Welcome to Dashboard

A comprehensive guide to your new online account management system.

npower Business Solutions
powered by E.ON

LOG IN TO DASHBOARD HERE

Welcome

Within this welcome pack, we've put together a comprehensive guide to help you navigate Dashboard and learn how our new online account management system can help you across seven key areas.

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My Profile
this section allows you to control how you use Dashboard, and manage the access rights for others in your organisation.

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this page gives you an upfront summary of some key areas of your account(s).

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here you can download your site portfolio, and log a new tender request.

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here you can submit meter reads, download consumption or view historical reads.

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if you need help with anything, this section allows you to log and track your queries.

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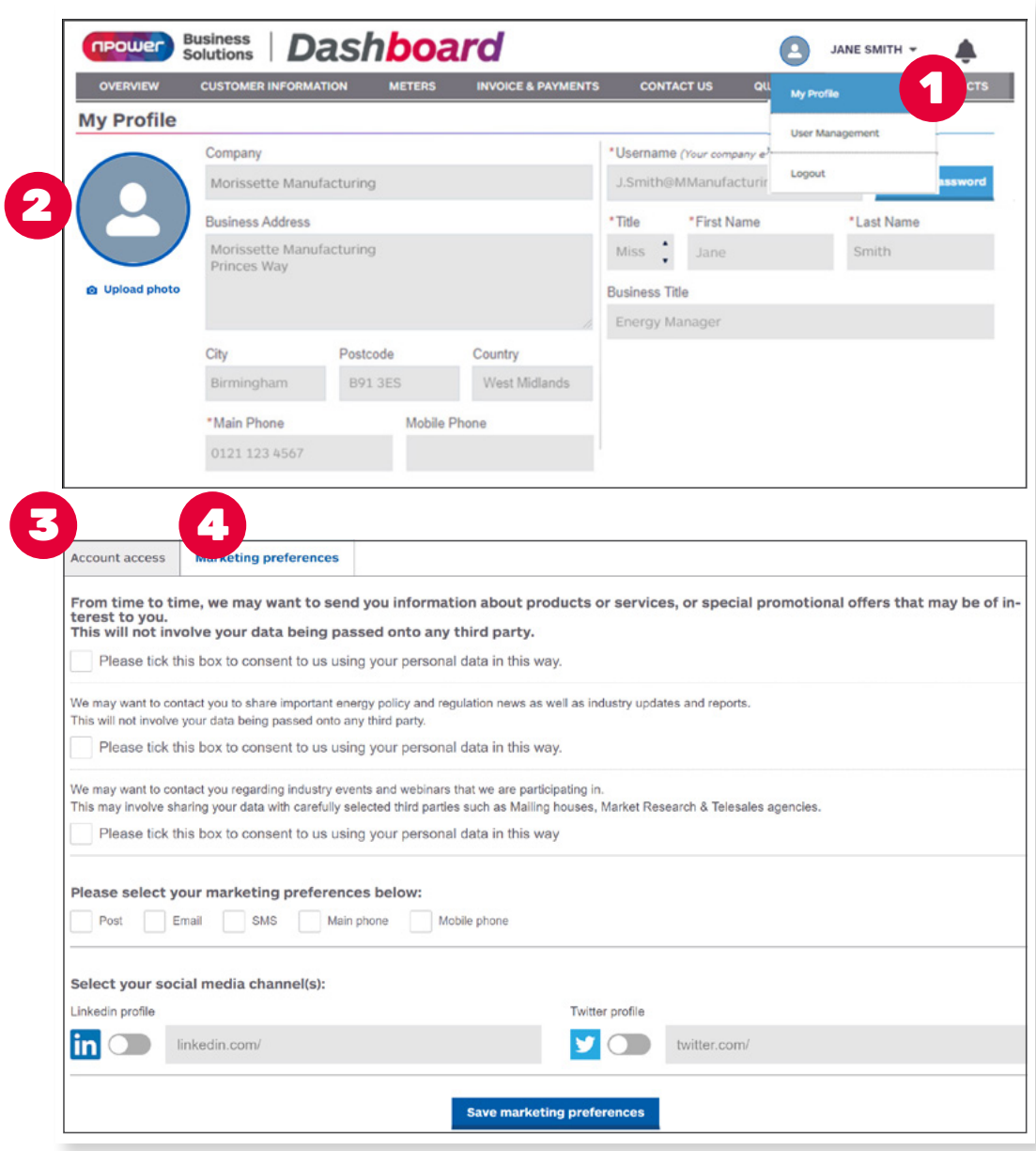
Products and contracts
easy access to all of your product and contract information in one place. You can also view your contract documentation, Terms and Conditions (T&Cs) and renewal dates, update details and check out other available product options.

