

# **BMAP**

# Manual

| Summary | This manual explains how to work with BMAP. |                 |
|---------|---|-----------------|
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# Creation

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**BMAP** Manual

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# 1 About BMAP

**BMAP** (Bidding Market Platform) is a web-based Bidding platform where BSPs (Balancing Service Provider) nominate their FCR available capacities and mFRR Energy Bids.

The main functionalities of BMAP are the following:

- Ability for the BSP to visualize the nominations and bids they submitted
- Ability for the BSP to create and manage their nominations and bids for current and following days
- Ability for the BSP to update nominations and bids close to real-time in order to ensure a high reliability
- Ability for the BSP to generate reports containing the submitted nominations and bids

BMAP provides 2 interfaces:

- **B2C:** A web-based user interface you can access through a standard web browser, as described in this User Manual,
- B2B: A web-service interface (XML-based messages) which enables you to connect your IT platform directly to BMAP in order to submit your nominations and Energy bids. A Developer Guide is available on ELIA website.

## 1.1 How to log in to BMAP

- 1. Navigate to the address: <a href="https://bmap.elia.be">https://bmap.elia.be</a>
- 2. Enter your username and your password
- 3. Click on OK



Once you have logged in, the BMAP interface will open (see <u>chapter 3 The</u> BMAP General interface)

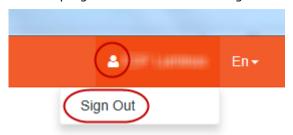


#### Note

If you don't have an account yet, please contact your **Elia Contract Manager (contracting\_AS@elia.be)** in order to create one.

# 1.2 How to sign out of BMAP

Once you wish to sign out of BMAP, you just have to click on your username in the top right corner and then on Sign out:



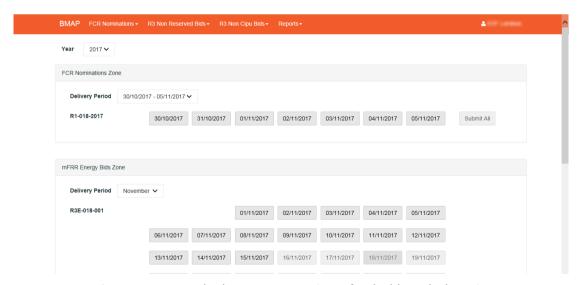
See <u>chapter 3 The BMAP General interface</u> for more details about the BMAP interface.

# 2 Acronym/Abbreviations

| Acronym/Abbreviation | Definition                           |
|----------------------|--------------------------------------|
| BMAP                 | Bidding Market Platform              |
| BRP                  | Balancing Responsibility Provider    |
| BSP                  | Balancing Service Provider           |
| DP                   | Delivery Point                       |
| FCR                  | Frequency Containment Reserve        |
| GU                   | Grid User                            |
| mFRR                 | manual Frequency Restoration Reserve |
| QH                   | Quarter Hour                         |
| R3 NR                | R3 Non-Reserved                      |

# 3 The BMAP General interface

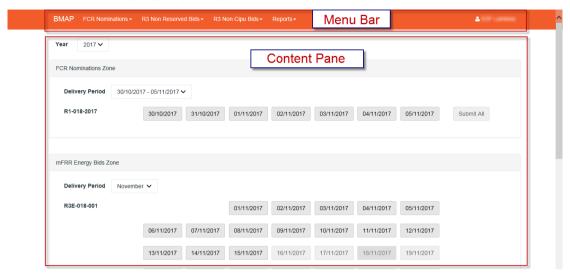
After you have successfully logged in, the **homepage** of BMAP opens:



As you can see, the homepage consists of a dashboard, that gives an overview of the current or most recent period for which there are obligations or there is a R3 NR contract available.

The **BMAP interface** consists of two parts:

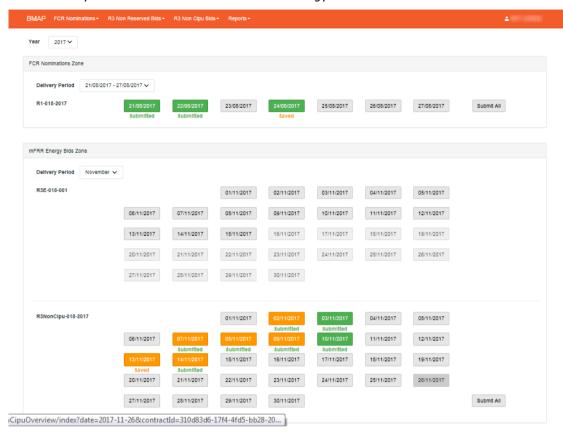
- The **menu bar** on top of the screen
- The **content pane** in the middle of the screen which contains information related to the selected screen in the menu bar



- The Menu Bar consists of the four sub-menus, a Sign out button:
  - The sub-menu FCR Nominations: Here you can create and manage your FCR CIPU and Non-CIPU nominations.
  - The sub-menu R3 Non-Reserved Bids: Here you can create and manage your R3 Non-Reserved Energy Bids.
  - The sub-menu R3 Non-CIPU Bids: Here you can create and manage your R3 Non-CIPU Energy Bids.
  - The sub-menu **Reports**: Here you can generate reports in several formats such as Excel, PDF, RTF and so on.
  - ☐ The **Sign Out** button: Here you can sign out of BMAP and you can also see your user name.

