

User guide Elia's Customer Hub

External version for grid users, access holders, BRPs, DSOs...



Content of this presentation

- **How to access** Elia's Customer Hub
 - Link to Elia's Customer Hub
 - Which types of account rights exist?
 - What if I can't have access?
- **Functionalities** of Elia's Customer Hub
 - Company details (including contact data from your company and from Elia)
 - Invoice viewer
 - Contracts: view your contracts (currently limited to connection, access, BRP, SOK/CBC)
 - Contractual points
 - Ongoing topics: open/pending points + reference to tasks
- What do we **expect** from our clients
 - Keep contact details up to date
 - Sign annex renewals electronically
 - Contact details: connection contract annex 7, BRP contract annex 2, access contract annex 1
 - Designation ACH/BRP/supplier: Access contract annex 2 (ACH) +3 (BRP/supplier)
- **Q&A**
 - Do I receive a mail when there is an open task for me?
- Elia's Customer Hub: **details**
- **Tips & tricks**

Remark: this presentation is only made in English. If you have troubles to translate or you need extra help, don't hesitate to contact cs@elia.be or your KAM.



In order to access the Customer Hub, you need:

1

The link to the web portal.

Direct link

[NL](#)

[FR](#)

[ENG](#)

2

A user account.

Fill in excel form (available on the above link or via your KAM) with:

- Contact details*
- Type of role you need (cf next slide)

Send this excel to cs@elia.be with your KAM in Cc.

I have problems signing in – what now?

- You **forgot** your password
 - Click on 'Change password'. This is only possible for valid passwords (so not if your password has expired or if your account is blocked).
- Your password has **expired** (*your password is only valid for 120 days*)
 - Click on 'create new password'.
- In case you get redirected to a general SAP screen: Your account is **blocked** by SAP (because you haven't used Customer Hub for a long time)
 - Send mail to cs@elia.be to reactivate your account.



*Possible for as many people as you want.

Customer HUB – which type of role do you need?

Standard access

- **Access** the documents in Read-Only mode (contracts, annexes, invoices)
- **Update** information of contact persons (rem: in case there is an impact on any contract, the update will have to be reviewed by someone with access of type “Electronic Annex Validator”, cf below)

Electronic Annex Validator access

- **Access** the documents in Read-Only mode (contracts, annexes, invoices)
- **Electronic validation** of contract annexes:
 - Contact Persons annexes (Annex 2 of BRP Contract; Annex 1 of Access Contract; Annex 7 of Connection Contract)
 - Designation of Access Contract Holder on an Access Point (Annex 2 of Access Contract)
 - Designation of Balance Responsible Party + Supplier on an Access Point (Annex 3 of Access contract)

Important remark:

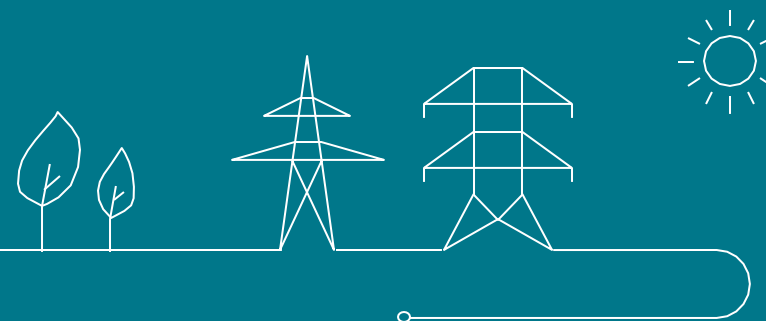
- This role should be attributed to a limited amount of your colleagues (we recommend max 4 persons), in order to avoid unintentional signature.
- The Electronic Annex Validator access does NOT give the right to sign any other document (for now).



