

Welcome to Dashboard

A comprehensive guide to your new online account management system.



**Business
Solutions**

powered by **e-on**

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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Account overview

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

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Customer information

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

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Meters

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

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Invoices and payments

this area makes business invoicing simple, by providing everything you need to manage your invoicing in one place. View your transaction history and make payments with ease.

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Contact us

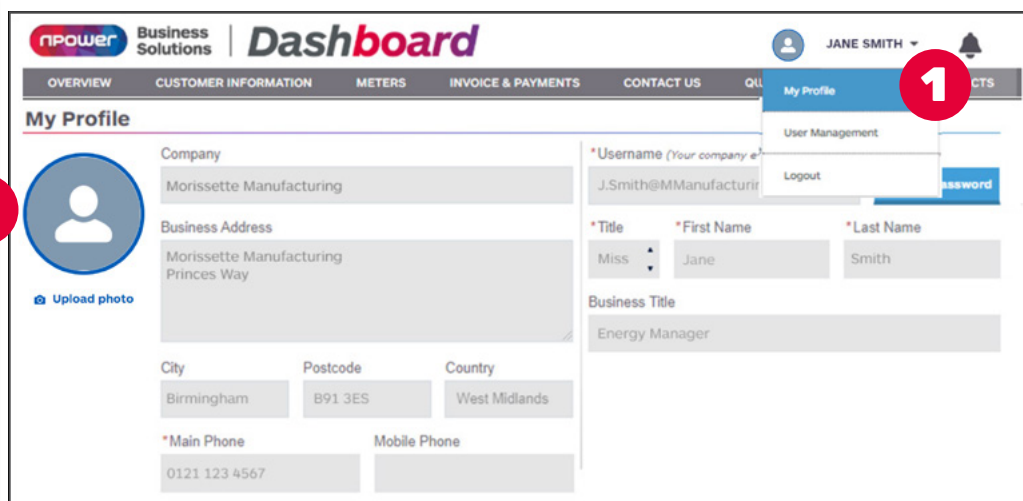
if you need help with anything, this section allows you to log and track your queries.

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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



nPower Business Solutions Dashboard

OVERVIEW CUSTOMER INFORMATION METERS INVOICE & PAYMENTS CONTACT US **My Profile** ACCOUNTS

My Profile

2  Upload photo

Company
Morissette Manufacturing

Business Address
Morissette Manufacturing
Princes Way

City Birmingham **Postcode** B91 3ES **Country** West Midlands

***Main Phone** 0121 123 4567 **Mobile Phone**

***Username (Your company email)** J.Smith@MManufacturing.co.uk **Logout**

***Title** Miss ***First Name** Jane ***Last Name** Smith

Business Title
Energy Manager

3 Account access **4** **Marketing preferences**

From time to time, we may want to send you information about products or services, or special promotional offers that may be of interest to you.
This will not involve your data being passed onto any third party.

☐ Please tick this box to consent to us using your personal data in this way.

We may want to contact you to share important energy policy and regulation news as well as industry updates and reports.
This will not involve your data being passed onto any third party.

☐ Please tick this box to consent to us using your personal data in this way.


We may want to contact you regarding industry events and webinars that we are participating in.
This may involve sharing your data with carefully selected third parties such as Mailing houses, Market Research & Telesales agencies.


☐ Please tick this box to consent to us using your personal data in this way.

Please select your marketing preferences below:

☐ Post ☐ Email ☐ SMS ☐ Main phone ☐ Mobile phone

Select your social media channel(s):

