Capacity Remuneration Mechanism
Application form
CRM Candidate'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 platform and the Auction platform.
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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 submission on the CRM IT Interface.

This document is aligned with the CRM Functioning Rules published in May 2023 and is expected to be in line with those to be published in May 2024. In case of mismatches between the 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.
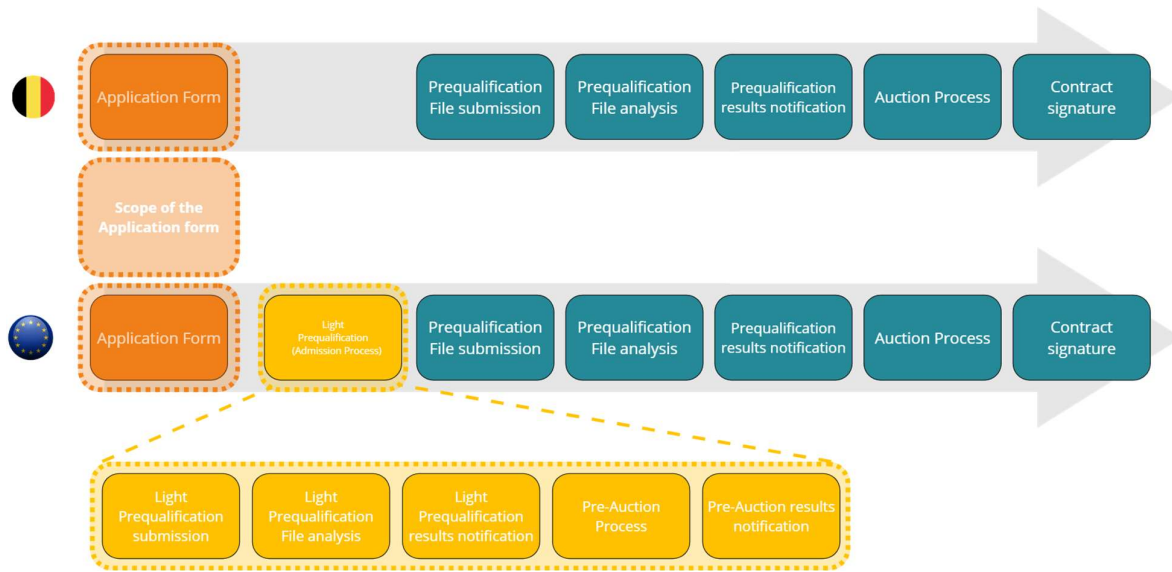

Figure 1: Scope of the application form

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 as well as other modules used in the CRM.

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, or other modules used by the CRM, an account is first to be created.
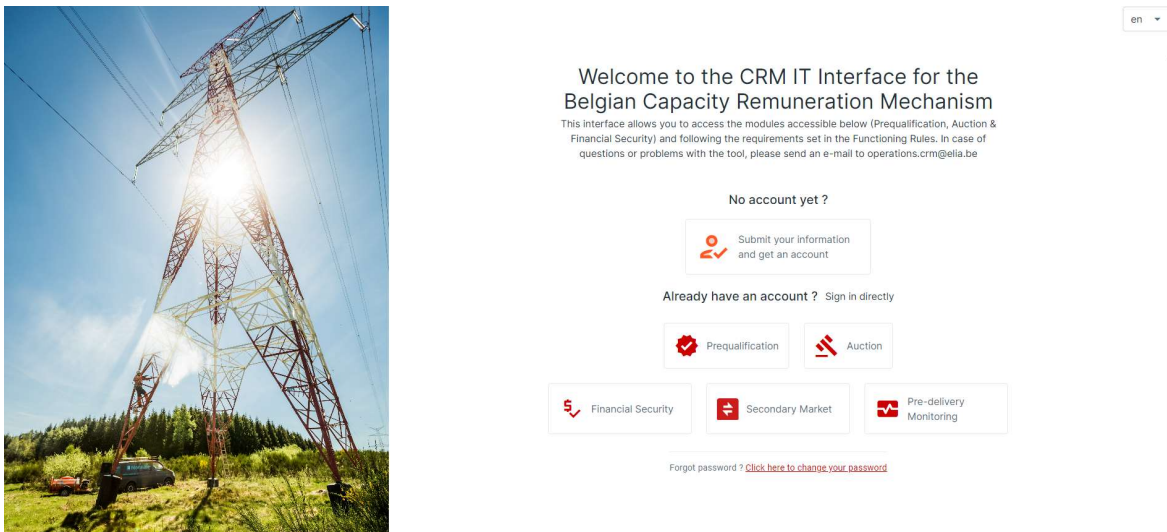

Figure 2: Homepage of the CRM IT interface

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 CRM Candidate can only proceed to the next step when all the mandatory fields, marked with an asterix (*), are filled in.
- 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).
- Only the users that get assigned the role 'Prequalification' 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 the role 'Auction' will have access to the auction module.
- Only users that get assigned 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 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 a limit of eight users per CRM Candidate. User accounts with the role 'Admin' can add, edit, or delete user accounts.

Figure 3: Company information

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)

☑ Auction Process (It includes an access to the auction module and the reception of all related notifications)

☑ Prequalification Process (It includes an access to the prequalification module and Financial Security module and the reception of all related notifications)

☑ Secondary Market Process (It includes the access to the Secondary Market Process Module and the reception of all related notifications)

☑ Pre-delivery Monitoring (It includes an access to the pre-delivery module and the reception of all related notifications)

☑ Availability Monitoring and Payback Obligation (It includes an access to the Availability Monitoring and Payback Obligation 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 ELIA's 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.

← BACK   SUBMIT ✓

Figure 4: 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. User that are assigned the role 'prequalification' will receive a confirmation email with all the details of the application form.

Figure 6: 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.

Figure 7: Approval 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'.

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