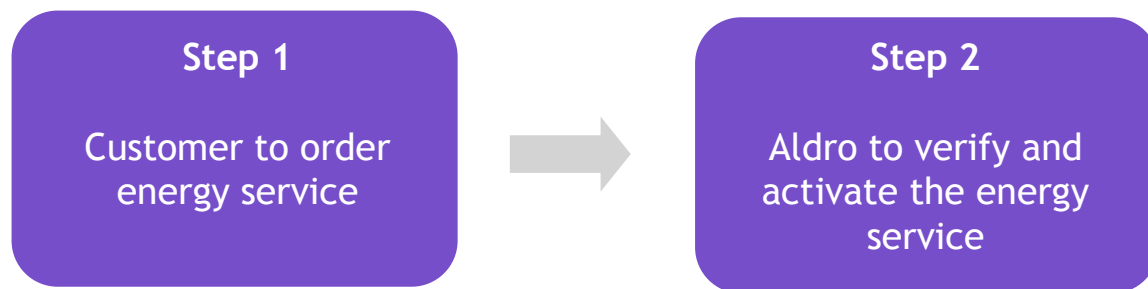


ACN Energy in partnership with Aldro

Order Process Guide

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'.

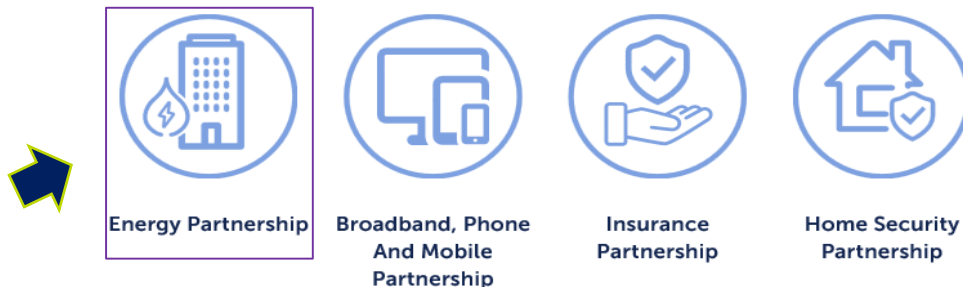
The IBO's Business ID will be prepopulated in the Aldro/ACN website when reaching the site from the ACN Online Shop.

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.

For Your Home



For Your Business



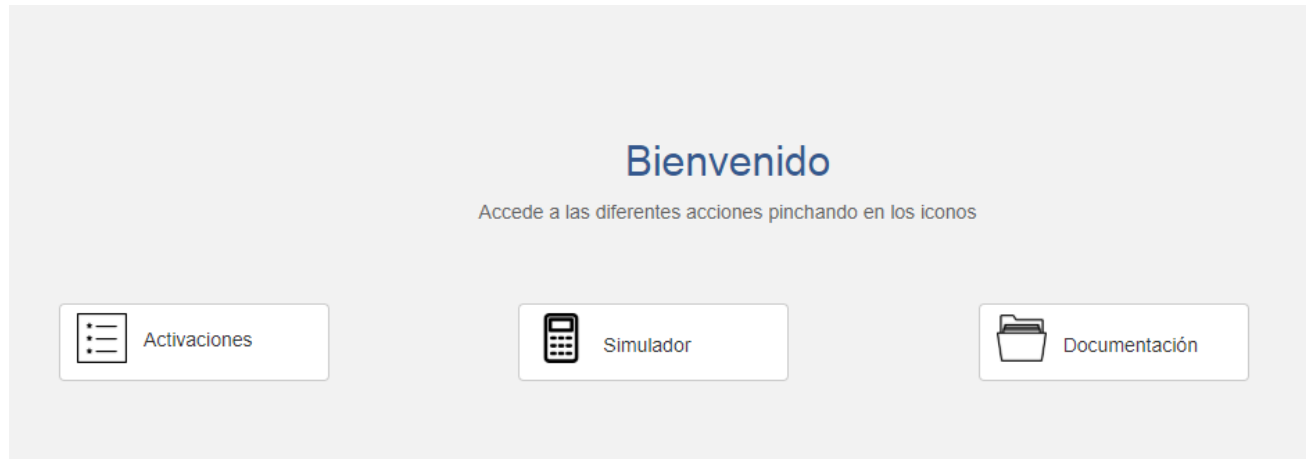
Step 1: Customer to order energy service



