

ACN Energy in partnership with Shell Energy

**Registration and Accreditation overview
&
Order Entry - process guide**

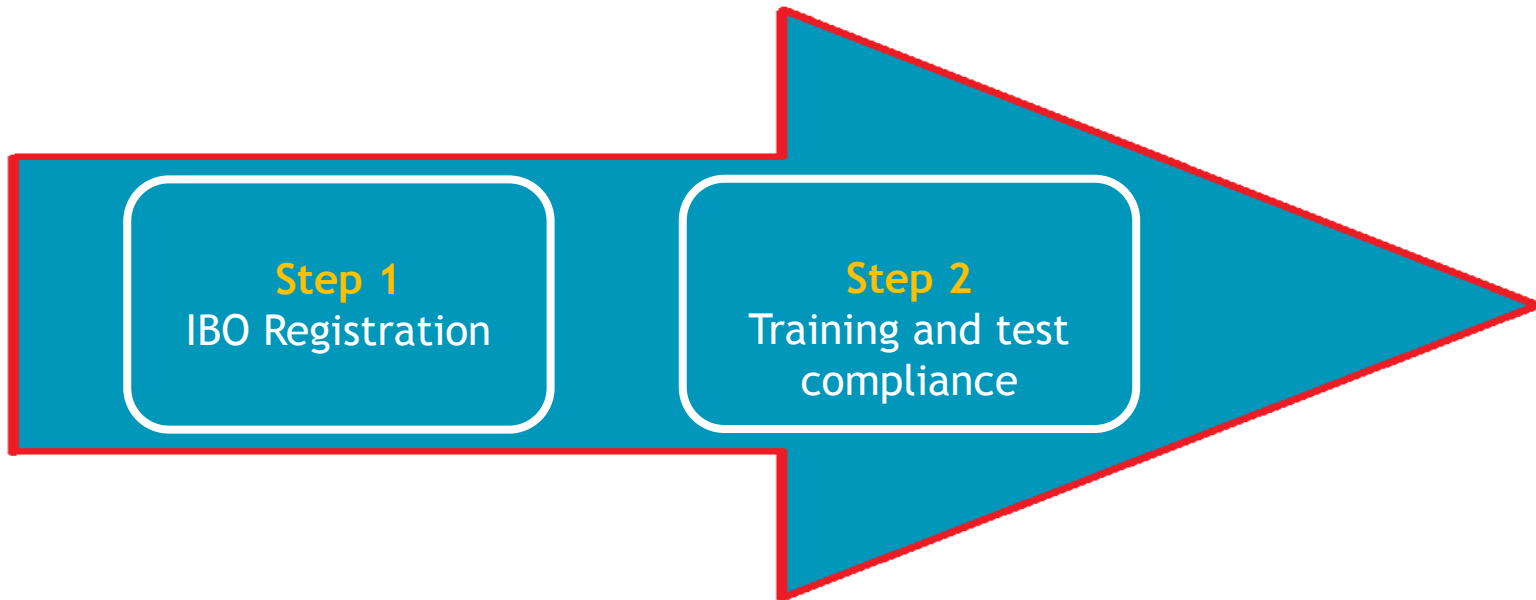
General Process Overview

The screenshot shows the ACN Shell Energy website interface. At the top right, there is a 'COUNTRY SELECT' button with a dropdown arrow and a flag icon, and the text 'ENGLISH'. The ACN and Shell Energy logos are prominently displayed in the center. Below the logos, a text block states: 'Shell Energy offer residential customers variable and fixed-term energy tariffs. For peace of mind, choose the fixed-term tariff and you will have price protection against cost fluctuations for a period of time.'

The main content area is split into two panels. The left panel, titled 'Not registered yet with Shell Energy?', contains the text: 'IBO's Not registered yet with Shell Energy must start here, it only takes 90 seconds!'. Below this text is a red arrow pointing to a green 'Start' button. The right panel, titled 'IBO already registered with Shell Energy?', contains the text: 'IBOs already registered with Shell Energy must start here, it only takes 90 seconds!'. Below this text is a red arrow pointing to another green 'Start' button.

The footer contains several elements: 'Support | Terms of Use | Privacy Policy' on the left; the ACN logo and '© 2019 ACN Europe' in the center; and 'Stay Connected' with social media icons for Facebook, Twitter, Instagram, YouTube, and LinkedIn on the right. At the bottom, there is a 'Choose Your Country:' label followed by a horizontal row of various national flags.

