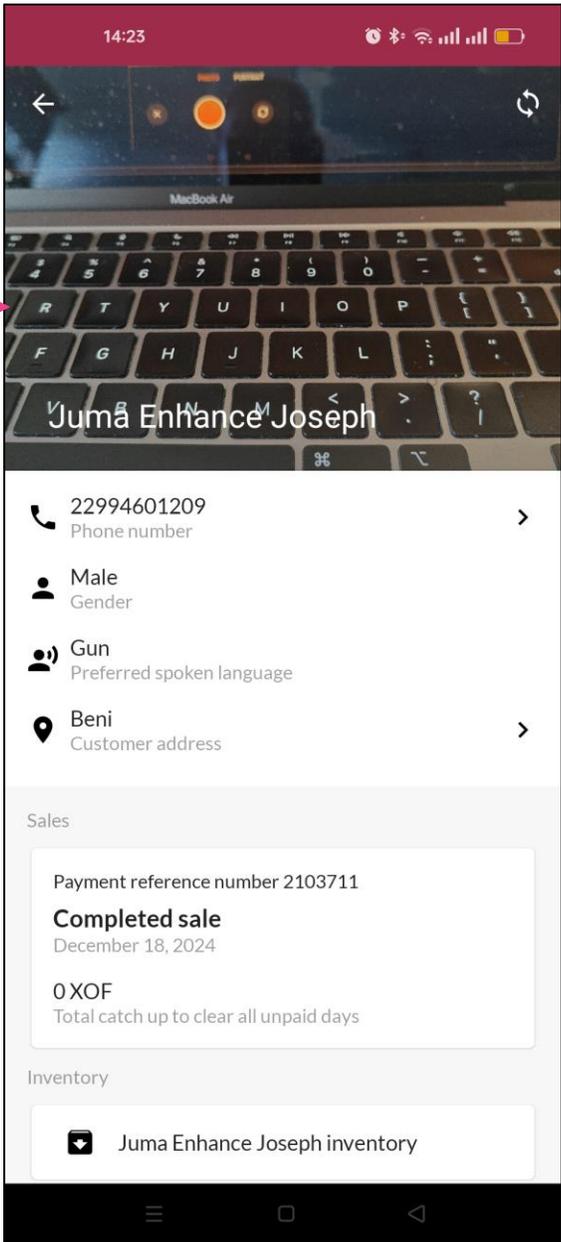
3. Tap on the search result



2. Tap on the customer's name when the search is successful.

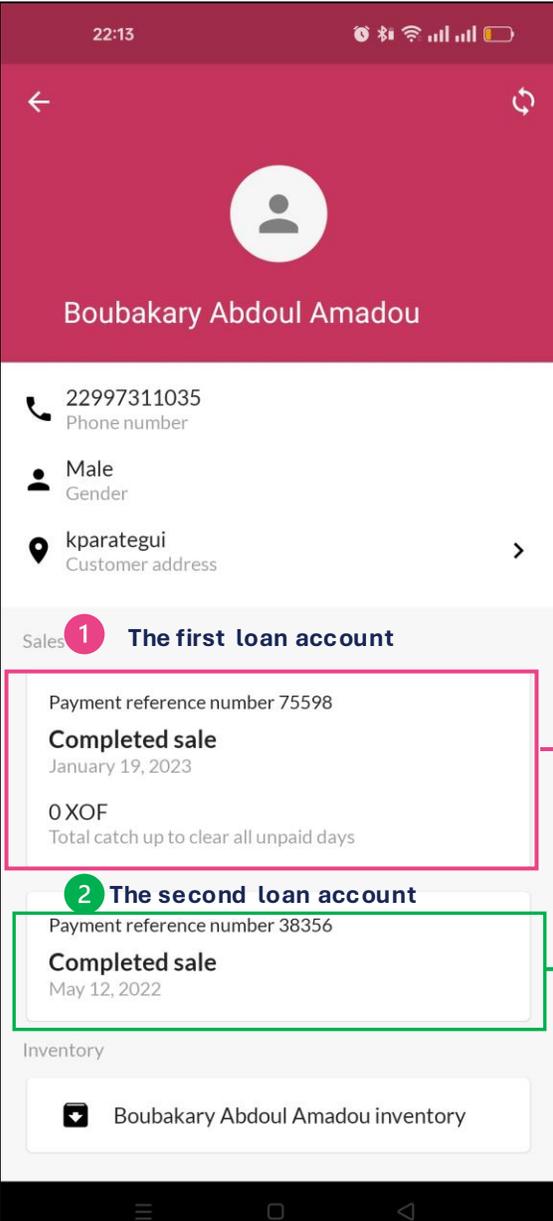
The app will download the full customer profile