# 4 The Common Dashboard

The common dashboard is a one-screen interface which gives you an overview of your FCR nominations and mFRR Energy Bids.



The Common Dashboard consists of the following items:

- The field **Year** enables you to select the year of the data you want to access
- Two main content zones
  - FCR Nomination Zone which enables you to visualize and manage for a selected week the status of the FCR nominations.
  - mFRR Energy Bids Zone which enables you to visualize and manage for a selected month the R3 Non-Reserved and R3 Non-CIPU Energy Bids.

In each zone the **Delivery Period** field enables you to select the period (week or month) for which you want to have an overview of the days and their respective status

The status colors displayed in the common dashboard reflect the statuses of the FCR nominations and Energy Bids available in the specific overview screens as described in the following sections.

The following colors are possible:

- Green: All Nominations or Energy Bids are validated
- Orange: At least one QH of the considered day has total nominations lower than the obligations. This status is only a warning. You can submit the nominations and bids in this status.
- Red: At least one QH of the considered day has total nominations higher than the obligations. The saved information cannot be submitted. You have to update the related nominations and energy bids in order to submit them.

Below each day you will find an indication about the submission status

- Submitted: All Nominations or Energy Bids are submitted
- Saved: there are not yet submitted nominations or Energy Bids. You can use the **submit all** button to submit the non-submitted data or navigate towards the overview of the related day to check the data and submit them.

# Note

When you click on a specific day in the common dashboard, you directly access to the nomination/Energy bid overview for the selected day and product.

#### Note – Submit all

You can submit all the non-submitted FCR nominations and R3 non-CIPU energy bids directly from the common dashboard by clicking on the related **Submit All** buttons

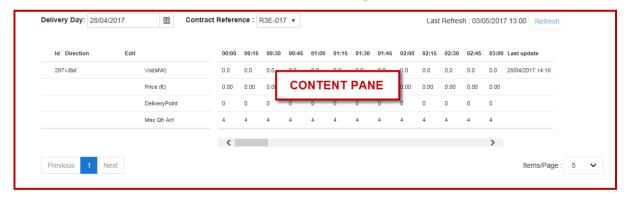
Only the nominations and energy bids for current day and future days will be submitted.

In case some days have a status = error, the related nominations and energy bids will not be submitted.

# 5 How to manage R3 NR bids

### 5.1 Content Pane

■ The **Content Pane** consists of the following items:



- The field **Delivery Day**: here you can select the day of your choice with regards to the bid you want to display or create (see <u>chapter</u> <u>5.2 Gate Timings & Neutralization Delay</u> for the rules concerning a new bid)
- The field Contract Reference: here you can select the contract reference for which you want to create/manage your bids.
- The Refresh button: click here to refresh the data in the dashboard.
- The Bid Dashboard: Here you can visualize and also edit the bids (see chapter 5 How to manage R3 NR bids)
- There are 3 action buttons on the bottom of the screen:
  - □ The button **Create new bid**: click here to create a new bid
  - The button Save: click here to save your new bid or your modifications

 The button Cancel: click here to cancel the modifications you just made

# 5.2 Gate Timings & Neutralization Delay

#### Gate Timings:

When selecting a Delivery Day, you can:

- select all the days in the past in read-only mode
- select the current day in editable mode
- select the next day in editable mode starting from a certain hour predefined in the parameters

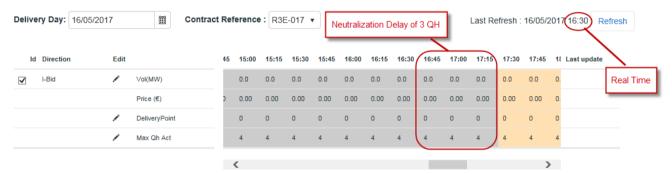
In general, the **gate opens** in day-ahead at **00h00** and **closes** at **Real time - Neutralization Delay** (45min).

### Neutralization Delay:

It corresponds to a lapse of time where you **cannot edit** the bids for the **3 following QHs**, taking into account the real time. This means that your bids are firm and cannot be updated for the 3 QH after Real-Time.