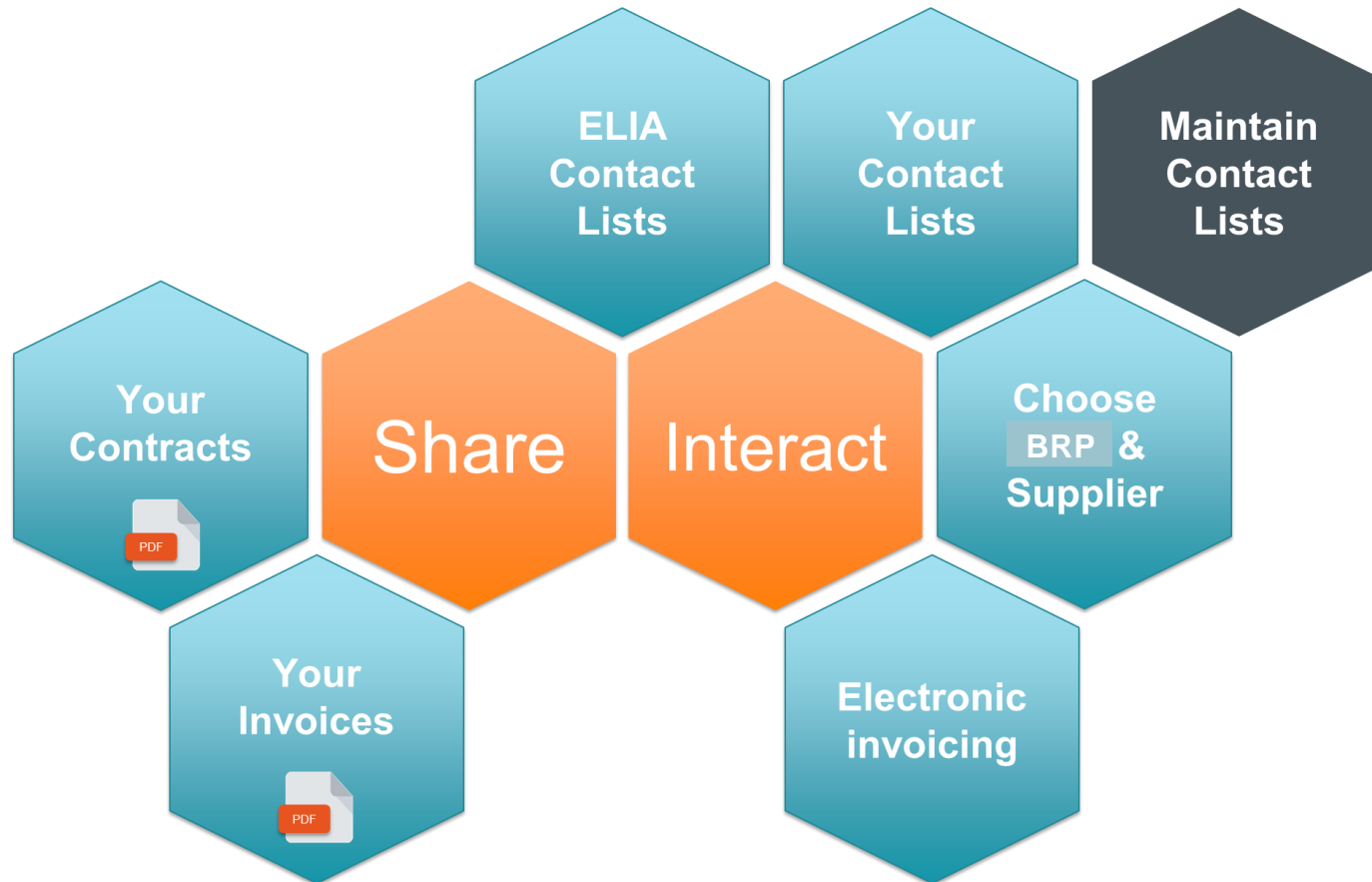
Elia's Customer Hub

What information can I find in Elia's Customer HUB?

- Home
- Company details
- Invoice Viewer
- Contracts
- Contractual points
- DSO Documents → only for DSO/GO
- Ongoing Topics



Functionalities of Elia's Customer Hub: overview



→ Digital Contact Management

→ View your contracts

→ Digital Annex renewal

→ Overview invoices & e-invoicing



What information can I find in Elia's Customer Hub?

