

# Capacity Remuneration Mechanism

## Application form

### CRM Actor's User Manual

<b>Summary</b>	This user manual describes how to submit an application form on the CRM IT Interface ( <a href="https://ademar.elia.be">https://ademar.elia.be</a> ) to get access to the Prequalification platform and the Auction platform.	
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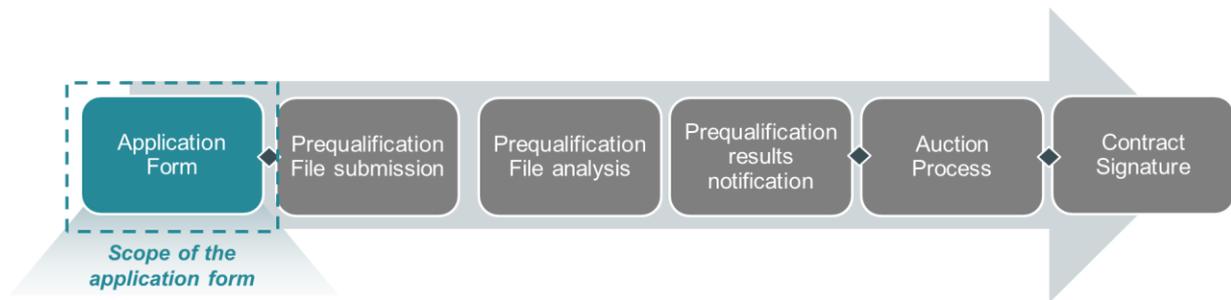
**Disclaimer:**

This document has no legal value and is established with the purpose to explain the functioning of the application form submission on the CRM IT Interface.

This document is aligned with the CRM Functioning Rules published in April 2021. In case of mismatches between the IT environment and the procedures described in the Functioning Rules, the Functioning Rules prevail and are to be considered as valid reference.

# 1. Introduction

This specific user manual focusses on the creation and submission of an application form. This form is needed for a Capacity Holder to create its company account and all the user accounts.



**Figure 1: Scope of the application form**

The CRM IT Interface is accessible through the following link: <https://ademar.elia.be>

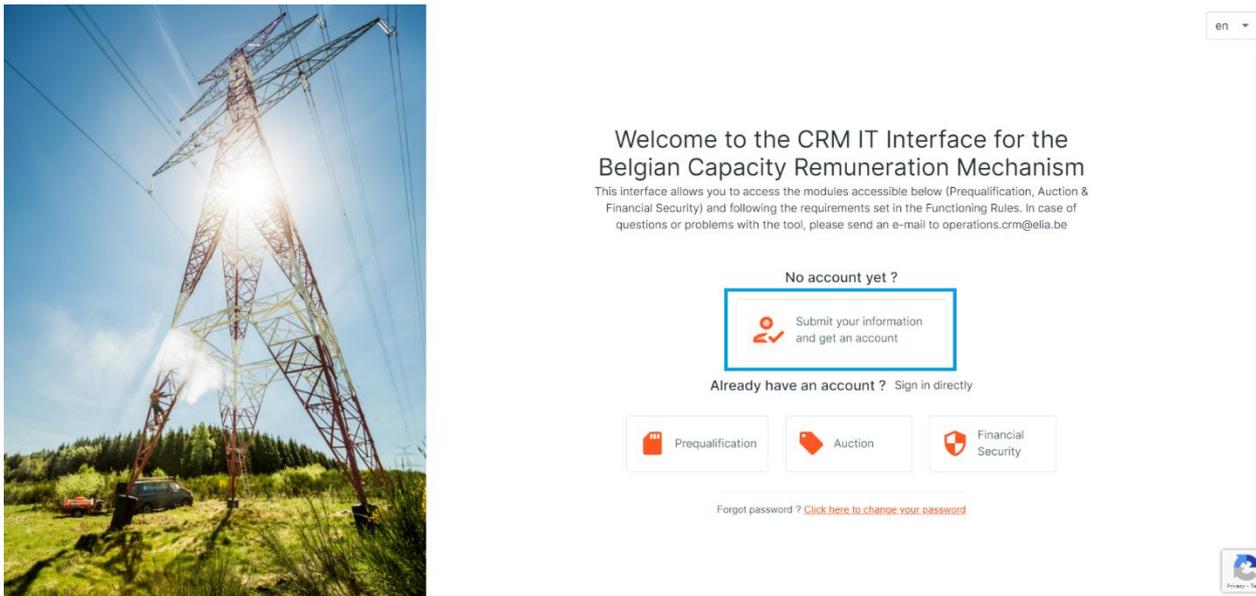
The submission and then the approval of an application form is a requirement to be able to access the prequalification module, the auction module, and the Financial Security module.

## 2. Requirements to get access to the application form

The application form is a web application that Capacity Holders will use to submit their application form. No installation is therefore required.

## 3. Application form

When accessing the link <https://ademar.elia.be>, the Capacity Holder will be directed to the following homepage. Before being able to access the prequalification module, the auction module, or the Financial Security module, an account is first to be created.



