EES USER GUIDE

For Distribution Users

How do I…?

- Login
- Reset My Password
- Search for Information
- Refine my results
- Filter my search results
- Understand MPAN Data Restrictions
- Set my user specific display settings
- Manage my user account details

What is/are…?

- Those 'No Entry' Signs
- These Icons found on the MPAN Request Management Screen
- Market Sector Indicators
- Those Icons found on the results screen
- Postcards/Postcard flipper
- The Supplier and Meter History

Master Admin User Functions

- Managing Users
- Amending User Roles
- Managing Email Domains
- MAU Transfer

Other Functions

- User Reports
- Letter Generation
- Primary and Secondary Associations (Associated MPANs)
- RMP Status (Terminated and Operational
- MPAN Request Management
- IHD Install Status following a Smart to Dumb Meter Exchange

Change History:

Version Number	Status	Date of Issue	Reason for Change
1.2	Issued	21/11/2019	Previous version finalised and issued
1.3	Draft	29/10/2020	Change history added to document. Changes as per November 2020 release of ECOES (v6.1) and detailed updates to entire document. Passed to K.H for initial review. (D.E)
1.3	Draft	30/10/2020	Reviewed (K.H) Passed to A.B for final review (D.E)
1.3	Issued	30/10/2020	Finalised (A.B)
1.4	Draft	02/02/2020	Reviewed and updated restricted items information and User Reports. Passed to KH for initial review. (DE)
1.4	Draft	04/02/2021	Reviewed (KH) Passed to A.B for review (DE)
1.4	Issued	05/02/2021	Issued as per ECOES release 6.2. (A.B)
2.0	Issued	01/09/2021	Alignment with move of governance to the Retail Energy Code.
2.2	Draft	15/03/2022	Added Market role terminology table and primary search limits
3.0	Issued	13/05/2022	Minor changes following QA review for RECv3
3.1	Issued	02/03/2023	Updates following R22 Data Access Matrix implementation
4.0	Issued	22/09/2025	Updated for MHHS Implementation

Circulation:

Version Number	Reason for Issue
2.0	Finalised for RECv2 commencement on 01 Sept 2021.
3.0	Finalised for RECv3 commencement on 18 July 2022.
3.1	
4.0	Updated for MHHS Implementation

Industry Role Terminology:

The below table outlines industry roles referenced in this document where the REC name differs.

EES Role	REC Equivalent (where different)
Distributor	Distribution Network Operator (DNO)
Metering Service (previously Meter Operator (MOP))	Metering Equipment Manager (MEM) or more specifically Meter Operator Agent (MOA)
Agent	Supplier Agent, i.e. Data Aggregator, Data Collector, Metering Equipment Manager, Data Service (Smart/Advanced/Traditional)

For the avoidance of doubt, the Electricity Enquiry Service (EES) is the name used for the service in the REC. ECOES is the system used to deliver the EES. These terms are used interchangeably in this document.

MHHS Impacts

In 2025 the electricity industry has gone through a fundamental change in how events are fed throughout the market participants, in support of Half-Hourly processing. From an EES perspective this has involved a change in how updates are received into the system and – more relevant to users – data items available to those accessing the system.

The following is a list of NEW data items that have become available as a result of MHHS:

Data Item	Source
ESME ID	MHHS Stage-0
Meter Location	MHHS Stage-0
Number of Display Register Digits	MHHS Stage-0
Connection Type	MHHS Stage-0
Connection Type EFD	MHHS Stage-0
Connection Type ETD	MHHS Stage-0
Associated Import / Export MSID	MHHS Stage-0
Associated Import / Export MSID EFD	MHHS Stage-0
Associated Import / Export MSID ETD	MHHS Stage-0
Direction of Energy Flow	MHHS Stage-0
Manufacturers Make and Type	MHHS Stage-0
Disconnection Date	MHHS Go-Live
Import/Export MPAN Supplier ID	MHHS Go-Live
DUoS Tariff ID	MHHS Go-Live
DUoS Tariff ID Effective From Date	MHHS Go-Live
Data Service Effective From Date	MHHS Go-Live
Data Service Effective to Date	MHHS Go-Live
Data Service Name	MHHS Go-Live
Data Service MPID	MHHS Go-Live
Data Service DIP ID	MHHS Go-Live
Metering Service DIP ID	MHHS Go-Live
Assigned MDR Effective From Date	MHHS Go-Live
Assigned MDR MPID	MHHS Go-Live
Assigned MDR DIP ID	MHHS Go-Live
Customer Direct Contract Data Service Flag	MHHS Go-Live
Customer Direct Contract Data Service DIP ID	MHHS Go-Live
Customer Direct Contract Data Service MPID	MHHS Go-Live
Customer Direct Contract Metering Service Flag	MHHS Go-Live
Customer Direct Contract Metering Service DIP ID	MHHS Go-Live
Customer Direct Contract Metering Service MPID	MHHS Go-Live
Annual Consumption	MHHS Go-Live
Annual Consumption Effective From Date	MHHS Go-Live
Annual Consumption Quality Indicator	MHHS Go-Live
Market Segment Indicator	MHHS Go-Live
Market Segment Indicator Effective From Date	MHHS Go-Live
MHHS Indicator	MHHS Go-Live

Distributor DIP ID	MHHS Go-Live
Supplier DIP ID	MHHS Go-Live

And these are general changes:

- Meter Operator becomes Metering Service

While these data items will no longer be available after MPANS are migrated to be under MHHS processes.

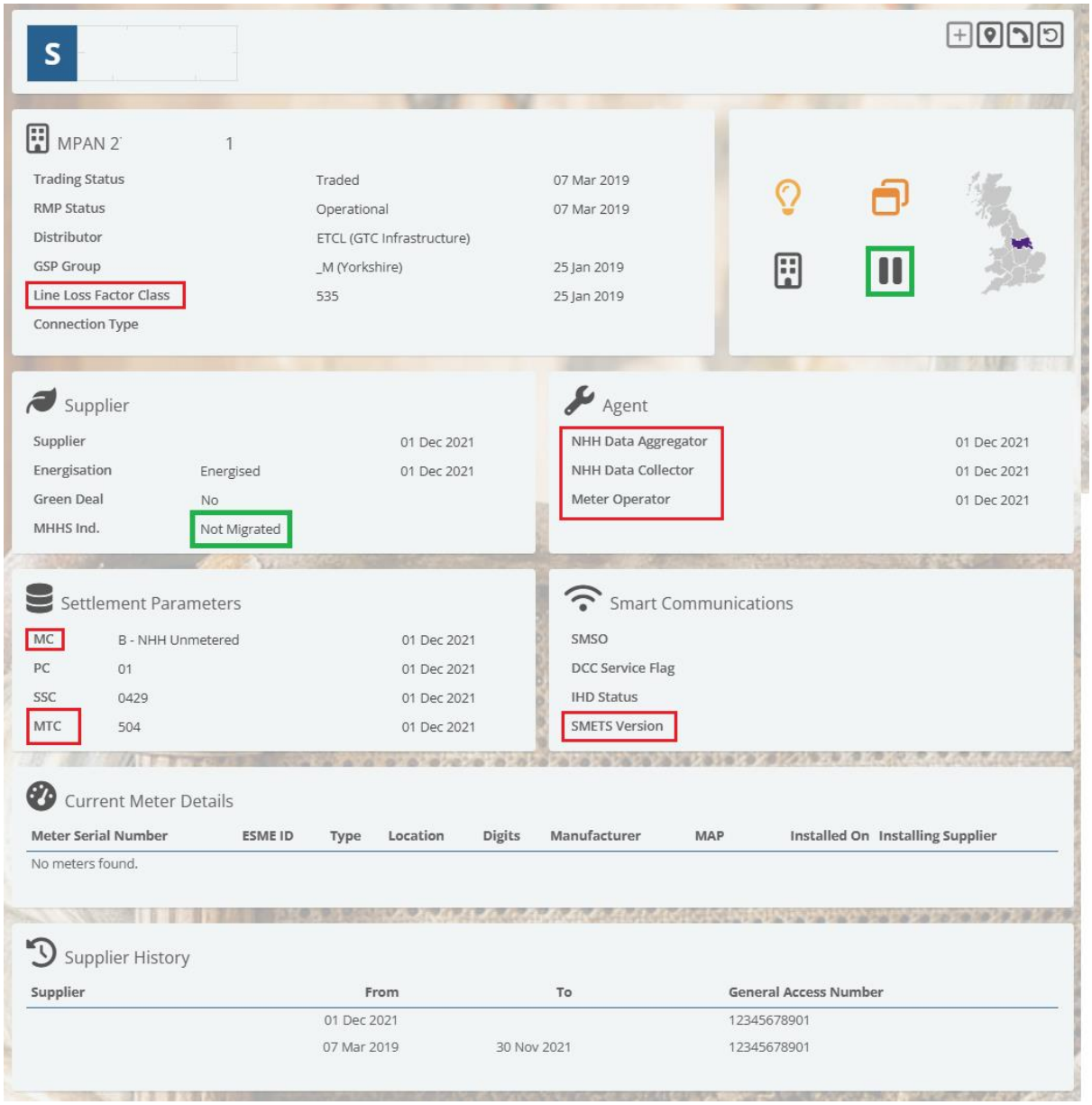
Data Item
Connection Type ETD
Meter Operator
Data Collector
Data Collector Appointment Date
Data Aggregator
Data Aggregator Appointment Date
Measurement Class
Line Loss Factor
Line Loss Factor EFD
MPAN Designation
Meter Timeswitch Class
Meter Timeswitch Class Date

It is important to note that there will be a period of transition, when participants, their systems and ultimately the MPANs under their responsibility, are migrated to be MHHS qualified and compliant. As a result during migration there will be period when old/deprecating and new data items will be available and MPANs in EES will have a marker to signify whether it is legacy, under MHHS arrangements or reverse migrated.

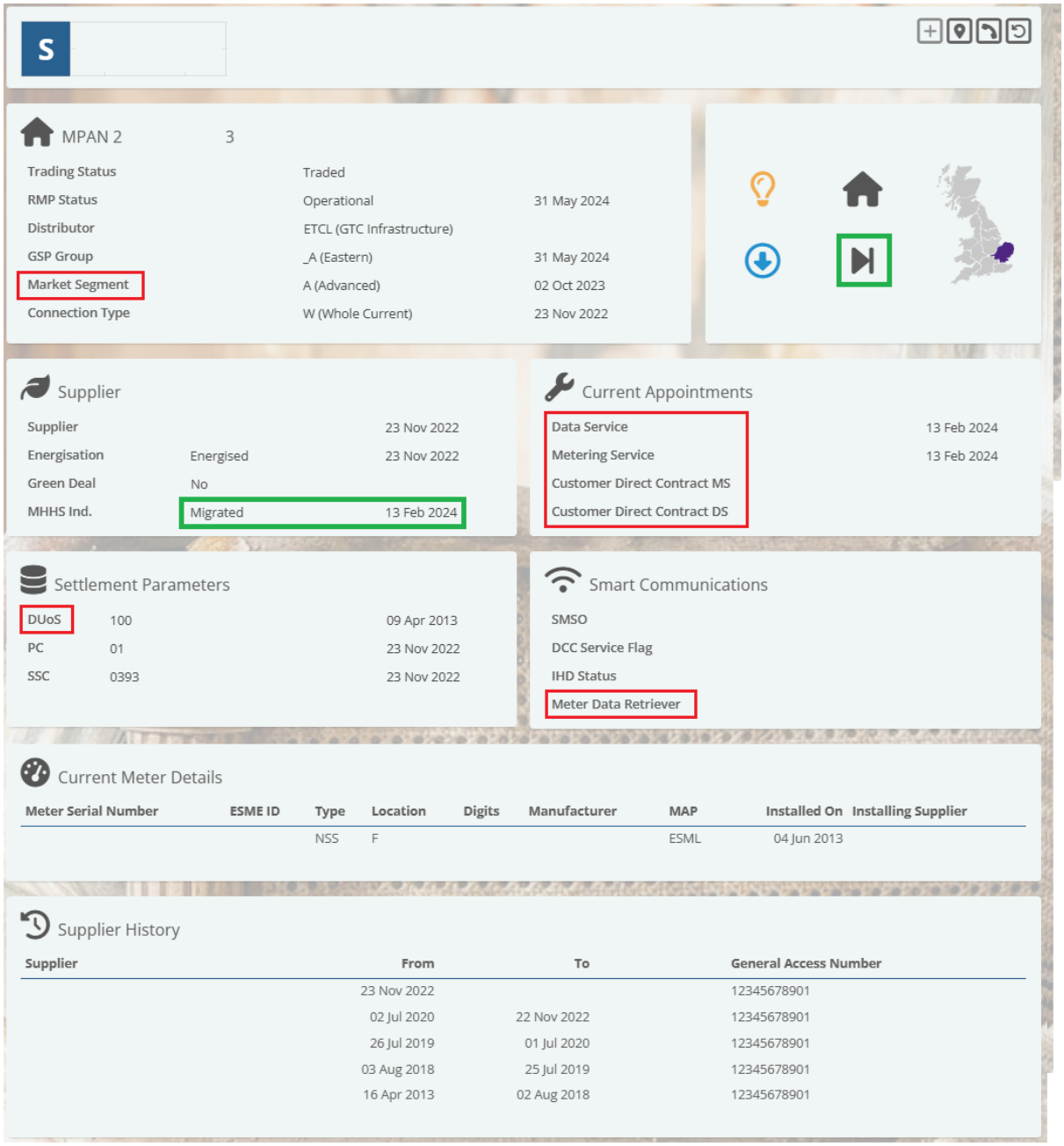
MPAN Details Screen Layout

During the migration period – during which Market Participants are readying themselves and updating their systems to be fully MHHS ready – EES will need to accommodate MPANs that are both under legacy (unmigrated) and migrated arrangements.

