



**NEPTUNE**  
TECHNOLOGY GROUP

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Neptune® 360™

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**Essentials**

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



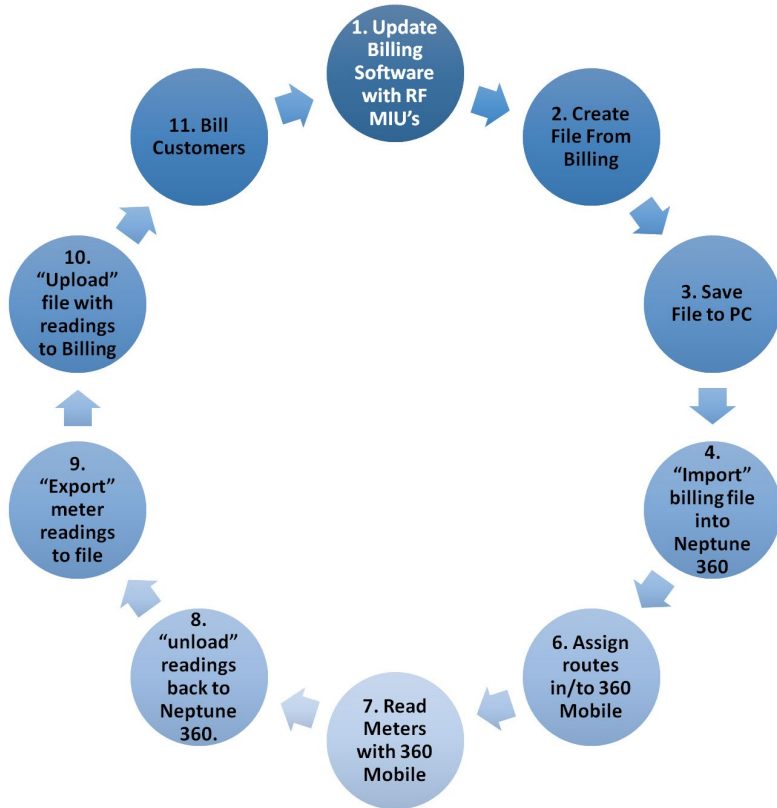
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# Reading Cycle



# Welcome Page

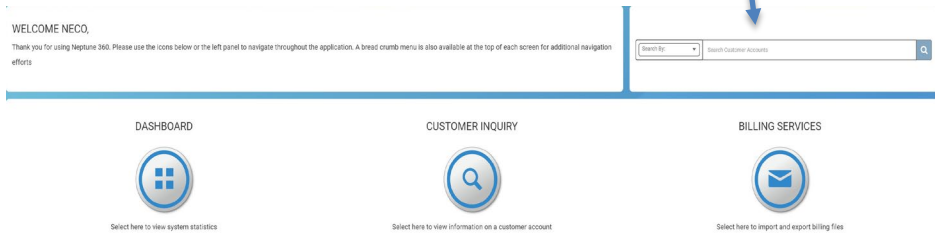
Once you have successfully logged in the system, you land of the Welcome Page.

This pamphlet covers the three major functions you can perform:

- Dashboard Graphs.
- Customer Inquiry.
- Billing Services.

- ***Welcome Page***

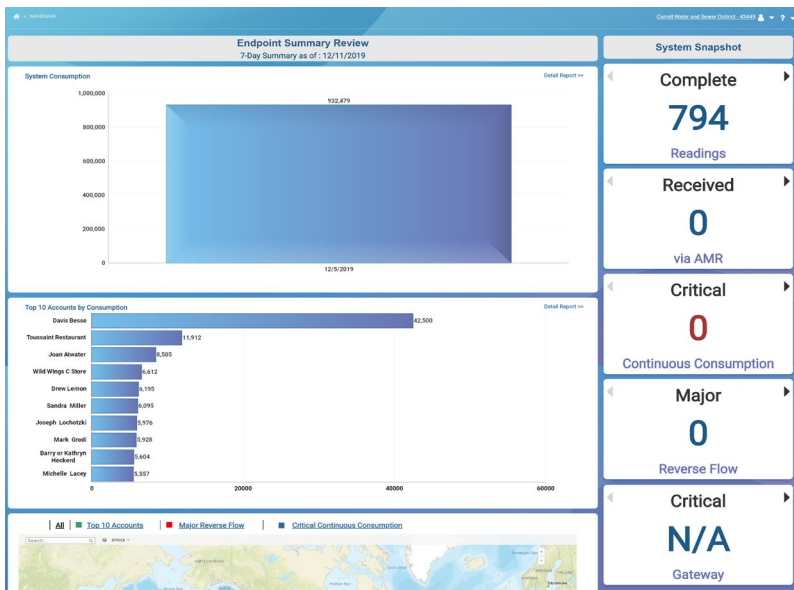
Customer Inquiry Shortcut



# 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 widget and report should display.



# Customer Inquiry

- **Customer Inquiry**

To search for individual account

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**.
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 search input field with the placeholder text 'Search Customer Accounts' and a magnifying glass 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 located in the top right corner of the 'Current Meter Information' section.

Account Information	
Account Status	Address
Account Number	

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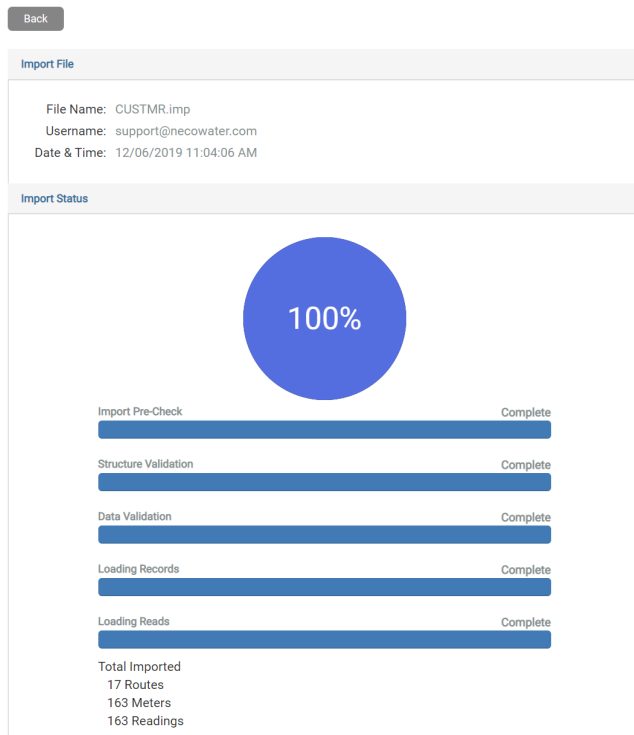
Current Meter Information		Edit
MIU ID	Meter Status on Account	
Meter ID	MIU Install Date	
Meter Class	Meter Install Date	
Latest Reading	Meter Size	
	Unit of Measure	

# 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