General Process Overview



As the Energy market is a very heavily regulated industry, it is vital that any person promoting the service is fully trained on the industry standards; therefore all IBOs have to register themselves, complete and pass training and test before they can start promoting to prospective customers.

Any IBO who promotes or acquires an energy customer without registration and completion of the test will result in cancellation of the customers' order and the IBO being subject to Compliance action including permanent suspension.

Step 1 IBO Registration

IBO is redirected to the sign up form. They need to provide their personal and contact details, National Insurance Number, address from the last 3 years and are requested to upload their ID document (passport and visa if non-European nationality was selected). At the end they need to agree to the terms of the Data Sharing Agreement.



ACN Sign up Form Submit

Insurance Details

National Insurance Number Confirm National Insurance Number

Basic information

Title Business Id

First Name Confirm Business Id

Last Name Nationality

Date of Birth

Current Address

House County

Street Post Code

Town Years At This Address

Previous Address


Previous Address House Previous Address County

Previous Address Street Previous Address Post Code

Previous Address Town

Identification Details

Please View/Verify your Documents before you attach. Upload Passport No file chosen



P SURNAME GBR 405131245
OTHER NAMES
BRITISH CITIZEN
08 SEP / SEPT 80
M WARRICK
06 JUL / JUL 10
06 JUL / JUL 20
P: 405131245GBR6501287M000706*****06

Visa Details

Please enter your Visa Expiry Date. If you have indefinite leave to remain please enter 01/01/2099. Visa Expiration Date |

Upload Visa No file chosen



IBOs need to make sure that the uploaded document is clear and valid.

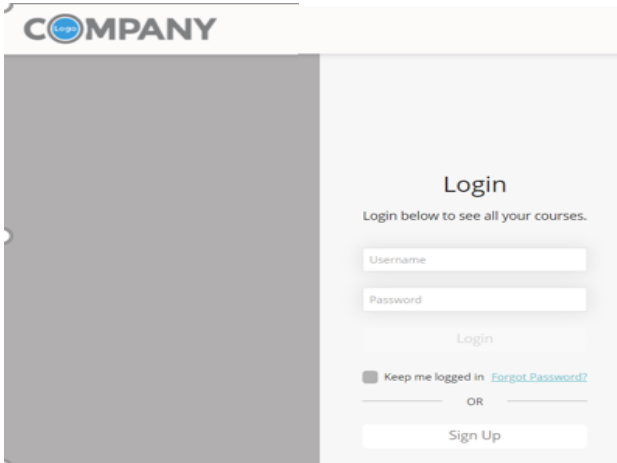


Step 2 E-learning and test compliance

Newly registered IBO should click the link that is provided in the Shell Energy confirmation email to access the training module.

IBOs currently registered should request the link to training platform via the contact form that is available on ACN landing page and in IBO Back Office .

Before you commence your course, go to your browser and at the top of your web-page right-click the padlock symbol at the beginning of the link. Please ensure that the Flash option is set to "Always allow on this site".



COMPANY

Login

Login below to see all your courses.

Username

Password

Login

Keep me logged in [Forgot Password?](#)

OR

Sign Up

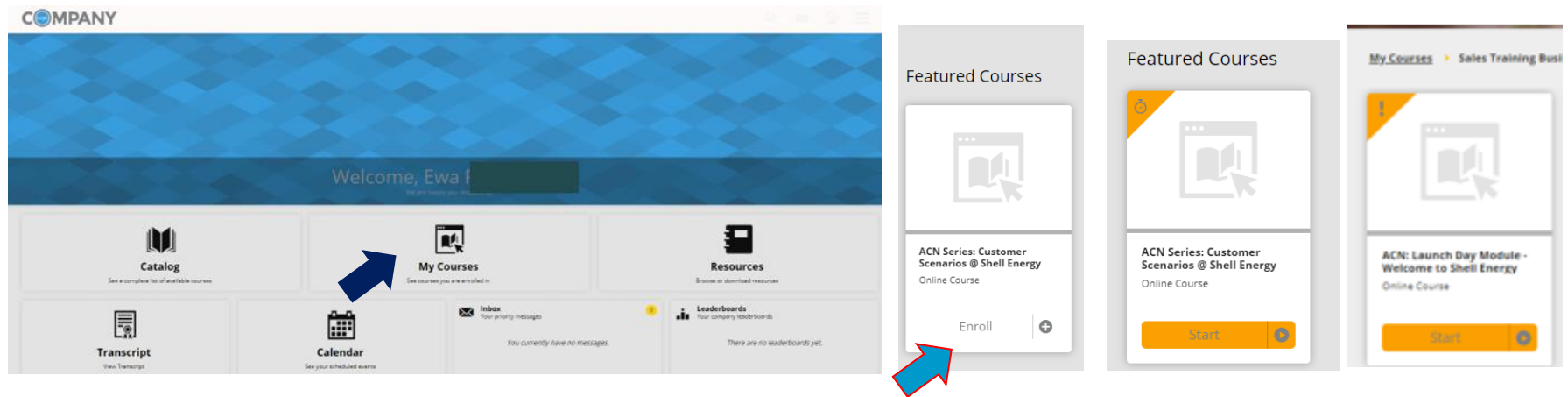
IBOs have to log in to access the training module.