The screenshot below provides an example of an unmigrated MPAN which largely aligns to the pre-MHHS view, other than the addition of the MHHS_Indicator (icon and status in the ‘Supplier’ panel) which is boxed in green.



The screenshot below is the equivalent for a migrated MPAN – note the MHHS Indicator icon is different and the Migration status now includes a date.



Red boxes on both screenshots reflect data components that are changing as a result of migration.

Annual Consumption

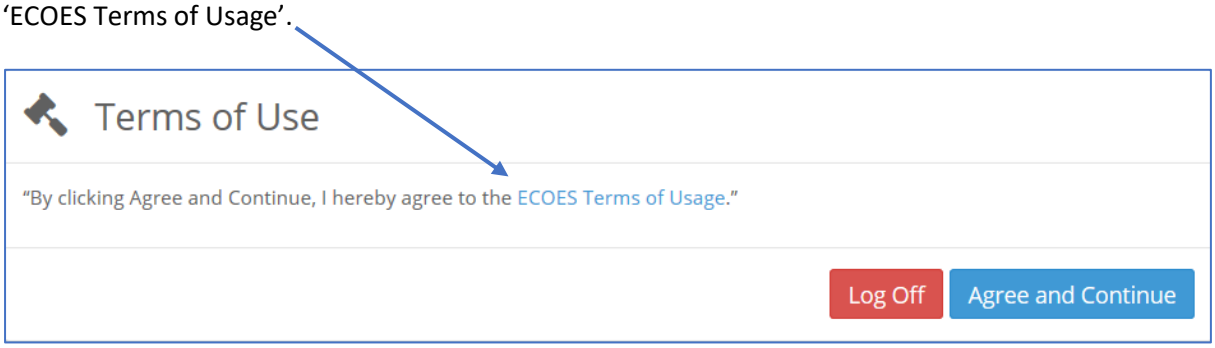
This information will be calculated by the Market-wide Data Service (MDS) and received into EES once a month for every MPAN under MHHS arrangements. The messages that provide the Annual Consumption updates will be staggered throughout the month, so different MPANs will be updated on different days of the month. Only the latest 12 months' worth of values will be displayed in the panel.

Where an MPAN has been reverse migrated – that is that it has returned to be managed under legacy arrangements – Annual Consumption data will continue to be displayed in the MPAN details screen. However, it will not be updated until it returns to MHHS arrangements, meaning that the Consumption data displayed will become stale.

Login to ECOES

Users should open the ECOES web browser https://www.ecoes.co.uk/ and enter in their Username and Password. Then click 'Log on'.

All users of ECOES must agree to the Terms of Usage of the system upon each session login. When logging in, users will be presented with a session login screen that requires them to positively confirm that they agree to the Terms of Usage of ECOES (as defined and visible when clicking on the blue 'ECOES Terms of Usage'.



The User will have the option at this point, to log off (if they disagree with the terms of use) or agree and continue (if they agree to the terms of use).

Forgotten Password

If a user forgets their login password then they must reset it themselves, or where they do not have permission to do so, request that service from a person with appropriate permissions within their organisation. It is not the role of the ECOES Technical Service Desk or the REC Code Manager to reset passwords.

1.1 Resetting another user's password

A user with either the 'User Maintenance' or 'Reset Passwords and Delete Users' system function can reset another user's password. This can be performed by going to the Admin menu then selecting Users. When you have searched for and selected the required user, there is a button that says Reset Password.

1.2 Resetting your own password

Below are several scenarios in which a user requires their password reset and the methods they can employ to do this:

Email Address Users

- A user has forgotten their password.

  A user can initiate a password reset via the login screen by clicking on the 'Forgot your password?' link. On completion an email will be sent to their email address containing a link allowing them to enter a new password.

- A user knows their password but would like to reset it anyway.

  A user can initiate a password reset via the 'Change Password' button on the 'My Account' screen. On clicking 'Change Password' button an email will be sent to their email address containing a link allowing them to enter a new password.

- A user's password has expired.

  Should a user's password expire between them logging out and next logging in, a popup will be displayed the next time they log in with their expired password. On clicking the 'Reset Password' button an email will be sent to their email address containing a link allowing them to enter a new password.

Traditional Username Users

- A user has forgotten their password.

  A user can initiate a password reset via the login screen by clicking on the 'Forgot your password?' link. On clicking the link, a popup is displayed whereby the user must correctly answer their memorable questions. If answered correctly a user may reset their password.

- A user knows their password but would like to reset it anyway.

  A user can initiate a password reset via the 'Change Password' button on the 'My Account' screen. In order to change their password via this screen they must know their current password.

- A user's password has expired.

  On logging in the user will be informed of the password expiry and prompted to enter a new password.

Proxy Email Address Users

- A user has forgotten their password

  The user can initiate a password reset from the login screen, in this instance an email containing a new password will be sent to the proxy email address saved against that user. The password can then be communicated to the intended user outside of the ECOES system.

- A user knows their password but would like to reset it anyway

  The user can request a password reset from the 'My Account' screen. This will send an email to assigned proxy email address containing a new password. The password can then be communicated to the user outside of the ECOES system.

- A user's password has expired

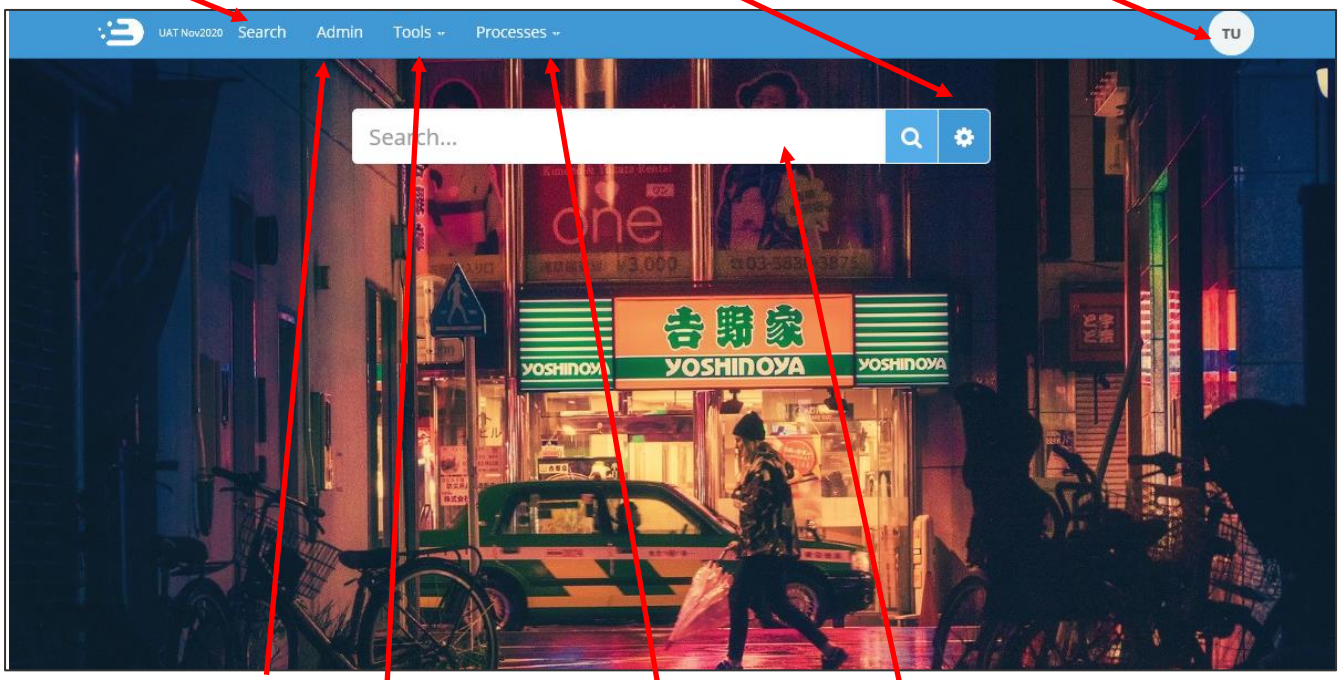
  On logging in the user will be informed of the password expiry and prompted to enter a new password.

Primary Search

Search/Homepage – clicking this will take the user back to the ECOES Homepage.

My Settings – this dropdown will allow the user to access their display settings – find out more here.

My Details – this dropdown will allow the user to access their account details – find out more here.



Admin – this screen will show details of the users' company group (e.g. who the MAU is). Users who have user management privileges will be able to reset passwords and create users from this page – find out more here.

Tools – Allows Users with relevant permissions to access Letter Maintenance and User Reports.

Processes – Allows Users with relevant permissions to access certain process within ECOES (Secure Communications and MPAN Request Management).

Search field: in ECOES this is a 'Universal Search' function (similar to internet search engines). Users will be able to search for addresses, partial addresses, postcodes, MPANs, MSNs, multiple MPANs, multiple addresses or a combination.

Search results are limited to 200 results; if a search exceeds this the user will be required to refine their search.

By default, all users will be limited to a maximum of 600 searches per day. Once this limit is reached, access to view data will be removed for the remainder of that day. This limit will be configurable at company group level.

My Account

Users can manage their user account details via the 'My Account' page found by hovering their mouse over the circular icon in the top right of the ECOES page. This is also where a user can logout. A user can perform the following tasks in this page:

- Amend Account Information.
- Reset their password.
- Amend their memorable questions/answers (for password resets).
- View remaining MPAN Views for that day.
- Change the background colour of ECOES.

Icon Identification:

General

 Energised

 De-Energised

 Disconnected

 New

 Geographical Representation of GSP Group

 Green Deal

 Registered

 Energy Direction (Export)

 No DPI Defined

 GSP Group

 Energy Direction (Import)

 Domestic

 Metered = True

 Pending Registration Currently Under Objection

 Non-Domestic

 Metered = False

 Export LLFC

 Related MTC

 Smart Communications

MHHS Only

 Unmigrated (Legacy)

 Customer Direct Contract – Data Service

 Reverse Migrated

 Customer Direct Contract – Metering Service

 Migrated (MHHS)

Screens/Functions

 Search

 Filter

 Remaining MPAN Views

 MPAN History

 MPAN Relationships

 Company Details

 Letter Management

 Create Letters

 Download Letters

 Templates

 MPAN Request Management

 Secure Comms (SDEP)

 Meter History Search

 Current Meter

 Contact Details

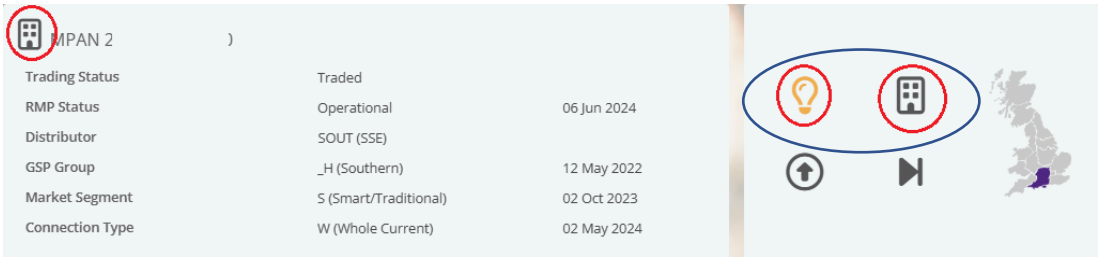
 Back to Results

 Export/Download

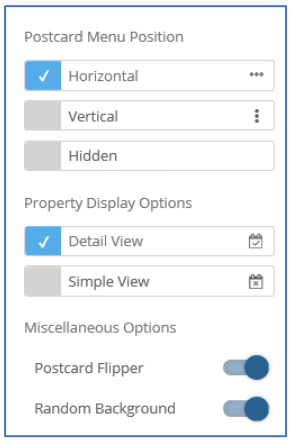
 Add a User (Admin/MAU option only)

Market Sector Indicators

When viewing an MPANs, an indicator will be present to reflect the Market Sector of that MPAN (as defined in the Icon Identification above.) In the example below, the MPAN is non-domestic and energised.



