Enel Global Trading Portal

Operating instructions for BO section

Aim of the document

The aim of the present document is to provide a comprehensive guide of the Backoffice feature within the Enel Global Trading Portal, a web-portal designed to gather a wide range of activities and users into a single, intuitive and multi-functional online platform.

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1. Introduction

The Enel Global Trading Portal (henceforth "GT Portal") is a virtual space reserved to Enel's key business partners where Users have access to a wide range of online services. Originally conceived as a place to connect Enel Global Trading and its counterparties in a more efficient environment, GT Portal has gradually extended its functionalities in order to accommodate the upcoming challenges and needs posed by an ever-growing audience. Within the GT Portal, Reserved Area, Users can reach the "*My Business*" interface, whose usage will be better described in the following paragraphs.

1.1. "My Business" interface

Once registered and logged into the Reserved Area (see Chapter 2, paragraphs 2.1 and 2.2), Users can reach the My Business interface by clicking on the "**My Business**" item that appears on the ribbon at the top of the Enel Global Trading website. After landing on the main page, Users will have to click on the "Log In" button at the center of the page to access to their personalized features, as shown in *Figure 1*.

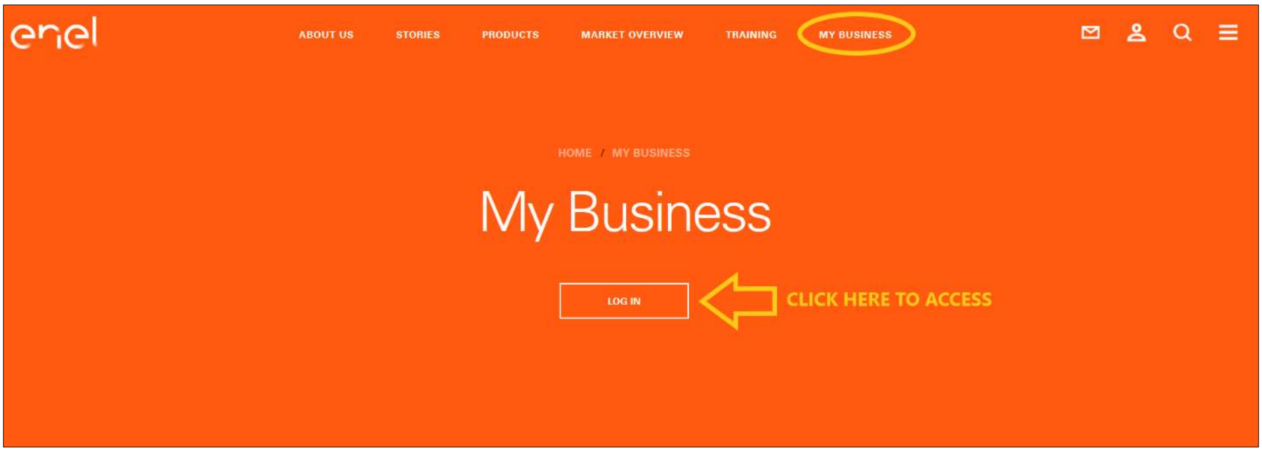


Figure 1: "My Business" page

Once logged in, Users will be redirected to a brand new page featuring all the services reserved to their subscription, including the **Backoffice** feature (see Chapter 3).

2. Registration and Login

The following paragraphs aim at illustrating all the procedures behind the "*Registration*" process and the consequent "*Login*" and "*Recover login information*" options.

2.1. Registration

Users must complete the Registration procedure in order to access the GT Portal Reserved Area. There are two primary methods to reach the Registration form.

- **1st method**: click on the Menu icon located on the right-hand corner of the ribbon at the top of the Enel Global Trading website (displayed as ≡). Under the Reserved Area section, click on the button "**Register**" to be redirected to the designated page, as shown in *Figure 2*.

- **2nd method**: click on the "My Business" item that appears on the ribbon at the top of the Enel Global Trading website. Once landed on the main page, Users will have to click on the "**Register**" button at the center of the page to be redirected to the designated page, as shown in *Figure 3*.

