

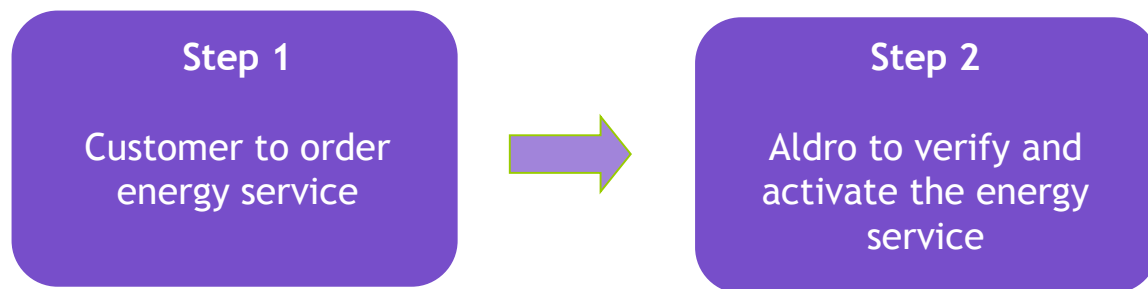
ACN Energy in partnership with Aldro

Order Process Guide

Residential customers



Order Process



Step 1

Customer to order energy service

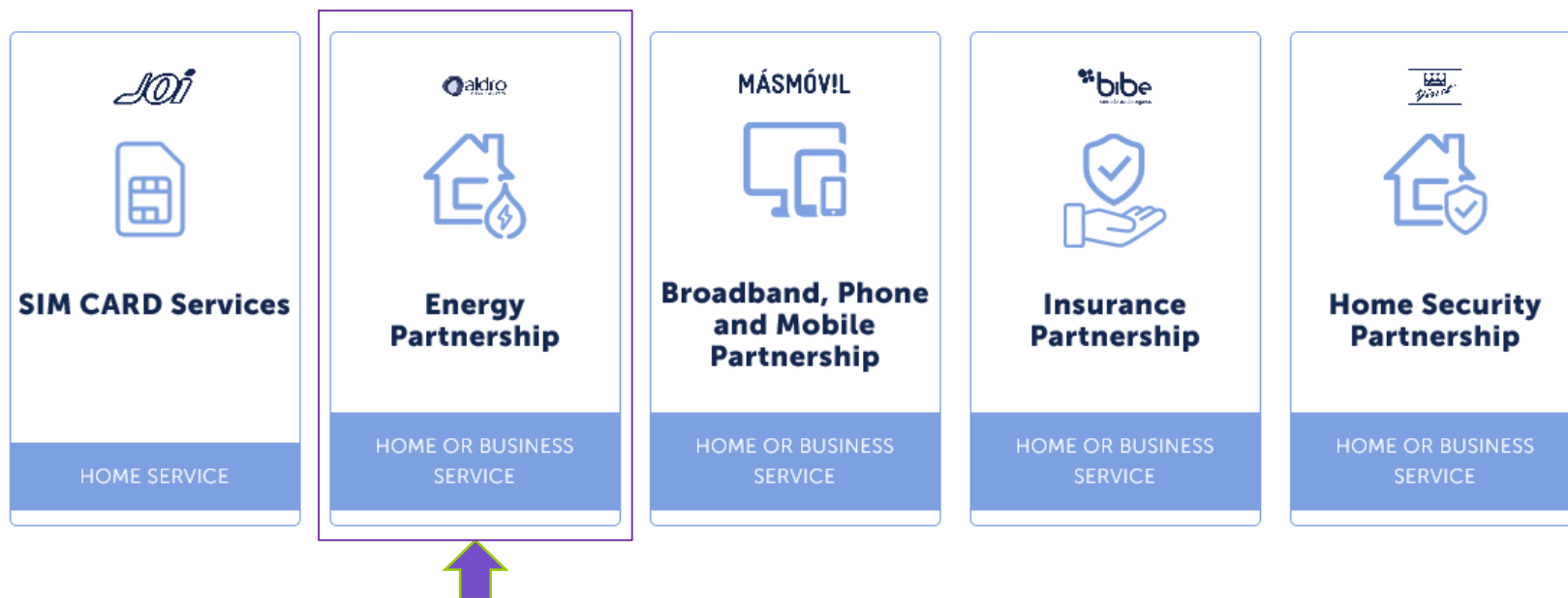
Step 1: Customer to order energy service

Go to your ACN Online Shop and select 'Energy Partnership'.

