



**NEPTUNE**  
TECHNOLOGY GROUP

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Neptune® 360™

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**Advanced**

<https://www.neptune360.com/>

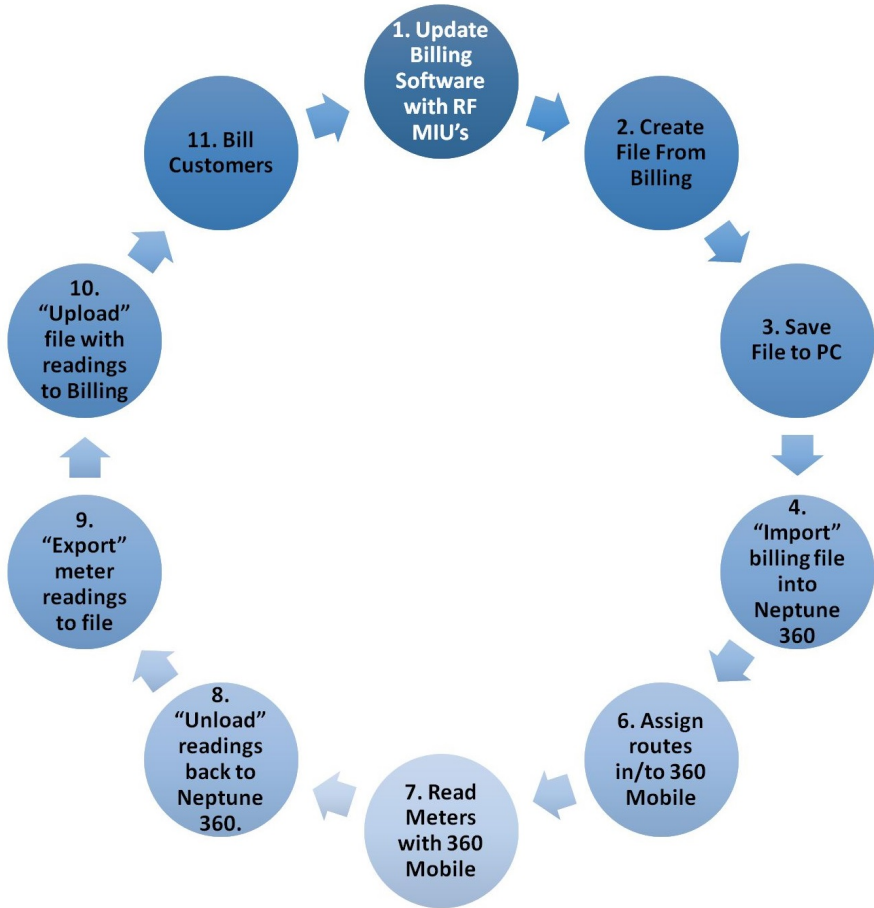


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[support@necowater.com](mailto:support@necowater.com)  
M-F 8:00 am – 4:30 pm

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# Reading Cycle



# Welcome Page

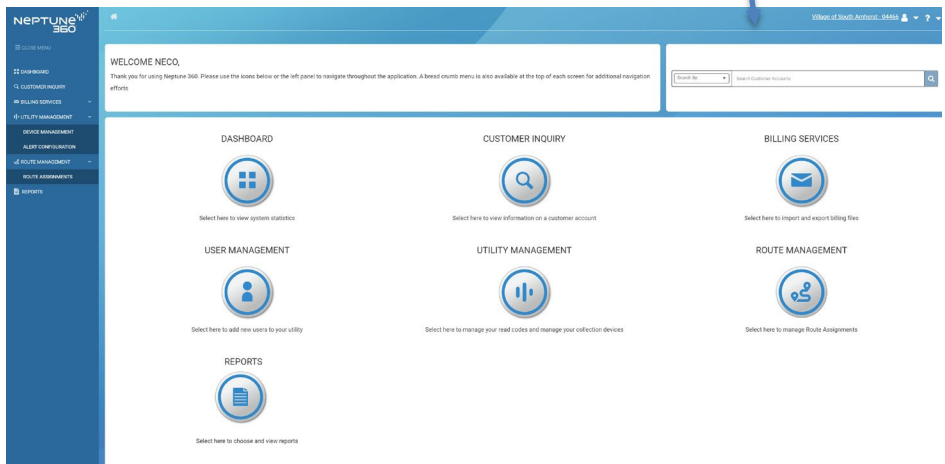
Once you have successfully logged in the system, you land on the Welcome Page.