Display Settings



A user can choose how they view data within ECOES. To open the settings options, click on the settings icon, found to the right of search box ( ).

You can choose where 'Postcards' are positioned, whether to hide postcards, or to allow the postcard to 'flip' or not - a flipping postcard will show additional information when a mouse is hovered over it. A user can choose to remove 'random background' which is also pre-set.

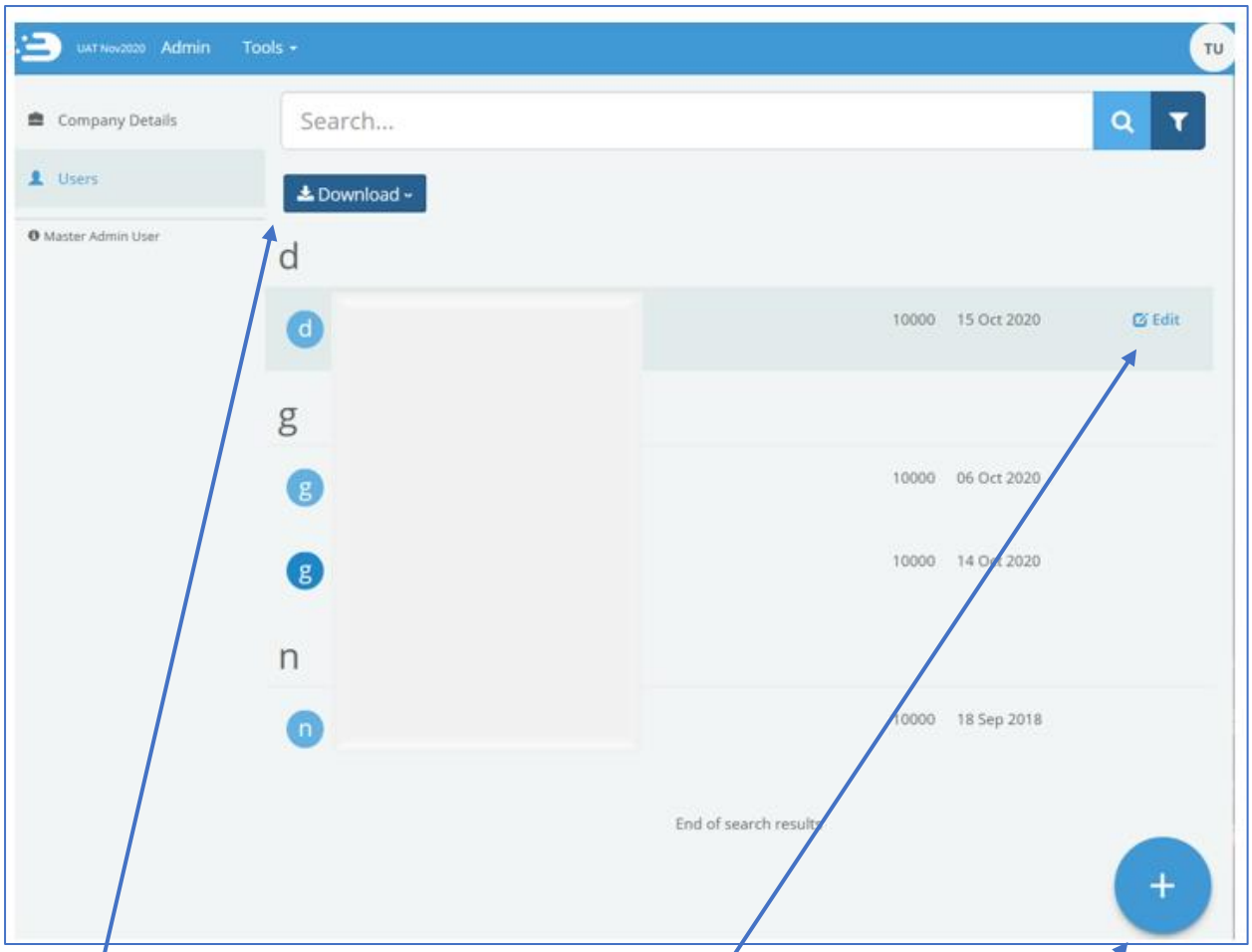
A user can also decide whether to see a 'Detailed' or 'Simple' view - the simple view will remove the dates related to some Data Items allowing more information to be shown on one screen without having to scroll.

Managing Email Domains – Only available to the MAU

Email domains are a security feature for ECOES organisations to ensure only valid Username/Email Addresses are used. An organisation can have **multiple email domains or none**. Whenever a new user is being created, and the organisation has a domain(s) setup, the username will only be able to have a valid email domain.

Managing Users – Only available to relevant users (MAU and User Admin roles)

Clicking on the Users option on the left of the Admin page will show users with relevant privileges all the users within their organisation. This is also where 'User' Reports can be found.



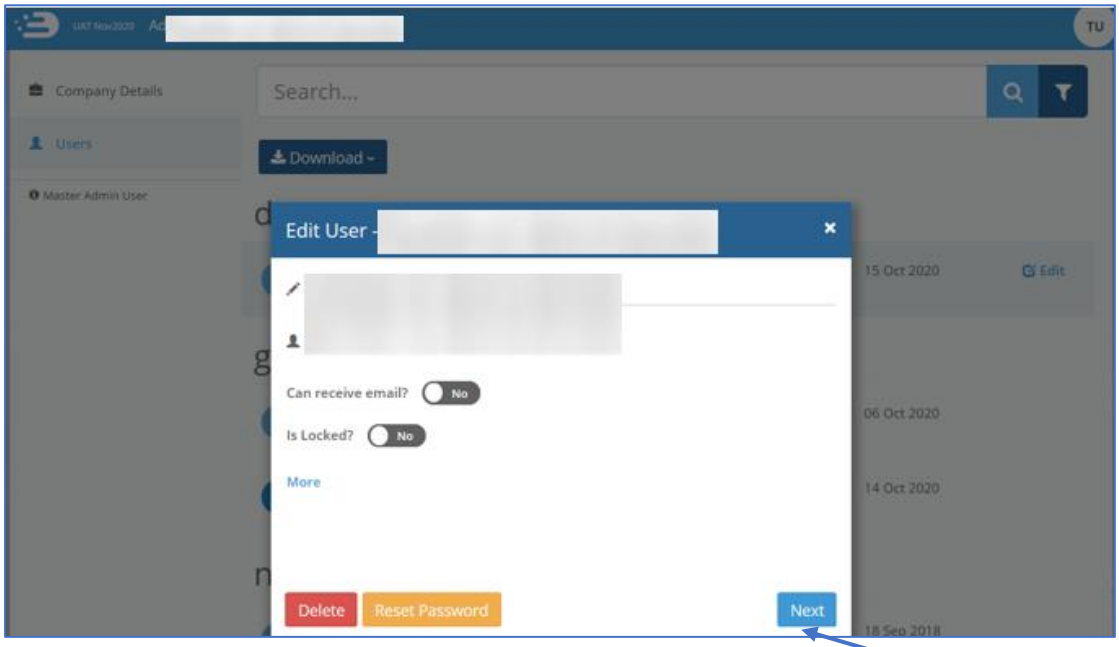
Clicking 'Download' will allow MAU and Admin users to download all the users of a company group into a report containing user details e.g. last login date.

Clicking on the 'Edit' button when hovering over a specific user will open the user's profile. The MAU can unlock user accounts, reset a user's password, delete a user, amend user account information and grant/revoke access to certain ECOES functions.

To create a new user, click on the 'Plus' icon. This will open a blank user profile, identical to the way that edit user is displayed.

Amending User Roles

Users with the relevant privileges (MAU and User Admin Roles) can amend what functions other users within their company group have access to. To do this open a user account within https://www.ecoes.co.uk/Admin/User by clicking on 'Edit' within that users line: by clicking on 'Edit' within that users line:



To view and amend what system functions a user has access to click on the 'Next' button.

This page lists what functions are available to each user. Here you can tick/untick as applicable. A blue highlight indicates functions that have been selected.

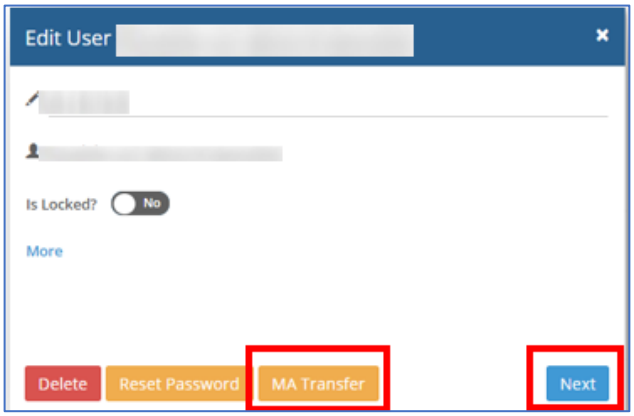


Once you click 'save', you will return to the main 'Users' page and a pop up on the bottom right of the page will confirm that this user's system functions have been saved.



Transferring MAU to another user:

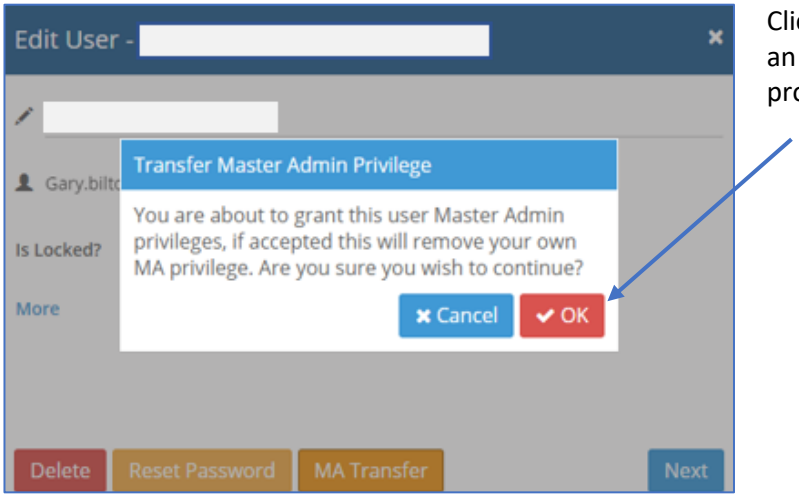
1. The user you are wishing to transfer the MAU privilege to must already have a user account and:
   - have a valid email address as their username.
   - must have a phone number populated (found in the 'more' section).



If the new MAU does not have one of the above the MA Transfer button/option will not be shown.

You must add these details and 'save' the user account, when re-opening the user account, the MA Transfer button/option will be shown.