4. Fully Downloaded Profile

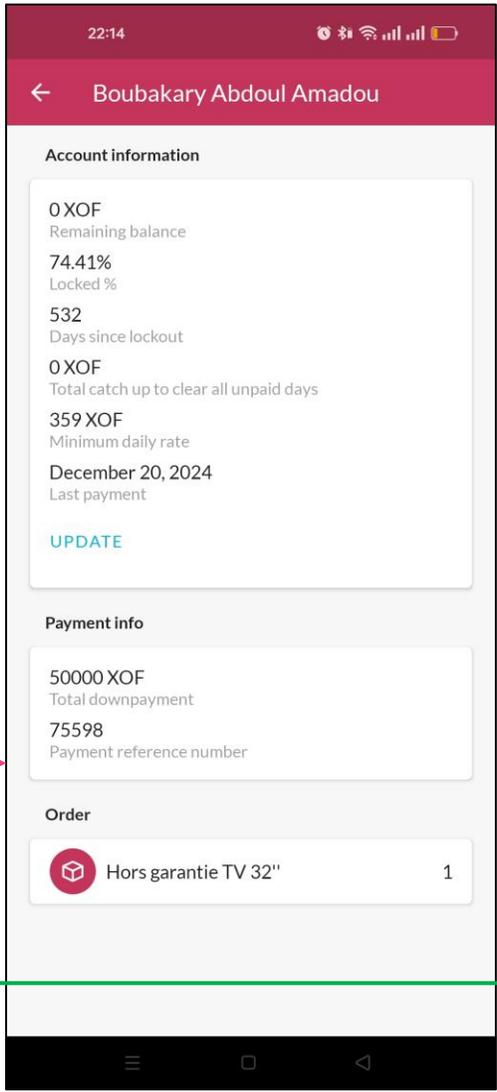


# 3. Viewing a customer with multiple loan accounts

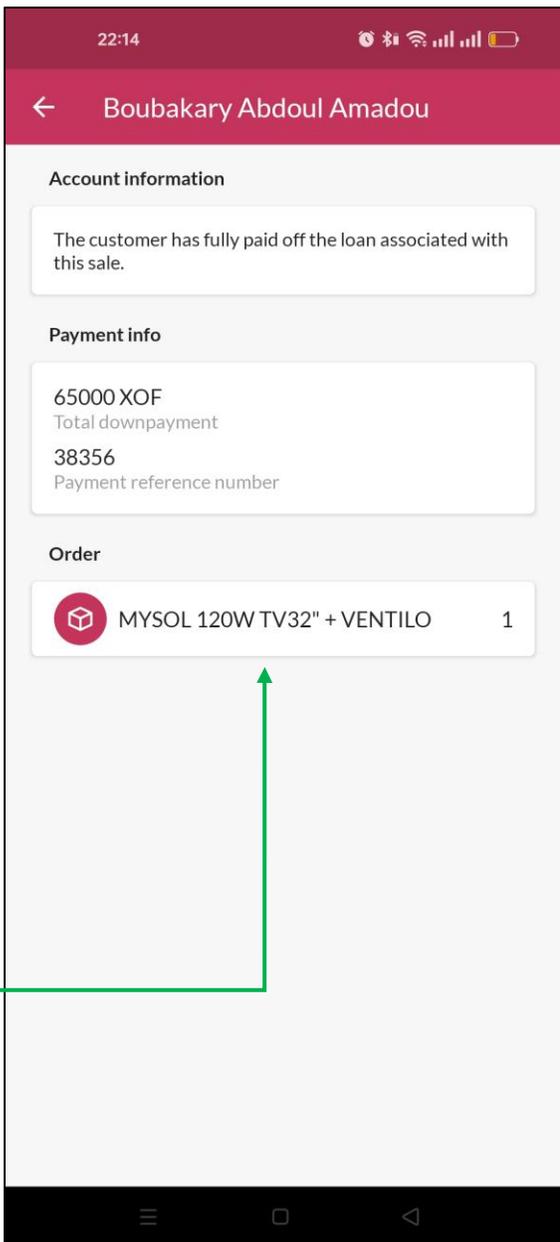
## 1. The customer with multiple loans



## 2. 1<sup>st</sup> loan account details



## 3. 2<sup>nd</sup> loan account details



The sales contractor needs to click on any loan they want to view the loan account performance, and the app will navigate them to the required page



[www.engie-energyaccess.com](http://www.engie-energyaccess.com)