- 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 (Chrome, Safari, Firefox, etc.)
- 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

Residential customers will need to have a recent energy invoice at hand.

Business customers (**PyMEs** and **Autónomos**) will need to provide the below documents:

PyMEs

1. 3 recent energy invoices (no older than 6 months)
2. CIF of the company
3. DNI of the legal representative
4. Aldro contract, stamped and signed by the customer

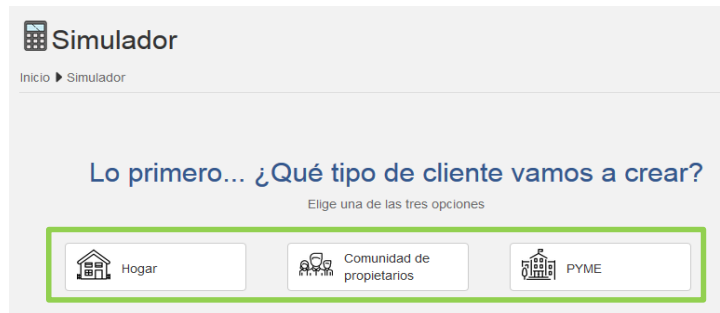
Autónomos

1. 3 recent energy invoices (no older than 6 months)
2. DNI
3. Aldro contract, stamped and signed by the customer

- These documents can be provided in the following formats: **pdf, png, jpg, jpeg, gif, tif, tiff**
- The document size **limit** is **10Mb**
- The documents must be legible and both sides of the pages must be uploaded
- It is very important that **business customers** check beforehand if there is any condition of permanence with their current provider. In case of permanence, the customer can be penalized with values of up to €6000

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. Other service information, which will vary depending on the type of customer, will be requested next. Click on 'Continuar' to continue the process.