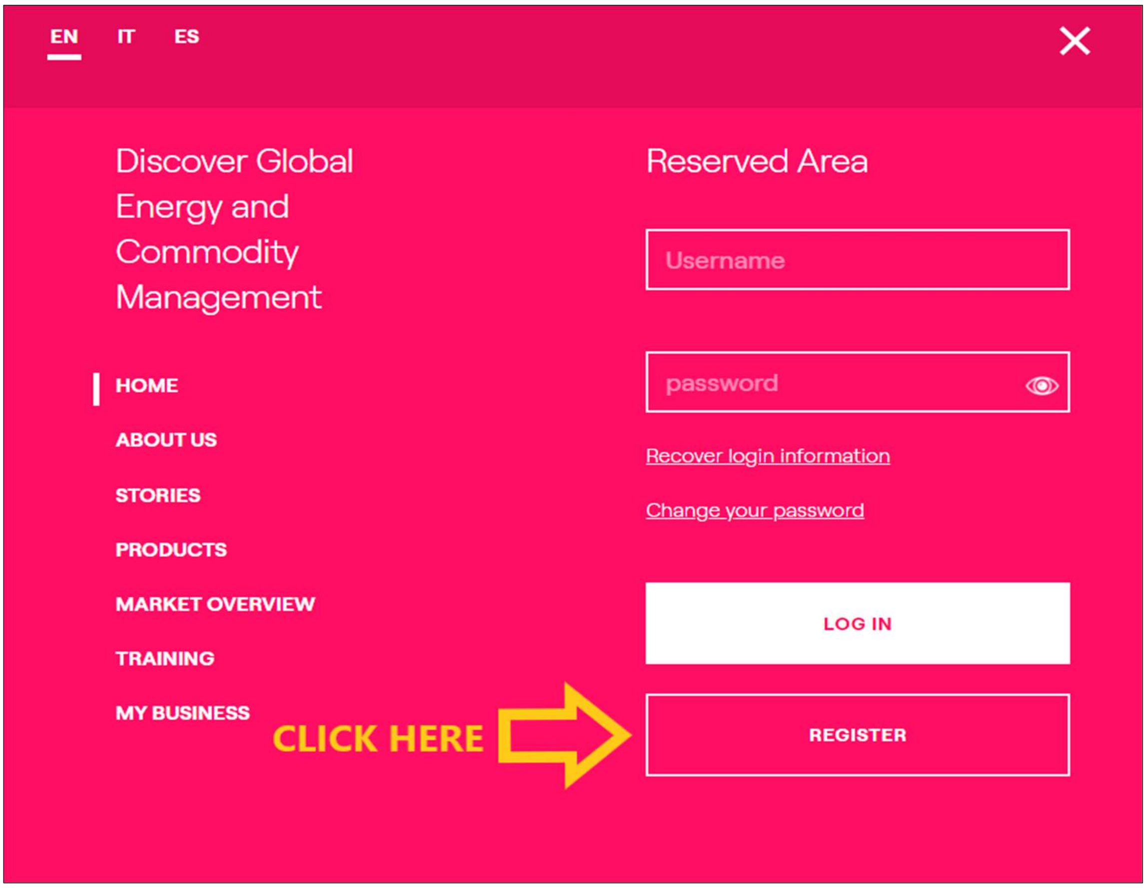


Figure 2 - Registration method #1

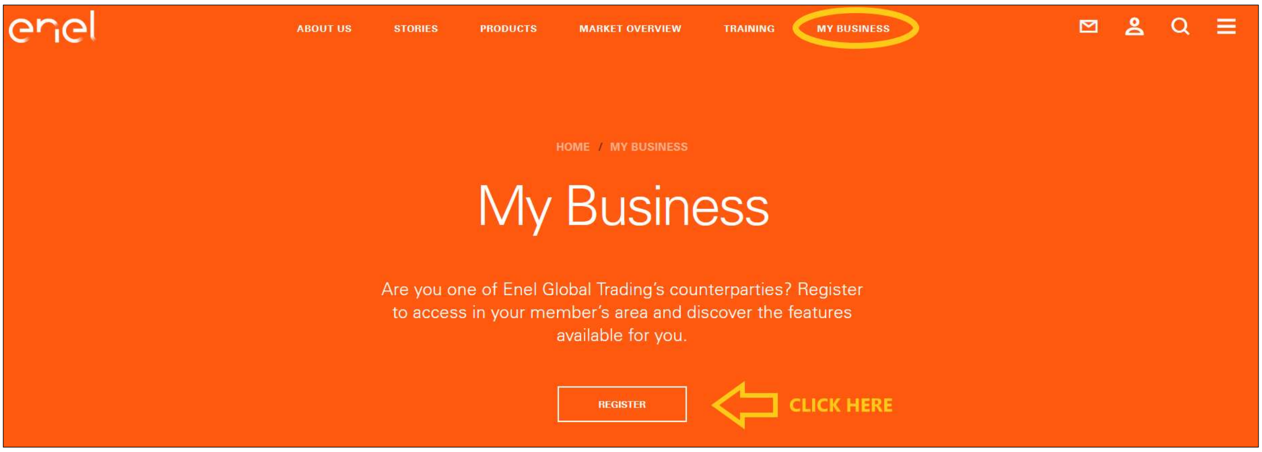


Figure 3: Registration method #2

Both methods will redirect to the same "**Sign up**" page, where Users will be provided with a "Registration form" (see *Figure 4*) to fill in all its mandatory fields (marked by *). These are:

- **Name and Surname**, related to the person who will be the owner of the account
- **Company**, intended as the name of the company
- **Company VAT number**
- **Corporate Email**
- **Corporate Phone Number**
- **Country of Interest**, the country in which the Company operates. Currently there are 3 options available: *Italy*, *Spain* and *Others*. Companies that hold multiple countries of interest, must select the option "Others" in order to proceed with the registration.
- **Password**, which must be at least 8 characters long and must contain a special character

Users will be then asked to confirm to have read the "*Privacy Policy*" and the" *Conditions of use of the Website*" documents, which is required to finalize the registration. They can also authorize the processing of personal data for the following purposes: marketing; marketing purposes to Enel Group companies or third parties; consent to transfer of data to third countries outside the European Union; consent to profiling. The last step consists in clicking on the "Send" button to submit the Registration form.

Once the registration request is forwarded, Users should allow 1-2 business days for the activation of their account to be completed. They will be notified that their account has been activated via e-mail.