Username and password can be found in the confirmation email to access the training module that was sent by the Vendor.

If IBO haven't received an email with the link to the training platform, should request the link via Contact form.

They will be redirected to online course dedicated for ACN. IBO has **28** days to complete the training and tests. **After 28 days, the access expires and the IBO must request a new access via the contact form.**

Step 2 E-learning and test compliance



IBO can find all necessary training materials to pass the test. They need to go through all training materials and quizzes. There are 2 courses that must be completed.

Once IBO completes the test questions, the result will be shown immediately on the screen → “confirmation message in green”. They need to answer 80% of questions correctly to pass.

Once IBO successfully completes the test, a confirmation email is sent by the vendor with the link to the order portal. If IBO haven't received this email, should request the link via Contact form.



The link provided to IBO is not transferable. If the link is shared with others, it will allow illegal customer acquisition, which leads to compliance procedures including suspension of the IBO position.

General Process Overview



Sales can only be made by IBOs who completed the registration and the training. IBOs that sell without taking the training, may face permanent suspension.

Step 3

Customer to order energy service

Step 4

Order validation and switching

Step 3 Customer to order energy service

Information needed before the customer starts registering:

A customer's latest bill

- Last 12 months of usage
- What tariff are they currently on
- How do they receive the bill, through the post or online?

Which type of meter do they have at home?

- Standard
- Economy 7
- Smart Meter
- Prepayment

- Pre-payment meters cannot be switched to Shell Energy by ACN
- If the customer has a smart meter they will lose functionality when switching