Home page

The screenshot displays the Elia Customer Hub home page with several data panels:

- Open tasks:** A panel showing "No open tasks".
- Company Details:** A panel divided into sections:
 - General Data:** Fields for Name, VAT Number, Registration Number, Social Status, Applicable Law, and Invoicing Preference.
 - Company Codes:** Fields for EIC, GLN, and CCN.
 - Sites:** A table with columns for Site, Street, City, and Country.
 - Head office address:** Fields for Zone, Street, Postal Code / City, and Country.
 - Key Account Manager:** Fields for Name, Telephone, Email, Street, and Postal code/City.
- Contracts:** A table with columns for Contract type, Reference, Site, and Financial Guarantee. It lists "Access" and "Connection".
- Access Points:** A table with columns for Access Point Name, EAN, Location, and Direction.
- Invoices:** A table with columns for Due, Product Reference, Billing Date, Due date, Invoice Number, and VAT Excl. It includes navigation links for "Expand", "Back", "1", "2", and "Forward".



What information can I find in Elia's Customer Hub?

Company Details

Customer Hub - Company Details

[Edit Contact Data](#) [Delete Saved Changes](#)

Account Details | Customer Contacts | Sites

General Data

Name:

Social Status:

VAT Number:

Registration Number:

Applicable Law:

Invoicing Preference:

Company Codes

GLN:

EIC:

CCN:

Address

Zone:

Street/House Number:

Postal Code/City:

Country:

Key Account Manager

Name:

Telephone:

Email:

Street:

Postal code/City:

Account Details | **Customer Contacts** | Sites

Filter:

| Name | Function | Depa... | Phone | Mobile | E-Mail | Address | User Name | Grid User | ACH | BRP | Supplier |
|------|----------|---------|-------|--------|--------|---------|-----------|-----------|-----|-----|----------|
| | | | | | | | | | | | |

Account Details | Customer Contacts | **Sites**

Filter:

| Site | Contract | Street | City | Country |
|------|----------|--------|------|---------|
| | | | | |



What information can I find in Elia's Customer Hub?

Invoices & status

- Invoices back to 01/01/2008
- Split up: contractual vs. non-contractual

HOME | COMPANY DETAILS | **INVOICE VIEWER** | CONTRACTS | CONTRACTUAL POINTS

Customer Hub - Invoice Viewer

Back

Contractual Invoices

Filter Options

Product Type: Product reference: Invoice date: From: To: Invoice number: Invoice state: Invoice period: Invoice type:

Invoice Documents

[Download selected invoices as ZIP File](#) Number of entries: 10 Items per page: 10 Open amount: 337.953,53 EUR

| Due | Sales Document | Product Type | Product Reference | Billing date | Due date | Clearing date | Invoice Number | VAT Excl. | VAT Incl. | Period | Document Type | Invoice Type | Attachments |
|-------------------------------------|----------------------|--------------|----------------------|----------------------|----------------------|---------------|----------------------|----------------------|----------------------|------------------------|---------------|----------------|-------------|
| <input checked="" type="checkbox"/> | <input type="text"/> | Access | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> | <input type="text"/> | <input type="text"/> | May 2016 | Invoice | Regularisation | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Access | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> | <input type="text"/> | <input type="text"/> | June 2016 | Invoice | Provision | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Access | <input type="text"/> | <input type="text"/> | <input type="text"/> | 31.05.2016 | <input type="text"/> | <input type="text"/> | <input type="text"/> | April 2016 | Invoice | Regularisation | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Connection | <input type="text"/> | <input type="text"/> | <input type="text"/> | 31.05.2016 | <input type="text"/> | <input type="text"/> | <input type="text"/> | April 2016 - June 2016 | Invoice | Global | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Connection | <input type="text"/> | <input type="text"/> | <input type="text"/> | 31.05.2016 | <input type="text"/> | <input type="text"/> | <input type="text"/> | April 2016 - June 2016 | Invoice | Global | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Access | <input type="text"/> | <input type="text"/> | <input type="text"/> | 31.05.2016 | <input type="text"/> | <input type="text"/> | <input type="text"/> | May 2016 | Invoice | Provision | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Access | <input type="text"/> | <input type="text"/> | <input type="text"/> | 18.05.2016 | <input type="text"/> | <input type="text"/> | <input type="text"/> | March 2016 | Invoice | Regularisation | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Access | <input type="text"/> | <input type="text"/> | <input type="text"/> | 18.05.2016 | <input type="text"/> | <input type="text"/> | <input type="text"/> | April 2016 | Invoice | Provision | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Access | <input type="text"/> | <input type="text"/> | <input type="text"/> | 31.03.2016 | <input type="text"/> | <input type="text"/> | <input type="text"/> | February 2016 | Invoice | Regularisation | |
| <input checked="" type="checkbox"/> | <input type="text"/> | Access | <input type="text"/> | <input type="text"/> | <input type="text"/> | 31.03.2016 | <input type="text"/> | <input type="text"/> | <input type="text"/> | March 2016 | Invoice | Provision | |