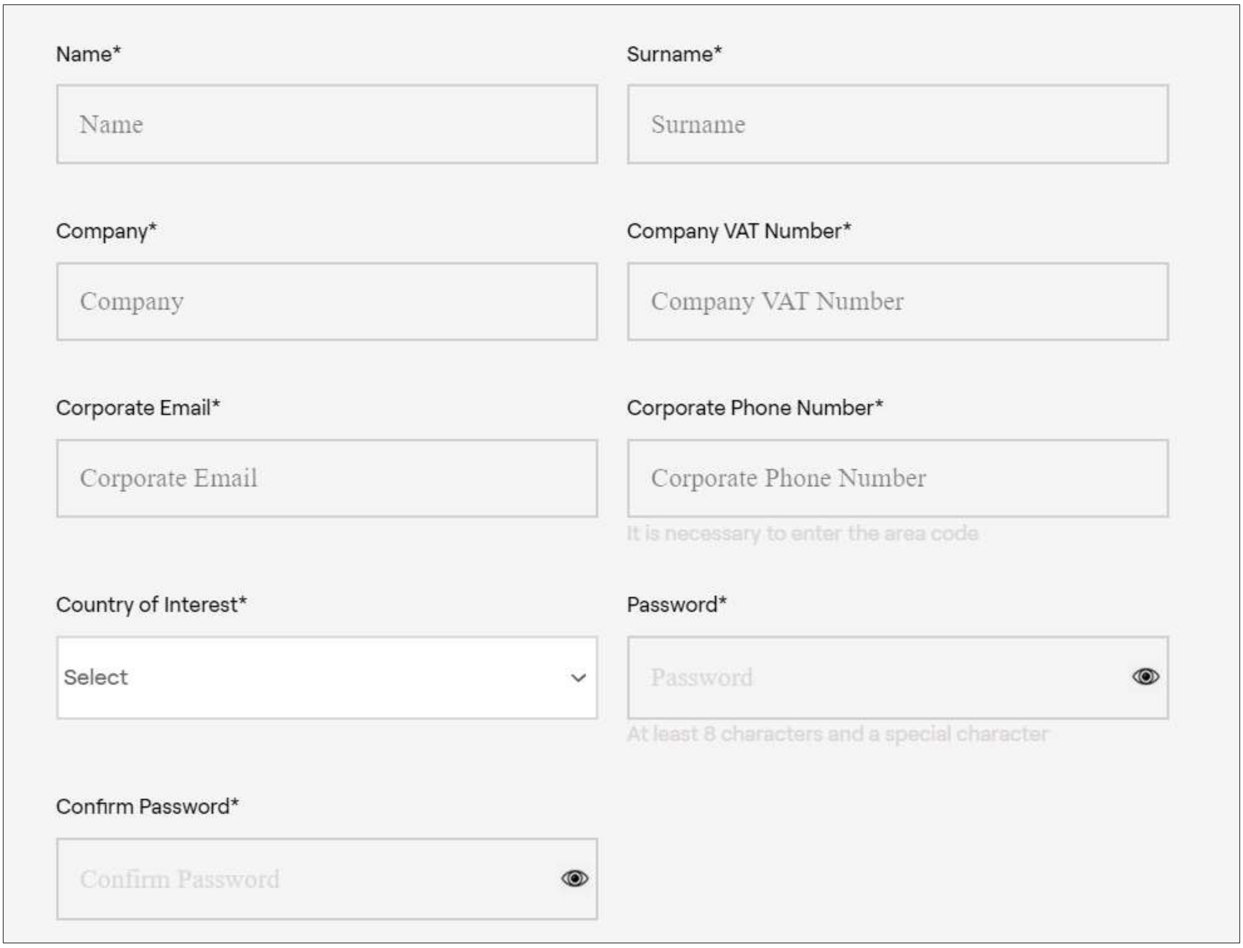


Figure 4: Mandatory fields in the Registration form

2.2. Login

Users can proceed with the Login by clicking on the Menu icon located on the right-hand corner of the ribbon at the top of the Enel Global Trading website (displayed as ≡) and opening the "Reserved Area" pop-up Menu. After filling the Login form with the required credentials, which are respectively **E-mail address** and **Password** provided during the Registration phase (see *Figure 5*), simply click on the "Login" button to sign in. After that, a welcome message will appear on the Reserved Area pop-up menu. Otherwise, a warning message reporting "Wrong user credentials" will inform the User that either the Email Address or Password inserted were incorrect.

2.3. Recover login information

In case of forgotten password, Users can retrieve this information by clicking on the item "Recover login information" that appears right under the Login form. They will be asked to provide the email addressed used during the registration to the GT Portal Reserved Area (see

Figure 6) and to submit the request. Shortly after, they will receive an email from the GT Portal mailbox with the required instructions to follow.