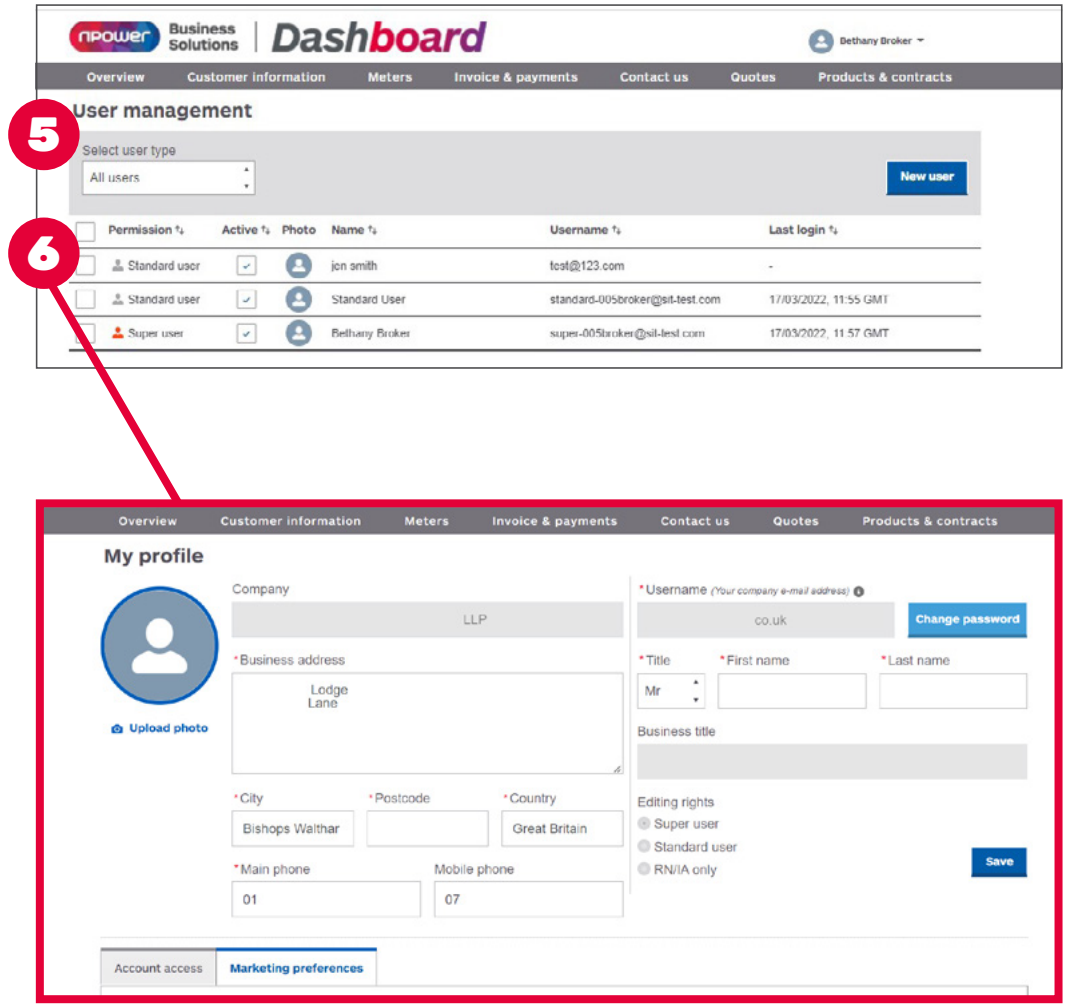
My profile



This section allows you to control how you use Dashboard, and manage the access rights for others in your organisation.

1. **Accessing your profile** - Access your profile details, check or update user management options, or log out of Dashboard here.
2. **My profile** - This section allows you to store and update your personal information and contact details.
3. **Account access** - This tab will show you which accounts you have access to within your organisation, including invoicing permissions. If you are a 'super user' you will be able to amend your own access. To amend access for other users, please refer to the 'User management' tab.
4. **Marketing preferences** - Marketing preferences allows you to select how you would like to receive information from npower Business Solutions (nBS) regarding new products and solutions.

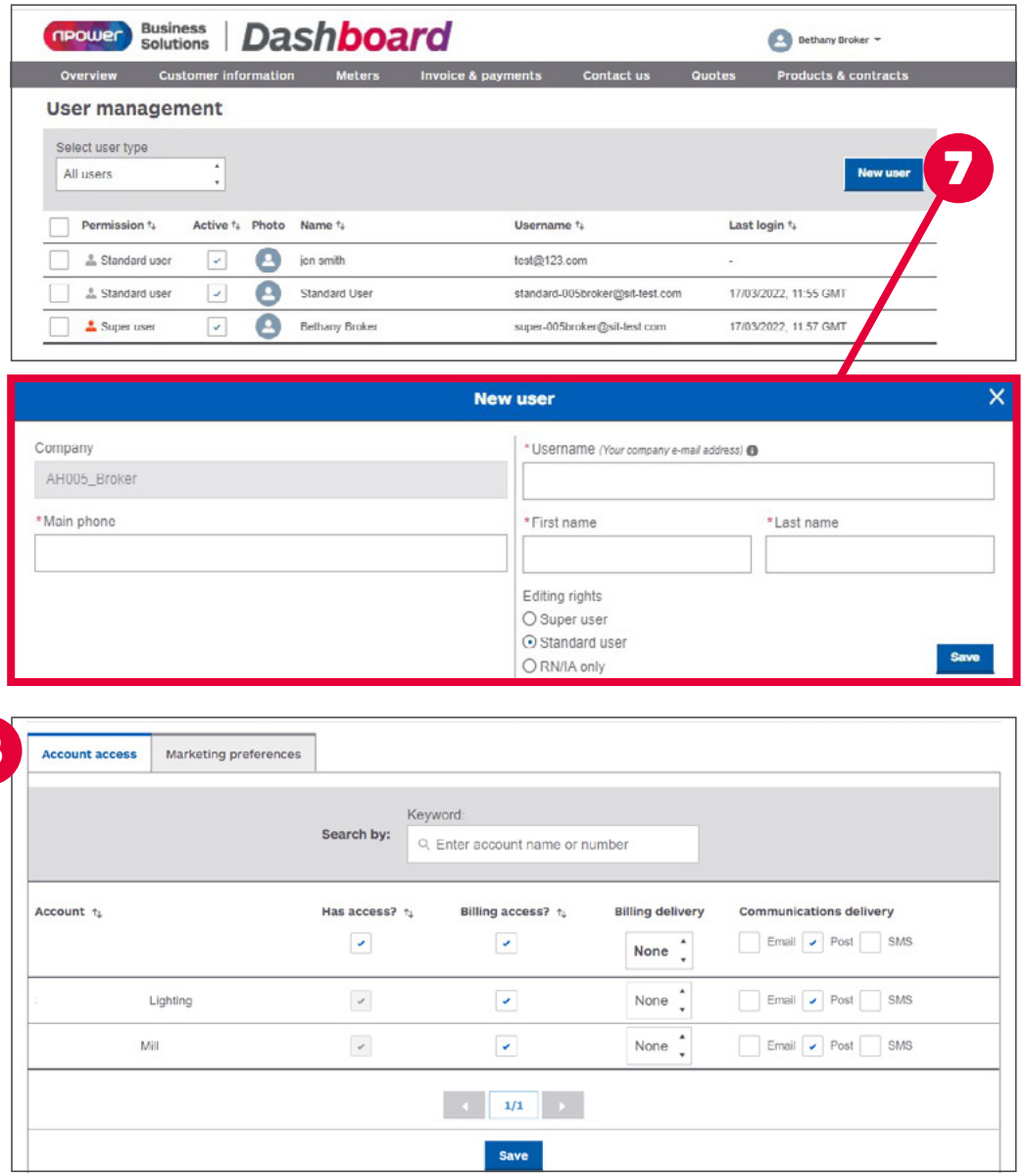
My profile continued



5 **User management** - If you are a super user you will have the ability to amend the access rights of existing users and also create new users within the 'User management' tab.

6 **Edit user access** - To edit a user's access rights, select a user from the list. You can then select any individual accounts that you would like to add or remove. The request will be validated by the business and the user's access permissions will be adjusted accordingly.