Non-Contractual Invoices

Filter Options

Product Type: Product reference: Invoice date: From: To: Invoice number: Invoice state: Invoice type:

Invoice Documents

[Download selected invoices as ZIP File](#) Number of entries: 2 Items per page: 10

| Due | Sales Document | Product Type | Product Reference | Billing date | Due Date | Clearing date | Invoice Number | VAT Excl. | VAT Incl. | Document Type | Invoice Type | Attachments |
|-------------------------------------|----------------------|--------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------|-------------|
| <input checked="" type="checkbox"/> | <input type="text"/> | | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | |
| <input checked="" type="checkbox"/> | <input type="text"/> | | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | |



What information can I find in Elia's Customer Hub?

Electronic invoicing



elia

Boulevard de l'Empereur 20
1000 Bruxelles - Belgique
Keizerslaan 20
1000 Brussel - België

T +32 2 546 70 11
F +32 2 546 70 10
www.elia.be

Note de crédit
Copie

| Client: | Numéro: | Date: |
|---------|------------|------------|
| 10055 | 3221904472 | 13/12/2019 |

Klant NV
Boekhouding

Straat nr
Postcode Gemeente

In case of paper version of invoice:
your postal address should always
be up to date to assure the correct
delivery of the invoice.

Votre N° TVA: BE xxxxxxxx
Votre référence: B-018-04
Notre référence: Elia-2019-55045
Référence interne:
Votre contact opérationnel: mailto : cs@elia.be
A l'attention de: [Meivrouw xxx xxxxx](mailto:Meivrouw.xxx.xxxxx)

Client facturé:

Klant NV
Straat nr
Postcode Gemeente

Two types of e-mail addresses can be specified:

- **E-invoicing:** generic address which receives the original invoices.
→ Make sure you know the rules for e-invoicing!
- **Invoice monitoring:** any email address which receives a copy for information. For new/modification of address: contact cs@elia.be.



What information can I find in Elia's Customer Hub?

Invoices & status



- Elia received the payment. The column Clearing data indicates the day on which the invoice was settled.



- Invoice not paid, but still within deadline. The due date is in the future.



- Invoice not paid, only 5 days until the due date.



- Invoice not paid, due date already passed.



What information can I find in Elia's Customer Hub?

Contracts

HOME | COMPANY DETAILS | INVOICE VIEWER | **CONTRACTS** | CONTRACTUAL POINTS

Contracts

| Contracting party | Contract type | Contract Reference | Start date | Signature date | Bank Deposit | Last update |
|-------------------|---------------|--------------------|------------|----------------|--------------|-------------|
| | | | | | | |

Contract detail: [Contract Reference]

✓ Back

Contract Details

| Contracting party | Contract type | Reference | Signature date | Start date | Contract |
|-------------------|---------------|-----------|----------------|------------|----------|
| | | | | | |

Contracting Party | Invoicing | Elia Contacts | **Access Points** | Contractual Documents

| Name | EAN | Contractual level | Direction | Additional | Expiration | Reason | Grid user | BRP Injection | BRP Offtake | Supplier Injection | Supplier Offtake | Annex |
|------|-----|-------------------|-----------|------------|------------|-------------------------|-----------|---------------|-------------|--------------------|------------------|-------|
| | | | | | | End ACH & BRP design... | | | | | | |
| | | | | | | End ACH & BRP design... | | | | | | |
| | | | | | | End ACH & BRP design... | | | | | | |

Contracting Party | Invoicing | Elia Contacts | Access Points | **Contractual Documents**

| Document Name | Document Type | Document |
|---------------|---------------|----------|
| | | |
| | | |
| | | |



What information can I find in Elia's Customer Hub?