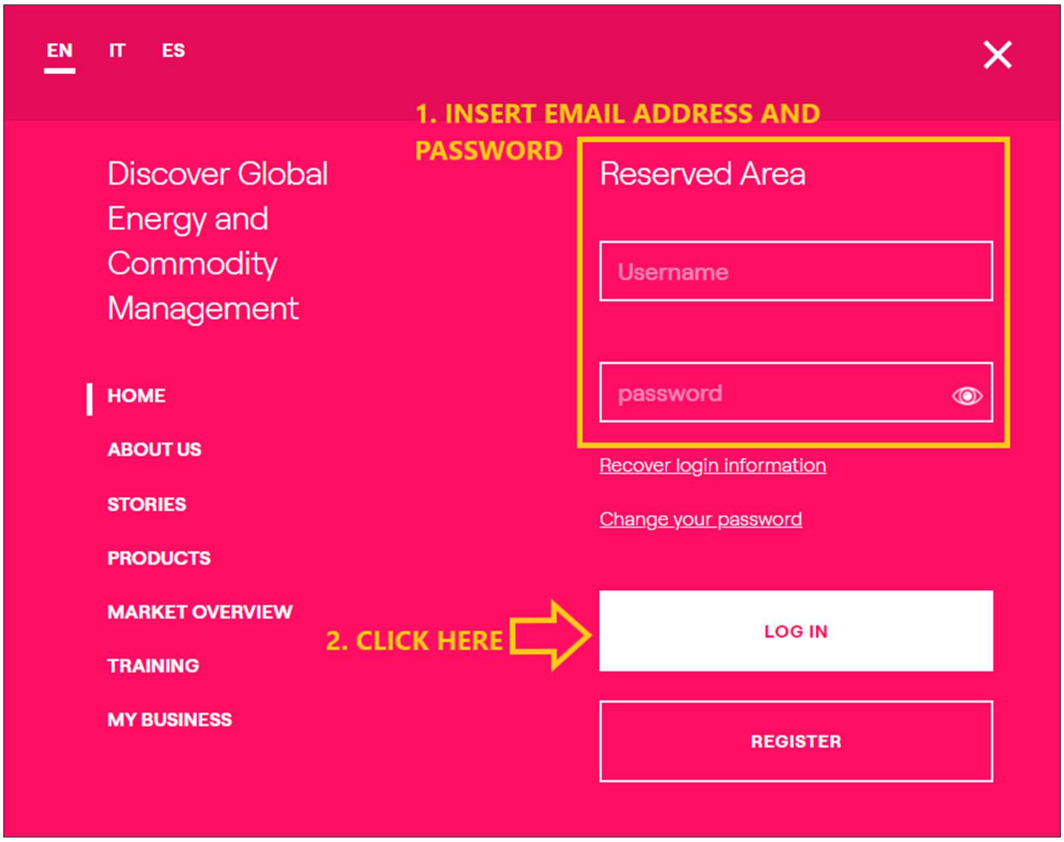


Figure 5: How to login into the Reserved Area

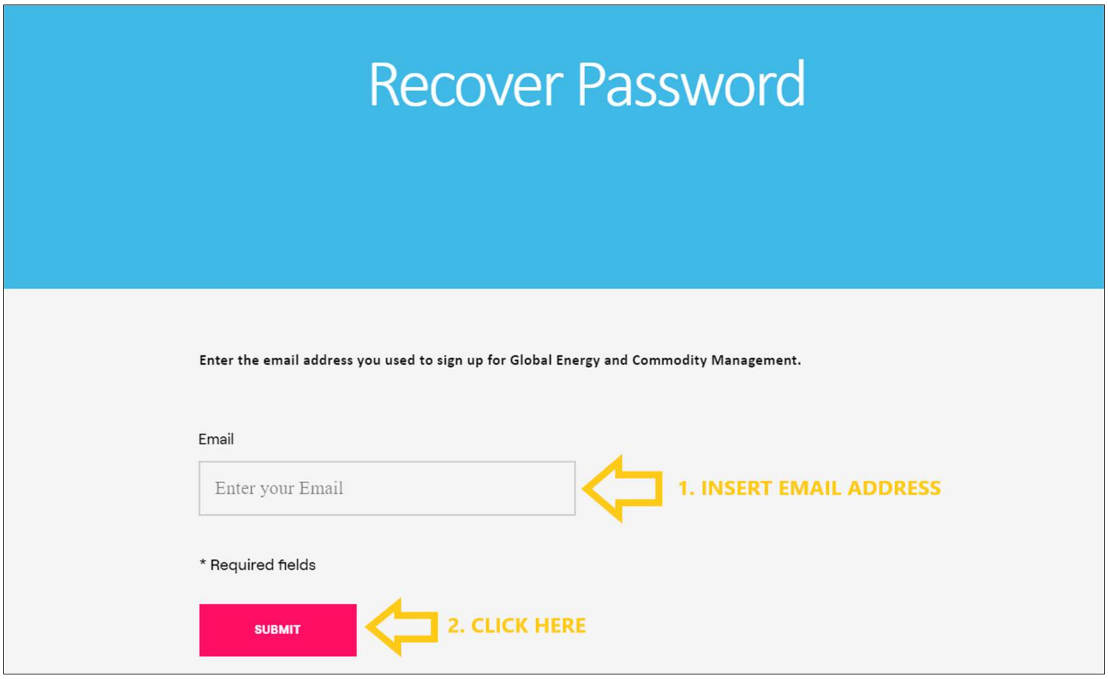


Figure 6: How to recover login information

3. Backoffice

The "**Backoffice**" feature is intended for all those counterparties that have traded physical or financial deals with Enel Global Trading, whose main objective is to finalize the transactions by either confirming or disagreeing with the specifics proposed by the Backoffice and eventually proceed with both passive and active invoicing arrangements. To do that, Users can access the "Settlement Dashboard" page by either clicking on the "**View**" button at the bottom of the "Backoffice" Card or opening the left-side Menu item "Backoffice" and clicking on the "**Settlement Dashboard**" sub-item. Other functionalities, such as "My Invoices" and "Enel Invoices", can be accessed only by browsing the relative items on the left-side Menu, as shown in *Figure 7*.

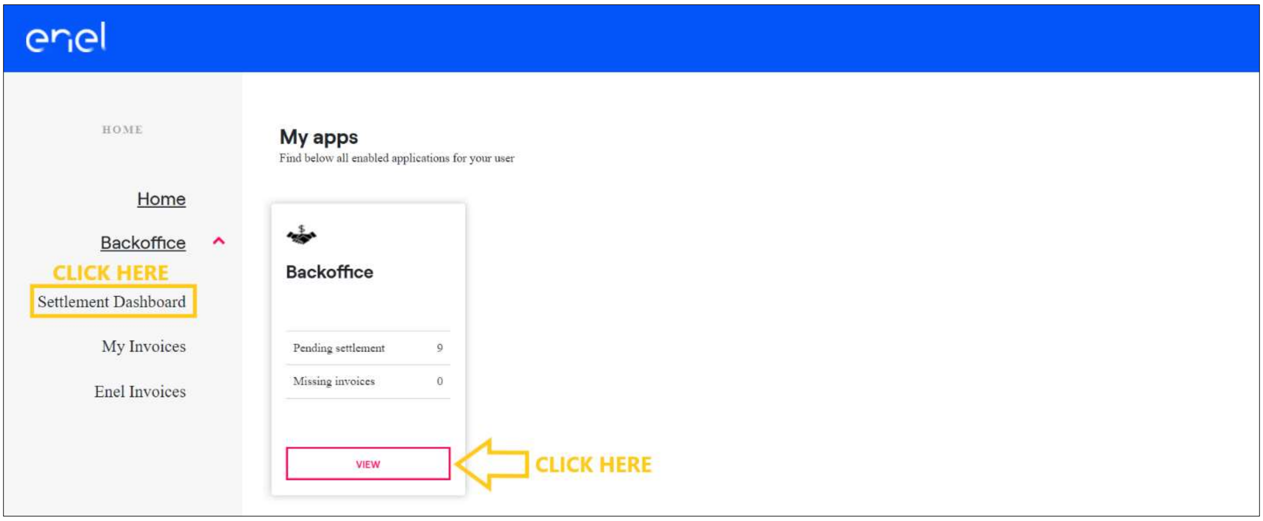


Figure 7: How to navigate the "Backoffice" page

3.1.1. Settlement Dashboard

The "**Settlement Dashboard**" page is characterized by a table placed at the center of the page (see *Figure 8*), which contains entries of the settlements traded by a certain counterparty with Enel during the last month of competence – indicated by the Calendar tool on the right-hand upper corner of the "Settlement Dashboard" page.

