



# ACN Energy in partnership with Plenitude

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## Order Process Guide - residential customers

# CONTENT

- **STEP1** CUSTOMER TO ORDER ENERGY SERVICE
- MANAGING INCOMPLETE ORDERS
- **STEP2** PLENITUDE TO VERIFY AND ACTIVATE THE ENERGY SERVICE
- STATUSES VISIBLE IN THE PERSONAL CUSTOMER LIST (PCL)

# STEP1 CUSTOMER TO ORDER ENERGY SERVICE

Go to your ACN Online Shop and select '**ENERGY PARTNERSHIP**'  
The IBO's Business ID will be prepopulated in the Plenitude/ACN website when reaching the site from the ACNOnline Shop If the site is accessed via myacn.eu, you will need to enter the IBO Business ID manually It is important to provide the correct Business ID since this is how the order will be allocated to the Independent Business Owner.



- Before proceeding, it is necessary to empty the browser cache and cookies If you are not sure about how to do this, search "Clear your web browser's cache, cookies, and history" in your internet browser search field
- It is recommended to use Firefox browser
- If you have security applications, such as a firewall, we recommend adding the Plenitude partnership website to the exception list
- We recommend the customers to use their PC to place their orders, as the Plenitude partnership website is not mobile responsive
- It is necessary to review and accept the cookie policy in order to continue to the ACN/Plenitude website

# STEP1 CUSTOMER TO ORDER ENERGY SERVICE

You will be redirected to the ACN/Plenitude website where you'll find the below buttons.

## Bienvenido

Accede a las diferentes acciones pinchando en los iconos



Activaciones



Simulador



Documentación



for account  
holder changes  
and to access the  
Work Queue

to estimate a  
custom quote based  
on a customer's  
recent energy bill,  
and to register  
customers



contains all  
the necessary  
training materials

# STEP1 CUSTOMER TO ORDER ENERGY SERVICE

The customer will need to have a recent energy invoice at hand.

New customers who have not had a previous energy provider and existing Plenitude customers who wish to change the account holder of their service must prepare the scan of the following documents:

## New customers who have not had a previous energy provider:

1. Customer DNI or Residence Permit
2. Electrical Gas installation certificate if CUPS is new or new check is required due to time that has passed since the last inspection 20 years for electricity and 5 years for gas)

## Existing Plenitude customers who wish to change the account holder:

1. Deed of sale/ Rental contract can be replaced by DNI if supply address is visible there
2. Holder change request (document can be downloaded in Documentation section on Plenitude website)

- These documents can be provided in the following formats pdf, png, jpg, jpeg, gif, tif, tiff
- The document size limit is 10 Mb per document
- The documents must be legible and both sides of the pages must be uploaded

# STEP1 CUSTOMER TO ORDER ENERGY SERVICE

To sign up a new Plenitude customer, click on '**SIMULADOR**' choose a type of customer and the services that the customer requires



## **STEP1** CUSTOMER TO ORDER ENERGY SERVICE

The customer will first need to enter their **CUPs** number There is a tip showing where numbers can be found Other service information, which will vary depending on the type of customer, will be requested as well Click on '**CONTINUAR**' to continue the process.



 Introduce el nº de cups

Lo podrás encontrar dentro de la factura del cliente

**COMENZAR SIMULACIÓN**



**Suministro de Luz**

Tipo de cliente	Hogar	Tarifa de Acceso	Seleccione	Fecha de inicio	Fecha de fin
Alquiler de equipos	Paga actualmente SIN IVA (consumo en €)			Comercializadora	
			-- seleccione --		
<b>Potencia contratada</b>					
<b>Consumo periodos KWH</b>					
Importe Reactiva en €					
<input type="text"/> <b>Suministro de Gas</b>					

**CONTINUAR**



# STEP1 CUSTOMER TO ORDER ENERGY SERVICE

Once all the information has been entered, the best suited offer(s) for the customer will be listed. To continue, the customer needs to select an offer and click on '**CREAR CONTRATO**'. They will need to read and accept the Privacy and Data Protection Policies to continue.