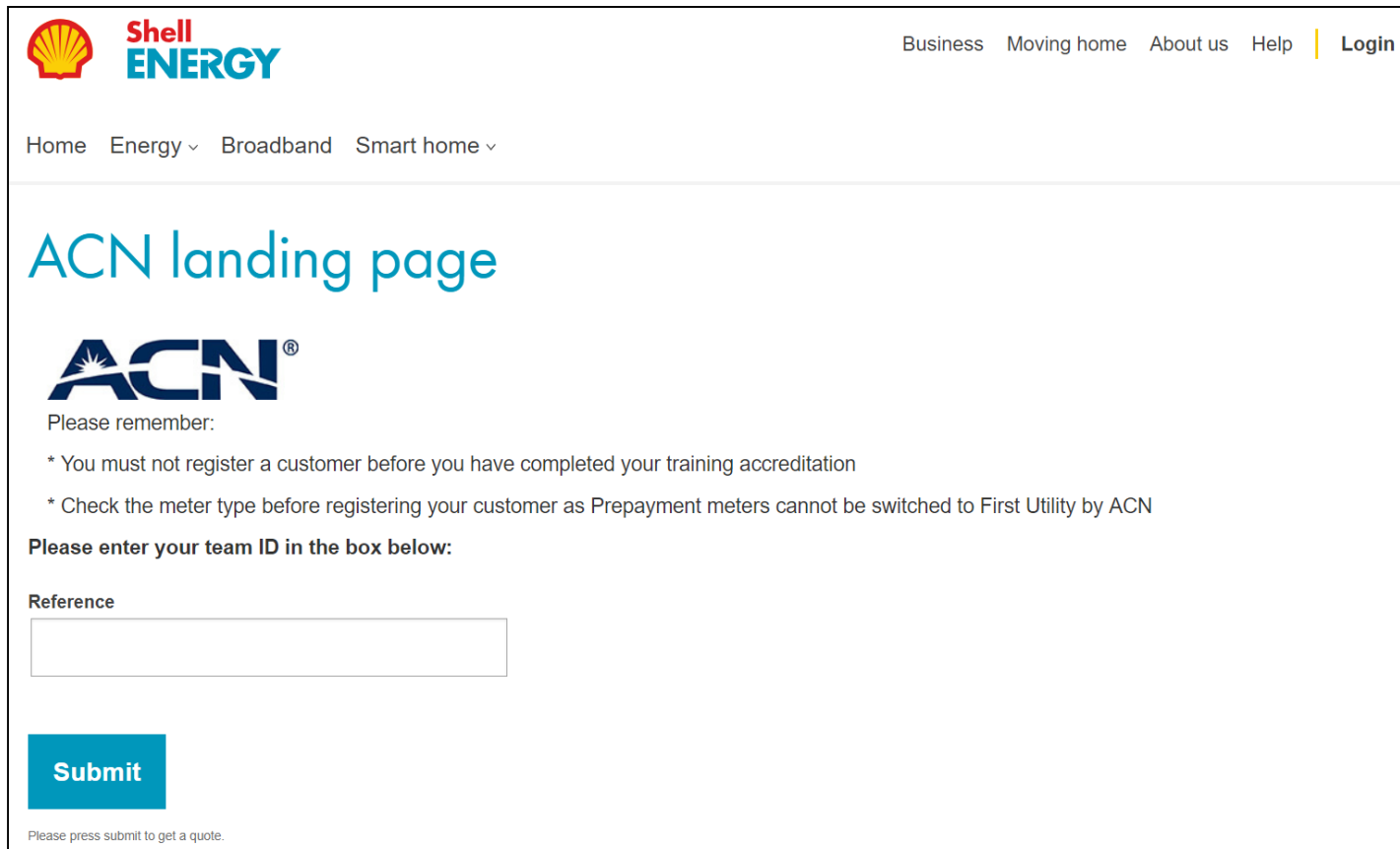


What is the customers current payment method?

- Monthly direct debit
- Quarterly billing
- Pay on receipt of bill

Step 3 Customer to order energy service

The customer should enter the link to the order portal that was sent to IBOs in the test confirmation email. They will be redirected to the Vendor landing page. They need to type the IBOs ID and tick a box which states the customer understands what happens next and then 'submit' to proceed.




The screenshot shows the Shell Energy website header with the Shell logo and 'Shell ENERGY' text. Navigation links include 'Business', 'Moving home', 'About us', 'Help', and 'Login'. A secondary navigation bar contains 'Home', 'Energy', 'Broadband', and 'Smart home'. The main content area features the 'ACN landing page' title and the ACN logo. Below the logo, there are two bullet points: '* You must not register a customer before you have completed your training accreditation' and '* Check the meter type before registering your customer as Prepayment meters cannot be switched to First Utility by ACN'. A prompt reads 'Please enter your team ID in the box below:' followed by a 'Reference' label and an empty text input field. A blue 'Submit' button is positioned below the input field. At the bottom left, a small note says 'Please press submit to get a quote.'

Shell ENERGY

Business Moving home About us Help | Login

Home Energy ▾ Broadband Smart home ▾

ACN landing page



Please remember:

- * You must not register a customer before you have completed your training accreditation
- * Check the meter type before registering your customer as Prepayment meters cannot be switched to First Utility by ACN

Please enter your team ID in the box below:

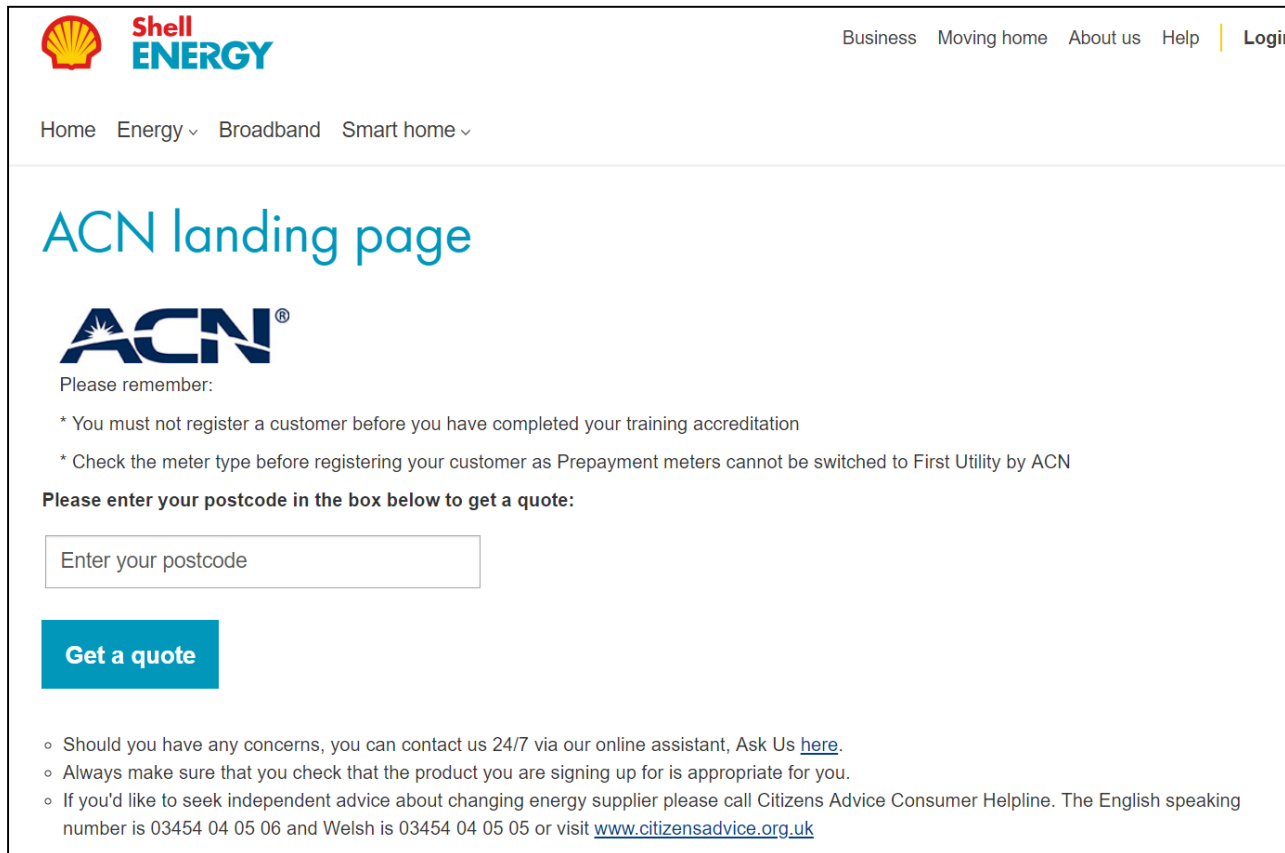
Reference

Submit

Please press submit to get a quote.

Step 3 Customer to order energy service

The customer is asked to enter the postcode in order to get a quote. Postcode is validated based on correct UK format. If invalid, an error message appears. If the region is not recognised another message appears and they have to select the region from drop-down list.



The screenshot shows the Shell Energy website's ACN landing page. At the top left is the Shell Energy logo. To the right are navigation links: Business, Moving home, About us, Help, and Login. Below the navigation is a menu with Home, Energy (with a dropdown arrow), Broadband, and Smart home (with a dropdown arrow). The main heading is 'ACN landing page' in blue. Below this is the ACN logo. A note says 'Please remember:' followed by two bullet points: '* You must not register a customer before you have completed your training accreditation' and '* Check the meter type before registering your customer as Prepayment meters cannot be switched to First Utility by ACN'. Below this is the instruction 'Please enter your postcode in the box below to get a quote:' followed by a text input field with the placeholder 'Enter your postcode'. A blue button labeled 'Get a quote' is positioned below the input field. At the bottom, there are three bullet points providing contact information and advice: 'Should you have any concerns, you can contact us 24/7 via our online assistant, Ask Us [here](#).', 'Always make sure that you check that the product you are signing up for is appropriate for you.', and 'If you'd like to seek independent advice about changing energy supplier please call Citizens Advice Consumer Helpline. The English speaking number is 03454 04 05 06 and Welsh is 03454 04 05 05 or visit www.citizensadvice.org.uk'.

Step 3 Customer to order energy service

Next they choose which service they would like to receive a quote for (gas + elec or elec only). Once selected, another question appears about the usage. If ,Yes' is selected, they need to enter the usage. If they tick "I have an Economy 7 meter" they will be asked to select the % of commodity used at night. The answer defaults to "42% (National Average)".



What would you like a quote for?

If you have a prepay meter, or want a gas only account please [get in touch](#)

Gas and electricity

Electricity only

Do you know how much gas and electricity you use?
You can find this information on your bill. If you're not sure, don't worry we'll ask you questions about your home next.

Yes

Not sure

Your electricity usage

£

kWh

per month

per year

 I have an Economy 7 meter ⓘ

Your gas usage

£

kWh

per month

per year

 I have an Economy 7 meter ⓘ

What percentage of your electricity is used at night?



Step 3 Customer to order energy service

If ,Not sure' is selected they need to answer additional questions related with their property.