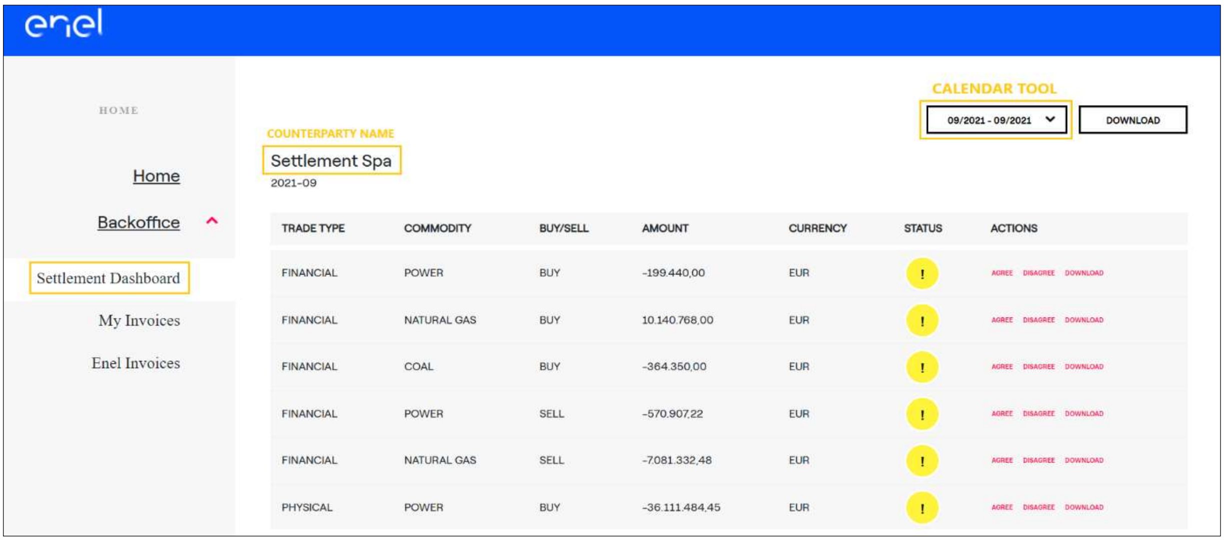
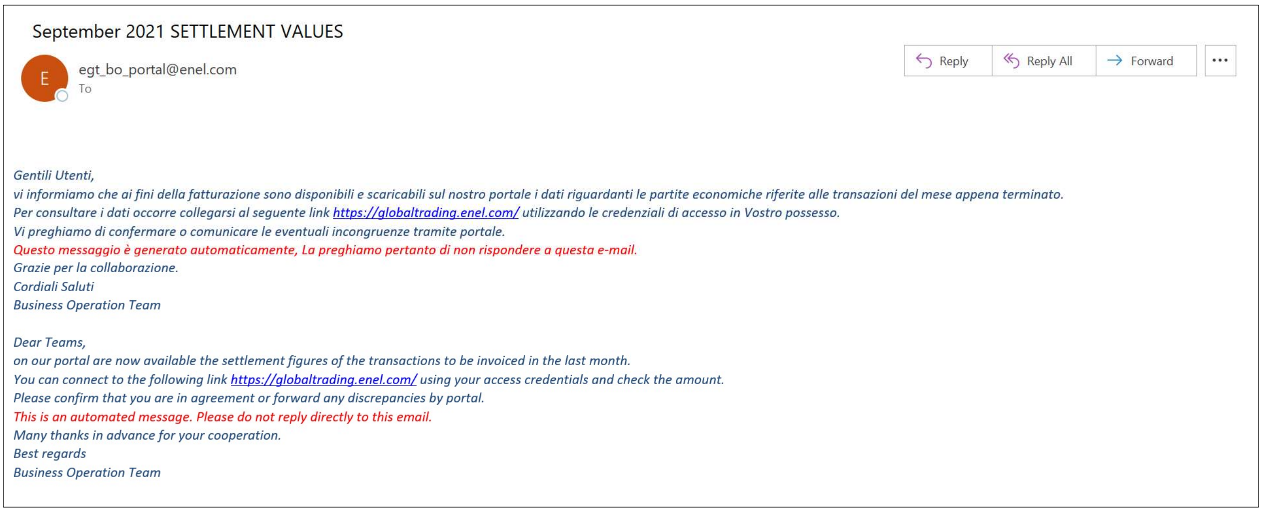


Figure 8: "Settlements Dashboard" page in "Backoffice" section

Each month, counterparties will receive an email to notify them that the information referring to the settlements from to the last month of competence have been published and therefore are available on their personal Settlement Dashboard page, as per the example email shown in *Figure 9*.



September 2021 SETTLEMENT VALUES

egt_bo_portal@enel.com
To

Reply | Reply All | Forward | ...