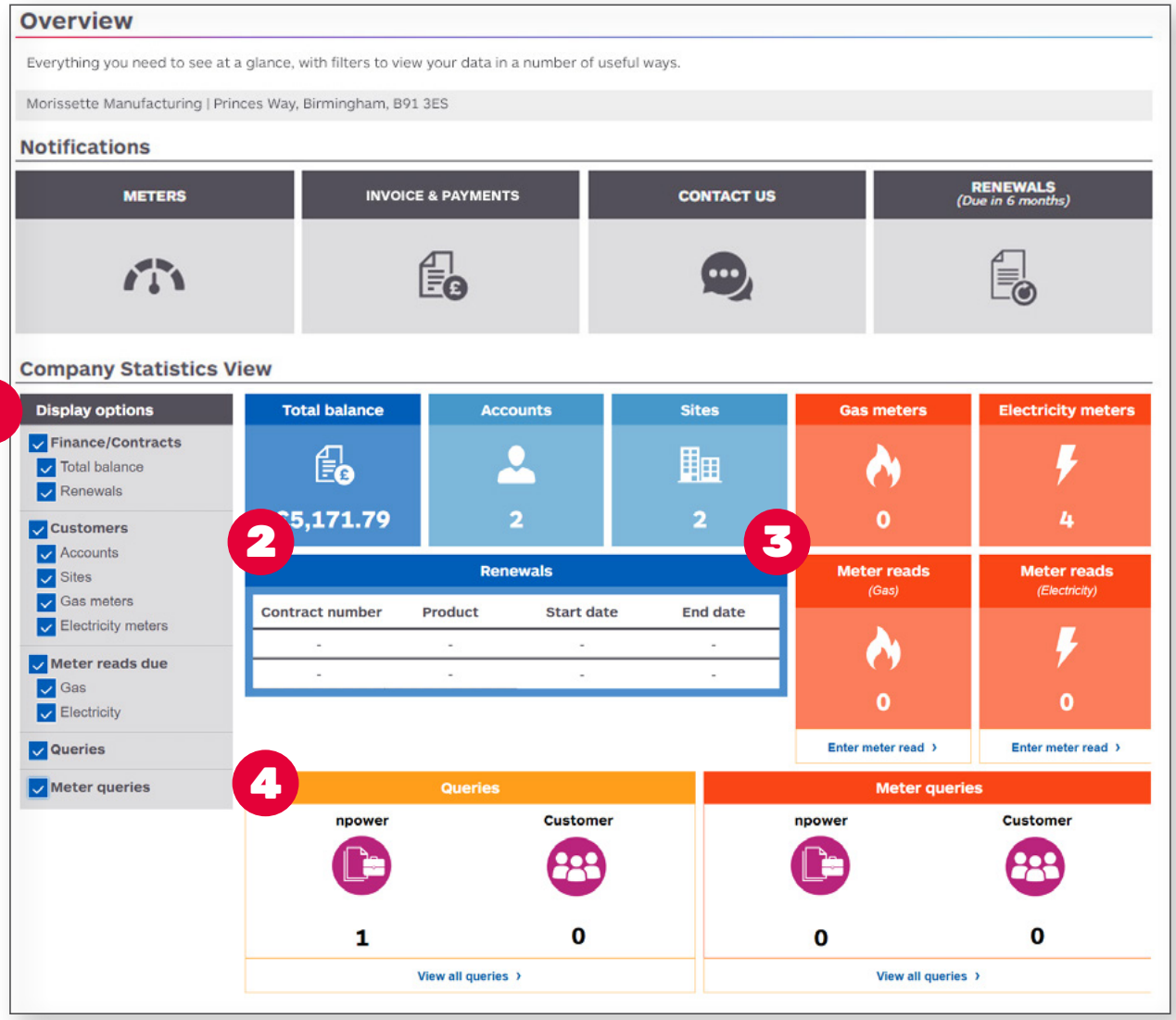
My profile continued



7 **New user** - To create a new user click on the 'New user' button, then fill out the form and select 'Save'.

8 **Account permissions** - To change account permissions, select the account access tab, then select or deselect the specific access levels and billing to reflect the update that's required.

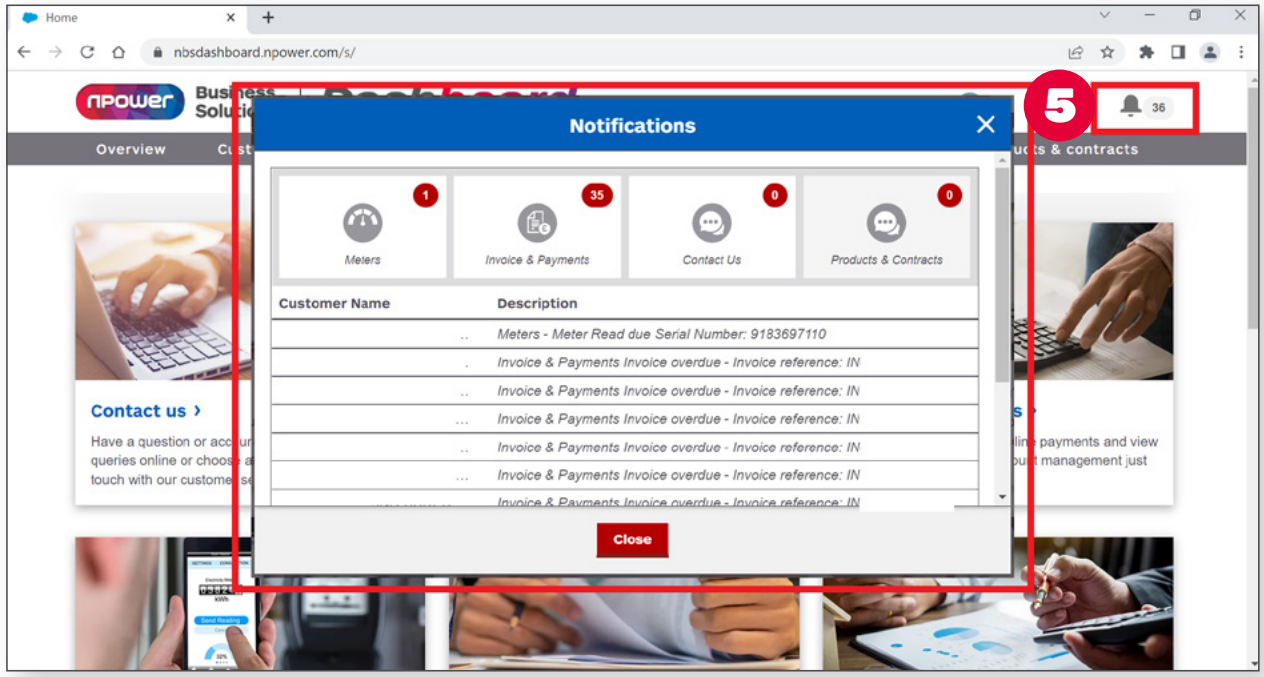
Account overview



Dashboard is an easy-to-use, intuitive online account management system for your nBS gas and electricity contract(s). This overview page gives you an upfront summary of some key areas of your account(s).