So for example if it is currently 14h51, you won't be able to edit the bids in the past as well as the bids up until 15h45.

As you can see, the **greyed part** corresponds to the **Neutralization Delay**, while the **editable** part is in **another color**:



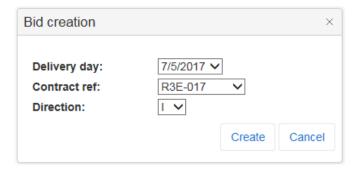
### 5.3 How to create a new R3 NR bid

BMAP allows you to create R3 NR bids, which are explicit free mFRR capacity offers submitted by BSPs to Elia.

The BSP must indicate which Delivery Points are included in each bid. Note that two bids can contain the same Delivery Point, but you cannot enter for these two bids volumes >0MW on the same QH. An automated validation is performed by BMAP in order to prevent this case.

To create a new bid:

- 1. Open BMAP
- 2. Click on the tab R3 Non Reserved Bids
- 3. Click on the button **Create new bid** (a pop-up opens)
- Select the **Delivery date** of the bid
- Select the Contract Reference
- Select the Bid Direction
- Click on **Create**

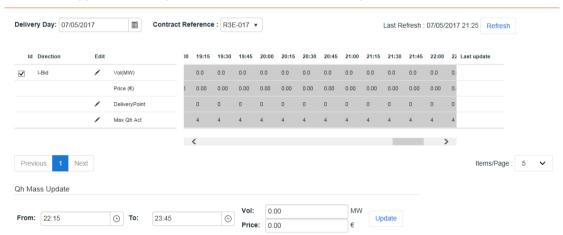




### Tip

You can only create new bids for days when the **gate** is **open** (see chapter 5.2 Gate Timings & Neutralization Delay.

Once you have clicked on **Create** in the pop-up window, the following screen appears where you have to enter the details of your bid:





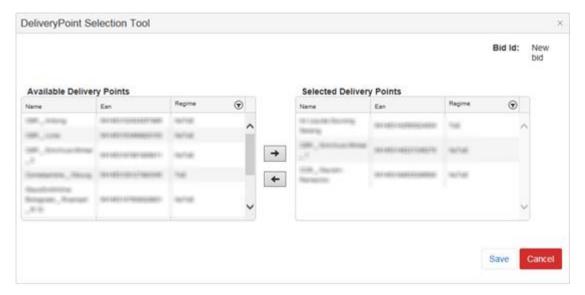
#### Note

The greyed QH cannot be modified. It takes into account the neutralization time as described in chapter <u>5.2 Gate Timings & Neutralization Delay</u>.

 Click on the Vol(MW) edit button and enter the offered volumes per QH and the price per QH (currently price editing is disabled):



5. Click on the **DeliveryPoint** edit button and select the **Delivery Points** to be linked to the Bid:

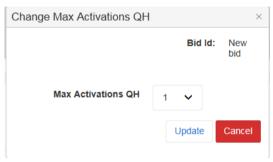


# (P

#### Tip

Use the arrows in the middle to select or to remove the DP of your choice.

6. Indicate the **maximum number of consecutive QH** you wish to be activated for the considered QH:



7. Click on Save.



#### Note

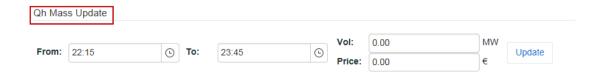
When you change the list of selected DP or max QH activate value, all the QH after the Neutralization Time will be updated with the new values. If you want to have specific DP active only during specific QH of the day, you have to create a separate bid with these DP and add volumes >0MW on the desired QH.

Click on the button **Save** at the right bottom of the screen once you have entered all the necessary data. You will receive an email of confirmation with a PDF list of all the bids you submitted for the updated delivery day.



#### Tip

Use the **mass update** panel to update the **volume** and the **price** of the selected bid.



# 5.4 How to edit an existing bid

Once you have created a new bid, the application also allows you to **edit** it.

**Note** however that you can **only edit** a bid for the current day and the next day starting from the **Neutralization Delay** time lapse. This means that bids in the **past** are **not editable**.

To edit a bid,

- 1. Click on the tab Bid Overview
- Select the **Delivery Day** of your choice (current or next day, since days in the past are not editable)
- 3. Select the **bid**(s) of your choice
- 4. Click on the **edit button** of your choice (Vol(MW), DeliveryPoint or Max Qh Act edit button)



- 5. Enter the data of your choice in the concerned fields
- 6. Click on Save

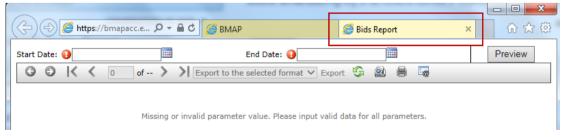
Once you have modified the bid(s), **Elia** and the **concerned BSP** will be **notified by mail**. This notification applies also in the case you create a new bid.