Contractual points

HOME | COMPANY DETAILS | INVOICE VIEWER | CONTRACTS | **CONTRACTUAL POINTS**

Contractual Points

| Name | EAN | Location | Contr... | Regulator | Substation | Direction | Grid User | Connection... | Access Holder | Access Cont... | Additional | Access expir... | Reason | BRP Inj... | BRP Offtake | More BRP's | Annex |
|------------|-----|----------|----------|-----------|------------|-----------|-----------|---------------|---------------|----------------|------------|-----------------|--------|------------|-------------|------------|-------|
| [Redacted] | | | | | | | | | | | | | | | | | |

Access Point detail - [Redacted]

Back

Access Point

General Data

Name: [Redacted]
 EAN: [Redacted]
 Regulator: [Redacted]
 Contractual level: [Redacted]
 Region: [Redacted]

Location

Name: [Redacted]
 Address: [Redacted]
 Postal Code: [Redacted]
 City: [Redacted]
 Country: [Redacted]

Key Account Manager

Name: [Redacted]
 Telephone: [Redacted]
 E-Mail Address: [Redacted]
 Street: [Redacted]
 Postal code/City: [Redacted]

Access Contract

Access Holder: [Redacted]
 Access contract reference: [Redacted] Running
 Annex Valid From: [Redacted]
 Annex Valid To: [Redacted]
 Annex: [Redacted]

Additional: [Redacted]
 Main access point: [Redacted]

Injection Data

Energy for invoice advance: [Redacted]

Offtake Data

Energy for invoice advance: [Redacted]
 Local production nominal power: [Redacted]

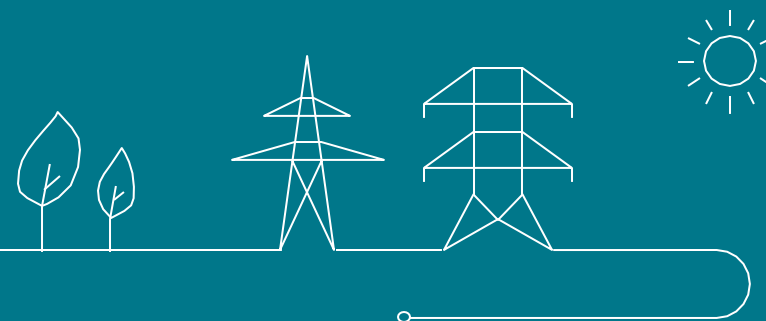
| Role | Validity From | Validity To | BRP | Share (%) | Supplier | Annex |
|------------|---------------|-------------|-----|-----------|----------|-------|
| [Redacted] | | | | | | |

| Role | Validity From | Validity To | BRP | Share (%) | Supplier | Annex |
|------------|---------------|-------------|-----|-----------|----------|-------|
| [Redacted] | | | | | | |



Elia's Customer Hub

What do we expect from you in Elia's Customer Hub?



Contact management: keep your company and contact person details up to date

The screenshot displays the 'Customer Hub - Company Details' page. A navigation bar at the top includes 'COMPANY DETAILS' (highlighted with a red box and number 1), 'INVOICE VIEWER', 'CONTRACTS', 'CONTRACTUAL POINTS', and 'ONGOING TOPICS'. Below this, the 'Change Request' section shows a progress bar with four steps: 1. Company & Invoicing Data, 2. Contact Data, 3. Contractual Context (highlighted with a red box and number 3), and 4. Review Changes. A 'Finish' button is also highlighted with a red box and number 4. A red box with number 2 highlights the 'Edit Contact Data' button. A green callout box contains the text: 'In case of change in Contractual roles (not for Operational roles) -> update Contact annexes.' Below the progress bar, a table lists contract details:

| Contract Type | Reference | Contact Annex | Site | Validation |
|---------------|-----------|---------------|-----------|------------|
| Connection | C-103-001 | Annex 7 | Bruxelles | ! |