This pamphlet covers the six major functions you can perform:

- Dashboard Graphs
- Customer Inquiry
- Billing Services
- User Management
- Utility Management
- Route Management

- **Welcome Page**

Customer Inquiry Shortcut



# Dashboard

- **Dashboard**

1. Access the *Dashboard* screen from left navigation and/or the main content area of the landing screen and view the dashboard.
2. You can view data based on the viewing parameters chosen. This includes all Key Performance Indicator (KPI) metrics along with GIS Mapping component.
  - a. To access the reports for **Endpoint Summary**, click on **Detail Report >>** and report should display.
  - b. To access the reports for **System Snapshot**, click on the number of affected accounts within the KPI and report should display.



# Customer Inquiry

- **Customer Inquiry**

To search for individual accounts

1. Select the **Search by** option (Account Number, Customer Number, Meter ID/MIU ID, or Address) and enter value to be searched for in **Search Customer Accounts** bar
2. Select an account from the search results.
3. Press **OK**, the account information then displays

The screenshot shows a web application interface for 'Customer Inquiry'. At the top, there is a navigation bar with a home icon and the text 'CUSTOMER INQUIRY'. Below this is a header section with the title 'Customer Inquiry'. A search bar is located below the header, featuring a dropdown menu labeled 'Search By:' and a text input field labeled 'Search Customer Accounts' with a search icon. The main content area is divided into two sections: 'Account Information' and 'Current Meter Information'. The 'Account Information' section includes fields for 'Account Status' and 'Account Number' on the left, and 'Address' on the right. The 'Current Meter Information' section includes fields for 'MIU ID', 'Meter ID', 'Meter Class', and 'Latest Reading' on the left, and 'Meter Status on Account', 'MIU Install Date', 'Meter Install Date', 'Meter Size', and 'Unit of Measure' on the right. An 'Edit' button is visible in the top right corner of the 'Current Meter Information' section.

Account Information	
Account Status	Address
Account Number	

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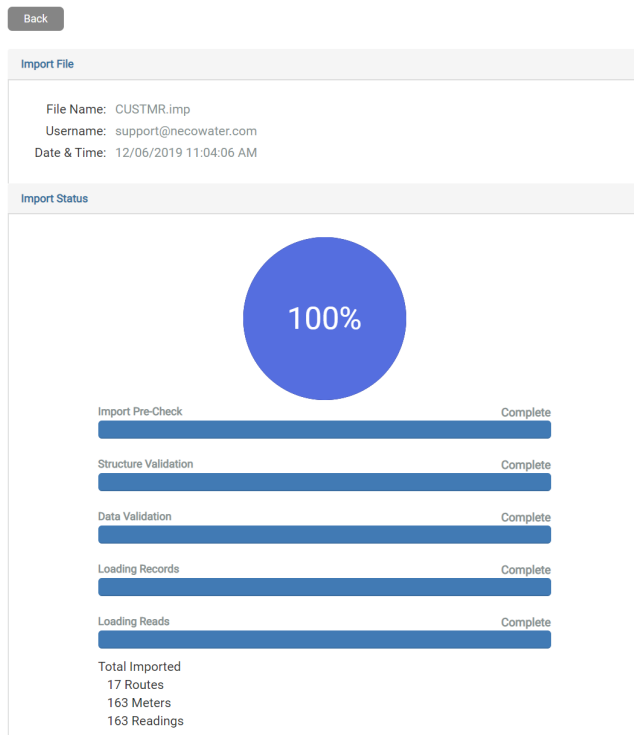
Current Meter Information		Edit
MIU ID	Meter Status on Account	
Meter ID	MIU Install Date	
Meter Class	Meter Install Date	
Latest Reading	Meter Size	
	Unit of Measure	

# Billing Services

- **Billing Services**

1. **Import** - User can import billing files received from the CIS.
  1. Access the *Import Files* screen from left navigation and/or the main content area of the landing screen.
  2. Select **Import**.
  3. **Browse** to the file.
  4. Select **Import**.
  5. System will perform import.

## Import Summary



## Billing Services (cont.)

2. **Export** - User can export files from Neptune 360 to import into the CIS for all required reading data.
  1. Access the *Export Files* screen from left navigation.
  2. Select route(s) to export.
  3. Enter **File Name** for the export file.
  4. Set Export Options.
  5. Select **Export**.
  6. System will perform export.