### 5.5 How to generate a bid report

BMAP allows you to generate bid reports which can be sent by mail to the concerned BSP.

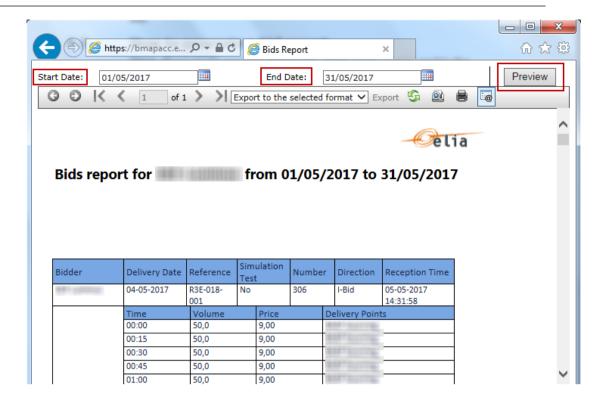
To generate such a report:

- 1. Click on the tab Reports
- 2. Select the option **R3 Non Reserved Bids** (a new window opens):



- 3. Enter a Start and End Date
- 4. Click on Preview

Once you have clicked on **Preview**, the generated report will appear as you can see here below:





#### Tip

You can **export** this report to **several formats** such as Excel, PDF, RTF and so on. You can immediately **print** the report on paper and even consult a **print preview** before printing it.

Click on the **Refresh button** to refresh the data in the report. Click on the button **Hide parameters area** to hide the parameters from the toolbar.

# 6 How to manage R3 Non-CIPU bids

# 6.1 2-Step Submission Process

Creating or updating R3 Non-CIPU Energy bids in BMAP is a 2-step process. You first create or update your bid information and **save** these data and when you have finalized the data editing you must **submit** the bids.

It is important to note that only the **submitted** information will be transmitted to ELIA processes. All the information in Saved status **will not be considered** by ELIA.

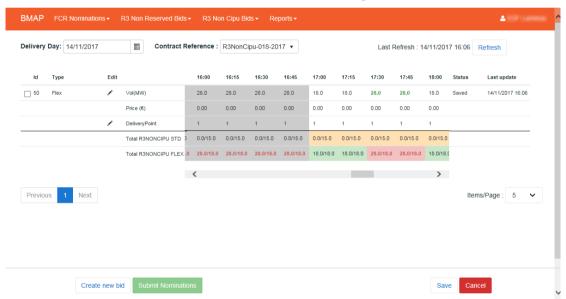


#### Tip

You can quickly visualize if there are not-submitted data in the **Common Dashboard**.

### 6.2 Content Pane

The Content Pane consists of the following items:



- The field **Delivery Day**: here you can select the day of your choice with regards to the bid you want to display or create (see <u>chapter 6.3 Gate Timings & Neutralization Delay</u> for the rules concerning a new bid)
- ☐ The field **Contract Reference**: here you can select the contract reference for which you want to create/manage your bids.
- The Refresh button: click here to refresh the data in the dashboard.
- The Bid Overview: Here you can visualize and also edit the bids (see chapter 6.5 and 6.6). Bid Overview includes a Bid Totals table under the list of bids. Here you can visualize the totals of your bids in comparison to your contractual obligations and the validation status of each QH.
- There are four action buttons on the bottom of the screen:
  - The button Create new bid: click here to create a new bid

- □ The button **Submit Nominations**: click here to submit not-submitted saved bids. It is only possible to submit bids when there is no error (see Chapter 6.4).
- The button **Save**: click here to save your new bid or your modifications
- The button **Cancel**: click here to cancel the modifications you just made

# 6.3 Gate Timings & Neutralization Delay

### Gate Timings:

For R3 non-CIPU, it is possible to create Energy Bids for all days for which you have an Obligation starting from today.

When selecting a Delivery Day, you can:

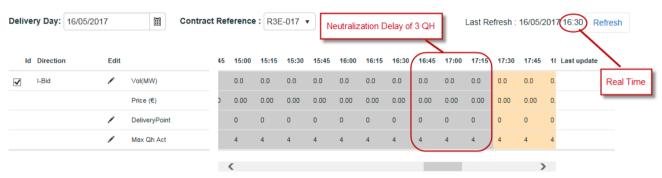
- select all the days in the past in read-only mode
- select the current day in editable mode
- select the next days for which you have an Obligation in editable mode

### Neutralization Delay:

It corresponds to a lapse of time where you **cannot edit** the bids for the **3 following QHs**, taking into account the real time. This means that your bids are firm and cannot be updated for the 3 QH after Real-Time.