A second green callout box states: 'Attention: This has to be done for every contract!'. Below the table, there are sections for 'Contractual roles' and 'Operational roles', each with a table of roles, contacts, and priorities.

| Role | Contact | Priority |
|---|--------------|----------|
| Contractual Relations | Person A | 1 |
| Contractual Relations | Person B | 2 |
| 24H/24H Exploitation | | 1 |
| 24H/24H Exploitation - Emergency Line | | 1 |
| Maintenance | | 1 |
| Planning | | 1 |
| Incidents Analysis | | 1 |
| Load - Office Hrs - Emergency & Restoration | Department C | 1 |
| Load - Office Hrs - Emergency & Restoration | | 2 |

| Role | Contact | Priority |
|----------------------------|---------|----------|
| Electronic Annex Validator | | 1 |

*When you change information like telephone number, address, ... → This will trigger an update of the Contact annexes.

Validate annex renewal electronically

The screenshot shows the elia Customer Hub interface. At the top, there is a navigation menu with the following items: HOME, COMPANY DETAILS, INVOICE VIEWER, CONTRACTS, CONTRACTUAL POINTS, and ONGOING TOPICS. Below the navigation menu, there is a 'Home' section. In the 'Open tasks' section, there is a table with the following data:

| Description | Contract | Reference |
|---|-----------|-----------|
| Contact Annex Customer Validation | C-103-001 | |

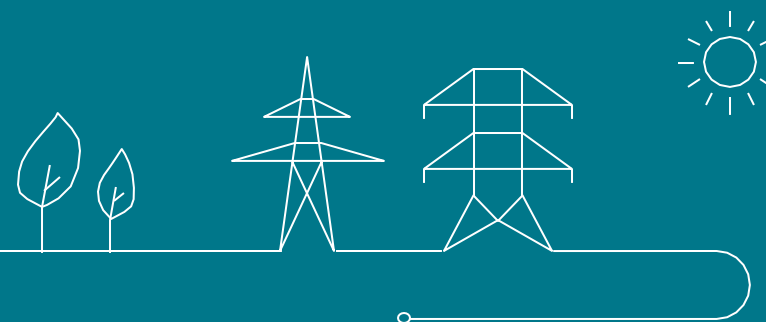
Below the 'Open tasks' section, there is a 'Company Details' sidebar with the following sections: General Data, Company Codes, and EIC/ GLN. The main content area is titled 'Contact Annex Customer Validation' and contains a progress bar with two steps: 1 (Review Changes) and 2 (Validation). The 'Validation' step is currently active. Below the progress bar, there are buttons for 'Previous', 'Next', and 'Finish'. The 'Finish' button is highlighted with a red box and the number 4. Below the 'Finish' button, there is a 'Validation' section with a 'PDF' icon and a radio button selection. The first radio button is selected and highlighted with a red box and the number 3. Below the radio button selection, there is a 'Rejection Reason' section with a dropdown menu.

In order to perform these tasks, you need users with permissions of level “Electronic Annex Validator” (cf slide 4)

The persons of your company defined as Contractual Relations will receive an e-mail, inviting them to approve the updated annex in Customer Hub.

1. In your Home screen, you can find the open task -> click on it -> review changes and go to next page.
2. Click to download the PDF of the Annex.
3. Validate electronically the Annex or reject it in case the data is not correct.
4. Click on “Finish” to confirm your choice.

Q&A



Do I receive a mail when a task is waiting for me?

For Electronic Annex Validator

- If you are Contractual Relations contact person:
 - **YES** if you have to **validate the changes in the company/contact details**.
 - For the **annex 2/3 renewal** of the access contract:
 - **NO** if you have a new document to validate.
 - But a **mail** is sent with the communication that a validation is necessary.
- If you aren't a Contractual Relations contact person:
 - For the **annex 2/3 renewal** of the access contract: the Contractual Relations contact person should inform you when he/she received a mail with the letter that the validation is necessary (90 days/45 days).