Do you know how much gas and electricity you use?

You can find this information on your bill. If you're not sure, don't worry we'll ask you questions about your home next.

Yes Not sure

How big is your home?

One bedroom Two bedrooms Three bedrooms Four bedrooms Five+ bedrooms

How many people live there?

Just you Two people Three people Four people Five+ people

What type of property is it?

Detached Semi Detached Terraced Flat

I have an Economy 7 meter ⓘ

I have an Economy 7 meter ⓘ

What percentage of your electricity is used at night?

42% (National Average) ▾

Step 3 Customer to order energy service

Next they have to point out if they know the current supplier. If they do they should be select it from the drop-down list. Next they will be asked about the tariff. If the tariff is known they should select it from the drop-down list. If not - this defaults the quote to use the standard variable tariff for the selected supplier. Next they are asked about the current way of payment. If pre-payment meter is selected there is a message that a pre-payment meter cannot be switched via ACN, so if these customers contact the Vendor and arrange a pre-payment meter to be switched, this is a direct sale with Shell Energy.

Do you know your current supplier?

Yes No

How do you currently pay your bill?

Monthly Direct Debit ▼

How do you currently pay your bill?

Prepayment Meter ▼

Who supplies your current energy?

EDF Energy ▼

Continue



Sorry, if you've got a prepayment meter you can't register online at the moment, but give us a call on [0330 0945800](tel:0330 0945800) and we'll get you switched.

I have the same supplier for both gas and electricity

Do you know which tariff you are on?

Yes No

If supplier is not known, this will default the quote to the incumbent supplier(s) in the postcode area, and the variable tariffs for these suppliers.

Which tariff are you on?

Standard (Variable) ▼

Do you know your current supplier?

Yes No

I have the same tariff for both gas and electricity

Continue

Step 3 Customer to order energy service

Next the customer is redirected to the quote page, where multiple plan options are presented. The customer can choose to sort by: lowest price, longest price protection, or most flexible. They can click 'save quote' and enter their email address to receive this quote by email.



Current usage: Gas 948 kWh p/m Electricity 291 kWh p/m



To update current usage, supplier, tariff, payment method

Our plans

Sort by: Lowest price

Save quote

Fixed for 19 months
Fixed September 2020 plus Smart Direct Debit ebill

£96
per month
(£1146 per year)*

Includes smart meter

- 100% renewable electricity
- Price rise protection until September 2020
- Exclusive rewards with Shell Go+
- Broadband discount available

Choose plan

[Find out more](#)

Fixed for 38 months
Fixed April 2022 plus Nest Thermostat E Direct Debit ebill

£103
per month
(£1235 per year)*

Includes smart meter

- 100% renewable electricity
- Price rise protection until April 2022
- Exclusive rewards with Shell Go+
- Includes a Nest Thermostat E RRP £199

Choose plan

[Find out more](#)

Fully flexible
Flexible Direct Debit ebill

£108
per month
(£1299 per year)*

No fixed period

- 100% renewable electricity
- Exclusive rewards with Shell Go+
- Broadband discount available

Choose plan

[Find out more](#)

Save your quote

We'll send you an email with a link back to this quote so you can complete it later.

Be quick though, our prices and plans can change daily.

Your email

Done

The customers should not save their quote as this will lead to the order being placed directly with Shell Energy, and therefore, not credited to the ACN IBO.



Step 3 Customer to order energy service

When the offer is selected they are redirected to the personal details page. The customer will be asked to declare how long they have lived at their current address. If the customer selects less than 3 years, previous address history appears. They must add their previous address plus the duration spent there, unless they tick the box next to it which states my last address was outside of the UK.



Fixed September 2020 plus Smart Direct Debit ebill

Your postcode is **SE1 6QQ**

What's your address?

[Can't find your address?](#)

Use this as my billing address

How long have you lived at this address?

Switch to Fixed September 2020 plus Smart Direct Debit ebill

Previous address history

Where did you live before **FLAT 13 BANKS HOUSE, ROCKINGHAM STREET, LONDON, SE1 6QQ?**

Postcode

Search

My last address was outside of the UK

What's your address?

[Can't find your address?](#)

How long have you lived at this address?



Step 3 Customer to order energy service

All personal details have to be entered.