Gentili Utenti,
vi informiamo che ai fini della fatturazione sono disponibili e scaricabili sul nostro portale i dati riguardanti le partite economiche riferite alle transazioni del mese appena terminato.
Per consultare i dati occorre collegarsi al seguente link https://globaltrading.enel.com/ utilizzando le credenziali di accesso in Vostro possesso.
Vi preghiamo di confermare o comunicare le eventuali incongruenze tramite portale.
Questo messaggio è generato automaticamente, La preghiamo pertanto di non rispondere a questa e-mail.
Grazie per la collaborazione.
Cordiali Saluti
Business Operation Team

Dear Teams,
on our portal are now available the settlement figures of the transactions to be invoiced in the last month.
You can connect to the following link https://globaltrading.enel.com/ using your access credentials and check the amount.
Please confirm that you are in agreement or forward any discrepancies by portal.
This is an automated message. Please do not reply directly to this email.
Many thanks in advance for your cooperation.
Best regards
Business Operation Team

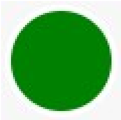
Figure 9: Notification email

By default, the timeframe of the Settlement Dashboard page is set on the latest month of competence, but Users are free to access and browse through present and past months' data anytime they wish by using the "Calendar tool", that will allow them to choose another option from the drop-down Menu, which includes: latest month of competence; penultimate month of competence; custom period. If opted for the custom period, a pop-up calendar will appear, giving the opportunity to select a certain month. To confirm their choice, Users must click on the "Apply" button. It is allowed to view data for only one month at a time.

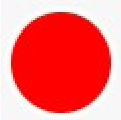
The entries of the Settlement Dashboard represent a grouping of different settlements with the same kind of specifics. For each of them, are displayed the following information:

- **Trade type,** that can be Physical or Financial
- **Commodity**
- **Buy/Sell Direction**
- **Amount**
- **Currency**
- **Status,** that according to the color shown in the label can mean:

Pending - the counterparty has yet to express on the settlements and action is required



Agree - the counterparty agrees with the specifics of the settlements



Disagree - the counterparty does not agree with the specifics of the settlements

The last column of the table concerns the **Actions** that are at disposal of Users, which will be better described in the next paragraphs.

3.1.2. Agree procedure

When a deal appears with status set on "Pending", it means that action is required from the counterparty side.

If counterparties are satisfied with the specifics provided in relation to a certain group of settlements, they should express their consent to proceed with the transactions by clicking on the item "**Agree**" located on the left-hand side of each entry, under the column "Actions". Once sent the command, an automatic message reporting the success of the operation will appear. When the status changes from "Pending" to "Agree", the color of the label will evidence the modification by going from yellow to green. Additionally, the system will generate an automatic email that will alert the Enel Global Trading Backoffice representatives about the status change.

When a group of settlements labeled with "Buy" direction is set from "Pending" to "Agree", it will automatically appear on the "My Invoices" dashboard as well, whereas if the group is label with "Sell" direction, it will appear on the "Enel Invoices" dashboard. More on this theme will be disclosed in the following paragraphs.

This operation is permanent and cannot be undone. If needed, Users should get in touch with the Backoffice representatives to request a status change.

3.1.3. Disagree procedure

If counterparties are not satisfied with the specifics provided in relation to group of settlements, they should express their non-consent to proceed with the transaction (as presented on the table) by clicking on the item "**Disagree**" located on the left-hand side of each entry, under the column "Actions". Once sent the command, a pop-up box will appear (see *Figure 10*), presenting several optional tools to further elaborate the disagreement on the deals.

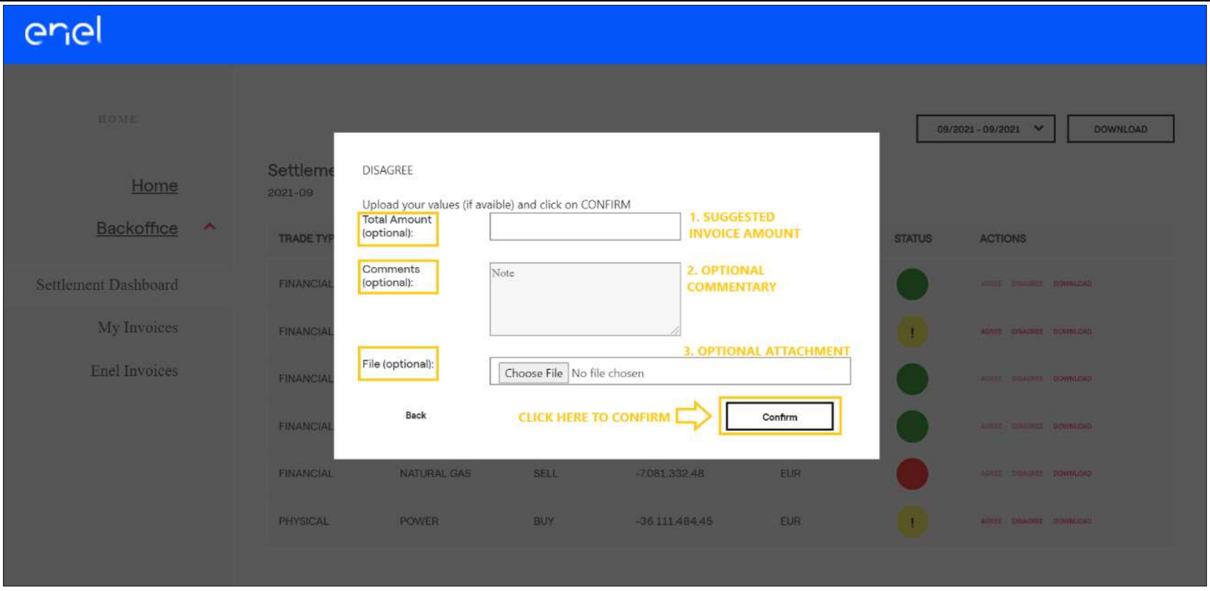


Figure 10: "Disagree" confirmation pop-up box

Indeed, counterparties can question the total Invoice amount by suggesting a new value; include a complementary message to address a specific issue; attach a document to serve as a proof. All these actions are optional, but highly recommended.