The IBO's Business ID will be prepopulated in the Aldro/ACN website when reaching the site from the ACN Online 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.

Select Service



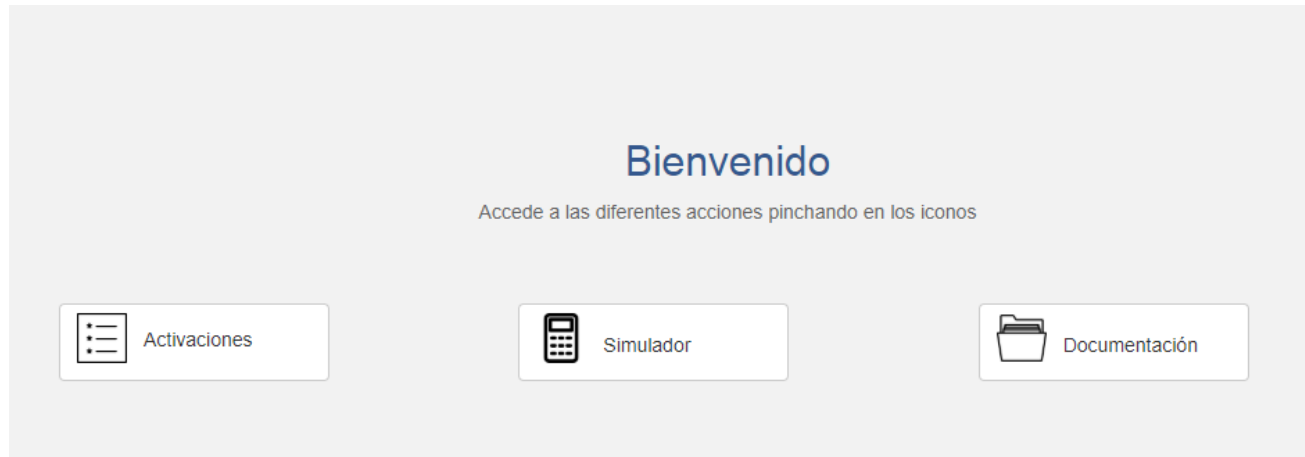
Step 1: Customer to order energy service



- ❑ 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 Aldro partnership website to the exception list
- ❑ We recommend the customers to use their PC to place their orders, as the Aldro partnership website is not mobile responsive
- ❑ It is necessary to review and accept the cookie policy in order to continue to the ACN/Aldro website

Step 1: Customer to order energy service

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



Activaciones: For account holder changes and to access the Work Queue

Simulador: To estimate a personalised quote based on a customer's recent energy invoice, and to sign up customers

Documentación: Contains all the necessary training materials

Step 1: 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 Aldro customers who wish to change the account holder of their service have to 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)

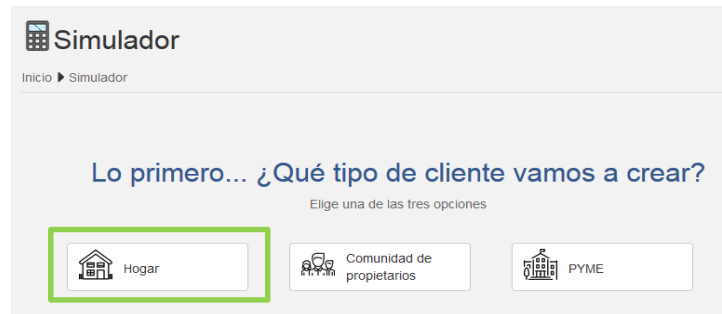
Existing Aldro customers who wish to change the account holder

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 Aldro website)

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

Step 1: Customer to order energy service

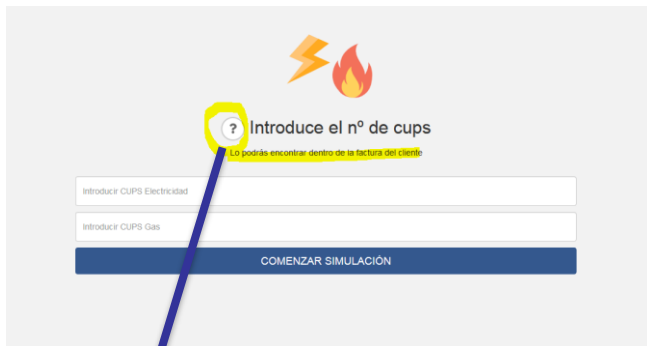
To sign up a new Aldro customer, click on 'Simulador', choose a type of customer and the services that the customer requires.