So for example if it is currently 14h51, you won't be able to edit the bids in the past as well as the bids up until 15h45.

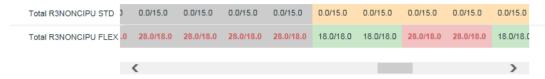
As you can see, the **greyed part** corresponds to the **Neutralization Delay**, while the **editable** part is in **another color**:



# 6.4 Energy Bid Validations

## 6.4.1 Obligation Checks

BMAP calculates dynamically the total volume of your bids for each QH and each R3 Type (Standard or Flex). The Totals are displayed at the bottom of the bid overview table.



This table enables you to compare the total volume of your bids with your contractual obligations: (totals of Bids / Obligation).

Based on this comparison BMAP automatically validates your bids taking into account the following rules:

- If the total volume = Obligation: bids are validated and status color is green.
- If the total **volume < Obligation**: bids are validated but a warning status is showed as you don't fulfill your obligations. Status color is **Orange**
- If the total volume > Obligation: bids are considered as invalid and they cannot be submitted. Status color is Red



#### Note

The displayed Obligations include all the secondary market exchanges you performed (ORT and NRT).

#### 6.4.2 RedZone Checks

In case a RedZone is defined for one or several ELIA Electrical zone, BMAP will dynamically verify that a bid you submit or update doesn't include a Delivery Point with a Reference Power higher than 25MW and which is located in a RedZone. Several cases are checked by BMAP:

- In case a RedZone is defined, BMAP blocks the creation of a Bid which includes Delivery Points with a Reference Power higher than 25MW and which are located in the RedZone.
- In case the RedZone is created after the bid was created and submitted, and that this Bid includes Delivery Points with a Reference Power higher than 25MW and which are located in the RedZone, BMAP blocks any update of the Bid which increases the initial submitted volume. It is thus only possible to decrease the volume of this bid or remove the Delivery point located in the RedZone.



#### Note

In the Delivery Point selection screen, the Delivery Points with a Reference Power higher than 25MW and which are located in a RedZone are highlighted in red. They cannot be added to an existing or a new bid in case bid volumes > 0MW are present for the QH for which the RedZone is defined.

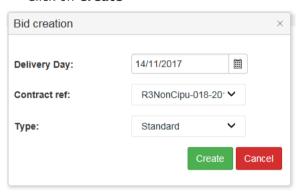
### 6.5 How to create a new R3 Non-CIPU bid

BMAP allows you to create R3 Non-CIPU bids.

The BSP must indicate which Delivery Points are included in each bid. Note that two bids can contain the same Delivery Point, but you cannot enter for these two bids volumes >0MW on the same QH. An automated validation is performed by BMAP in order to prevent this case.

To create a new bid:

- 1. Open BMAP
- 2. Click on the tab R3 Non-CIPU Bids
- 3. Click on the button **Create new bid** (a pop-up opens)
  - Select the **Delivery date** of the bid
  - Select the Contract Reference
  - Select the Type (Standard or Flex)
  - Click on Create

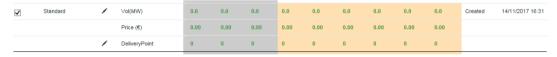


# 6

### Note

You can only create new bids for days when the **gate** is **open** (see chapter  $\underline{6.3}$  <u>Gate Timings & Neutralization Delay</u>.

Once you have clicked on **Create** in the pop-up window, the following screen appears where you have to enter the details of your bid:





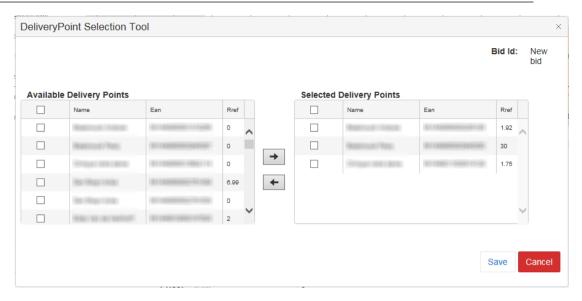
#### Note

The greyed QH cannot be modified. It takes into account the neutralization time as described in chapter <u>6.3 Gate Timings & Neutralization Delay</u>.

4. Click on the **Vol(MW)** edit button and enter the **offered volumes** per QH and the **price per QH** (currently price editing is disabled):



5. Click on the **DeliveryPoint** edit button select the **Delivery Points** to be linked to the Bid:



### 🌶 Tip

Use the selection check boxes in front of each DP and arrows in the middle to **select** or to **remove** the DP of your choice.

6. Click on **Save**. It is important to note that as explained in Chapter 6.1, the Saved bids are not considered by ELIA. It is thus necessary to submit your bids using the **Submit** button.

