

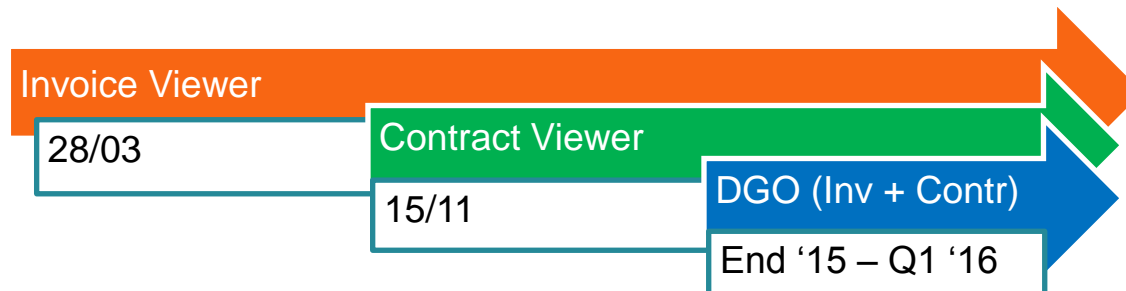


# Customer Hub: CRM Webportal

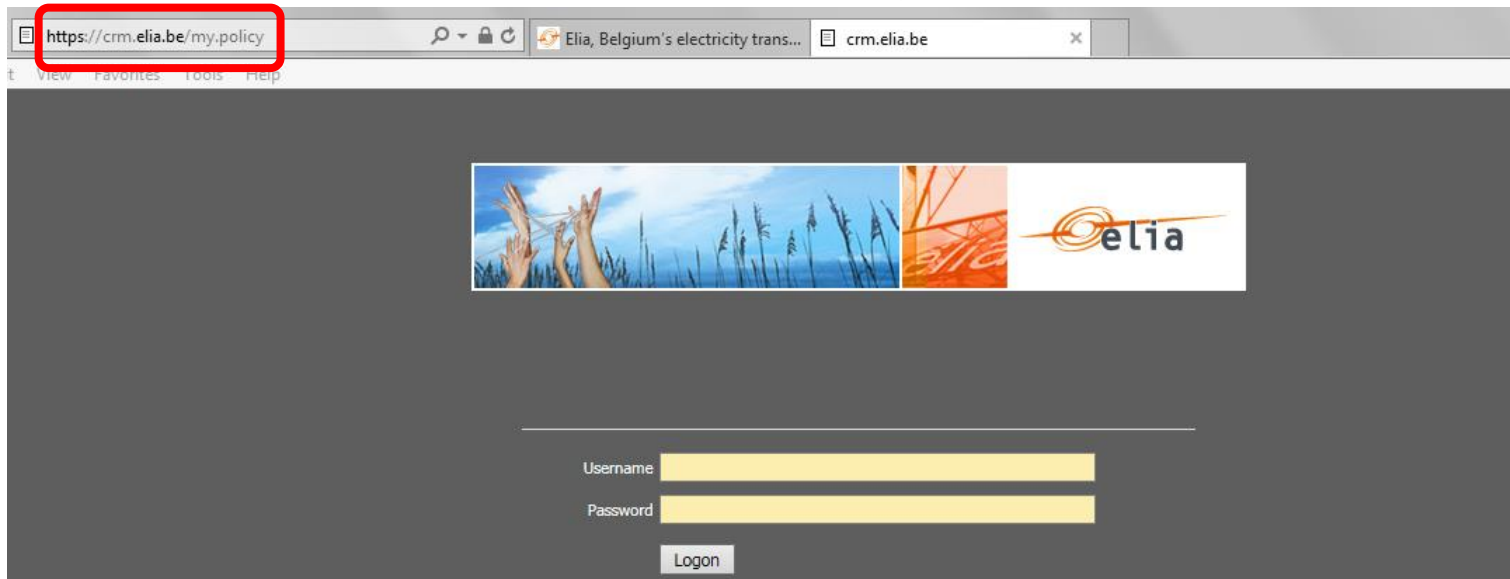
UG Belgian Grid 9/10/2015



- CRM portal developed by Elia Customer Relations
- Objective: publication platform for Elia's customers including:
  - Invoices
  - Contracts
  - Mutual Contact Data
- Customers:      Phase 1: Grid Users, Access Holders & Balance Responsible Parties  
                         Phase 2: Distribution Grid Operators
- Planning:




# Customer Hub: Access



# Customer Hub: Home View



CUSTOMER HUB

Log off

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

Home

Company Details

General Data

Name:

VAT Number:

Registration Num...:

Social Status:

Applicable Law:

Company Codes

EIC:

GLN:

CCN:

Sites

Site	Street	City	Country
			Belgium

Head office address

Street:

Zone:

Postal Code / City:

Country:

Key Account Manager

Name: [Mr. Pauwel Callens](#)

Telephone: +3225467666

Email: [PAUWEL.CALLENS@ELIA.BE](mailto:PAUWEL.CALLENS@ELIA.BE)

Street: Keizerslaan / Boulevard de L'Em...