Step 1: 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.

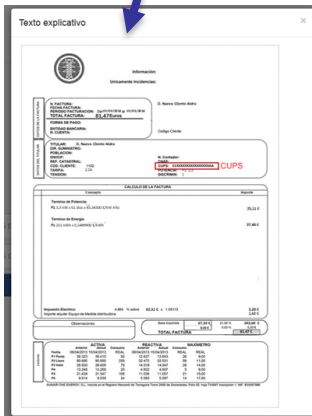
Click on 'Continuar' to continue the process.



Introduce el nº de cups
LO podrás encontrar dentro de la factura del cliente

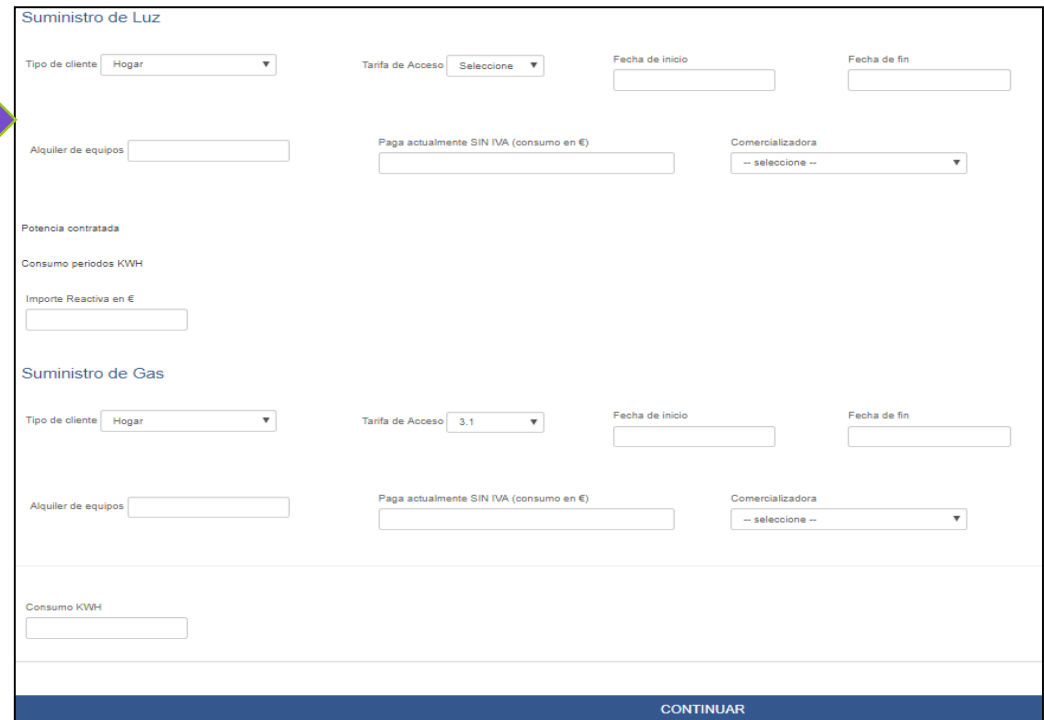
Introducir CUPS Electricidad
Introducir CUPS Gas

COMENZAR SIMULACIÓN



Texto explicativo

Información
CUPS



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 --

Potencia contratada
Consumo periodos KWH
Importe Reactiva en €:

Suministro de Gas

Tipo de cliente: Hogar
Tarifa de Acceso: 3.1
Fecha de inicio:
Fecha de fin:

Alquiler de equipos:
Paga actualmente SIN IVA (consumo en €):
Comercializadora: -- seleccione --

Consumo KWH:

CONTINUAR

Step 1: 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 Aldro hubieras pagado: **78,73€**

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

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 ALDRO.