# Note

When you change the list of selected DP, all the QH after the Neutralization Time will be updated with the new values. If you want to have specific DP active only during specific QH of the day, you have to create a separate bid with these DP and add volumes >0MW on the desired QH.

7. Click on the button **Submit** at the left bottom of the screen once you have entered all the necessary data and created all the necessary bids. You will receive an email of confirmation with a PDF list of all the bids you submitted for the updated delivery day.

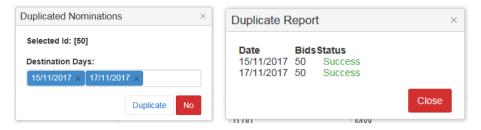
## Tip – Mass Update

Use the **mass update** panel to update the **volume** and the **price** (currently price editing is disabled, default value is  $0.00 \in MWh$ ) of the selected bid.



# 🎤 Tip - Duplicate

Use the **Duplicate** in order to duplicate the selected bids of current day towards a selection of days in the future. Note that you can select several Destination days. During the duplication process BMAP will apply the same validation checks. In case of failed validation the Duplicate report screen will show an error.



# 6.6 How to edit an existing bid

Once you have created a new bid, the application also allows you to **edit** it.

**Note** however that you can **only edit** a bid for the current day and the next days starting from the **Neutralization Delay** time lapse. This means that bids in the **past** are **not editable**.

To edit a bid,

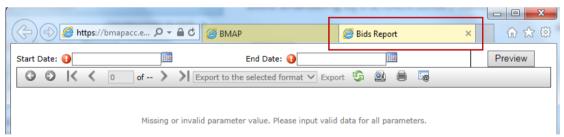
- 7. Click on the tab R3 Non-CIPU Bid Overview
- 8. Select the **Delivery Day** of your choice (current or next day, since days in the past are not editable)
- 9. Select the **bid**(s) of your choice
- 10. Click on the **edit button** of your choice (Vol(MW) or DeliveryPoint edit button)
- 11. Enter the data of your choice in the concerned fields
- 12. Click on **Save**. It is important to note that as explained in <u>Chapter 6.1</u>, the Saved bids are not considered by ELIA. It is thus necessary to submit your bids using the **Submit** button.
- 13. Click on the button **Submit** at the left bottom of the screen once you have entered all the necessary data and created all the necessary bids. You will receive an email of confirmation with a PDF list of all the bids you submitted for the updated delivery day.

# 6.7 How to generate a bid report

BMAP allows you to generate bid reports which can be sent by mail to the concerned BSP.

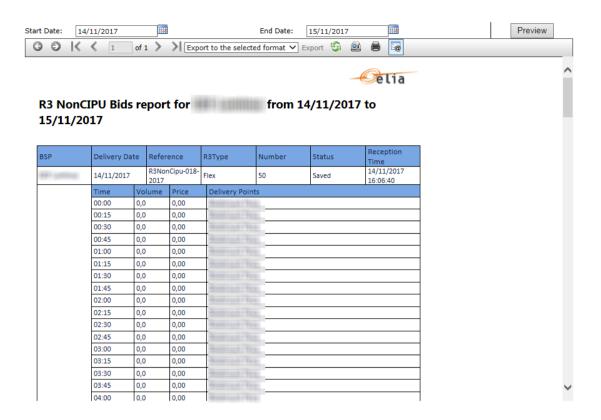
To generate such a report:

- 1. Click on the tab Reports
- 2. Select the option R3 Non Cipu (a new window opens):



- 1. Enter a Start and End Date
- 2. Click on Preview

Once you have clicked on **Preview**, the generated report will appear as you can see here below:





### Tip

You can **export** this report to **several formats** such as Excel, PDF, RTF and so on. You can immediately **print** the report on paper and even consult a **print preview** before printing it.

Click on the **Refresh button** to refresh the data in the report. Click on the button **Hide parameters area** to hide the parameters from the toolbar.

# 7 How to manage FCR nominations

# 7.1 2-Step Submission Process

Creating or updating FCR nominations in BMAP is a 2-step process. You first create or update your nomination information and **save** this data and when you have finalized the data editing you must **submit** the nominations.

It is important to note that only the **submitted** information will be transmitted to ELIA processes. All the information in Saved status **will not be considered** by ELIA.

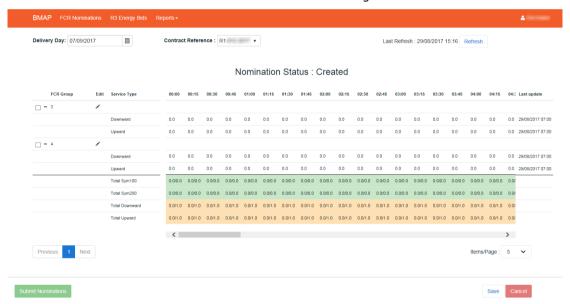


#### Tip

You can quickly visualize if there are not-submitted data in the **Common Dashboard**.