### Export Process

[Back to Export](#)

**Save File As**

File Name  [Export](#)

**Export Options**

- Complete
- Incomplete
- Skipped
- Exclude Invalid
- Close Route after Export
- Include Inactive Accounts

# User Management

- **User Management**

Only users with the Utility Administrator role have access to the *User Management* module from the Welcome Page. This allows adding new users, editing existing users, sending password resets, and deactivation of users from the system.

*New users and password resets will generate an email to the email address entered/listed for the user. The user must then follow the link to set their password.*

## Password requirements

*Minimum 8 characters, UPPER and lower case letters and a number or symbol **May not contain:** / \ \* < > | = + or blank spaces*

## User Roles:

	Utility Administrator	Utility Reader	Utility Read Only Access	Utility User
Dashboard	✓	✓	✓	✓
Customer Inquiry	✓		✓	✓
Billing Services	✓			✓
User Management	✓			
Route Management	✓	✓		
Handheld Management	✓	✓		✓
Reports	✓			✓

✓ Full access with editing capabilities

✓ Limited access with limited editing capabilities



# User Management (cont.)

The screenshot displays the 'User Management' interface. On the left, there is a 'Create' button with a yellow arrow pointing to it. Below it is a search bar with the text 'User Search' and a search icon. A list of users is shown, including 'KJIM LBSJIE', 'Carlos Perez', 'Lee Phillips', 'Ray Schwarz', 'NECO Support', and 'ethao2 thao2'. On the right, the details for 'NECO Support' are shown, including 'Email Address: SUPPORT@NECOWATER.COM', 'Status: ACTIVE', 'Role: UTILITY ADMINISTRATOR', and 'Language: US-ENGLISH'. At the top right, there are 'Edit' and 'Send Password Reset' buttons with yellow arrows pointing to them. The 'Creation Date' is listed as 3/6/19.

Name	Role
KJIM LBSJIE	
Carlos Perez	Neptune Field Service PM
Lee Phillips	Utility Administrator
Ray Schwarz	Utility User
NECO Support	Utility Administrator
ethao2 thao2	Neptune Customer Support Rep

NECO Support  
Email Address: SUPPORT@NECOWATER.COM  
Status: ACTIVE  
Role: UTILITY ADMINISTRATOR  
Language: US-ENGLISH  
Creation Date: 3/6/19

## 1. Adding new users

1. Select the **Create** button – upper left above list of current users
2. Fill in all fields – all are required
3. Select **Save** – upper right corner

## 2. Manage users

1. Search for and select the user to be managed.
2. Select **Edit** – upper right corner
3. Edit the user information, including status for deactivating.
4. Select **Save**.