To confirm the disagreement procedure, Users must click on the "Confirm" button at the bottom of the pop-up box. Once sent the command, an automatic message reporting the success of the operation will appear. When the status changes from "Pending" to "Disagree", the color of label will evidence the modification by going from yellow to red. Additionally, the system will generate an automatic alert to Enel Global Trading Backoffice representatives about the status change. This operation is permanent and cannot be undone. If needed, Users should get in touch with the Backoffice representatives to request a status change.

3.1.4. Downloads

Users have the possibility to download summary data sheets (in Excel format) containing the extended version of the information displayed on the Settlement Dashboard, both on an aggregate level (all the deals displayed in the table) and singular level (for each deal displayed in the table). To do that, simply click on the "**Download**" item in correspondence of the desired entry, if interested in a single data export, or click on the "**Download**" button on the right-hand upper corner, in case of an aggregative download, as shown in *Figure 11*.

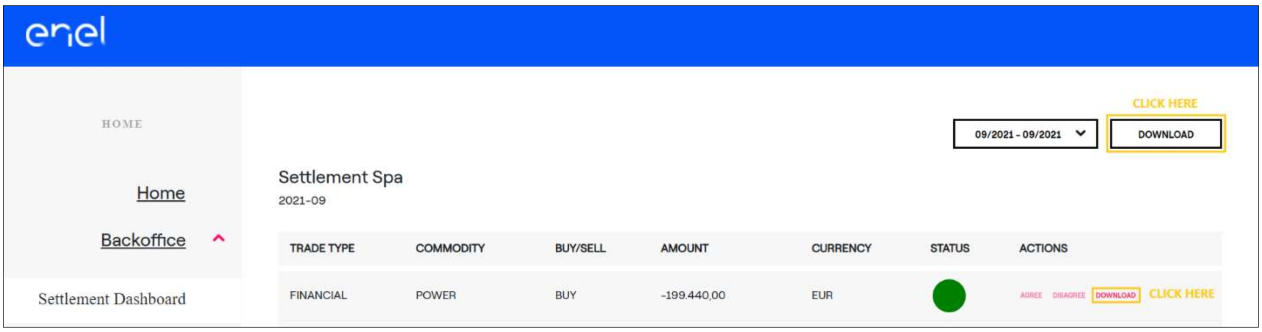


Figure 11: "Download" options in "Settlement Dashboard" page

3.1.5. My Invoices

As mentioned before, once a group of settlements labeled with "Buy" direction is set from "Pending" to "Agree", it will automatically appear on the "**My Invoices**" dashboard as well. More specifically, as shown in *Figure 12,* it will appear as a new entry on the invoices table, which is characterized by four new distinctive fields:

- **Total Amount,** which reports the economic value of that particular group of settlements
- **Loaded Amount,** which reports the invoices' value uploaded up to that moment
- **Status,** which can either be "Incomplete" or "Complete"
- **Actions,** that concerns the "Upload" option that is at disposal of counterparties, which will be better described in the next paragraphs

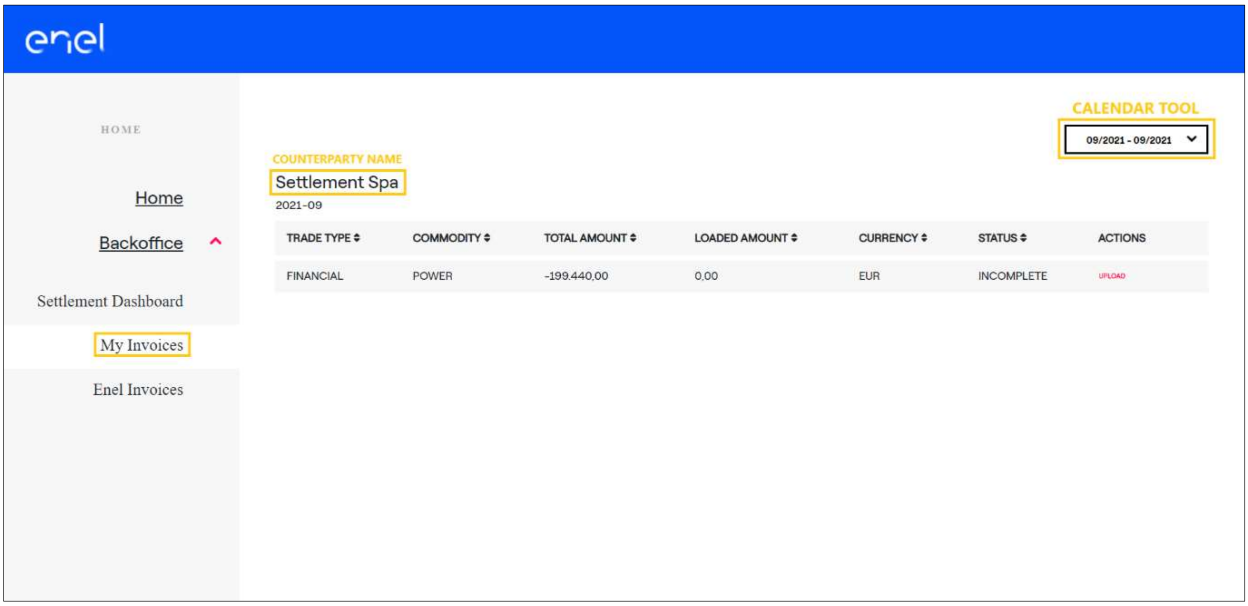


Figure 12: "My Invoices" dashboard page

Similar to the "Settlement Dashboard" page, the timeframe on the "My Invoices" page is set by default on the latest month of competence, but Users are free to access and browse through present and past months' invoices records anytime they wish by using the "Calendar tool", that will allow them to choose another option from the drop-down Menu, which includes: latest month of competence; penultimate month of competence; custom period. If opted for the custom period, a pop-up calendar will appear, giving the opportunity to select a certain month. To confirm their choice, Users must click on the "Apply" button. It is allowed to view data for only one month at a time.