Resumen de la simulación

Impuestos IVA General (21%) ▾

Electricidad

Tarifa	Base imponible
<input checked="" type="radio"/> Tarifa Premium Electricidad HOGAR	33,30 €

QUIERES SERVICIO DE MANTENIMIENTO? Exprés 24 Luz - 7,61€ ▾

Gas

Tarifa	Base imponible
<input checked="" type="radio"/> Tarifa Premium Gas HOGAR	31,77 €

QUIERES SERVICIO DE MANTENIMIENTO? Exprés 24 Gas - 12,13€ ▾

Con Plenitude hubieras pagado:  
**78,73 €**

\* Aldro no se responsabiliza de la veracidad de los datos introducidos por el cliente para la simulación

**CREAR CONTRATO**

CREAR CONTRATO



Consentimiento expreso para el tratamiento de datos de carácter personal

He leído y acepto la [Política de Privacidad y Protección de Datos](#) de Plenitude

Acepto recibir promociones, sorteos y novedades en productos y servicios de Plenitude distintos de los que tengo contratados.

[Ver aviso legal](#)

[Cancelar](#) [Aceptar](#)

# STEP1 CUSTOMER TO ORDER ENERGY SERVICE

The customer must provide their personal and bank details to complete the order.

New customers who have not had a previous energy provider and existing Plenitude customers who wish to change the account holder will have to enter their personal and bank details, as well as additional energy service information.

At the end they must upload their documentation on the ‘DOCUMENTACION’ section, for the verification of the previously entered data. **The contract cannot be finalized unless all the necessary documents are uploaded.**

- The information provided previously must match the information on the uploaded documents

Rellene los campos de Documentación para continuar con el formulario

Documentación

Tipo	Nombre	Fecha Subida

Descargar Contrato

Subir documento

Tipos de archivo permitidos: pdf, png, jpg, jpeg, gif, tif, tiff

Tamaño Máximo: 10MB

Documento:

Subir documento



New customers who have not had a previous energy provider:

1. Customer DNI or Residence Permit
2. Electrical Gas installation certificate if CUPS is new or new check is required due to time that has passed since the last inspection 20 years for electricity and 5 years for gas)

Existing Plenitude customers who wish to change the account holder:

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# STEP1 CUSTOMER TO ORDER ENERGY SERVICE

Click on '**FINALIZAR CONTRATO**' A confirmation screen with a link to download the contract will appear.

## ACTIVATIONS

Existing Plenitude customers who wish to change the account holder of their service can do so by clicking on '**CAMBIO DE TITULAR**', in the '**ACTIVACIONES**' section.



New customers who have not had a previous energy provider should sign up by clicking on '**ALTA NUEVA**', in the '**ACTIVACIONES**' section. Both type of customers will need to enter their personal and bank details, as well as additional energy service information. They will be requested to upload the required documents.

This screenshot shows a user interface for managing activations. At the top center is the heading 'Ver las actividades realizadas'. Below it is the instruction 'Elige una de las siguientes opciones'. Three options are listed in boxes:

- Cola de trabajo**: An icon showing a stack of papers with a person icon above them.
- Cambio de titular**: An icon showing a person icon next to a stack of papers.
- Alta Nueva**: An icon showing a person icon next to a stack of papers.

## MANAGING INCOMPLETE ORDERS

The status of your customer's orders will be visible in the '**ESTADO**' column on the '**ACTIVACIONES**' section, under '**COLA DE TRABAJO**'. You can search for a customer in the '**BUSCADOR**' by entering either the customer's **CUPS** or the contract number. To find out the reason(s) of an incomplete order, click on the impacted customer and look at the '**OBSERVACIONES**' field. If possible, fix the incomplete reason. Plenitude will be notified of the update and will process the order.