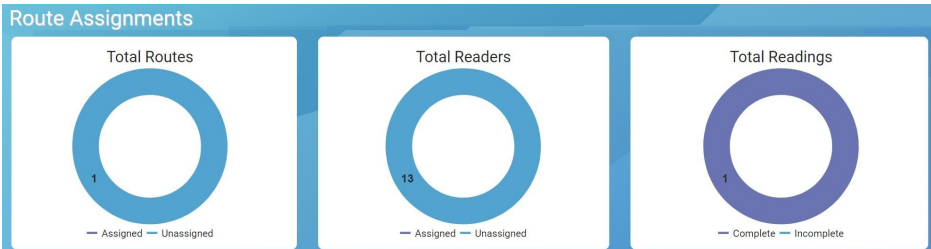
## 3. Password resets

1. Search for and select the user to reset.
2. Select **Send Password Reset** – upper right corner

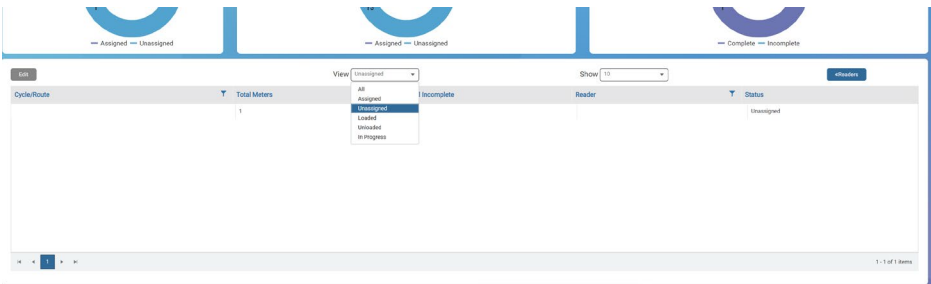
# Route Management

- **Route Management**

## Route Assignment KPIs



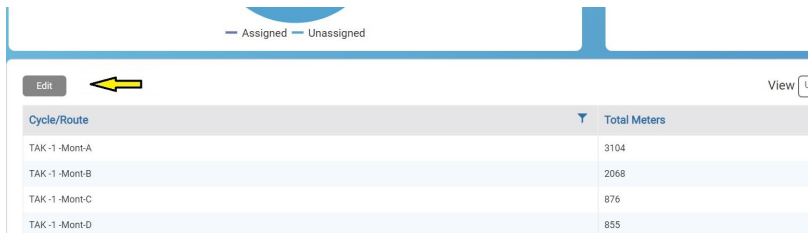
- Total Routes - number of routes Assigned vs Unassigned.
- Total Readers - readers with routes assigned vs readers with no assignments.
- Total Readings - number of orders complete vs incomplete.



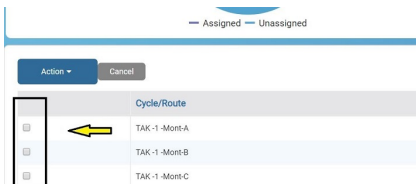
To **Filter** routes, select a desired **Status** from the **View** dropdown options and routes matching the selected status will be displayed.

# Route Assignment

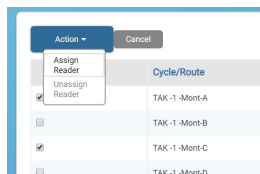
- **Assign/Unassign** routes manually
  1. Select the **Edit** button (upper left)



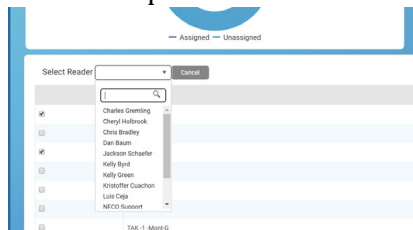
2. Select the route(s) from the list by checking the box on the left next to it/them



3. Select the Action button (upper left) and choose to assign or unassign



4. Select a reader from the dropdown list



5. Press Save



# Route Drag and Drop

- **Assign** routes Drag and Drop method
  1. Select the **Readers** button (upper right) so the list is showing

The screenshot shows a dashboard with two gauges at the top. The 'Total Readers' gauge shows 13, with a legend for 'Assigned' (blue) and 'Unassigned' (grey). The 'Total Readings' gauge shows 1, with a legend for 'Complete' (blue) and 'Incomplete' (grey). Below the gauges is a navigation bar with 'View All', 'Show 10', and a 'Readers' button highlighted with a yellow arrow. The main content area is split into two sections. On the left is a table with columns 'Total Incomplete', 'Reader', and 'Status'. The 'Total Incomplete' column shows '0'. The 'Reader' column is empty. The 'Status' column shows 'Unassigned'. On the right is a 'Readers' list with 10 entries, each with a blue arrow icon and a name followed by '(0/0)'. The names are: Jeanne Backup Account, Jeanne Mascheri, Jeanne Peramal, Kelly Byrd, Kim Leslie, Lee Phillips, Leigh Kallal, NEDCO Support, Nick Jeanett, Randy Harper, and Water Clerk.

2. Select the **Edit** button (upper left)

The screenshot shows a close-up of the 'Edit' button, which is highlighted with a yellow arrow. Below the button is a table with columns 'Cycle/Route' and 'Total Meters'. The table has four rows of data:

Cycle/Route	Total Meters
TAK-1 -Mont-A	3104
TAK-1 -Mont-B	2068
TAK-1 -Mont-C	876
TAK-1 -Mont-D	855

3. Cursor will look like a hand, left mouse click on any route and drag it to a name in the list of readers

The screenshot shows a close-up of the 'Save' button, which is highlighted with a yellow arrow. Below the button is a table header with columns 'Action' and 'Save'. The 'Action' column has a dropdown arrow. The 'Save' column has a green button. Below the header is a table with a row containing 'Cy' and a dropdown arrow.

4. Press Save

*Unassigning routes must be done manually*