Simulador
Inicio ► Simulador
Ha seleccionado Electricidad + Gas

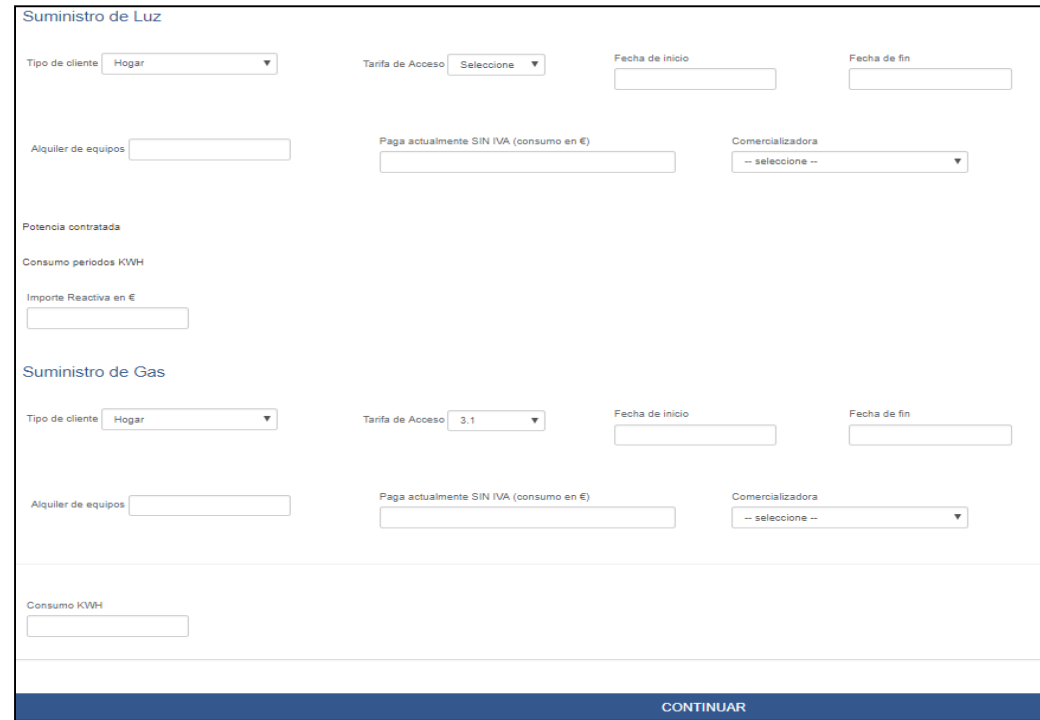


Localiza el número de CUPS
Lo podrás encontrar dentro de la factura del cliente

Introducir CUPS Electricidad

Introducir CUPS Gas

Realizar búsqueda



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'.

Resumen de la simulación
Este es el resultado de la comparativa
Elige la opción que mejor se ajuste a las necesidades de tu cliente

Impuestos [IVA General (21%) ▼]

Electricidad

Pago actual	Tarifa	Precios	Base imponible
Actual 150€	<input checked="" type="radio"/> PYME Ahorro Basico	151,77€	247,53 €
Actual 150€	<input type="radio"/> PYME PLUS Basico	151,77€	247,53 €

Servicios de mantenimiento [Exprés 24 Luz - 35,50€ ▼]

Con Aldro hubieras pagado:
299,51€

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

CREAR CONTRATO



Step 1: Customer to order energy service

The customer will need to read and accept the Privacy and Data Protection Policies to continue.

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.

Acepto que se comuniquen mis datos para recibir promociones, sorteos y novedades en productos y servicios del GRUPO PITMA, así como de empresas colaboradoras y/o participadas por el GRUPO.

[Ver aviso legal](#)

Residential customers must provide their personal and bank details to complete the order.

1

Relene los campos de **Cientes** para continuar con el formulario

Datos del Cliente

Tipo de cliente: * Tipo documento Número documental* Teléfono*

Nombre* Apellido 1 Apellido 2 Email*

Datos representante legal Datos gestor

Dirección del cliente

Dirección* dirección 79 bloque escalera piso puerta otros

C.P.* Población* selección Provincia Vivienda habitual*

Dirección correspondencia distinta Dirección de suministro de luz distinta

Dirección de suministro de gas distinta

Datos adeudo sepa

Nombre* Apellido 1 Apellido 2 N° de documento*

Dirección* dirección número bloque escalera piso puerta otros

C.P.* Población* localidad Provincia

Step 1: Customer to order energy service

Community of owners and business customers will need to enter their personal and bank details, as well as additional energy service information, and will also be requested to upload documents.

After completing each section click on 'Siguiente' to continue.

2

This screenshot shows the 'Servicios de electricidad' (Electricity Services) form. It includes fields for 'Energía' (Electricity) set to 'SI', 'Tipo Contrato' (Contract Type) set to 'Cambio comercializadora', 'Cupos luz' (Light Quotas) set to 'ESQ', and 'Tarifa de Acceso' (Access Tariff) set to '3 DA'. Other fields include 'Servicio' (Service) set to 'Energía 24 Luz - 35.5k', 'CUPS', 'Tarifa' (Rate) set to 'PIME Ahorro Extra', 'Fee' set to '6.5', 'Potencias' (Power) set to 'P1 19.71', 'Consumo previsto' (Estimated Consumption) set to '8705 kWh/año', 'Comercializadora' (Retailer), and 'Distribuidora' (Distributor). A 'SIGUIENTE' button is at the bottom.