### Bienvenido

Accede a las diferentes acciones pinchando en los iconos

Activaciones

Simulador

Documentación

#### Buscador:

NÚMERO DE CONTRATO

CUPS

### Ver las activaciones realizadas

Elige una de las siguientes opciones

Cola de trabajo

Cambio de titular

Alta Nueva

Usuario: patricia.alonso.super | Fecha: 07/02/2019 14:27 | Observaciones: docu ko: necesitamos contrato, condiciones económicas, cif, dni del representante y factura

Clientes: Círculo Clientes, Círculo Electricidad, Círculo Gas, Círculo Económicos, Círculo Descuento, Círculo Documentación

Rellene los campos de Clientes para continuar con el formulario

Datos del Cliente

Usuario: patricia.alonso.super | Fecha: 07/02/2019 14:27 | Observaciones: docu ko: necesitamos contrato, condiciones económicas, cif, dni del representante y factura

Documentación: Círculo Documentación, Círculo Nombre, Círculo Fecha Subida

Descargar Contrato: Descarga en curso, revisa y sube posteriormente la documentación requerida

Subir documento: Tipo: Círculo Selección, Documento: Círculo Examen, Nota: No se ha seleccionado ningún archivo

Documentation upload is only possible during order status '**DOCUMENTACION KO**'.  
In order to get to '**DOCUMENTACION**' please wait 2 seconds between the above 2 steps.

The logo for Plenitude, featuring a stylized lion and sun icon next to the word "plenitude".

The logo for ACN, featuring the letters "ACN" in a bold, blue, sans-serif font with a sunburst graphic above the letter "A".

## MANAGING INCOMPLETE ORDERS

- For technical support\* for the web application, please contact Plenitude at acn@aldoenergia.com
- When submitting your query, please indicate your IBO Business ID, the contract/CUPS number, and describe the technical issue
- Plenitude will provide an answer within 3 working days

\* ONLY TECHNICAL INCIDENTS WILL BE ADDRESSED

For operational or compensation related enquiries, and how to use the application, please consult the training material on the IBO Back Office If you cannot find an answer to your query, please contact the ACN IBO support team.

## STEP2 PLENITUDE TO VERIFY AND ACTIVATE THE ENERGY SERVICE

- Once finished, Plenitude will contact the customer within 24 working hours to verify the order
- Verification will be done via SMS or phone (depending if mobile or fixed phone number was provided during the order submission) If a mobile phone has been entered, the customer will automatically receive a verification SMS (just after the status of order changes for ,**PENDING VERIFICATION**)
- The customer should answer **YES** to accept the contract
- If the customer do not respond within 48 hours, he will be called to perform the telephone verification
- SMS confirmation/the recording of the call will serve as binding contract; *therefore, it is extremely important to provide the customer mobile or contact number (never the IBO's number) so that the customer accepts the contract*
- Plenitude can contact the customer from Monday to Friday, from 9 am to 8 pm  
If customers can not pick up the phone, they may call back Plenitude to confirm the order **911444846**
- The customer details must be entered as accurately and fast as possible, to avoid that the order remains incomplete for a while and be completed, for example, the following month.  
*The tariff applied by Plenitude is the one valid at the time of the Verification call.*
- The service activation will be completed between 15 to 30 days
- **PLEASE DO NOT CONTACT PLENITUDE** to ask about customers orders

## STATUSES VISIBLE IN THE PERSONAL CUSTOMER LIST (PCL)

**INCOMPLETE** New order pending verification. No action required.

**INCOMPLETE** Missing/wrong data. Check the remarks in Plenitude Back Office and fixe the incomplete reason.

**INCOMPLETE** New order rejected. No action was taken to complete the process.

**INCOMPLETE** Documentation review. No action required.

**INCOMPLETE** New order rejected by Vendor. No action required.

**INCOMPLETE** Customer verification. No action required.

**INCOMPLETE** Verification failed. Check the remarks in Plenitude Back Office and fixe the incomplete reason.

**INCOMPLETE** Customer not reachable Plenitude is trying to contact the customer in order to verify the contract.  
The customer should pick up a phone from the number 91737 xxxx to move in process of order.

**INCOMPLETE** New deadline of verification with customer agreed. No action required.

**INCOMPLETE** Verification OK. No action required.

**INCOMPLETE** Current provider rejects the switch request. Check the remarks in Plenitude Back Office to solve the rejection reason.

**INCOMPLETE** Contract rejected by Customer.

**ACTIVE**