2. Click the MA Transfer Button, this will open a pop-up, asking you to confirm or cancel the change.



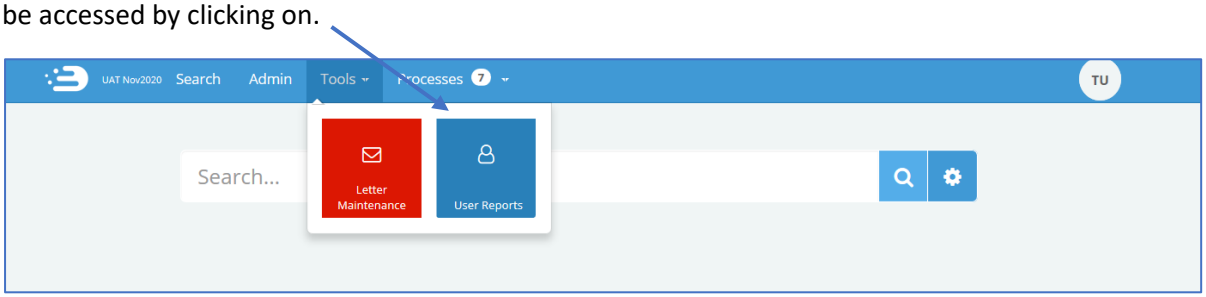
Clicking OK will generate an email to the prospective MAU.

3. The prospective MAU must click on the link in the email which will take them to the login screen. Once logged in they will see a MAU Transfer request on their 'My Details' page, within 'My Account'.

User Reports

Several reports are available to download for users with relevant privileges. They can request various reports regarding the behaviour of their users, these reports will only be available to be downloaded once logged into the system.

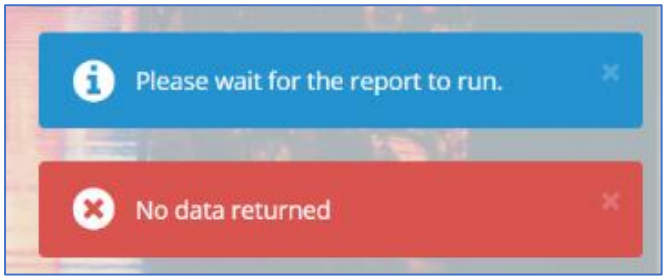
All available reports can be found within 'Tools' drop down and the 'User Reports' functionality can be accessed by clicking on.



This function allows MAUs of a company group, and those with access to User Reports to generate two User reports detailing meter search details for all the users within their company group, reports are delivered in CSV format.

Once you click on Download, a pop up will advise you to please wait for the report to run.

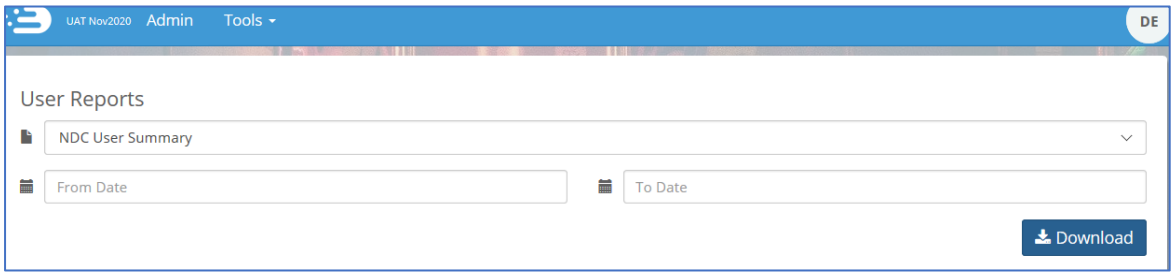
If a report is not available for your chosen timeframe, the system will notify you like so.



If a report exists, a pop up will ask you if you wish to open, save, or cancel the report download.

1. User summary report

The Summary report lists details for each user that has made searches in a user configurable time period, where an MPAN has been selected. The report shall display all the user details as in the User Detail Report, but only display totals instead of information about the specific reports.



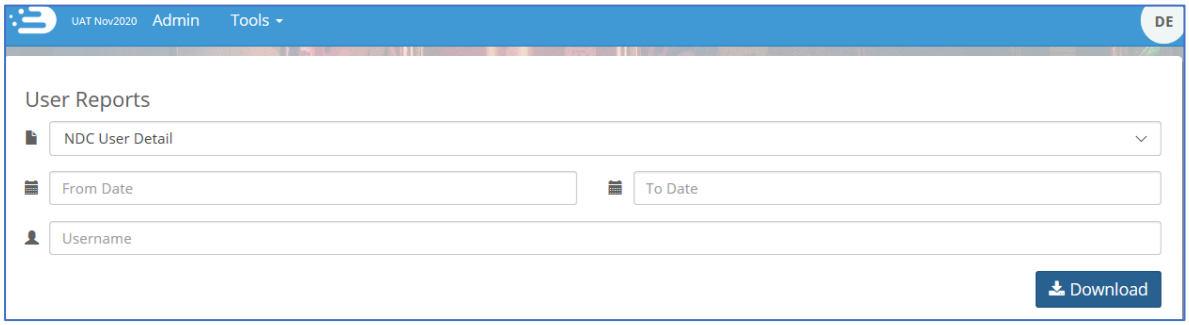
2. User details report

The User Details report lists all MPAN Searches that have been performed during a certain period of time. The search can be for a specific user (by entering a username in the search parameters), or if no username is entered, for an entire company group.

As this report lists all MPAN searches we would recommend restricting the time periods when doing reports for a company group.

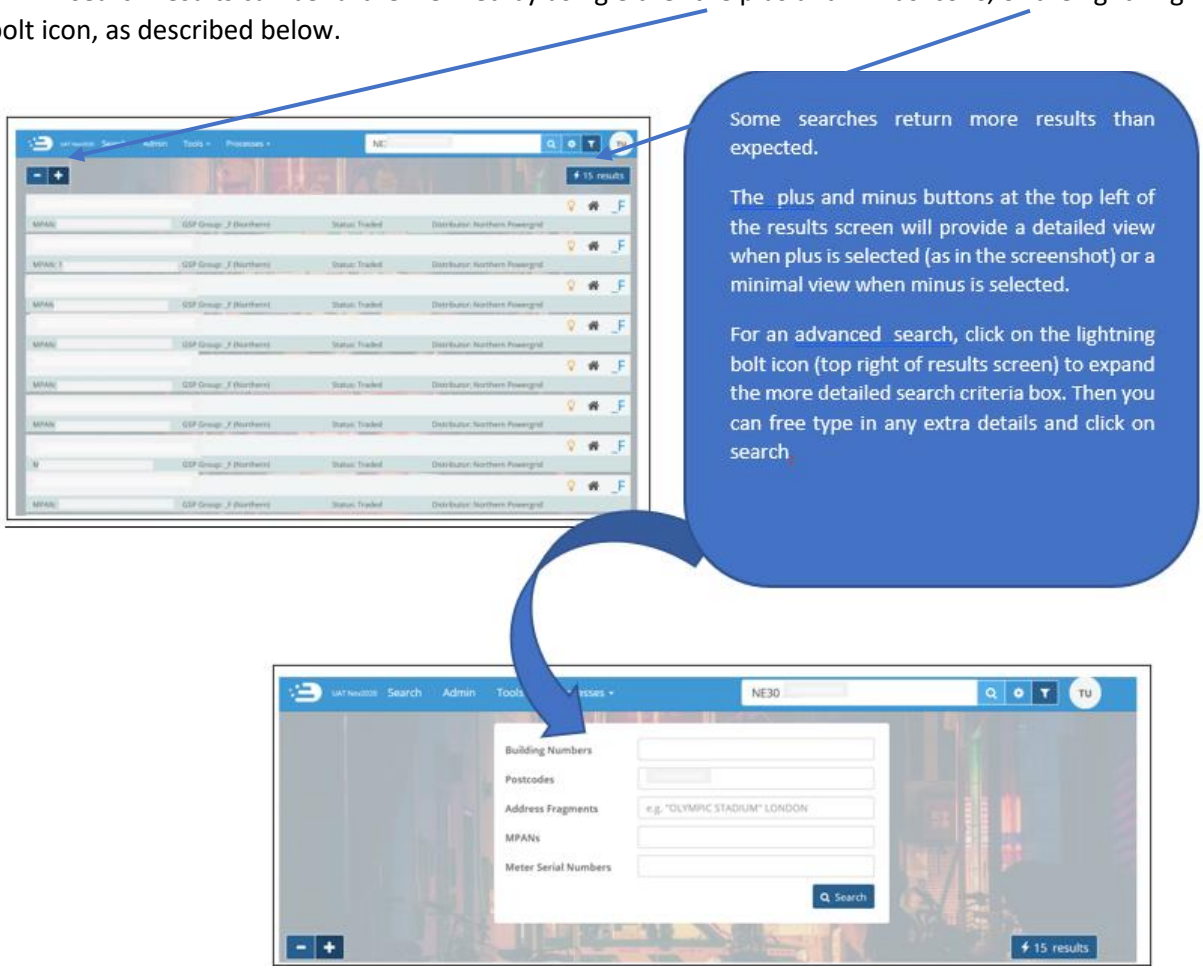
It shall provide the following information:

- Supplier and address of the MPAN viewed.
- User detail information such as the e-mail address, phone number and fax number, place of work for both the user and the line manager. (If these are filled in by the users' administrator).

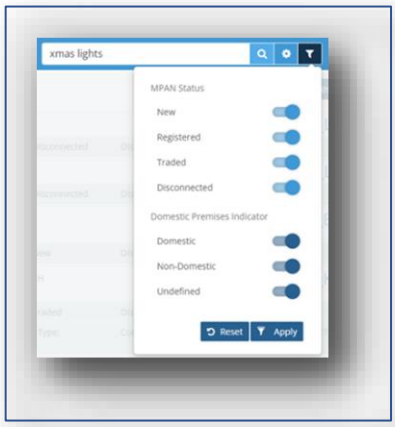


Refining Results

MPAN search results can be further refined by using either the plus and minus icons, or the lightning bolt icon, as described below.



Filtering Results



To include/exclude certain MPAN attributes from the search results, you can click the 'Filter' icon ( ) to the right of the search bar which will expand the filter options.

The filter icon will move side-to-side to indicate that a filter is applied.

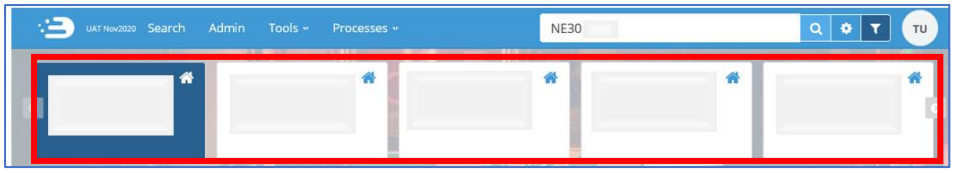
If you navigate away from the current search page (e.g. back to the homepage or to your account details page), the filter settings will be reset to include all attributes.

If your filter excludes all results, ECOES will advise you with the following pop up.



Postcards/Postcard flipper

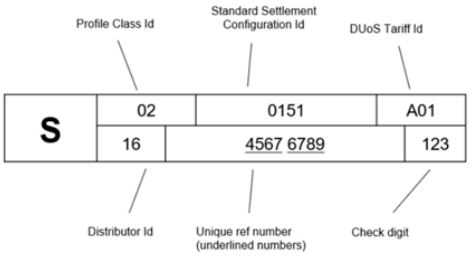
Searching by postcode will usually result in 'Postcards' being visible within the MPAN record. Postcards (highlighted in the red box below) are designed to allow users to quickly view another search result without needing to navigate back to the results page.



The number of postcards depends on how many search results you had; if your original search yielded 4 results then there will be 4 postcards that can be scrolled through. If your search yielded 1 result, then no postcards will be pesent.

Hovering over a Postcard will rotate it to display MPAN, GSP Group, Status and Distributor. Clicking on a postcard will open that MPAN page.

The S-Number at the top of the MPAN display (marked by the S icon) is an industry recognised set of MPAN attributes – some of which when put together form the 13-digit MPAN core (number). The make up of the S-Number disaply consists of the below:



Where there is no Profile Class or SSC for a given MPAN, the values displayed in the S-Number will be zeroes (00 and 0000).