LinkedIn profile  ☐ linkedin.com/

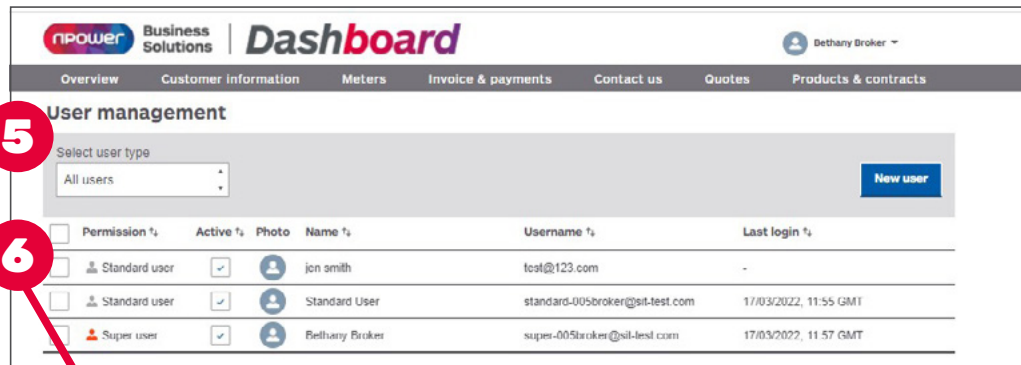
Twitter profile  ☐ twitter.com/

Save marketing preferences

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



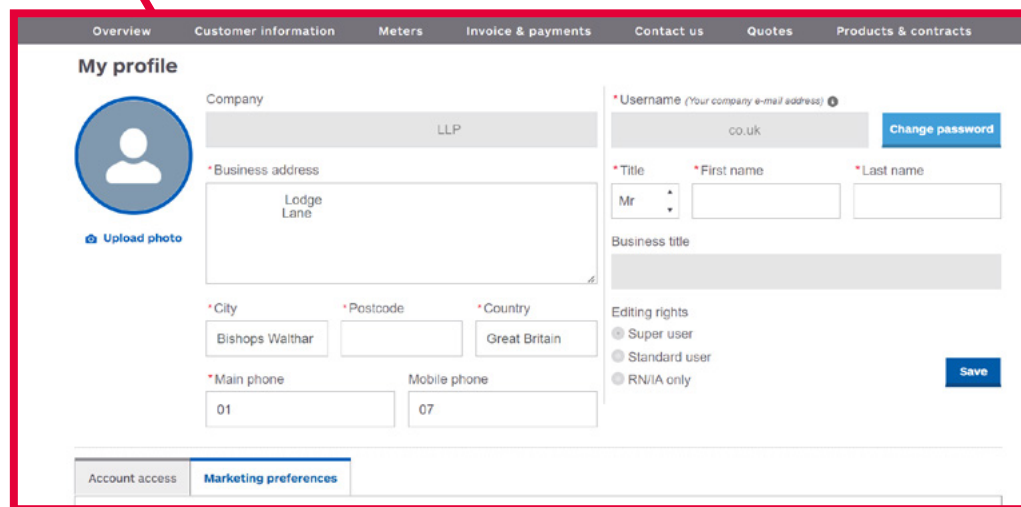
npower Business Solutions | Dashboard Bethany Broker

Overview Customer information Meters Invoice & payments Contact us Quotes Products & contracts

User management


Select user type
All users New user

<input type="checkbox"/>	Permission %	Active %	Photo	Name %	Username %	Last login %
<input type="checkbox"/>	Standard user	<input checked="" type="checkbox"/>		jon smith	test@123.com	-
<input type="checkbox"/>	Standard user	<input checked="" type="checkbox"/>		Standard User	standard-005broker@sil-test.com	17/03/2022, 11:55 GMT
<input type="checkbox"/>	Super user	<input checked="" type="checkbox"/>		Bethany Broker	super-005broker@sil-test.com	17/03/2022, 11:57 GMT



Overview Customer information Meters Invoice & payments Contact us Quotes Products & contracts

My profile



[Upload photo](#)

Company: LLP

*Business address: Lodge Lane

*City: Bishops Cleeve *Postcode: *Country: Great Britain

*Main phone: 01 *Mobile phone: 07

*Username (Your company e-mail address): co.uk Change password

*Title: Mr *First name: *Last name:

Business title:

Editing rights:
☒ Super user
☐ Standard user
☐ RN/IA only

Save

Account access Marketing preferences

- 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

npower Business Solutions Dashboard Bethany Broker

Overview Customer information Meters Invoice & payments Contact us Quotes Products & contracts

User management

Select user type
All users

New user

<input type="checkbox"/>	Permission ¹	Active ¹	Photo	Name ¹	Username ¹	Last login ¹
<input type="checkbox"/>	Standard user	<input checked="" type="checkbox"/>		jon smith	test@123.com	-
<input type="checkbox"/>	Standard user	<input checked="" type="checkbox"/>		Standard User	standard-005broker@sil-test.com	17/03/2022, 11:55 GMT
<input type="checkbox"/>	Super user	<input checked="" type="checkbox"/>		Bethany Broker	super-005broker@sil-test.com	17/03/2022, 11:57 GMT

New user

Company
AH005_Broker

*Main phone

*Username (Your company e-mail address) ¹

*First name

*Last name

Editing rights
☐ Super user
☒ Standard user
☐ RN/IA only

Save

8

Account access Marketing preferences

Search by:

Account ¹	Has access? ¹	Billing access? ¹	Billing delivery	Communications delivery
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input checked="" type="checkbox"/> Post <input type="checkbox"/> SMS
Lighting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input checked="" type="checkbox"/> Post <input type="checkbox"/> SMS
Mill	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input checked="" type="checkbox"/> Post <input type="checkbox"/> SMS

Save

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

Overview

Everything you need to see at a glance, with filters to view your data in a number of useful ways.