**Figure 2: Homepage of the CRM IT interface**

After clicking on the button 'Submit your information and get an account', the Capacity Holder will be asked to provide all the necessary information to create an account. This is subdivided into three steps: company information, bank details for invoicing, and contact details (see Figure 3).

Important concepts to keep in mind during the process of creating an application form are listed below:

- The Capacity Holder can only proceed to the next step when all the mandatory fields, marked with an asterisk (\*), are filled in.
- An important condition for the application form to be approved is that across all users, all the 'I want to be the point of contact' options need to be selected for at least one user (when this is not the case, the Capacity Holder is not be able to submit the application form).
- Only the users that get assigned to the role 'Prequalification Process' will have access to the prequalification module and Financial Security module and receive the automatic emails related to the Prequalification Process.
- Only the users that get assigned to the role 'Auction Process' will have access to the auction module.
- Only users that get assigned to the role 'Admin' will be able to create, edit, or delete user accounts.
- All users will receive the automatic emails sent by the auction module and Financial Security module.
- Emails concerning the account and password creation will be sent to each user separately.

Keep in mind that the company is seen as the CRM Candidate/CRM Actor and that the contacts are seen as the users. There is a limit of eight users per CRM Actor. User accounts with the role ‘Admin’ can add, edit, or delete user accounts.

1 Company information      2 Bank details for invoicing      3 Contact details

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**STEP 1**  
**Company information**

COMPANY INFO

Company name \*

Legal status \*

Registration number \*      Business number \*

 ?       ?  
  

Energy Identification Code (EIC)

 ?  
  

Telephone      Fax

**Figure 3: Company information**

1 Company information      2 Bank details for invoicing      3 Contact details

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**STEP 2**  
**Bank details for invoicing**

You shall provide a company name and an address if you want to receive your mail for the invoice at a different address than the one provided at the step 'Company information'.

Bank name \*      Company name

Email address for invoicing

IBAN \*      SWIFT/BIC \*      Currency \*

Street      House number

Zip code      City      Country

**Figure 4: Bank details for invoicing**

Company Information    Bank details for invoicing    Contact details

**STEP 3**  
**Contact details**

CONTACT 1 Admin

Civil status \*    First name \*    Last name \*

Mobile \*    Telephone

Language \*

Function \*

Email \*

**ROLES**

- Admin (It includes a full access, the reception of all related notifications, and the rights to edit user data and access)
- Prequalification Process (It includes an access to the prequalification module and Financial Security module and the reception of all related notifications)
- Auction Process (It includes an access to the auction module and the reception of all related notifications)

**I WANT TO BE THE POINT OF CONTACT:**  
Please notice that for your application form to be approved, you need to select the matters indicated with a star (\*) for at least one of the provided contact person

- For Capacity Contract related matters\*
- For metering and settlement related questions\*
- Referred in the list of Prequalified CMU (published on ELIAs website after Auction)\*
- For the investment file related matters (in case of submission to CREG)\*

+ ADD ANOTHER CONTACT PERSON

**Privacy policy**    PRIVACY POLICY

Please download the document to consult the privacy policy for the CRM interface.

**Figure 5: Contact details**

After providing all the requested information, the candidate will need to read and accept the privacy policy. After accepting these conditions and when all mandatory fields are completed, the 'SUBMIT' button will become available.

Clicking on the 'SUBMIT' button will complete the application form. Users that are assigned the role 'Prequalification Process' will receive a confirmation email with all the details of the application form.

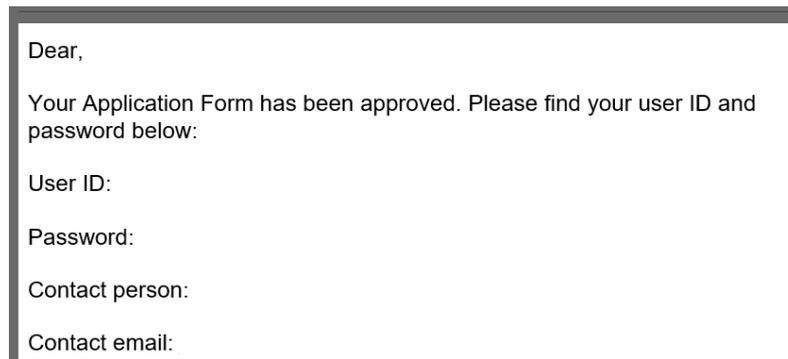
Dear,

Your application form has been sent on 22/03/2021 17:00. ELIA will now analyze it and will come back to you within maximum 5 working days starting from this notification.

**Company Information**

**Figure 6: Confirmation email**

After a maximum of 5 Working Days, each user will receive a (second) email to indicate the approval (or the rejection) of the application form and to provide the user ID and password for each user.



**Figure 7: Approval email**

A rejected application will always be accompanied by a sound justification and does not prevent the CRM Actor from submitting a new one after.

## 4. Communication and feedback

The automatically generated emails of the application form will be sent to all the user accounts that are assigned the role 'Prequalification Process'.

For any commercially related questions please contact: [customer.crm@elia.be](mailto:customer.crm@elia.be)