Capacity Remuneration Mechanism
Application form – Demo Environment

CRM Candidate's User Manual

Summary	This user manual describes how to submit an application form (https://ademardemo.elia.be/#/) to get access to the prequalification demo environment and the Auction demo environment. The objective is to give CRM Candidates the opportunity to become familiar with the submission of an application form.
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Contents

Disclaimer:

This document has no legal value and is established with the purpose to explain the functioning of the application form demo environment of the CRM IT Interface. For the sake of clarity, this demo environment can differ from the final version of the application form on the CRM IT Interface. The demo platform is only provided for information purposes and by no means linked with the official processes.

This document is aligned with the CRM Functioning Rules published on November 13, 2020. In case of mismatches between the demo environment and the procedures described in the Functioning Rules, the Functioning Rules prevail and are to be considered as valid reference.

1. Introduction

The objective of the application form demo environment is to give the CRM Candidates the opportunity to become familiar with the submission process of an application form. This specific user manual focusses on the creation and submission of an application form in the demo environment. This form is needed for a CRM Candidate to create its account and all the user accounts.

Figure 1: Scope of the application form demo environment

The application form demo environment is accessible through the following link: https://ademardemo.elia.be/#/.

The submission and then the approval of an application form is a requirement to be able to access the auction demo environment and the prequalification demo environment.

2. Requirements to get access to the application form demo environment

The application form demo environment is a web application that CRM Candidates will use to submit their application form. No installation is therefore required.

3. Application form demo environment

When accessing the link https://ademardemo.elia.be/#/, the CRM Candidate will be directed to the following homepage. Before being able to access the auction demo environment and the prequalification demo environment, an account is first to be created.
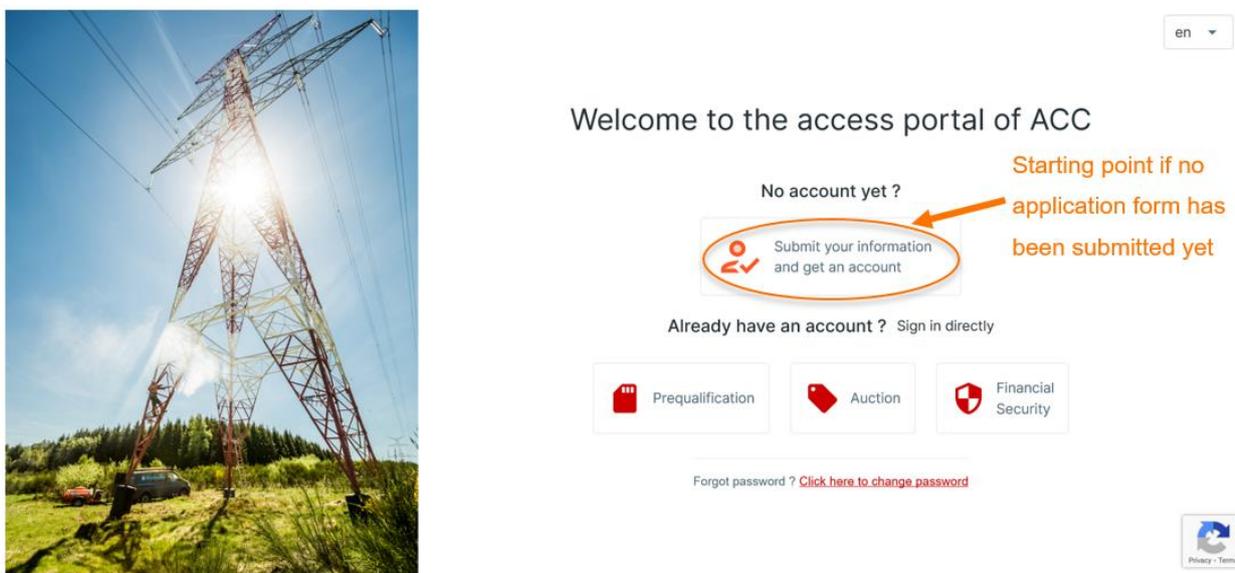

Figure 2: Homepage of the Demo Tool

After clicking on the button of 'No account yet?' the CRM Candidate 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 & contact details (see **Error! Reference source not found.**).

Across the different phases in the process, the CRM Candidate will need to provide information in different pop-up windows.

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

- The CRM Candidate can only proceed to the next step when all the mandatory fields (marked with a *) are filled in.

- None of the information provided by the candidate in this demo environment, will be verified by ELIA (the Candidate can thus complete the files by providing dummy values instead of real information).

- The email address that needs to be provided in the 'Company information' step, will not be used at all by the CRM IT Interface.

- An important condition for the application form to be approved is that across all users, all the 'to be contacted for' options need to be selected for at least one user (when this is not the case, the CRM Candidate will not be able to submit the application form[1]).

- Only the users that are indicated to be contacted for 'contractual relations' will receive the automatic emails sent by the application form demo environment and prequalification demo environment.

- All users will receive the automatic emails sent by the auction demo environment.

- Emails concerning the account and password creation will be send to each user separately.

Keep in mind that the company is seen as the CRM Candidate and that the contacts are seen as the users. There is no limit on the number of users per CRM Candidate and each of these users will get an access to the same demo platform. Although there is no limit to the number of users, the CRM Candidate needs to create all user accounts before submitting the application form. Once the file is submitted, no user can be added or removed.

Figure 3: Account creation

After providing all the requested information, as a last step, the candidate will need to read and accept the GDPR Conditions. After accepting these conditions and when all mandatory fields are completed, the 'SUBMIT' button will become available.

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[1] The tool will indicate "Please notice that to approve your application form, ELIA asks for the contact details of at least one person for each of the following matters (except for the one needed in case of investment file)". The last part between brackets is incorrect, when no user is provided for the investment file, the CRM Candidate will not be able to submit the application form.

Clicking on the 'SUBMIT' button will complete the application form, users that are indicated as to be contacted for 'Contractual relations' will receive a confirmation email with all the details of the application.
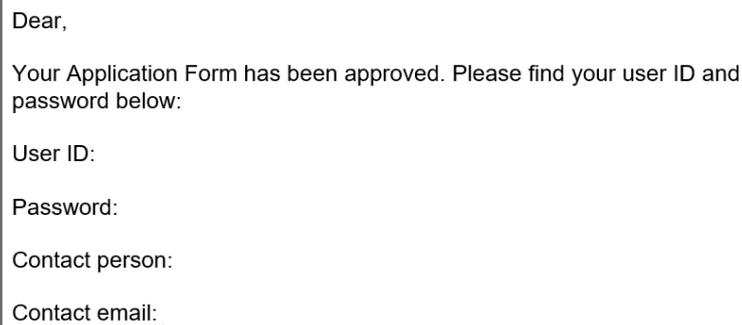
Dear,

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 4: Confirmation email

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

Dear,

Your Application Form has been approved. Please find your user ID and password below:

User ID:

Password:

Contact person:

Contact email:

Figure 5: Approval email

4. Communication and feedback

The automatically generated emails of the demo platform for the application form will be sent to all the user accounts that are linked to a specific company and that have been indicated as 'Contractual relations' in the application form.

The CRM Candidates are invited to give feedback on the application form submission. Any operational suggestions and remarks are welcome and can be sent to demo.crm@elia.be.

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