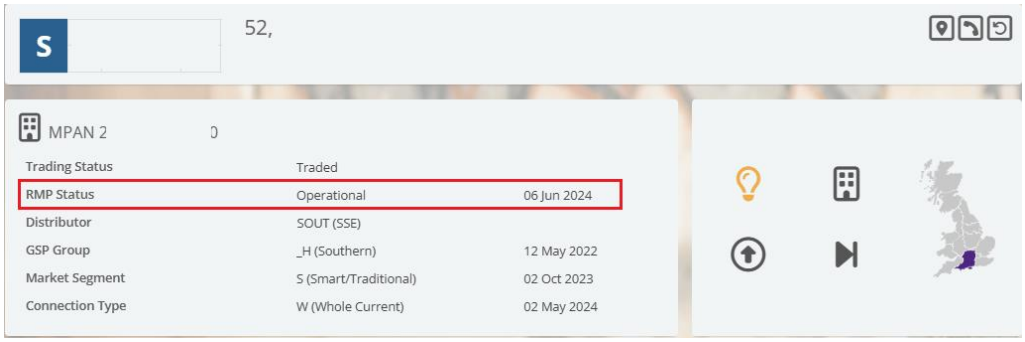
Registrable Measurement Point (RMP)

The RMP is the status of an MPAN held in MPAS at a given point depending on the data provided to MPAS by Suppliers and Distribution Business. The RMP Status is within the MPAN page.

Each RMP Status is defined in the REC Data Specification, available via the REC Portal.

RMP Status	Definition
Created	A new MPAN created but no Supplier registered or MPAN has a Supplier registered but not all the MPAS data has been provided
Operational	All MPAS Data Items have been provided
Terminated	The MPAN has been disconnected

An example from ECOES is shown below, with RMP status displays Operational.



IHD Install Status following a Smart to Dumb Meter Exchange

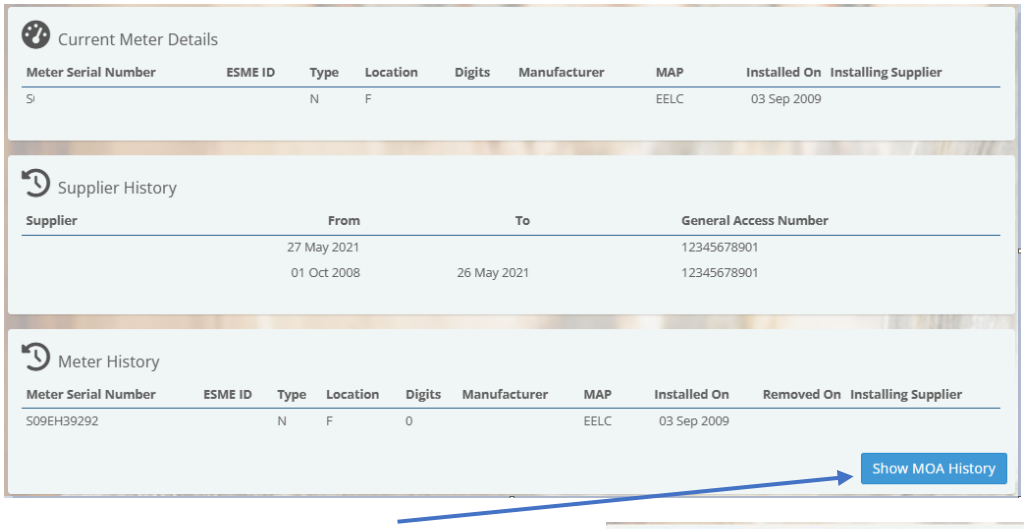
Users should note that following a Smart to Dumb Meter exchange, an inconsistency in ECOES data may be present. When a Smart Meter is installed the In-Home Display (IHD) will be displayed in ECOES with the Meter information. Currently ECOES will continue to hold and disseminate an invalid IHD Install Status in the situation where a Smart Meter is exchanged for a Dumb Meter until a new Smart Meter is installed, this is because the value cannot be cleared. Suppliers are advised to ignore the IHD Status where the Meter is not being operated as Smart.

Supplier, Agent Appointments and Meter History

At the lower part of the MPAN detail page, users with access are able to view additional information regarding the MPAN, such as;

- Current and historical Meter details.
- Metering Service, Data Service and Supplier history, and
- Links and details relating to to associated MPANs (if any).

Below, you will see the **basic - default view** – showing current and historical supplier and meter details.

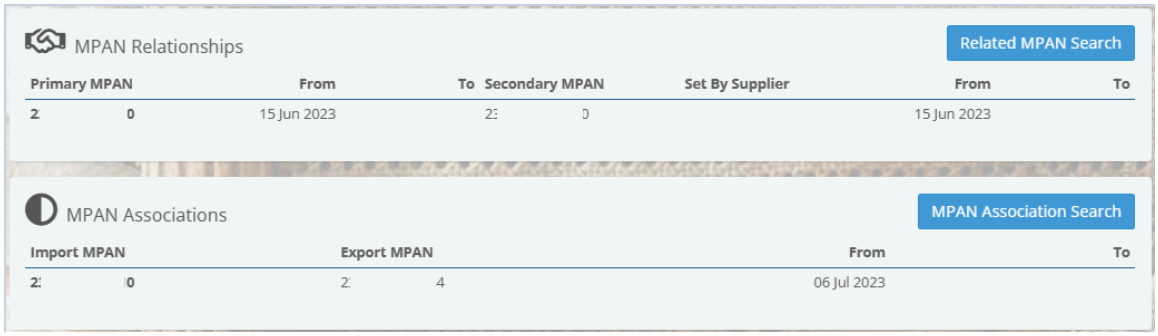


Clicking on 'Show MOA History' will open up the view on the right. This can be closed by again clicking the blue button.

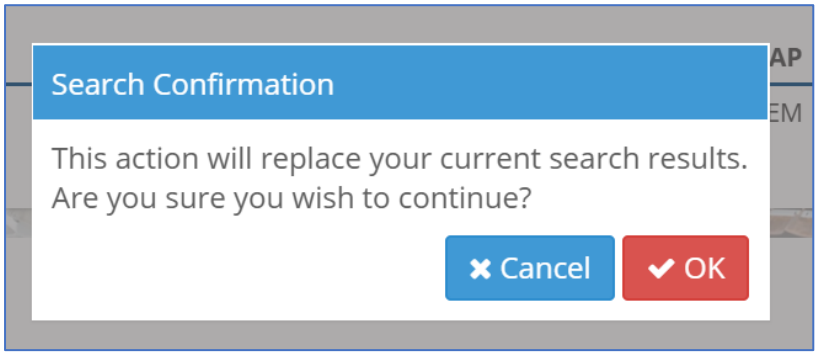


Related and Associated MPANs

The MPAN Details screen provides details for related and linked MPANs to the one currently being viewed. Note that the current MPAN will appear in bold as the Primary/Secondary or Import/Export. For Associated (linked) MPANs, the energy direction of each is represented by an icon that signifies it as either an Import ( ) or Export ( ) MPAN in the Search results or summary view.



Multiple relationships or associations can appear including those no longer in effect (with a 'To' date set). Where active relationships and associations exist, clicking on the blue button will allow access to the other MPANs details page.



If you click Ok, you will be taken back to the MPAN search screen, where all Related or Associated MPANs will be displayed and listed in the search bar.



Clicking into any one of the records will bring up Postcards. Postcards (highlighted in the red box below) are designed to allow users to quickly view another search result without needing to navigate back to the results page.

The number of postcards depends on how many search results you had; if your original search yielded 4 results then there will be 4 postcards that can be scrolled through. If your search yielded 1 result, then no postcards will be pesent.

Hovering over a Postcard will rotate it to display MPAN, GSP Group, Status and Distributor. Clicking on a postcardwill open that MPAN page.



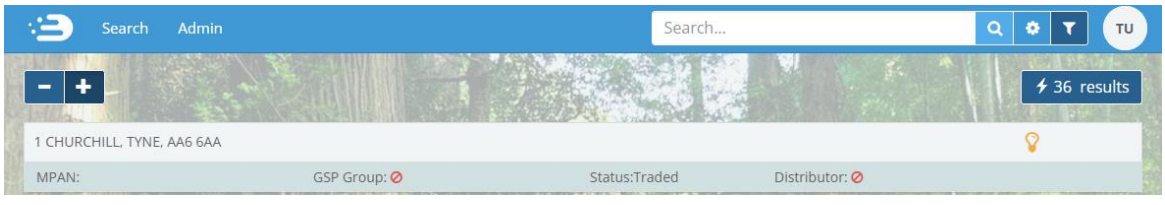
MPAN Search and Details View – Data Access Matrix (DAM)

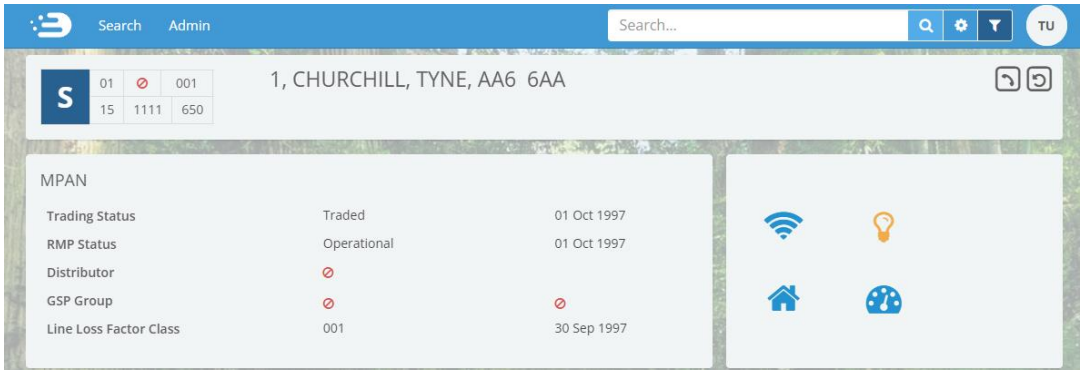
Data Item Restrictions

Access to individual data items is determined by the category to which a company group is assigned. Each category represents a role within the RECCo Data Access Matrix (DAM). The Data Access Matrix defines which data items are available to which roles, e.g. a Supplier may have access to the GSP Group data item, but a Virtual Lead Party may not.

The full RECCo Data Access Matrix can be accessed through the EMAR/REC Portal.

The ECOES website applies data item restrictions to both the primary search result screen and MPAN details screen. Restrictions are implemented by obscuring the data item value with a ‘no entry’ icon, as seen below.





Search Result Restrictions

Search result restrictions are defined at a company group level. These restrictions limit the results that can be returned by the primary search functionality. For example, a company group may be restricted to search results for MPANs with a Profile Class of '0'. These restrictions are determined by the access agreements agreed between RECCo and individual participants.

Terms And Conditions Agreement

On logging into the system, all users will be presented with a session login screen that requires them to positively confirm that they agree to the Terms of Usage of ECOES. A Distributor user will have to flag whether they have legitimate reason for viewing a specific MPAN, by agreeing to the Terms of Usage (as per page 3 of this document). Once done, there will be no restrictions.

Customer Letter Generation

ECOES gives MPAS/Distributor users with the appropriate privileges, the ability to create letters directly from the Website. These letters are in relation to Supply Number Enquiries for onward distribution to customers.

A number of letter templates will be available to the user, who may enter the customer name and modify the postal address. Only the MAU will have the ability to create, delete and amend letter templates.

The user is able to use the ECOES search facility and select MPANs that they wish to be included in the letter. Only MPANs within a company's distribution area can be selected. The user may also choose which MPAN's address should be included in the letter and can subsequently amend this.

Once created, the letters will be stored in order for the user to download. All letters produced will be deleted from the system seven (7) calendar days after creation.

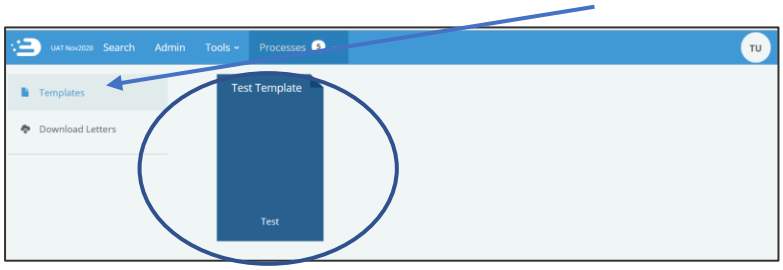


To access the Letters function, select 'Letter Maintenance' from within the 'Tools' dropdown. Here, a MAU will be able to create templates and users will be able to download generated letters.

Letters can only be generated by using letter templates.