Annex 2 renewal

Elia sends a mail to the **grid user** with a letter for the indication of ACH (or to the ACH if annex 12 is active) --> grid user validates and a task appears in the task list of the **ACH** (no e-mail is sent to ACH with the question to validate) --> ACH validates and a task appears in the task list of the **KAM** (no e-mail is sent to KAM) --> KAM validates and a task appears in the last list of the Data Office. Afterwards an email is sent to all involved parties.

Annex 3 renewal

Elia sends a mail to the **ACH** with a letter for the indication of the BRP and supplier (or to the BRP if annex 13 is active) --> ACH validates and a task appears in the task list of the **BRP** (no e-mail is sent to the BRP with the question to validate) --> BRP validates and a task appears in the task list of the **supplier** (no e-mail is sent to the supplier) --> supplier validates and a task appears in the task list of the **KAM** (no e-mail is sent to the KAM) --> KAM validates and a task appears in the last list of the Data Office. Afterwards an email is sent to all involved parties.



What are the steps for a new user?

- I filled in the excel form to demand an account for the Customer Hub – what comes next?
 - You will receive a mail from cs@elia.be with:
 - Your username
 - Link to create your first password → will look like this (1)
 - Link to Elia’s Customer Hub
 - Link to the website of Elia with more information
- After you clicked on ‘Submit’ in screen (1), you will see this (2).
- The mail you will receive afterwards from cs@elia.be contains:
 - Your username (make sure to always put @ELIAEXT.be behind it!)
 - Link to choose a password (this link expires within few minutes!)
 - If you use the link before it expires, you will see (3).
 - If you use the link after it expires, you will see (4).
- When you successfully defined a password, you will see (5).

1



Create new password

User Name :

Please enter the user name given by elia

2



An email was sent to the email address(es) you communicated to Elia. Please check the inbox of this email account and follow the instructions in the received email.

3



Reset Your Password

User Name : CV012_U

New password :

Confirm password :

Password must contain at least 6 characters [Other rules](#)

4



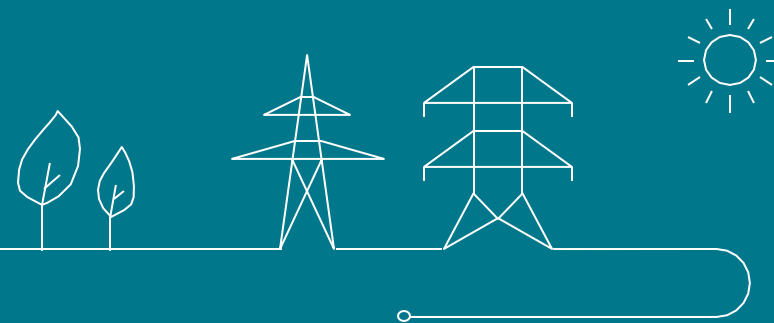
Sorry, the time is expired please retry the procedure.

5



Your new password is saved. If you encounter an error during following logon, try again 15 minutes later

Elia's Customer Hub - details



Content of Elia's Customer Hub – used abbreviations

| Abbreviation | ENG | NL | FR |
|--------------|------------------------------|---------------------------------|--|
| ACH | Access Contract Holder | Toegangshouder | Détenteur d'accès |
| BRP | Balance Responsible Party | Evenwichtsverantwoordelijke | Responsable d'équilibre |
| DA | Direct Access | Rechtstreekse toegang | Accès direct |
| DSO | Distribution System Operator | DNB – Distributie Netbeheerder | GRD – Gestionnaire de Réseau de Distribution |
| EAN | European Article Number | / | / |
| EIC | Energy Identification Code | / | / |
| GLN | Global Location Number | / | / |
| MRCO | Meter Reading Company | | |
| GU | Grid User | Netgebruiker | Utilisateur du réseau |
| GO | Grid Operator | <i>Netoperator</i> | <i>Opérateur du réseau</i> |
| | / | SOK - samenwerkingsovereenkomst | CDC - convention de collaboration |



General tips & tricks when using Elia's Customer Hub

- You cannot use the buttons Back & Forward from your browser → use the ones in the application.