### 7.2 Content Pane

The Content Pane consists of the following items:



- The field **Delivery Day**: here you can select the day of your choice with regards to the nominations you want to display or create (see <u>chapter 7.3 Gate Timings & Neutralization Delay</u> for the rules concerning new nominations)
- The field **Contract Reference**: here you can select the contract reference for which you want to create/manage your nominations.
- The **Refresh** button: click here to refresh the data in the content pane.
- The Nomination Overview: Here you can visualize and also edit the nominations (see <u>chapter 7.5 and 7.6</u>). Nomination Overview includes a Nominations Totals table under the list of nominations. Here you can visualize the totals of your nominations in comparison to your contractual obligations and the validation status of each QH.
- There are **three action buttons** on the bottom of the screen:
  - The button **Submit Nominations**: click here to submit notsubmitted saved nominations. It is only possible to submit nominations when there is no error (see <u>Chapter 7.4</u>).

- The button Save: click here to save your new nominations or your modifications
- The button **Cancel**: click here to cancel the modifications you just made

# 7.3 Gate Timings & Neutralization Delay

### Gate Timings:

For FCR, it is possible to create nominations for all days for which you have an Obligation starting from today.

When selecting a Delivery Day, you can:

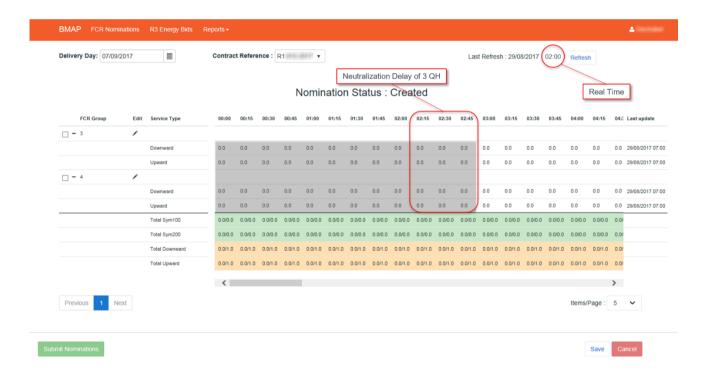
- select all the days in the past in read-only mode
- select the current day in editable mode
- select the next days for which you have an Obligation in editable mode

#### Neutralization Delay:

It corresponds to a lapse of time where you **cannot edit** the nominations for the **3 following QHs**, taking into account the real time. This means that your nominations are fixed and cannot be updated for the 3 QH after Real-Time.

So for example if it is currently 14h51, you won't be able to edit the nominations in the past as well as the nominations up until 15h45.

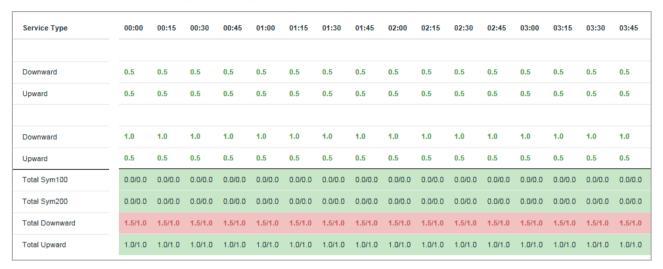
As you can see, the **greyed part** corresponds to the **Neutralization Delay**, while the **editable** part is in **another color**:



### 7.4 Nomination Validations

### 7.4.1 Obligation Checks

BMAP calculates dynamically the total volume of your nominations for each QH and for each Service Type. The Totals are displayed at the bottom of the nomination overview table.



This table enables you to compare the total volume of your nominations with your contractual obligations: (totals of nominations / Obligation).

Based on this comparison BMAP automatically validates your nominations taking into account the following rules:

- If the total volume = Obligation: nominations are validated and status color is green.
- If the total volume < Obligation: nominations are validated but a warning status is showed as you don't fulfill your obligations. Status color is Orange
- If the total volume > Obligation: nominations are considered as invalid and they cannot be submitted. Status color is Red



#### Note

The displayed Obligations include all the secondary market exchanges you performed (ORT and NRT).

### 7.5 How to create a new FCR nomination

BMAP allows you to create FCR nominations.

The BSP must choose which FCR providing groups are included in the nominations. Note that you can allocate the nominations as you wish between the different FCR providing groups, but you cannot enter a nomination for an FCR providing group that surpasses the prequalified volume of the group. An automated validation is performed by BMAP in order to prevent this case.

To create new nominations:

- 1. Open BMAP
- 2. Click on the tab FCR Nominations



#### Note

You can only create new nominations for days when the **gate** is **open** (see chapter 7.3 Gate Timings & Neutralization Delay.