Letter Templates

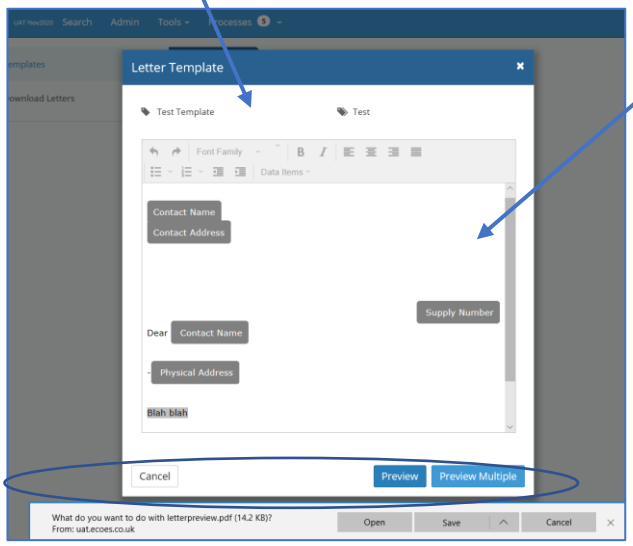
If there is already a template generated (for example, your MAU has set this up for your use), it will sit here within the letter maintenance screen (within Tools).

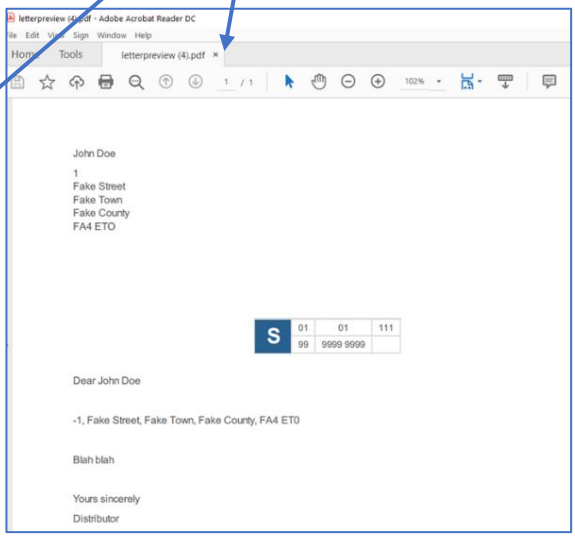


MAUs are able to click on an existing template to open the edit screen and edit that template. Alternatively, they can create a new template, which is covered here.

If you click on the template, a separate pop up will come up to show you the relevant letter template information.

If you click on 'Preview', this will allow you to generate the letter template as a PDF. Further details on creating your letters can be found here.





Create a new Template (available to MAU only)

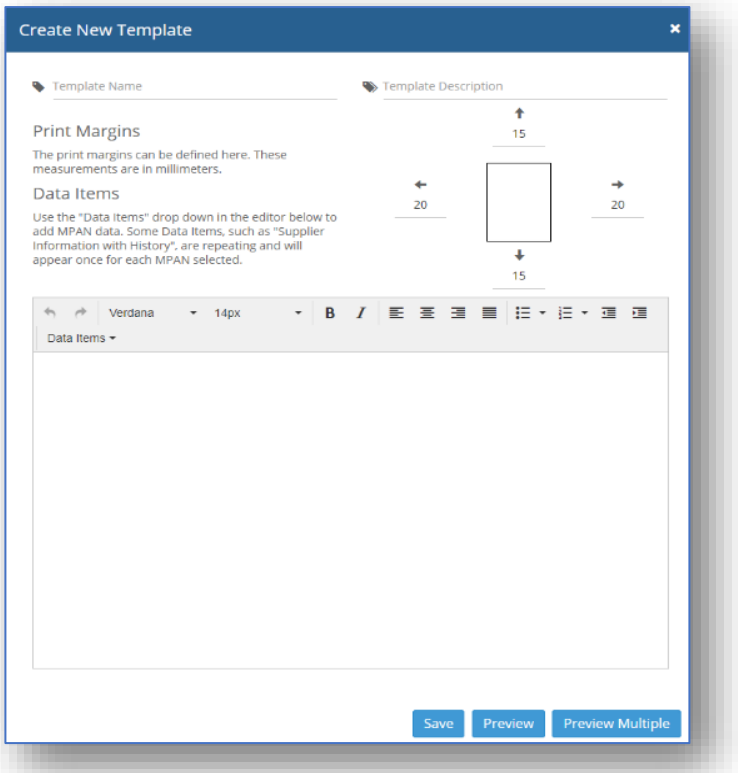
Master Admin Users (MAUs) can generate a new template. To create a new template, an MAU will need to click on the 'plus' icon in the lower right corner of the screen (this icon is only visible to MAUs).

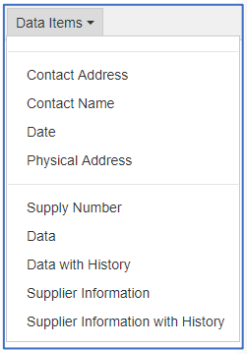
Clicking the blue ‘plus’ icon will open the ‘Create New Template’ pop-up. Here, the MAU can assign a ‘Template Name’ and ‘Template Description’ so that all users can easily identify the templates.

Print Margins can also be adjusted using the left, right, up, and down arrows as shown.

Data Items can be added in the template by using the Data Items dropdown menu.

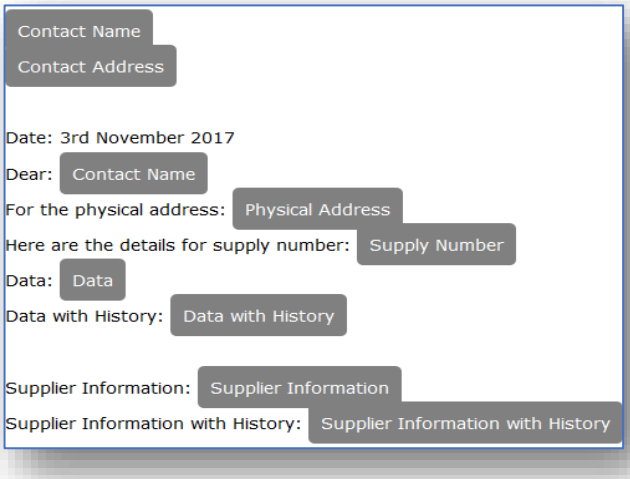
MAUs can create the template by typing in the desired text and add in any of the available Data Items from the list shown.



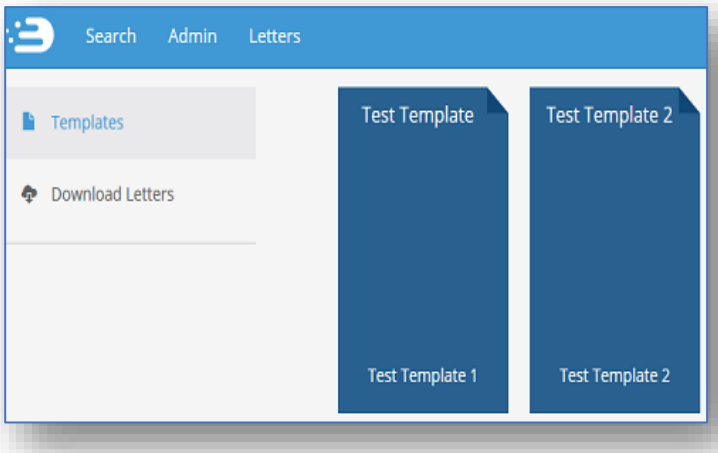


Once the MAU has created the template(s) they can press ‘Preview’ which will generate a PDF with dummy data.

The ‘Preview Multiple’ button will display your template output if there are multiple supply numbers attached to one MPAN.



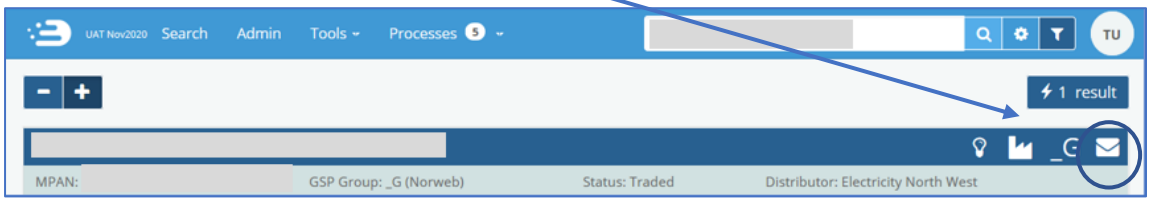
The MAU must save a template before it can be used. Once your Template is Saved successfully, it will be visible within the template's menu.



Generate a letter

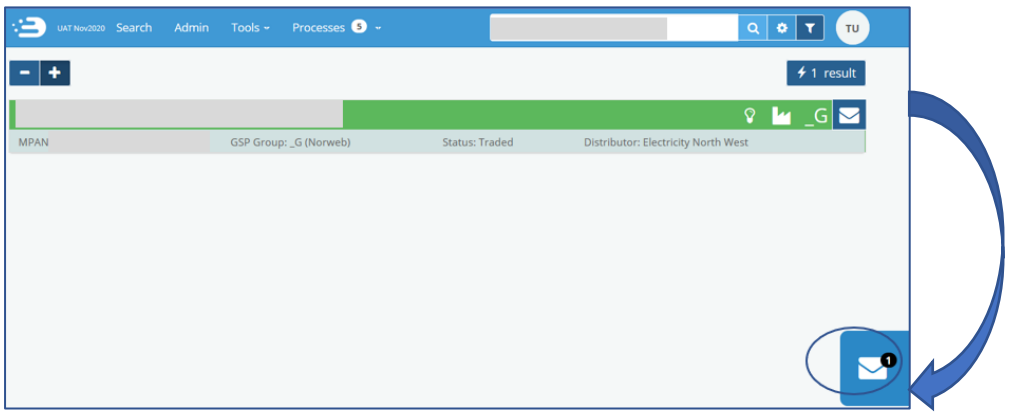
Once there is a usable template, any user will be able to generate letters for customers whose MPANs are in their distribution area. Users will be able to do this from the search results screen using the Primary Search function within ECOES.

First, search for the relevant MPAN, then within the search results screen, you will see an envelope icon to the right circled below.

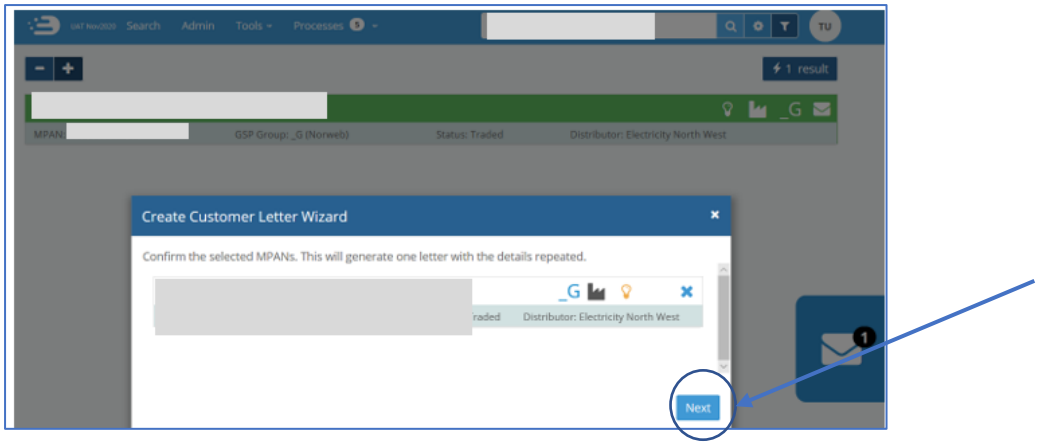


This means that it is possible to send a letter to that MPAN record.

Once the envelope icon is clicked, the MPAN is then highlighted in green and pop up 'Create Letter' icon appears on the right of your screen displaying how many MPANS have been added to the letter; you can add multiple meters to a single letter by selecting multiple MPANs within the search screen.



By clicking the 'Create Letter' icon you will be asked to confirm the meter(s) you want to add to the letter and then click 'Next'.



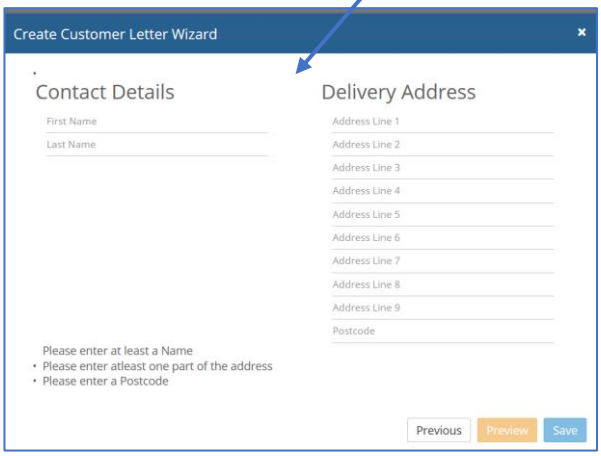
Clicking next will bring up all available templates and they will be shown in blue.