Title
Mrs

First name

Surname

Telephone number

Date of birth
DD MM YYYY

Email address
e.g. name@domain.com

Retype email address
e.g. name@domain.com

I have a smart meter ⓘ

I would like to know more about additional services for vulnerable customers ⓘ

A smart meter is a new type of meter. It automatically sends details about your energy usage direct to your supplier, so you don't have to read the meter yourself. You don't have a smart meter installed if you:

- haven't had a new meter since 2008, or
- have to send meter readings to your supplier

Note: If you have a Smart Meter installed, you'll lose smart functionality when you change supplier. Your meter will still work as a manual meter, but you'll lose the information on your in home display and you'll need to start submitting regular meter readings.

If your circumstances mean that you would benefit from extra support (for example if you are disabled, chronically sick, of pensionable age) just tick this box and we will contact you with details of how you can register for free additional services.

Continue

Step 3 Customer to order energy service



Your previous address was outside the UK

Sorry, you can't register online at the moment, but give us a call on [0330 0945800](tel:0330 0945800) and we'll help you switch.

[Go to homepage](#)

Note: If the customer contacts Shell Energy the order will not be compensated to the IBO, it is considered a direct sale.

The meter numbers are validated against the national meter database and the customer can only proceed after entering valid meter numbers.

If the details could not be validated, the customer will be redirected to the “Your Supply Details” page, where they are prompted to supply their meter numbers. If it fails IBO should use the contact form, providing all necessary details. Shell Energy will manually validate the details or change in the system. They will contact IBO and advise the customer to re-register if possible.

Step 3 Customer to order energy service

Next the customer goes directly to **Review and Pay** page. The Customer must click 'Confirm your switch and pay' to finalize and submit the contract. The customer then enters the 14 days 'cooling off' period.

Review and pay

Please review your details before you make payment

Plan details

Name of tariff	Fixed September 2020 plus Smart Direct Debit ebill
Total monthly cost	£95
Total yearly cost	£1146
Plan ends on	September 2020

[Download PDF](#)

Personal details


Your name is **Mrs Test Test** and you were born on **13 September 1981**. Your email address is **ewa.paszkiwicz@acneuro.com**. Your phone number is **0741234567**.

Your supply address is **FLAT 13 BANKS HOUSE, ROCKINGHAM STREET, LONDON, SE1 6QQ**.

[Change these](#)

Payment

Monthly Payments

£95.49 

By completing this instruction you authorise Shell Energy to set up a Direct Debit Instruction from your account.

[More](#)

Name of account holder

* This needs to be your account (including joint accounts)

Name of bank




Sort code

Account number

Make sure you don't miss out

We're committed to helping you discover new ways of managing your energy and running your home more efficiently including smart home technology that can help make life that little bit easier. That's why we would like to keep you up to date with news and offers from Shell Energy.

Be the first to hear about:

-  New deals on renewable home energy, smart technology and tools, plus other home essentials
-  New products and services, competitions and news
-  Exclusive rewards through Shell Go+ loyalty programme

If you're happy to receive this information from Shell Energy please tell us how you'd like to hear from us:

- Email
- Telephone
- Text
- No thanks

Offers from trusted partners

We want you to know we never sell your data to third parties for marketing purposes. We work with selected partners who provide useful products and services ranging from home solutions to seasonal offers and charity initiatives. Would you like Shell Energy to tell you about these products, services and exclusives?

- Yes please
- No thanks

Don't forget that you can change your preferences anytime you want by logging into 'My Account'. If you choose to opt out of all marketing communications that's fine, but we'll still need to contact you about your account occasionally (to ask for meter reads, for billing and payments, etc).