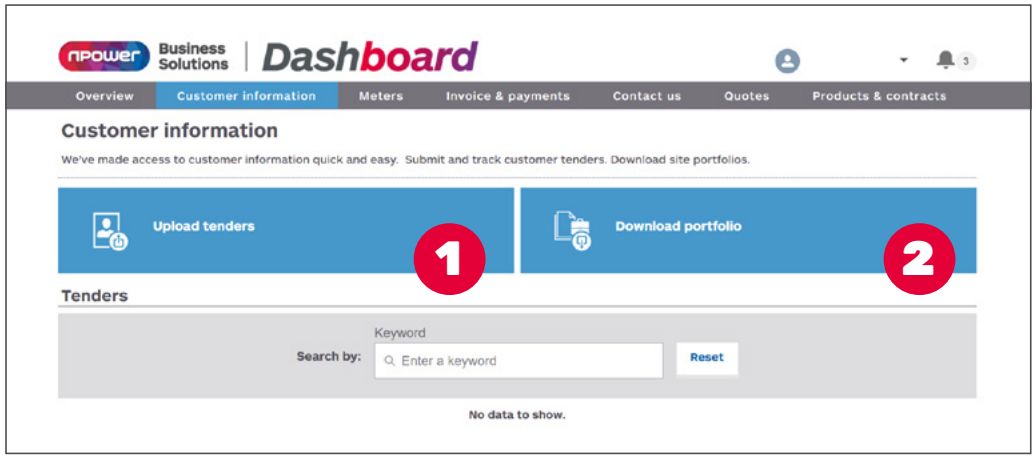
1. **Display options** - Select which account features you would like to have displayed on your 'Overview' page (please see examples in the blue boxes on the left).
2. **Renewals** - An 'at a glance' summary of any contracts due for renewal in the next six months.
3. **Meter reads** - This section allows you to see a quick summary of which gas and/or electricity meter reads are due.
4. **Queries** - Here you will find a summary of any queries you have raised, including the status of each query type and response required, e.g. from you or nBS. Any meter specific queries will be displayed separately.

Account overview continued



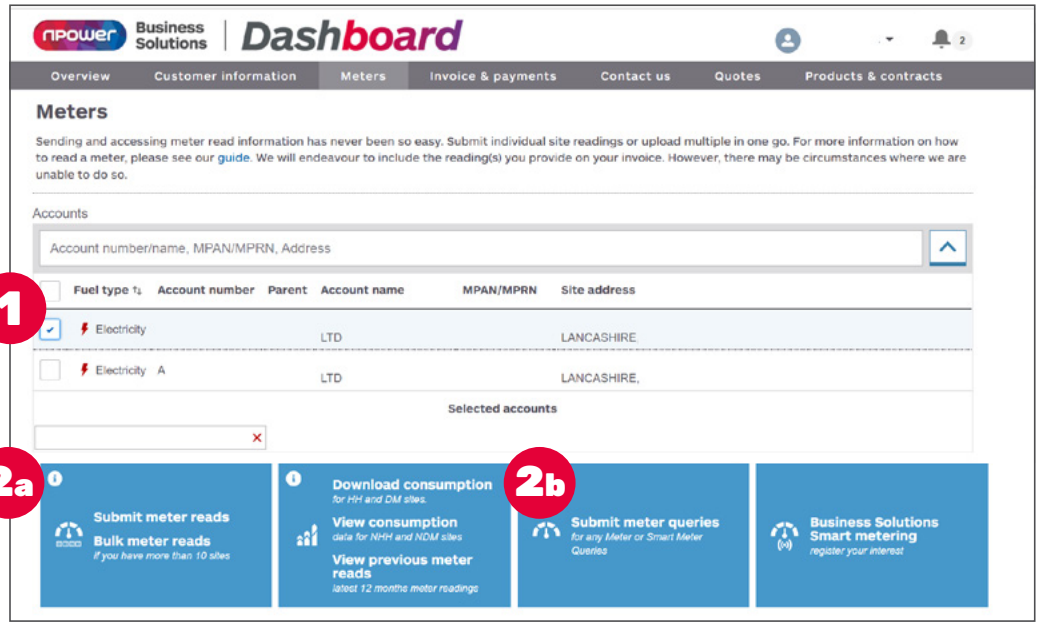
5 **Notifications** - When you log in you will be notified of any pending actions or alerts on your account.

Customer information



1. **Upload Tenders** - Here you can submit and track your tenders.
2. **Download portfolio** - Here you can download a copy of your site portfolio which includes information such as meter serial number, site address, invoicing address and much more.

Meters



Meter read – to help you manage your spend and ensure accurate invoices, our intelligent system will flag any meter reads that fall outside your expected consumption for that invoicing period. If there is an error with your submission, please submit a meter query.

Sending and accessing meter read information has never been easier. Our metering page allows you to manage your reads, and view and download consumption data.

1. **Account search** - You can search for meter information relating to different gas or electricity accounts by account name or number, site address, Meter Point Administration Number (MPAN) or Meter Point Reference Number (MPRN) - you can find all of this information on your contract or invoice.

2. (a) **Submitting individual meter reads** - Select 'Submit meter reads' to upload individual meter reads. You can search for your meters by MPAN, MPRN, Meter Serial Number (MSN), address or postcode.

   (b) **Submit meter queries** - Click here to submit a query about your meter via an easy-to-use form. You can then visit the 'Queries' tab to track the progress and view responses.

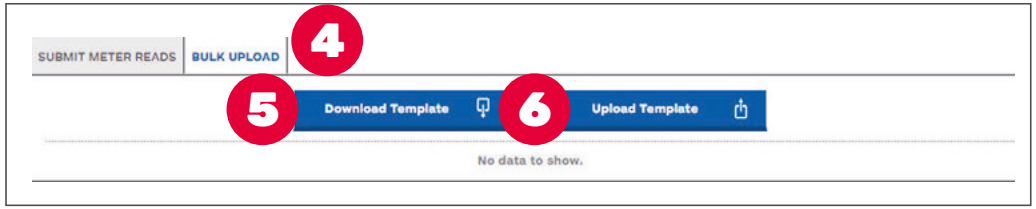
3. (a) Your gas or electricity meter details are listed here.