Once you click on your chosen letter template, the template will turn Green.

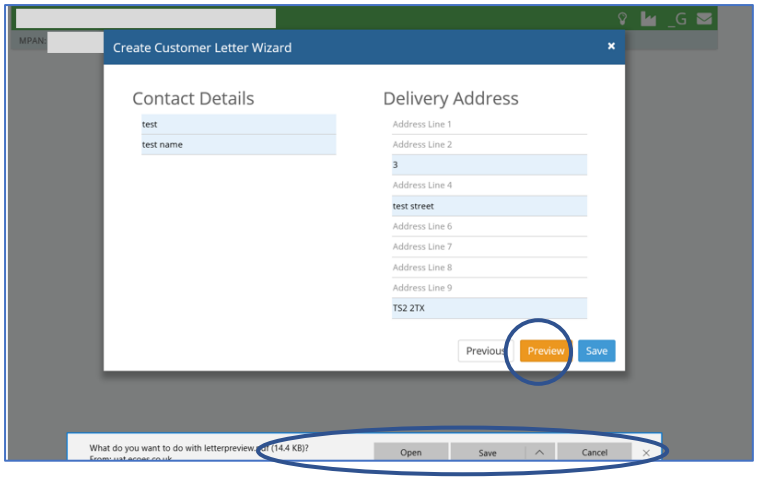
You will then need to click ‘next’ to continue. This will bring up the ‘Create Customer Letter Wizard’ for the user to complete.

Please note that Contact Details, Delivery address and postcode are Mandatory.





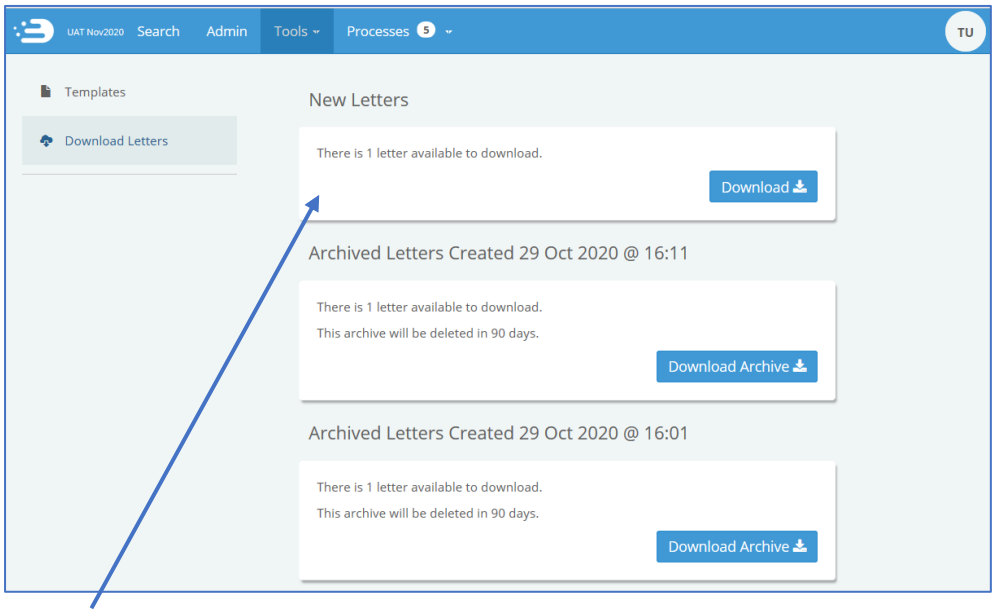
Once you have added these details you can choose to ‘Preview’ the letter, when you will see a pop up at the bottom of the screen asking you if you wish to open, save or cancel the ‘letterpreview.pdf’. Clicking open or save which will generate and download a PDF in your browser.



Once you click ‘Save’, a confirmation appears in the lower right of the screen to confirm this.



When you go back to the main Letters menu and click on ‘Downloaded Letters’, you will be able to see new letters and archived letters, like so.



For the example we have used, we have created one new letter and can see that the ‘Download Letters’ functionality confirms ‘There is 1 letter available to download’.

If you click on ‘Download’, it will generate a pop up asking you to confirm if you would like to open, save, or cancel the ‘letters.zip’ file.



You also have the option to ‘Download Archive’, and the archive will be available to users for 90 days, after which time it will be deleted.

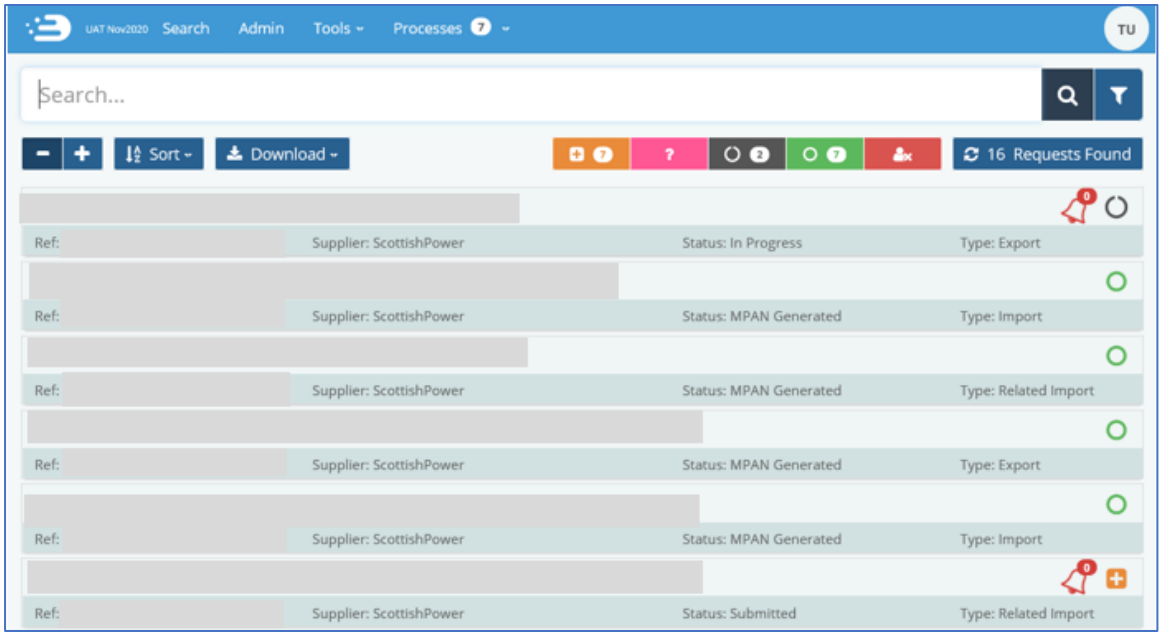
MPAN Request Management

The system allows Distributor Users to view, accept, reject, assign MPID or request more information for MPAN requests.

The MPAN request will appear in the ‘Submitted Requests’ tab.



and clicking on ‘MPAN Request Management’ which will open this screen.

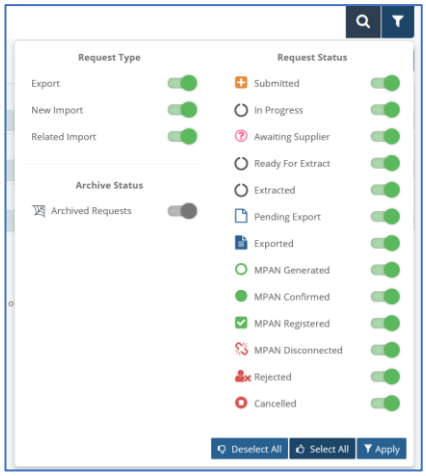


And users will be able to see that the system has assigned a unique reference number per submitted MPAN request for tracking purposes.

Icon Identification MPAN Request Page

	Detailed view		Simple View	Sort	Sort Results		Download Results
	Search		Display ‘Submitted’ Requests		Display ‘Awaiting Supplier’ Requests		Display ‘Active’ Requests
	Display ‘Rejected’ Requests		Number of MPAN requests found		MPAN Generated		Submitted
0	Obligation Deadline expired		Filter		Display ‘With MPAN’ Requests		In Progress

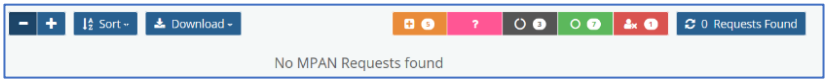
Filters on the MPAN Request Management Screen.



To include/exclude certain filters from the MPAN Request results, you can click the 'Filter' icon ( ) to the right of the search bar which will expand the filter options.

The filter icon will move side-to-side to indicate that a filter is applied.

If your filter excludes all results, then no MPAN requests will be visible.

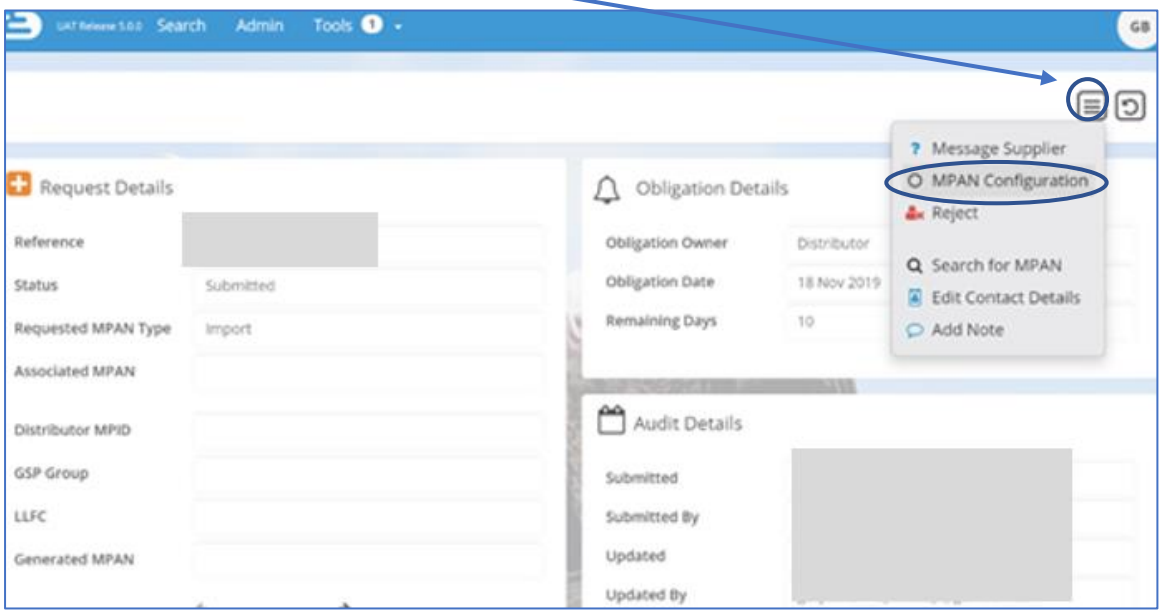


Accepting a request and assigning it to the appropriate MPID

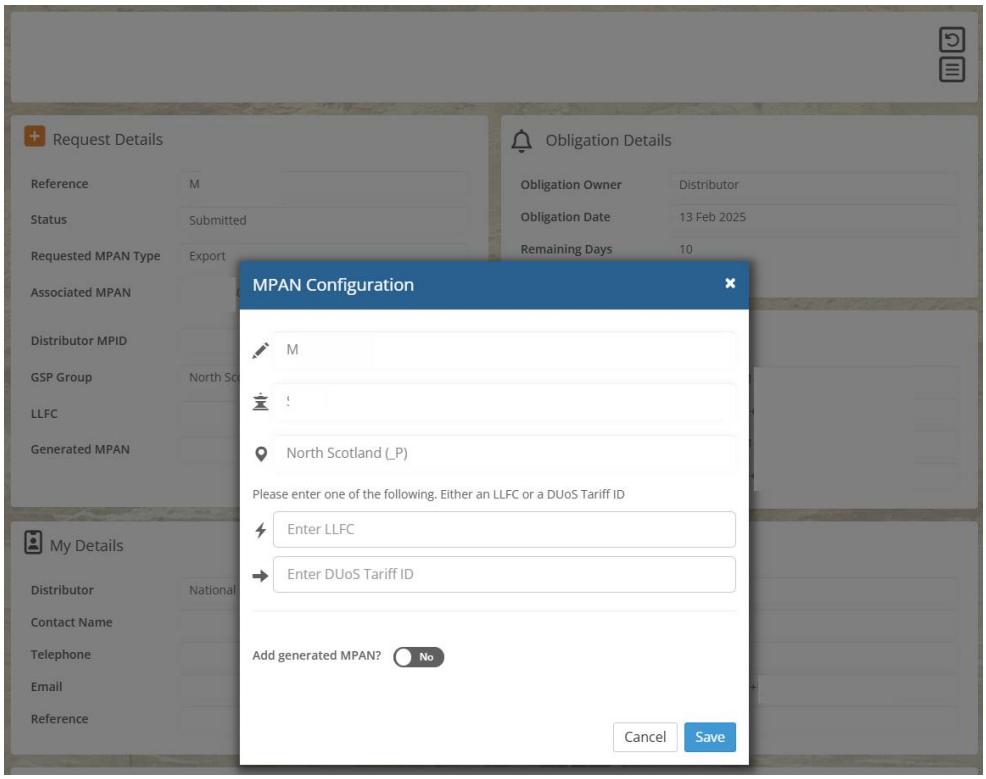
A distributor user can accept a MPAN request by clicking into the 'Submitted Requests' MPAN record.



