

Capacity Remuneration Mechanism

Application form

CRM Actor's User Manual

Summary	This user manual describes how to submit an application form on the CRM IT Interface (https://ademar.elia.be) to get access to the Prequalification, Auction and Financial Security platforms.
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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 May 2022. 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.

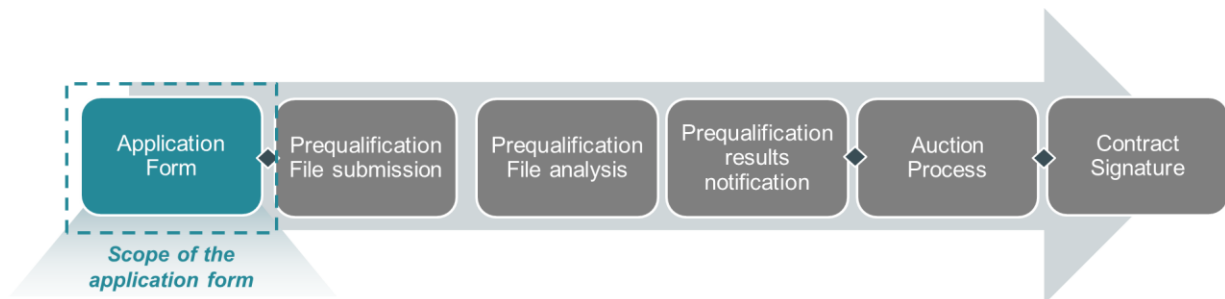


Figure 1: Scope of the application form

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 (or a mandated third party) 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 (see Figure 2). Before being able to access the prequalification module, the auction module, or the Financial Security module, an account is first to be created.



Welcome to the CRM IT Interface for the Belgian Capacity Remuneration Mechanism

This interface allows you to access the modules accessible below (Prequalification, Auction & Financial Security) and following the requirements set in the Functioning Rules. In case of questions or problems with the tool, please send an e-mail to operations.crm@elia.be

No account yet ?

 Submit your information and get an account

Already have an account ? Sign in directly



Prequalification



Auction



Financial Security

Forgot password ? [Click here to change your password](#)

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 two steps: company information and contact details (see Figure 3).

Step 1: Company information

In case you want to submit an application form as a natural person, please contact operations.crm@elia.be.

COMPANY INFO

Company name *

Legal status *

Registration number * Business number *

Telephone Fax

COMPANY ADDRESS

Street * House number *

Zip code * City * Country *

← BACK CONTINUE →

Step 2: 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)

← BACK SUBMIT ✓

Figure 3: Application Form

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, **each '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 will not be able to submit the application form).
- Only one user can be appointed as a contact person for the "investment file" related matters.
- 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 and receive the automatic emails related to the Auction Process.
- Only users that get assigned to the role 'Admin' will be able to create, edit, or delete user accounts.
- 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. Note that there is a limit of 20 users that can be added as contact for one CRM Actor.

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 (see Figure 4).

Dear,

Your application form has been sent on 03/05/2022 15:29. ELIA will now analyze it and will come back to you within maximum 5 working days starting from this notification.

Figure 4: 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, including the user ID and password for each user if the application form has been approved (see Figure 5).

Dear,

Your Application Form has been approved. Please find your user ID and password below. Please change this password to a new password of your choice using the following link: pwd.elia.be.

User ID:

Password:

Contact person:

Contact email:

Figure 5: 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 (see Figure 6).

Dear,

Your application form is rejected by ELIA because the VAT number is already in use.

Figure 6: Rejection email

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'. As mentioned in the notification of submission, Elia will analyze the application form and come back to the CRM Actor within 5 working days.

For any commercially related questions please contact: customer.crm@elia.be