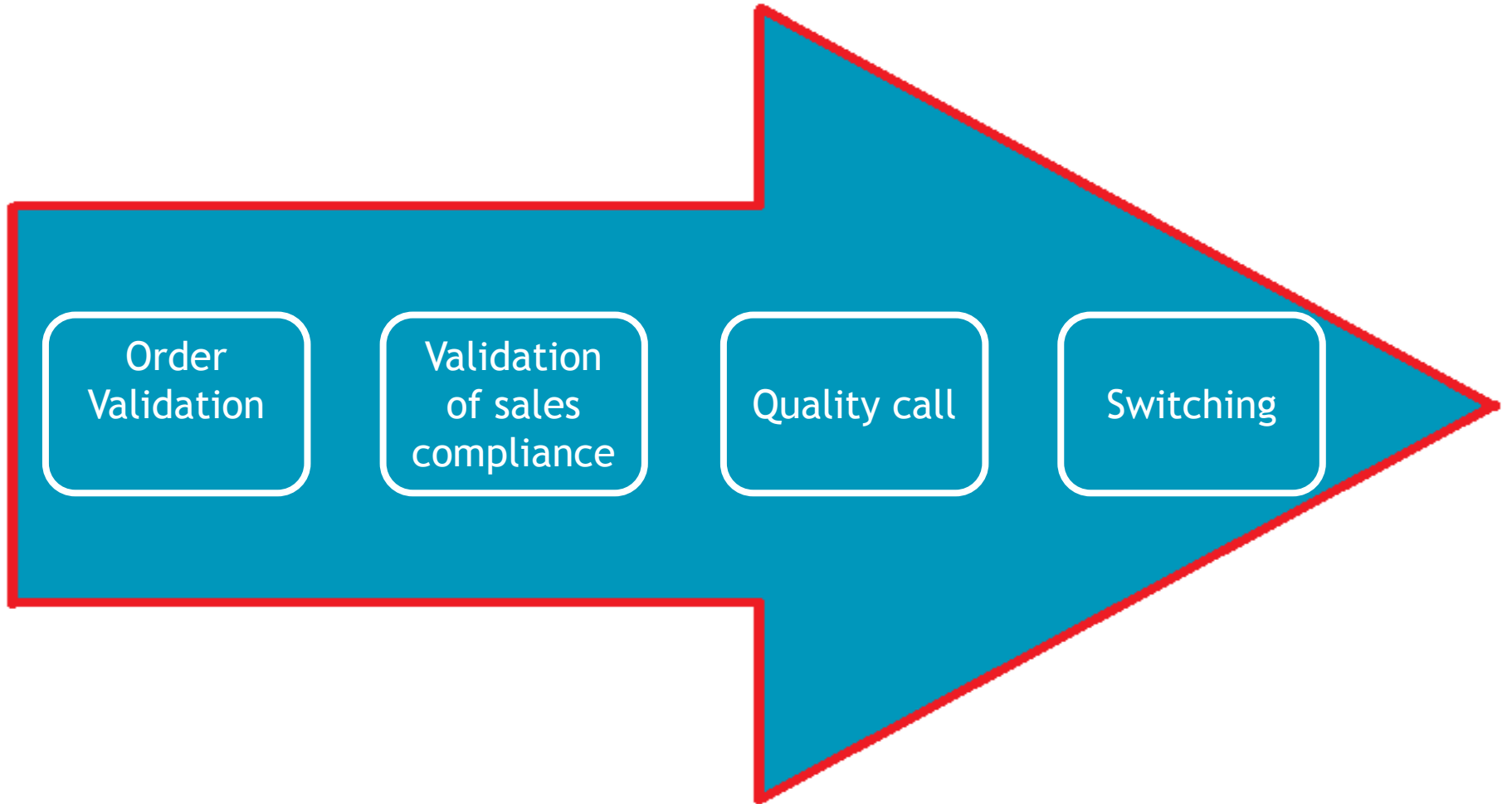
By clicking the confirm button below, I agree to Shell Energy's [terms & conditions](#), [privacy policy](#) and [tariff terms & conditions](#)

Confirm your switch and pay

After the order is submitted the customer is redirected to the order confirmation screen. They receive an email with the confirmation that the order has been submitted and with possible cancellation details.



Step 4 Order validation and switching



Step 4 Order validation

Order validation - checking customer and endpoint data.
Visualisation of statuses in PCL:

Incomplete	Order received and is pending approval. No action required.
Incomplete	Vendor requires additional information. Ask the customer to contact the vendor in order to provide required information.
Incomplete	Some of information is missing or is not correct. Ask the Customer to contact Vendor in order to provide / correct information
Incomplete	Order rejected by Vendor
Active	

Status Active in VIP is still incomplete on the Vendor side (Cooling off period). If the order will be cancelled by the customer during cooling off period, the status will be as follow:

Purged	Order has been rejected
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Step 4 Validation of sales compliance

Validation of sales compliance (if IBO was authorised to promote Shell Energy services) is done the day after moving to 'cooling off' status.

If it's OK the order is moved to the next stage - Quality Calls. If its not OK the order will be purged.

The aim of **Quality Calls** is to ensure that:

- the customer understands they have entered into a contract with Shell Energy.
- they are satisfied that they have been given all the information they needed.
- they already knew the ACN IBO that promoted Shell Energy products to them.
- the email address provided is correct and that it is the customers own email address
- the customer has a clear understanding of written and spoken English

If the call is OK the order is moved to the next stage - Switching procedure. If fails the order will be purged.

Shell Energy sends switch request to distributing company. The switching decision is taken within 2 weeks. If accepted the status remain Active in VIP.

If switch is rejected, the status in VIP will be purged.