3

This screenshot shows the 'Servicios de gas' (Gas Services) form. It includes fields for 'Contrata gas' (Contract Gas) set to 'SI', 'Tipo Contrato' (Contract Type) set to 'Cambio comercializadora', and 'Tarifa de Acceso' (Access Tariff). Other fields include 'Servicio' (Service) set to '- selección -', 'Cupos gas' (Gas Quotas), 'Consumo previsto' (Estimated Consumption) set to 'KWh/año', 'Tarifa' (Rate), 'Comercializadora' (Retailer) set to '- selección -', and 'Distribuidora' (Distributor). A 'SIGUIENTE' button is at the bottom.

4

This screenshot shows the 'Facturación y pago' (Billing and Payment) form. It includes fields for 'Forma de pago' (Payment Method) set to '- Selecciona -', 'Entidad' (Entity), 'Sucursal' (Branch), 'DC' (City), and 'Cuenta' (Account). There is also a checkbox for 'Oficina Virtual' (Virtual Office) with the text 'No tiene correo' (No email). A 'SIGUIENTE' button is at the bottom.

5

This screenshot shows the 'Descuentos Asociados Actualmente' (Currently Associated Discounts) form. It features a table with two columns: 'Tipo' (Type) and 'Descripción' (Description). The table contains one entry: 'Suministro Electricidad' (Electricity Supply) with a description of '20.00+3% dto.'. A 'SIGUIENTE' button is at the bottom.

Tipo	Descripción
Suministro Electricidad	20.00+3% dto.

Step 1: Customer to order energy service

Community of owners and business customers must upload their documentation on the 'Documentación' section, for the verification of the previously entered data. The contract cannot be finalised unless all the necessary documents are uploaded.

- The information provided previously must match the information on the uploaded documents
- The contract must be printed, signed and stamped by the customer before being uploaded. Uploading the contract will give Aldro a head start and will help speed up the process

6

Clientes Electricidad Gas Económicos Descuentos Documentación

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

Documentación

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

Descargar Contrato

Descargue el contrato, firmelo y súbalo juntamente a la documentación requerida.

Subir documento

Tipos de fichero permitidos: pdf, png, jpg, jpeg, gif, tif

Tamaño Máximo: 10MB

Tipo: -- Seleccionar --

- CINE
- CIP
- FACTURA
- CONTRATO
- BOLETIN ELECTRICIDAD
- RNI FTIN GAS

Subir documento

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

Community of owners and business customers are required to send the contract and original company documentation by post, signed and stamped.

- The documents can be sent with ASM Transporte Urgente in any ASM agency.
- When contacting ASM you need to let them know that you are making a shipment as a network customer, and provide the customer ID 391-741ACN-ALDRO. You will also need to indicate your ACN Business ID. The destination of the package will be automatically determined:
Aldro energía y soluciones
Av. Da Quinta Grande
N^a53 e 53A 8^a
2610-156 Alfragide (Amadora)
- The contract can also be found in the 'Activaciones' section of the Aldro portal.



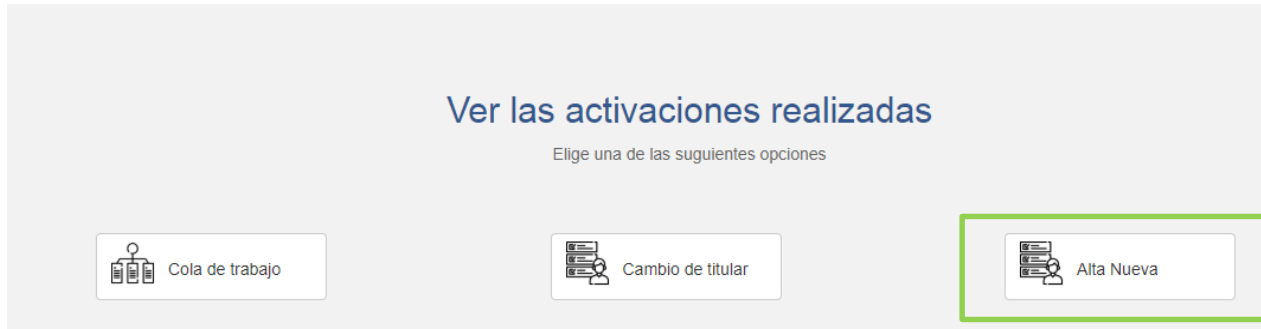
The order will not be deemed complete unless the complete documents are received by Aldro.