Morissette Manufacturing | Princes Way, Birmingham, B91 3ES

Notifications

METERS

INVOICE & PAYMENTS

CONTACT US

RENEWALS
(Due in 6 months)

Company Statistics View

1 Display options

- ☒ Finance/Contracts
 - ☒ Total balance
 - ☒ Renewals
- ☒ Customers
 - ☒ Accounts
 - ☒ Sites
 - ☒ Gas meters
 - ☒ Electricity meters
- ☒ Meter reads due
 - ☒ Gas
 - ☒ Electricity
- ☒ Queries
 - ☒ Meter queries

Total balance

£5,171.79

Accounts

2

Sites

2

Gas meters

0

Electricity meters

4

2 Renewals

Contract number	Product	Start date	End date
-	-	-	-
-	-	-	-

3 Meter reads

Meter reads (Gas)

0

Enter meter read >

Meter reads (Electricity)

0

Enter meter read >

4 Queries

npower

1

Customer

0

View all queries >

Meter queries

npower

0

Customer

0

View all queries >

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

Home

nbsdashboard.npower.com/s/

npower Business Solutions

Overview Customer

Products & contracts

Notifications

1 35 0 0

Meters Invoice & Payments Contact Us Products & Contracts

Customer Name	Description
..	Meters - Meter Read due Serial Number: 9183697110
..	Invoice & Payments Invoice overdue - Invoice reference: IN
..	Invoice & Payments Invoice overdue - Invoice reference: IN
...	Invoice & Payments Invoice overdue - Invoice reference: IN
..	Invoice & Payments Invoice overdue - Invoice reference: IN
...	Invoice & Payments Invoice overdue - Invoice reference: IN
..	Invoice & Payments Invoice overdue - Invoice reference: IN
...	Invoice & Payments Invoice overdue - Invoice reference: IN
..	Invoice & Payments Invoice overdue - Invoice reference: IN

Close

Contact us >

Have a question or account queries online or choose a touch with our customer service team

line payments and view built management just

- 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 SUBMIT METER READS **BULK UPLOAD**

5 Download Template **6** Upload Template

No data to show.

1	A	B	C	D	E	F
2	MPAN/MPRN	Meter Serial Number	Date of Reading	Meter Register ID	Reading	Sequence Type
3	Enter MPAN/MPRN	Enter Meter Serial Number	xx/xx/xxxx	01 / R1 etc (read for each register on a separate line)	Enter read	Normal/First/Last
4						
5						

5b

Excel spreadsheet showing the bulk upload template. The 'Number' column is highlighted with a red box and the number 12 is entered.

7

Download consumption Previous reads

Search by: Keyword

Gas ☒ DM ☒ NDM Electricity ☒ HH ☒ NHH

Type %	MPRN/MPAN %	MSN %	Address %	Annual consumption %	
NHH	120062484936	E18ML11122		0.0 kwh	
NHH	1900091847738	E19ML00834		0.0 kwh	
NHH	2380001857588	E18UP11451		100000.0 kwh	
HH	1429974000004	K14A008769	UNIT 2	247794.8 kwh	8
HH	1425694000005	213012516	UNIT 5	78109.0 kwh	
HH	1300660285629	214056297	PLOT 22 & 26	109150.9 kwh	
HH	1030070409447	K18A007736		131151.4 kwh	

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

1 Accounts

Account number/name, MPAN/MPRN, Address

2 Download billing data

4 Search all accounts

5 Balance

6 Download PDF icon

7 Expand icon

8 Account history

9 Keyword search

10 Transaction table

Transaction reference	From date	To date	Issue date	Transaction amount	Status	Total paid	Outstanding balance
IN Invoice	01/01/2021	31/01/2021	05/02/2021	£4,200.60	Paid	£4,200.60	£0.00
IN Invoice	01/12/2021	31/12/2021	07/01/2022	£4,515.38	Paid	£4,515.38	£0.00
IN Invoice	01/01/2022	31/01/2022	05/02/2022	£4,806.50	Paid	£4,806.50	£0.00
IN - Invoice	01/12/2020	31/12/2020	07/01/2021	£3,654.24	Paid	£3,654.24	£0.00
IN - Invoice	01/10/2021	31/10/2021	04/11/2021	£3,786.42	Paid	£3,786.42	£0.00
IN Invoice	01/09/2021	30/09/2021	06/10/2021	£3,240.29	Paid	£3,240.29	£0.00
IN Invoice	01/01/2022	31/01/2022	24/03/2022	£4,736.30	Paid	£4,736.30	£0.00
IN Invoice	01/02/2022	28/02/2022	04/03/2022	£4,101.00	Paid	£4,101.00	£0.00
				£4	Paid	£3,785.84	£0.00

3 Reporting

Make a Payment

SELECT INVOICE(S)