Postal code/City: 1000 Brussel / Bruxelles

Contracts

Contract Type	Reference	Start date	Bank Deposit
Connection	<a href="#">C-</a> <input type="text"/>	<input type="text"/>	

Access Points


Name	EAN	Location	Direction
<input type="text"/>	<input type="text"/>	<input type="text"/>	I/O

Invoices

Due	Product Refere...	Billing date	Due date	Invoice Number	VAT Excl.
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# Customer Hub: Company Details



CUSTOMER HUB

HOMECOMPANY DETAILSINVOICE VIEWERCONTRACTSCONTRACTUAL POINTS

**Customer Hub - Company Details**

Account DetailsCustomer ContactsSites

Account DetailsCustomer ContactsSites

**General Data**

Name:

Social Status:

VAT Number:

Registration Number:

Applicable Law:

**Company Codes**

GLN:

EIC:

CCN:

**Address**

Zone:

Street/House Number:

Postal Code/City:

Country:

**Key Account Manager**

Name: [Mr. Pauwel Callens](#)

Telephone: +3225467666

Email: [PAUWEL.CALLENS@ELIA.BE](mailto:PAUWEL.CALLENS@ELIA.BE)

Street: Keizerslaan / Boulevard de L'Empereur 20

Postal code/City: 1000 Brussel / Bruxelles

SiteStreetCityCountry  
BruggePathoekeweg 41BruggeBelgium

Account DetailsCustomer ContactsSites					
Name	Function	Department	Work Address	E-Mail	Phone

# Customer Hub: Invoice Viewer



**Customer Hub**

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

*Customer Hub - Invoice Viewer*

Contractual Invoices

**Filter Options**

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

Access  
Imbalance  
Connection  
Product Deviation

July 2014  
August 2014  
September 2014  
October 2014  
November 2014  
December 2014  
January 2015

April 2015

Cleared  
Not cleared

April 2014 - June 2014  
July 2014 - September 2014  
October 2014  
November 2014  
December 2014  
January 2015

Provision  
Regularisation  
Global  
Delta  
Production Imbalance

	D...	Sales Document	Product Type	Product Refe...	Billing date	Invoice date	Invoice Number	VAT Excl.	VAT Incl.	Period	Invoice type	
✓			Access			12.05.2015					Invoice	Production Imbalance
✓			Product Deviat.			12.05.2015					Invoice	Provision
✓			Access			11.05.2015					Invoice	Provision
✓			Access			11.05.2015					Invoice	Global
✓			Connection			25.05.2015					Invoice	Global
✗			Connection			25.05.2015					Invoice	Global

# Customer Hub: Contract Viewer (UAT)



CUSTOMER HUB						
HOME   COMPANY DETAILS   INVOICE VIEWER   <b>CONTRACTS</b>   CONTRACTUAL POINTS						
Contracts						
Contracting party	Contract Type	Contract Reference	Start date	Signature date	Bank Deposit	Invoices
	Access	<a href="#">U-123-45-67</a>				<a href="#">Invoices</a>
	Access	<a href="#">U-123-45-68</a>				<a href="#">Invoices</a>
	Access	<a href="#">U-123-45-69</a>				<a href="#">Invoices</a>



**Contract detail: U-123-45-67**

Back

Contract Details

Contracting party	Reference	Contract type	Start date	Signature date	Bank deposit	Invoices	Contract
		Access	11.04.2014			<a href="#">Invoices</a>	

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

Company:  Registration Number:  VAT Number:   
Social Status:  Applicable Law:   
Street:   
Postal Code/City:   
Country: Belgium

**Contractual Contacts**

Role	Title	Last name	First name
Primary KAM	Mr.		
Primary KAM	Ms.		
Signatory 1	Mr.		

All signed,  
regulated  
contracts












Detailed  
information  
per access  
point  
available

Navigation  
to Invoicing



# Customer Hub: Contractual Points



<div> elia</div> <div>CUSTOMER HUB</div> <div>Log off</div>																
HOME   COMPANY DETAILS   INVOICE VIEWER   CONTRACTS   <b>CONTRACTUAL POINTS</b>																
Contractual Points																
<div><div></div><div></div><div></div></div>																
Name	EAN	Location	Contract...	Regulator	Substation	Direction	Grid User	Connecti...	Access...	Access...	Access e...	Reason	BRP Inje...	BRP Offt...	More BR...	Annex
	5414531...		CVL02	VREG		Offtake		C-			<a href="#">U</a>	31.12.2015	End ACH...			
	5414531...		CVL03	CWAPE		Offtake		C-			<a href="#">U</a>	31.12.2015	End ACH...			
	5414531...		CVL01	CREG		Offtake		C-			<a href="#">U</a>	31.12.2016	End ACH...			 
	5414531...		CVL02	VREG		I/O		C-			<a href="#">U</a>	31.12.2016	End ACH...			
	5414531...		CVL01	CREG		I/O		C-			<a href="#">U</a>	31.12.2015	End ACH...			
	5414531...		CVL02	VREG		I/O		C-			<a href="#">U</a>	31.12.2015	End ACH...			
	5414531...		CVL02	VREG		Offtake		C-			<a href="#">U</a>	31.12.2015	End ACH...			
	5414531...		CVL02	BRUGEL		I/O		C-			<a href="#">U</a>	31.12.2017	End ACH...			 



- **Annex validity management: digitalize appointment or switch ACH/ARP**
- **Further digitalization of communication**
- **New inquiries for projects, complaints**
- **Other interactive exchanges between GU/ACH/ARP  $\leftrightarrow$  Elia**
- **...**