Once you have selected the day for which you want to **Create** nominations, the following screen appears where you have to enter the details of your nominations:





#### Note

The greyed QH cannot be modified. It takes into account the neutralization time as described in chapter <u>7.3 Gate Timings & Neutralization Delay</u>.



#### Note

In case there is only 1 FCR providing group valid for the duration of the current Delivery Period, BMAP will **automatically prefill** all the nominations for all the QH and all the Service Types for which there is an Obligation. BMAP **automatically creates the nominations** for all of the QH of the Delivery Period. All the volumes are set **equal to the Obligations** of this BSP. Keep in mind that these automated nominations still **need to be submitted**. As explained in Chapter 7.1, the Saved nominations are not considered by ELIA. It is thus necessary to submit your nominations using the **Submit** button.

3. Click on the edit button and enter the offered volumes per QH, per service type and per FCR providing group:



- 4. Click on **Save**. It is important to note that as explained in Chapter 7.1, the Saved nominations are not considered by ELIA. It is thus necessary to submit your nominations using the **Submit** button.
- 5. Click on the button **Submit** at the left bottom of the screen once you have entered all the necessary data and created all the necessary nominations. You will receive an email of confirmation with a PDF list of all the nominations you submitted for the updated delivery day.

## B

### Tip - Mass Update

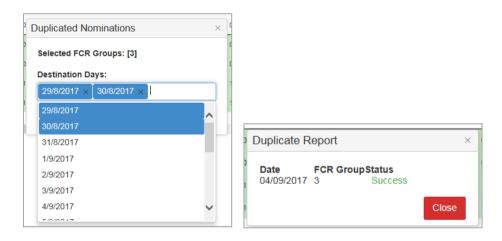
Use the **mass update** panel to update the **volume (MW)** of the selected Service Type.





#### **Tip - Duplicate**

Use the **Duplicate** in order to duplicate the selected nominations of current or past days towards a selection of days in the future. Note that you can select several Destination days. During the duplication process BMAP will apply the same validation checks. In case of failed validation the Duplicate report screen will show an error.



# 7.6 How to edit an existing nomination

Once you have created a new nomination, the application also allows you to  ${\bf edit}$  it.

**Note** however that you can **only edit** nominations for the current day and the next days starting from the **Neutralization Delay** time lapse. This means that nominations in the **past** are **not editable**.

To edit nominations.

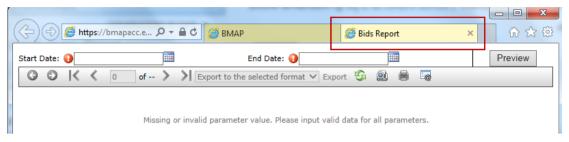
- 1. Click on the tab FCR Nominations
- 2. Select the **Delivery Day** of your choice (current or next day, since days in the past are not editable)
- 3. Select the **nomination**(s) of your choice
- 4. Click on the edit button
- 5. Enter the data of your choice in the concerned fields
- 6. Click on **Save**. It is important to note that as explained in <u>Chapter 7.1</u>, the Saved nominations are not considered by ELIA. It is thus necessary to submit your nominations using the **Submit** button.
- 7. Click on the button **Submit** at the left bottom of the screen once you have entered all the necessary data and created all the necessary nominations. You will receive an email of confirmation with a PDF list of all the nominations you submitted for the updated delivery day.

# 7.7 How to generate a nomination report

BMAP allows you to generate nomination reports which can be sent by mail to the concerned BSP.

To generate such a report:

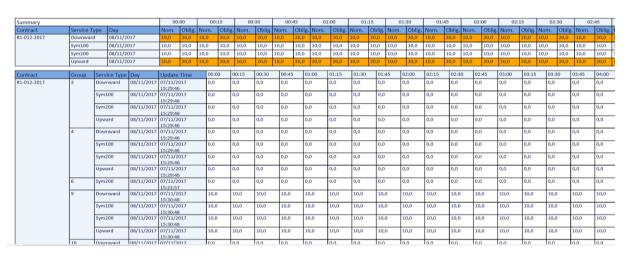
- 3. Click on the tab Reports
- 4. Select the option **FCR** (a new window opens):



- 3. Enter a Start and End Date
- 4. Click on Preview

Once you have clicked on **Preview**, the generated report will appear as you can see here below:

#### FCR report for from 08/11/2017 to 08/11/2017





### Tip

You can **export** this report to **several formats** such as Excel, PDF, RTF and so on. You can immediately **print** the report on paper and even consult a **print preview** before printing it.

Click on the **Refresh button** to refresh the data in the report. Click on the button **Hide parameters area** to hide the parameters from the toolbar.