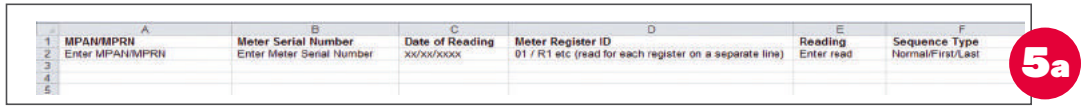
   (b) See the date and volume of any previously submitted meter reads, and also the status.

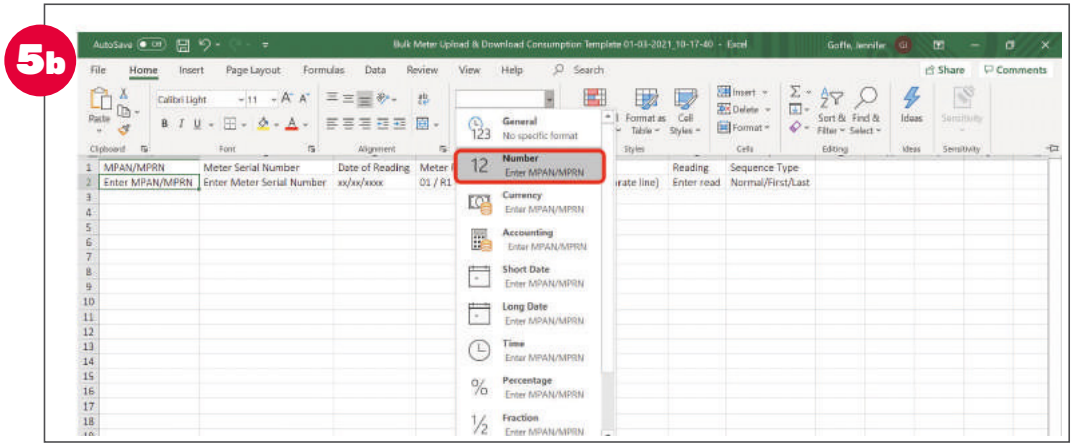
   Meter status types

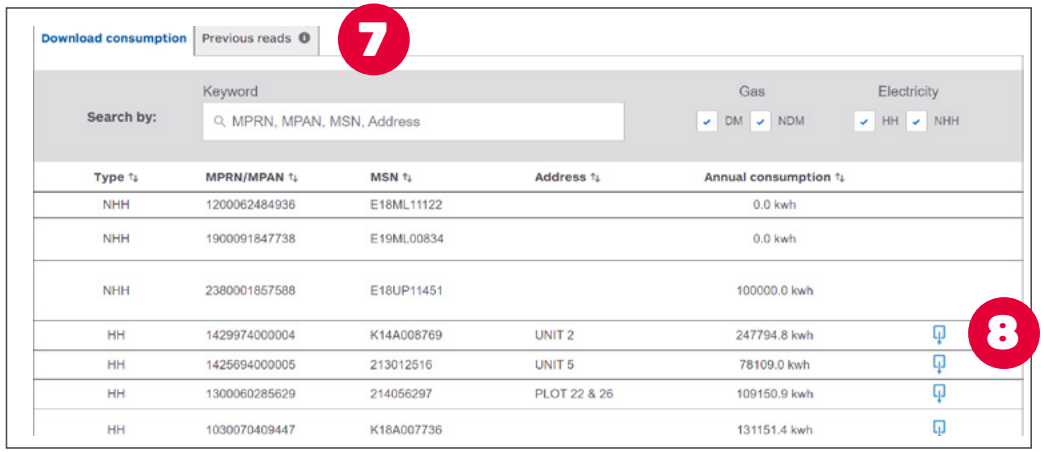
   - Processing – with our Customer Service Team, and will appear on your account momentarily
   - Processed with errors
   - Accepted – meter reading successful
   - Error – we have been unable to validate your read, please double check your data, and resubmit, or raise a metering query

Meters continued









4. **Submitting bulk meter reads** - select 'Bulk upload' for a simple way to send us multiple meter reads.
5. **Completing the bulk upload template** - select 'Download template' to get our easy-to-use template to submit bulk meter reads.

   (a) Metering sequence type

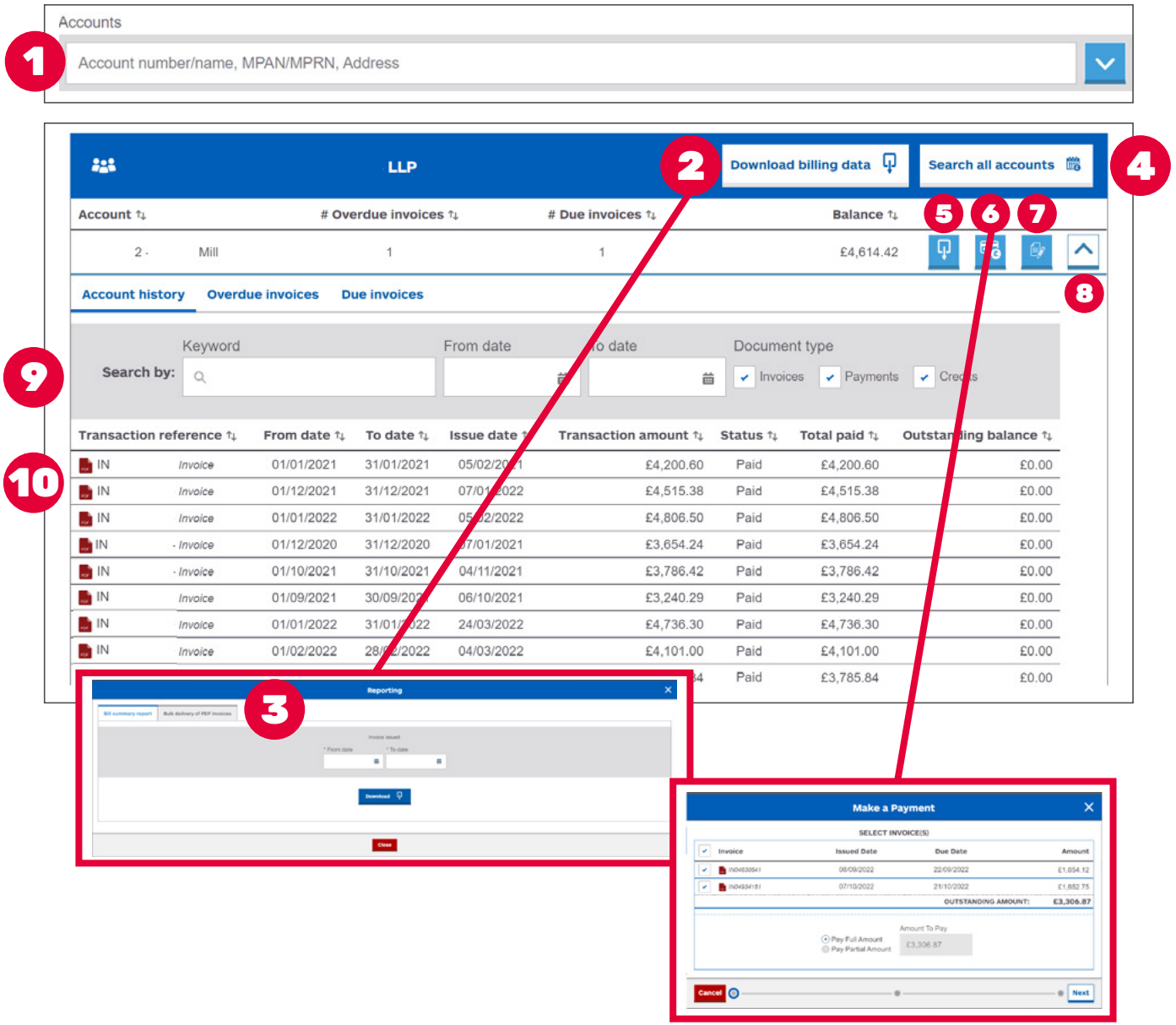
   FIRST – please use this code if you have opened a new account with us, and this is your opening meter read.