And then assigning the appropriate MPID for the request, by clicking on 'MPAN Configuration' found under the menu bar .



Once MPAN Configuration has been clicked, the following pop-up screen will be presented.

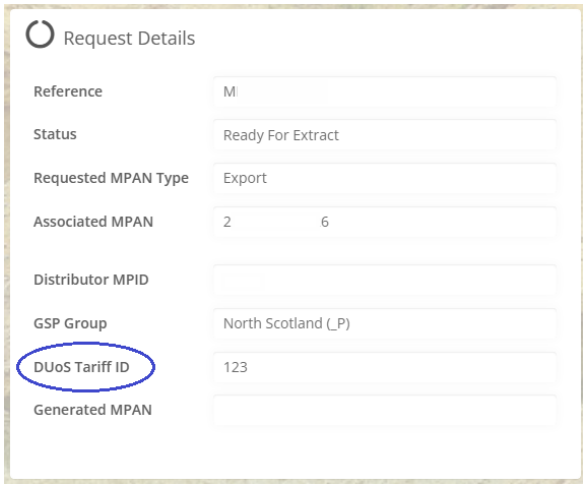


The option is included to enter an LLFC (legacy MPAN) or DUoS Tariff Id (migrated MPAN).

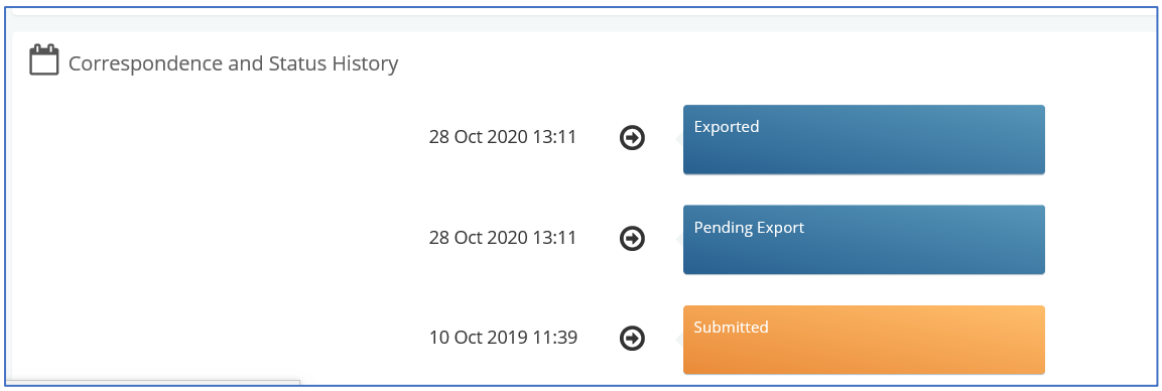
Once the MPID, GSP Group, LLFC/DUoS and Development Name have been assigned, and you have clicked ‘Save’, then the MPAN details will be updated and a pop-up in the right-hand corner of the screen will confirm.



The Request Details panel will be updated to reflect the information added – where the LLFC was listed as a data item initially, this will have been renamed to ‘DUoS Tariff ID’ if that is what was captured.

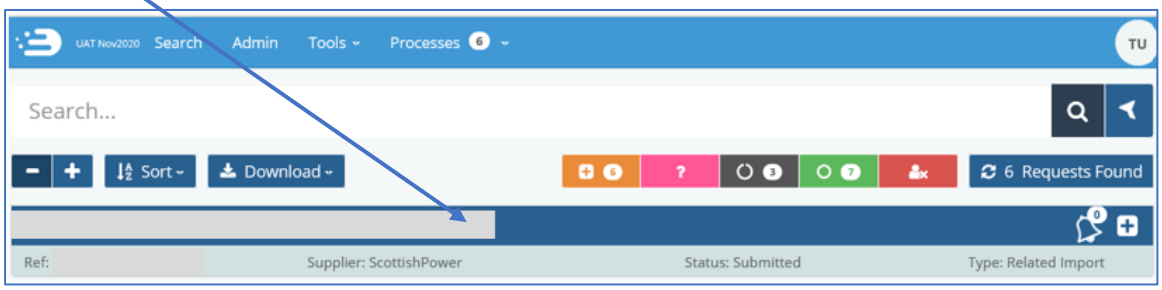


The correspondence and status history section will also confirm this action.

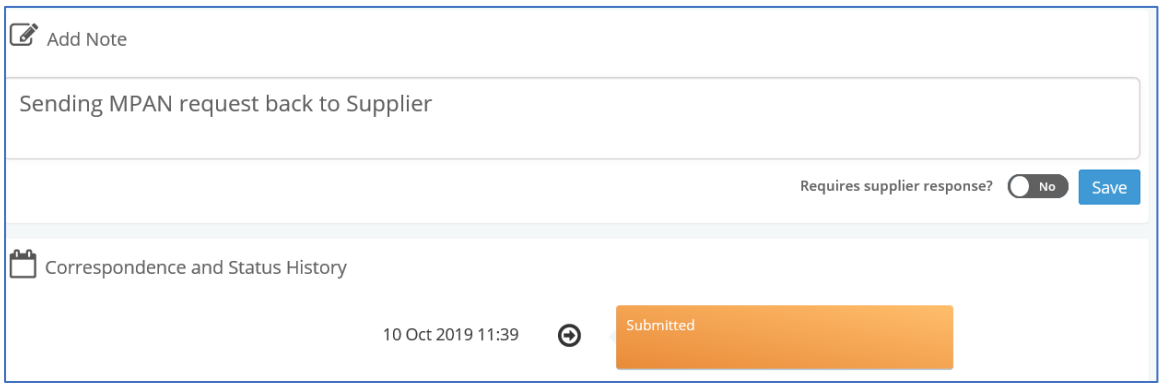


Rejecting a MPAN request

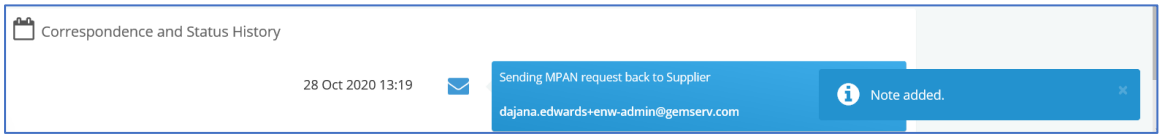
A distributor user can reject a MPAN request by clicking into the 'Submitted Requests' MPAN record.



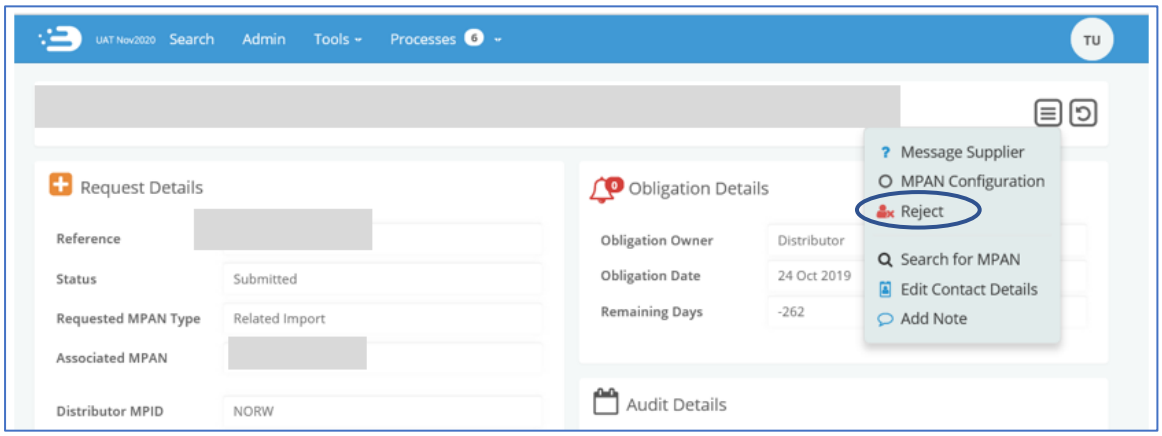
Once you have clicked into the MPAN record, scroll down to the 'add note' field, add a reason why the MPAN request is being rejected and then click 'Save'.



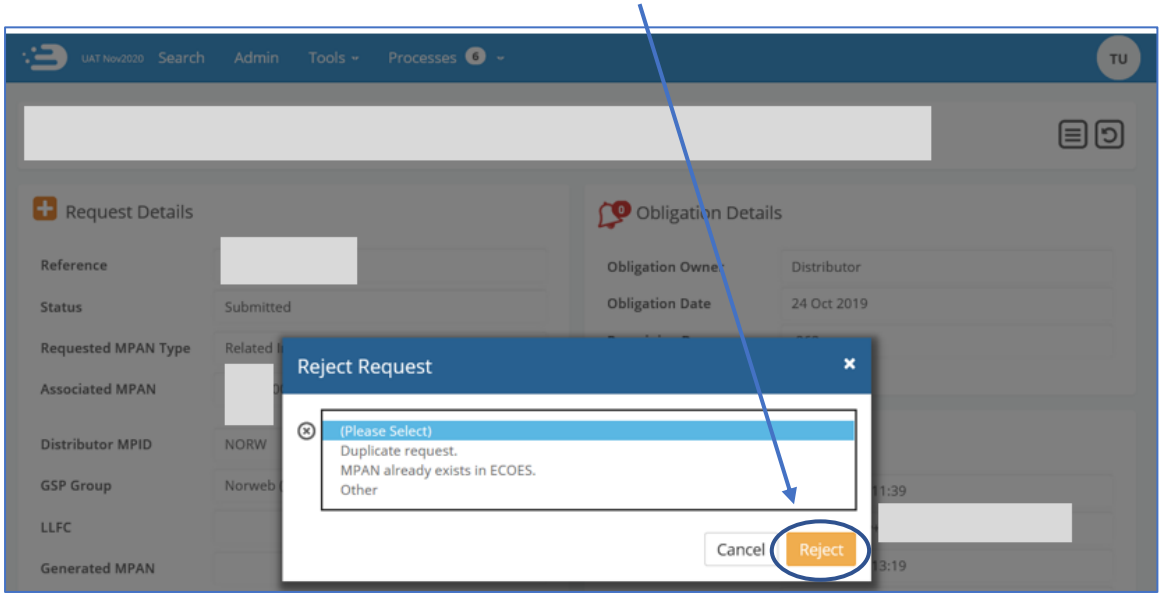
This will add a note to the corespondence and status history, and generate a pop-up to conirm ‘note added’.



Once your note has been added, click on the ‘Menu’ button next to the post code and click on ‘Reject’.



Once you have clicked the ‘Reject’ button, you must select a valid reason why the MPAN request has been rejected as below and click Reject.



Once a reason has been selected (or free-typed if you selectd ‘other’), and ‘Reject’ has been clicked, a pop up will notify you that.



And a notification will be sent to the requesting Supplier.