Invoice	Issued Date	Due Date	Amount
✓ IN430541	08/09/2022	22/09/2022	£1,894.12
✓ IN4304181	07/10/2022	21/10/2022	£1,852.75

OUTSTANDING AMOUNT: £3,306.87

Amount To Pay: £3,306.87

Pay Full Amount / Pay Partial Amount

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

Accounts

Account number/name, MPAN/MPRN, Address

<input checked="" type="checkbox"/>	Fuel type ↕	Account number	Parent	Account name	MPAN/MPRN	Site address
<input checked="" type="checkbox"/>	Electricity	32LS2223			1200062484936	
<input checked="" type="checkbox"/>	Electricity	32LS2226			1900091847738	
<input checked="" type="checkbox"/>	Electricity	A0007219505			2380001857588	
<input checked="" type="checkbox"/>	Electricity	A0009100963		PARENT		
<input checked="" type="checkbox"/>	Electricity	A0009100769	A0009100963	Limited	1429974000004	
<input checked="" type="checkbox"/>	Electricity	A0009100770	A0009100963	Limited	1425694000005	
<input checked="" type="checkbox"/>	Electricity	A0009100771	A0009100963	Limited	1300060285629	
<input checked="" type="checkbox"/>	Electricity	A0009100772	A0009100963	Limited	1030070409447	

1/4

LIMITED Download billing data Search all accounts

Account ↕	# Overdue invoices ↕	# Due invoices ↕	Balance ↕			
32LS2223 - Site Cabin	1	1	£0.00			
32LS2226 - Temporary Builders Supply	0	0	£0.00			
A0007219505 - LIMITED	0	1	£0.00			
A0009100963 - NA	23	34	£0.00			
A0009100769 - Limited	This is not a pay point account		N/A			
A0009100770 - Limited	This is not a pay point account		N/A			
A0009100771 - Limited	This is not a pay point account		N/A			
A0009100772 - Limited	This is not a pay point account		N/A			

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

Contact Us

Our customers are important to us. The quickest way for you to reach us is online. Log your query at any time and we'll get back to you as soon as possible.

1 Accounts

Account number/name, MPAN/MPRN, Address

Your Queries
View your current & previous queries.

Raise New Query
Contact our customer service team regarding a new query.

Your Queries

2

Keyword: Query Type: Status: ☐ Npower Action ☐ Customer Action ☐ Closed

Account/Customer %1	Query Type %1	Query Reference %1	Created Date %1	Status %1	
000007002 - Morissette Manufacturing	Invoice & Billing	QRYINV-6314	10/01/2020	Open	3
000007002 - Morissette Manufacturing	Meters	QRYMET-2611	10/12/2019	Open	
000007002 - Morissette Manufacturing	Complaint	QRYCMP-2004	10/12/2019	Open	
000007002 - Morissette Manufacturing	Moving Premises	QRYMOV-2008	10/12/2019	Open	
000007002 - Morissette Manufacturing	Meters	QRYMET-2610	10/12/2019	Open	

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


Choose a Query Type

Invoice & Payments



- Query on your bill
- Duplicate invoice request
- Invoice not received

Change of Details



- Site address change
- Contact details change
- Address amendment

Queries on Existing Meters



- Non-emergency fault
- Meter relocation
- Meter exchange

New Connections



- Non-emergency fault
- Meter relocation
- Meter exchange

Moving Premises




- Site address change
- Contact details change
- Address amendment

Complaint



- Non-emergency fault
- Meter relocation
- Meter exchange

Other



- Non-emergency fault
- Meter relocation
- Meter exchange

Please consult our [Please review our Complaint Policy](#)

- 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

Accounts

Fuel type ↕	Account number	Parent	Account name	MPAN/MPRN	Site address
⚡ Electricity	002		LIMITED	1	

My contracts

Available products

Search by:

From date

To date

Product name

☒ Gas
 ☒ Electricity

Product name	Contract ↕	Start date ↕	End date ↕	# of sites ↕	Download	Change contract details
⚡ Electricity	Q	01-Jan-2021	31-Dec-2021	1	Contract T&Cs	Out of contract
⚡ Electricity	Q	01-Jan-2022	31-Dec-2022	1	Contract T&Cs	

1/1

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.

- 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).
- My contracts** – This displays a list of all your previous and current contracts with us.
- Available products** – This section provides links to further information if you are looking for additional support when buying, managing or generating energy.
- 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.
- 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:



0800 138 2322



npower.com/dashboard

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npower Business Solutions



npower Business Solutions

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.

npower and npower Business Solutions are the trading names of Npower Commercial Gas Limited (Registered No. 3768856).

Registered Office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG.

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**Business
Solutions**

powered by **e-on**