   NORMAL – please use this code if you have provided us with a meter read before (if this is not your first or last meter read, and you are part-way through your contract with us).

   LAST – please use this code if you are closing your account with us, and this is your closing meter read.

   (b) Please note that you will need to update the formatting of the column detailing your MPAN/MPRN to a number with no decimal places.
6. Select 'Upload template' when you are ready to submit your completed bulk meter read template.
7. **Previous reads** - Here you can view any estimated or actual reads for Non-Half Hourly (NHH) sites.
8. **Download Half-Hourly (HH) data consumption** - Here you can obtain the last 12 months of HH data, or as far back as we have recorded if under 12 months.

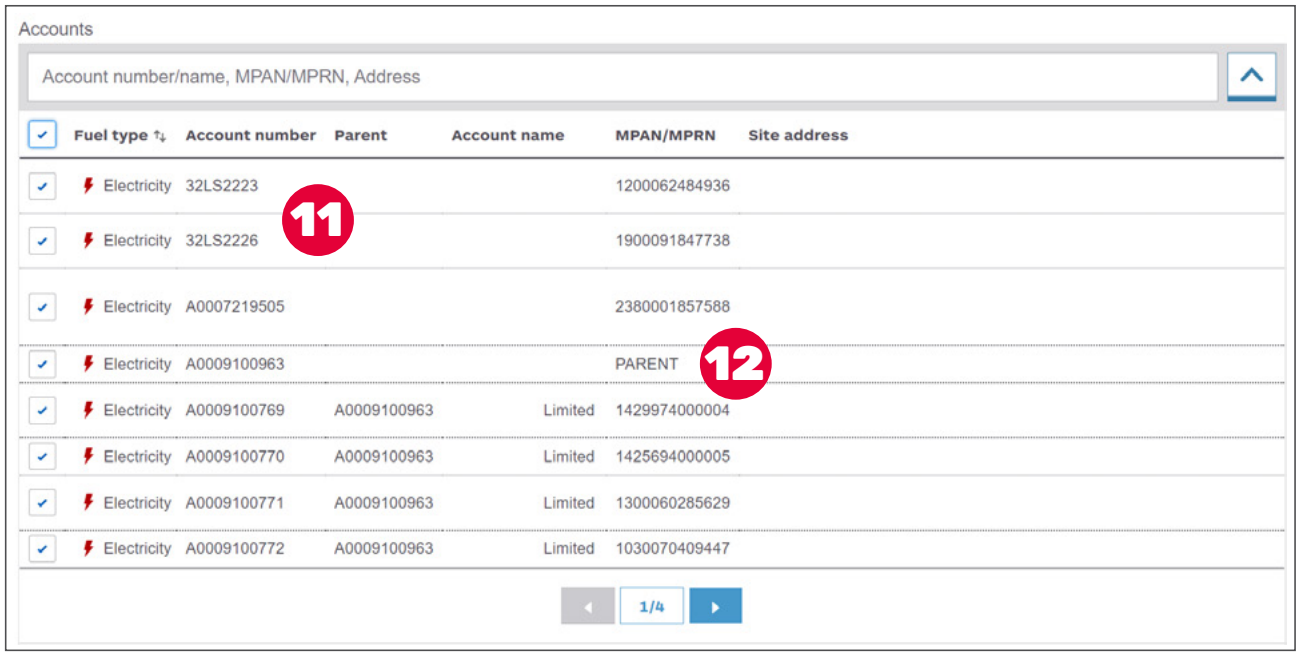
Invoices and payments

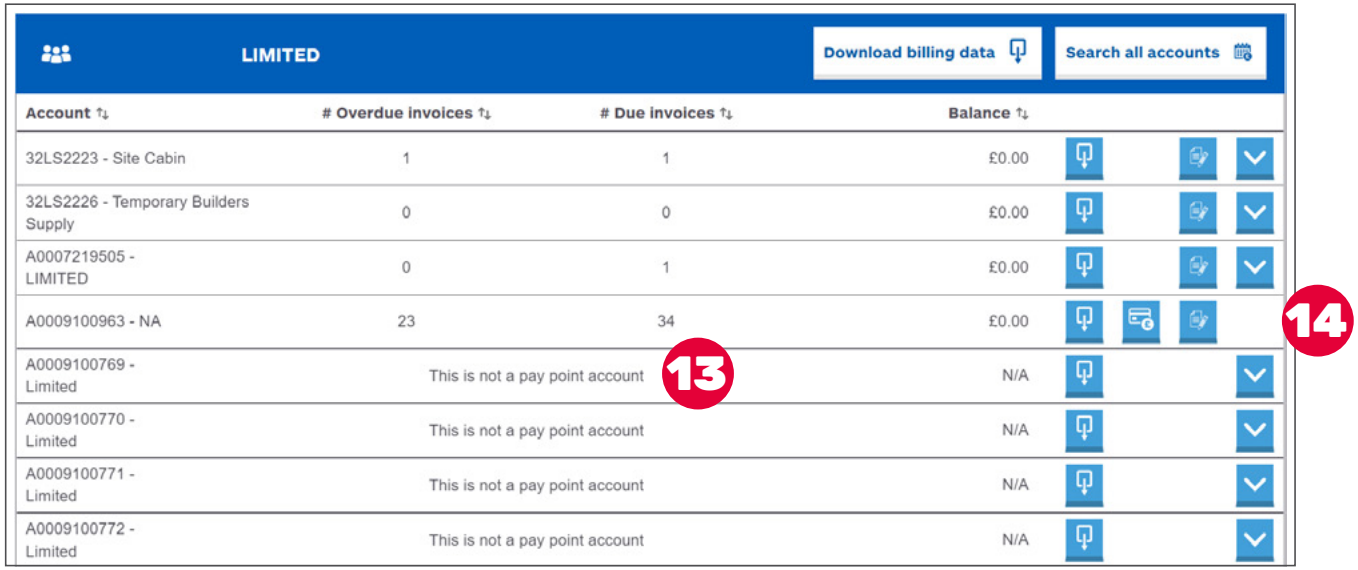


Business invoicing made simple, with everything you need to manage your invoicing in one place. View your transaction history and make payments with ease.

1. **Account search** - search for invoice and payment details by account number or name, MPAN, MPRN or address (you can find all of this information on your contract or invoice).
2. **Download invoicing data** - download a Bill Summary report here to view a granular breakdown of your invoicing data. Access your bulk invoicing data and download one file for all invoices created for specific days.
3. **Bulk invoices** - download PDF invoices in bulk by selecting this tab.