Step 1: Customer to order energy service

ACTIVACIONES

New customers who have not had a previous energy provider can alternatively sign up by clicking on 'Alta Nueva', in the 'Activaciones' section.

By using this link both residential and business customers will be required to upload their documentation.

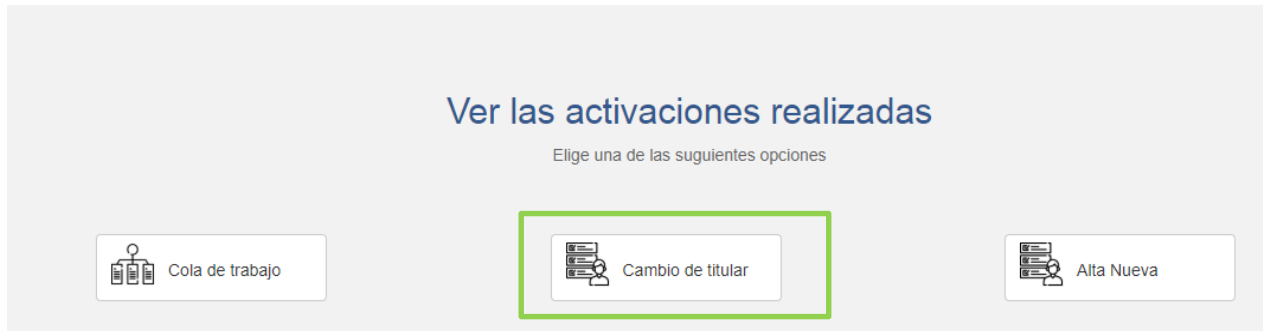


Step 1: Customer to order energy service

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.

They will need to enter the same information required for new Aldro customers.



Step 2

Aldro to verify and activate the energy service

Step 2: Aldro to verify and activate the energy service

- Once finished, Aldro will phone the customer in 1 or 2 days to verify the order. **The recording of the call will serve as binding contract, therefore it is extremely necessary 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 9pm.
- **Residential Customers:** 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.
- **Business Customers:** The tariff applied by Aldro is the one valid at the contract entry date.
- 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	The order will be delayed if no information is provided by the end of the day
Incomplete	New order rejected. No action was taken to complete the process
Incomplete	New order pending verification
Incomplete	Missing/wrong data*
Incomplete	Documentation review*
Incomplete	Pending original documentation*
Incomplete	New order pending approval
Incomplete	Additional data required
Incomplete	New order rejected
Incomplete	Customer verification
Incomplete	Verification failed
Incomplete	Customer not reachable
Incomplete	New deadline of verification with customer agreed
Incomplete	Verification OK
Incomplete	Current provider rejects the switch request
Incomplete	Contract rejected
Active	

* Applicable for Business customers only

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.

Ver las activaciones realizadas

Elige una de las siguientes opciones

 Cola de trabajo

 Cambio de titular



Buscador:

CUPS:

CONTRATOS	POST	DISTRIBUIDOR	ASIGNADO A	TIPO CLIENTE	CLIENTE	PROVINCIA	T. LUZ	T. GAS	SERV. LUZ	F. SERV. GAS	CAMBIO EST.	OBS. GARANTÍAS	PTES ESTADO
<input type="text"/>													



- 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.