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

[Ver aviso legal](#)

Cancelar Aceptar

Step 1: Customer to order energy service

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

Rellene los campos de **Cliente** para continuar con el formulario

Datos del Cliente

TIPO DOCUMENTO --Seleccione--	NÚMERO DOCUMENTO*	EMAIL	TELÉFONO*
TIPO DE CLIENTE* Hogar	NÚMERO*	APPELLIDO 1*	APPELLIDO 2*

Dirección del cliente

DIRECCIÓN* seleccione	dirección	número	bloque	escalera	piso	puerta	otros
C.P.T.	POBLACIÓN* Selección	localidad	PROVINCIA	VIVIENDA HABITUAL Sí			
<input type="checkbox"/> DIRECCIÓN CORRESPONDENCIA USUARIA	<input type="checkbox"/> DATOS REPRESENTANTE LEGAL						

Dirección del suministro

DIRECCIÓN* seleccione	dirección	número	bloque	escalera	piso	puerta	otros
C.P.T.	POBLACIÓN* selección	localidad	PROVINCIA				

Datos Bancarios

FORMA DE PAGO* Domiciliación bancaria	ENTIDAD*	BUCLEAL*	UC*	CURRUAL*
<input type="checkbox"/> OPCION VIRTUAL	<input type="checkbox"/> NO TIENE CONVENIO	EMAIL OPCION VIRTUAL		

 [CONTRATAR](#)

Step 1: Customer to order energy service

New customers who have not had a previous energy provider and existing Aldro 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 'Documentación' 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

The screenshot shows the 'Documentación' section of the Aldro website. At the top, there is a navigation bar with links for 'Clientes', 'Electricidad', 'Gas', 'Económicos', 'Descuentos', and 'Documentación'. Below the navigation bar, the main heading reads 'Rellene los campos de Documentación para continuar con el formulario'. The page is divided into two main columns. The left column contains a table with the following structure:

TIPO	NOMBRE	FECHA SUBIDA
------	--------	--------------

The right column contains three sections: 'Descargar Contrato' (with a download icon and text: 'Descargue el contrato, firmelo y súbalo juntamente a la documentación requerida.'), 'Subir documento' (with file type restrictions: 'Tipos de fichero permitidos: pdf, png, jpg, jpeg, gif, sit, txt' and 'Tamaño Máximo: 10MB'), and a 'Subir documento' button. A purple arrow points to the 'Subir documento' button.

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 Aldro 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 Aldro website)

Step 1: Customer to order energy service

Click on 'Finalizar contrato'. A confirmation screen with a link to download the contract will appear.

 Contrato Finalizado



¡Felicidades!. Su solicitud ha sido recibida con éxito.

Aldro se pondrá en contacto con usted en un período de 1 a 2 días lectivos con el fin de verificar y confirmar la contratación.

Tenga en cuenta que su número de solicitud es 18200014429

[Volver a Inicio](#)

Step 1: Customer to order energy service

ACTIVACIONES

Existing Aldro 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.



Step 2
Aldro to verify and
activate the energy
service

Step 2: Aldro to verify and activate the energy service

- Once finished, Aldro 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.*
- Aldro can contact the customer from Monday to Friday, from 9am to 8pm.

If customers can not pick up the phone they may call back Aldro 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 Aldro 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 Aldro* to ask about customers orders.

Step 2: Aldro to verify and activate the energy service

Statuses visible in the Personal Customer List (PCL):

Incomplete	New order pending verification. No action required.
Incomplete	Missing/wrong data. Check the remarks in Aldro 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 Aldro Back Office and fixe the incomplete reason.
Incomplete	Customer not reachable. Aldro is trying to contact the customer in order to verify the contract. The customer should pick up a phone from the number 91737xxxx 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 Aldro Back Office to solve the rejection reason
Incomplete	Contract rejected by Customer
Active	

Managing incomplete orders

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 the customer's CUPS and clicking on 'Buscar'. To find out the incomplete reasons of an order, click on the impacted customer and look at the 'Observaciones' field. If possible, fix the incomplete reason. Aldro will be notified of the update and will process the order.

Bienvenido
Accede a las diferentes acciones pinchando en los iconos

- Activaciones
- Simulador
- Documentación

Ver las activaciones realizadas
Elige una de las siguientes opciones

- Cola de trabajo
- Cambio de titular
- Alta Nueva

Buscador:

Número de Contrato:

Introduzca número de contrato a buscar

CUPS:

Introduzca CUPS a buscar

Buscar

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

Rellene los campos de **Clientes** para continuar con el formulario

Subir documento
Tipo: *
Nombre: *
Fecha subida: *Subir documento

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.

Managing incomplete orders

- For technical support* for the web application, please contact Aldro at acn@aldroenergia.com
- When submitting your query, please indicate your IBO Business ID, the contract/CUPS number, and describe the technical issue
- Aldro 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.