4. **Search all accounts** - to help you find specific invoices, payment or credit information, you can search by keywords or the relevant data range.
5. **Download Bill Summary** - download your Bill Summary report in Excel format.
6. **Making a payment** - Depending on how the account was set up, you will either be asked to make a card payment or upload a remittance.
7. **Direct Debit set up** - here you can request to set up a Direct Debit if you currently pay via a different method.
8. **Expand** - click here to view individual invoices on the account
9. **Keyword search** - search here for invoices, credits and payments across all of your accounts
10. **Invoice download*** - click the PDF icon to download your invoice.

Invoices and payments continued





Group accounts

11 Here you can see whether an account is linked to a parent pay point.

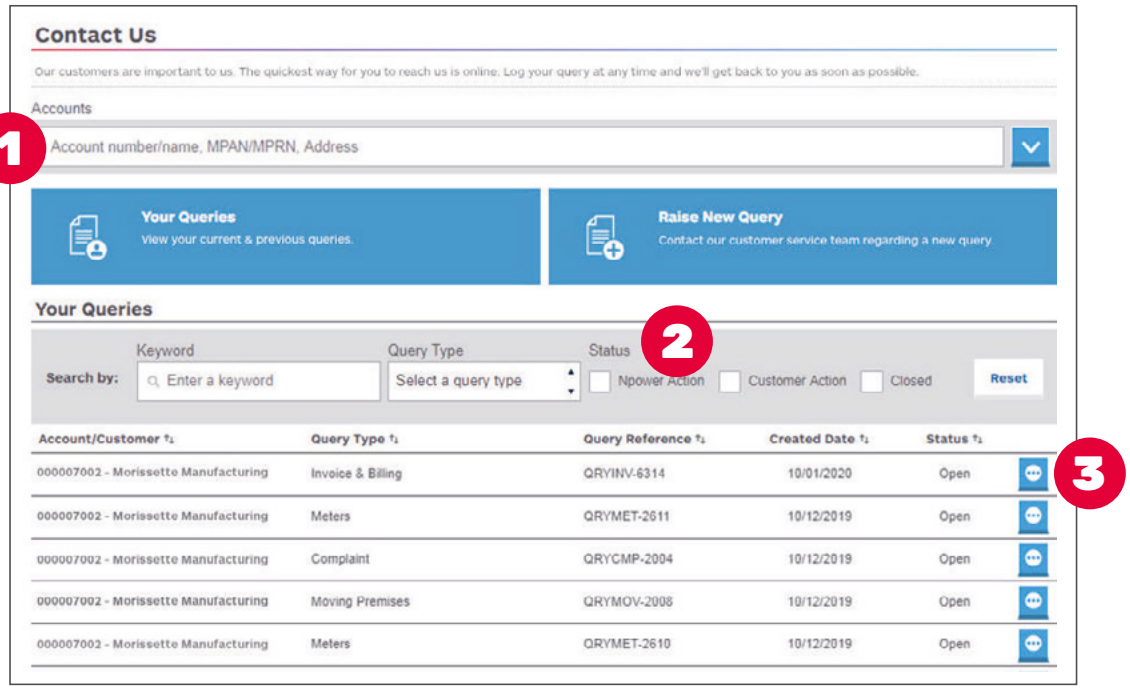
12 View parent pay point accounts within the account selection tool.

13 If an account is linked to a pay point at a parent level, the outstanding balance is held against the parent account.

14 There are no invoices under a parent pay point account, meaning it is not expandable.

Invoices are only visible if a user has access to the account set up. Initially you will only be able to download invoices produced after the date you first received access to Dashboard. For example, if you gained access to the platform on 1 January, any invoices issued prior to this date will show 'Error on PDF' when selected.

Contact us



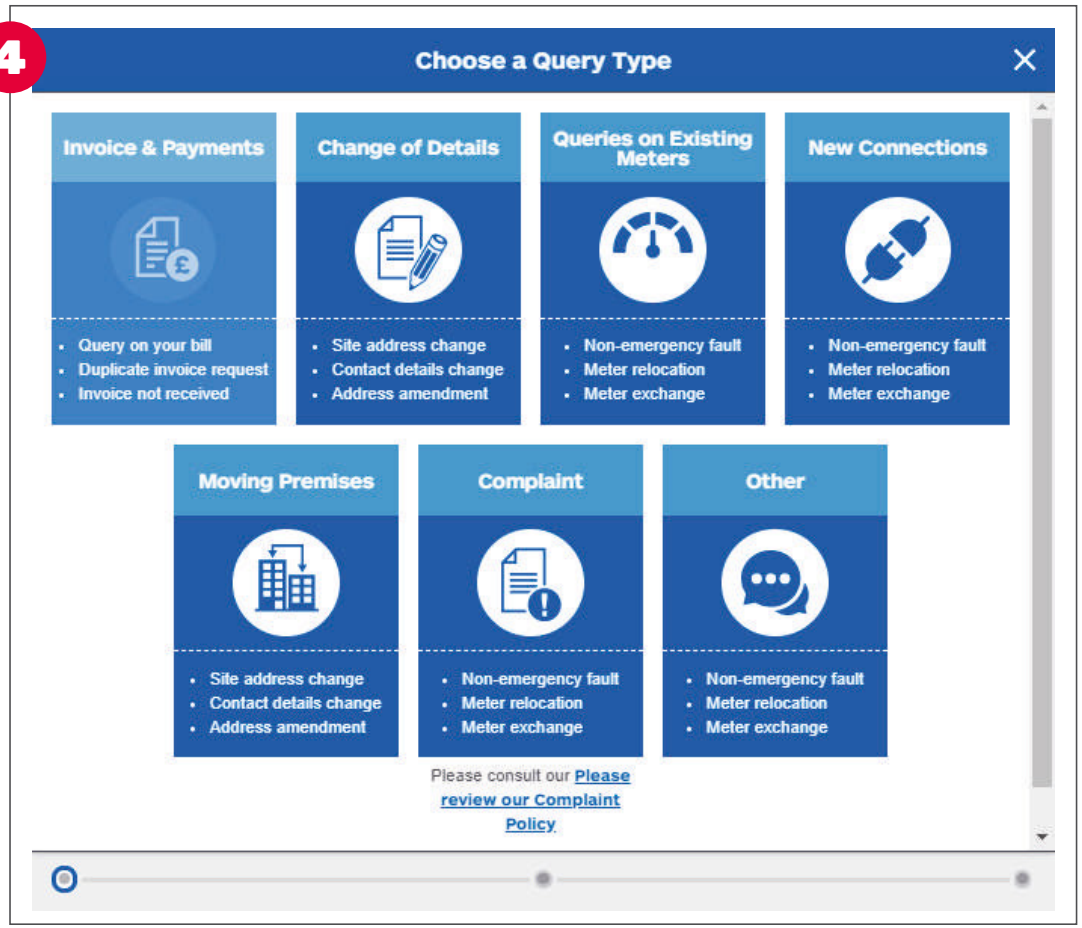
If you need help with anything, the 'Contact us' section allows you to log and track your queries.

1. **Account search** - You can search for existing queries by your account number or name, MPAN, MPRN or address (you can find all of this information on your contract or invoice).

2. These options show the status of your query:
   - 'npower Business Solutions action' – if this box is ticked, your query is with us and we are working on a solution
   - 'Customer action' – if this box is ticked, we require some more information from you to help us resolve your query
   - 'Closed' – if this box is ticked, your query has been resolved (please note, queries are only closed once you are satisfied with the resolution)

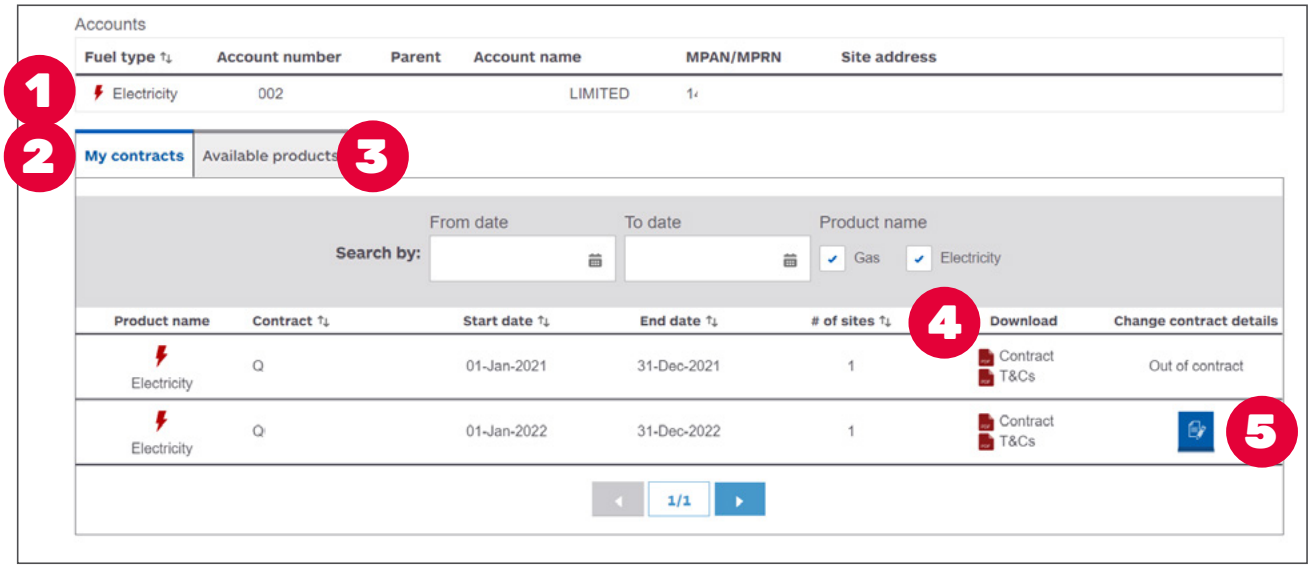
3. View more information about each query, including a detailed history of related correspondence between you/your team and our Customer Service Team.

Contact us continued



4 **Raising a new query** - Select from a choice of topics to ensure you direct your query to the most relevant member of our Customer Service Team. Please remember to attach any supporting documents or images that will help us to fully understand your query. We aim to respond to you within two working days – so please remember to log back in to check for any messages from us.

Products and contracts



Easy access to all your product and contract information in one place. You can also check your contract documentation, T&Cs and renewal dates, update details and check out other available product options.

1. **Account search** - Search for your current gas and/or electricity contracts by account name or number, MPAN, MPRN or address (you can find all of this information on your contract or invoice).
2. **My contracts** - This displays a list of all your previous and current contracts with us.
3. **Available products** - This section provides links to further information if you are looking for additional support when buying, managing or generating energy.
4. **Download contract details** - Click here to download contract details and T&Cs in PDF format. Only users with access to all accounts, including invoicing, will be able to download copies of contracts.
5. **Contract details** - Select here to request to change or update your contract details. You can then track the progress in the 'Queries' tab.

How we can help

If you have any questions, or would like to know more about Dashboard, please contact your Service Executive.

Confused by any industry jargon? If you would like to double check your MPANs from your MPRNs, then visit our 'Glossary' page at npowerbusinesssolutions.com/my-account/glossary for a full explanation.

Contact us:

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Phone calls: We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 should be free if you are calling from a business mobile or landline but this will depend on your contract. Please check with your operator for exact charges.

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