Once a group of settlements lands on the "My Invoices" dashboard, the first action to take is to upload at least one invoice to reach the amount due for that particular transaction, aiming at reaching the status change from "Incomplete" to "Complete". To accomplish that, Users should click on the "**Upload**" item under the column Actions. This command will open up the "**Upload Invoice**" pop-up box, as shown in *Figure 13*.

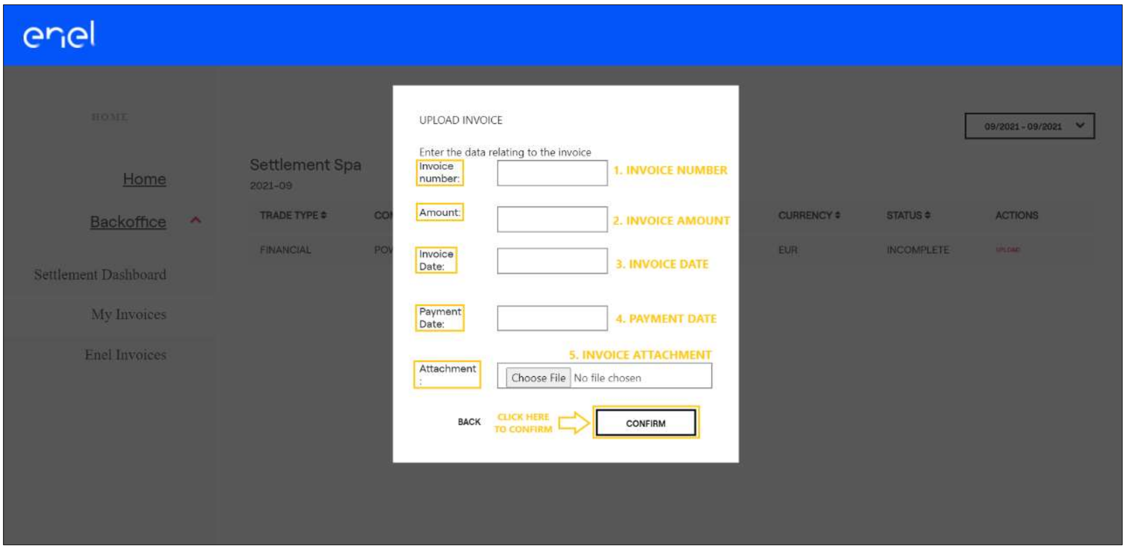


Figure 13: "Upload Invoice" confirmation pop-up box

Users must complete the form in all its fields, namely:

- **Invoice Number,** which must be unique for every invoice uploaded by the counterparty
- **Amount,** which is the value of the single invoice
- **Invoice date**
- **Payment date**
- **Attachment,** which must be a PDF version of the actual Invoice paper, displaying all the information

The action can be repeated several times and, depending on the amount loaded during the Invoice upload procedure, the value of the item "Loaded Amount" will be updated accordingly, as shown in *Figure 14*. Users can keep track of all the invoices uploaded by clicking on the arrow at the left-hand corner of each Invoice entry, which will open up a specific submenu where are gathered all the information on the single invoice, including the possibility to download the uploaded PDF attachment.

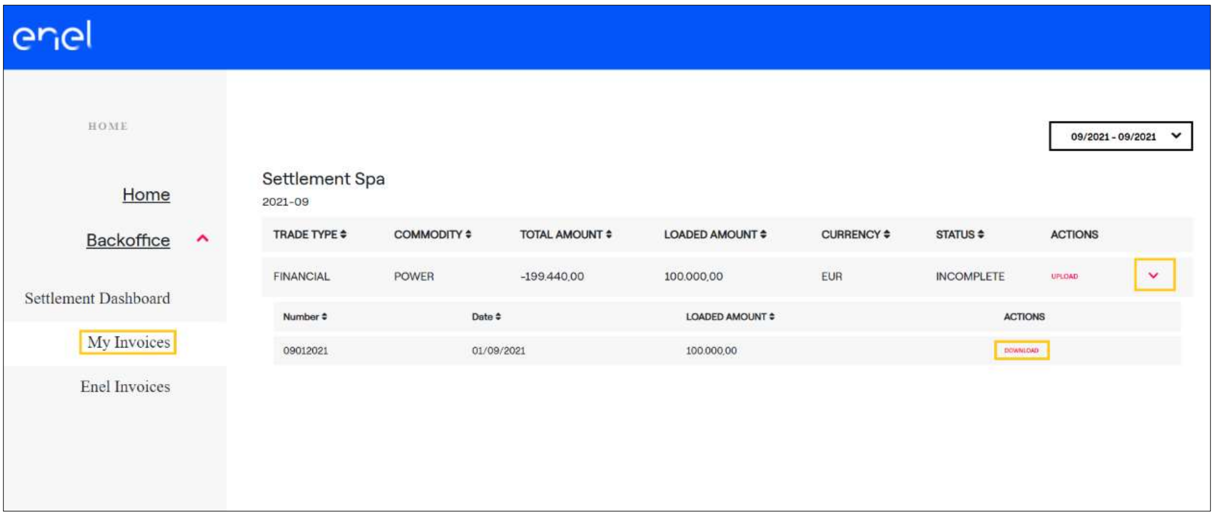


Figure 14: Invoices submenu after the "Upload Invoice" procedure

Once the values of "Total Amount" and "Loaded Amount" are aligned, the invoice entry will be automatically marked as "**Complete**" under the column "Status", as shown in *Figure 15*. The system allows a tolerance of ± 0,50 cents in order to consider the "Loaded Amount" to be suitable for closing the invoicing procedure.

Consequentially, the option to upload additional invoices will be blocked. In case it should be needed to upload one or more corrective invoices, Users should get in touch with the Backoffice representatives to request a status change.

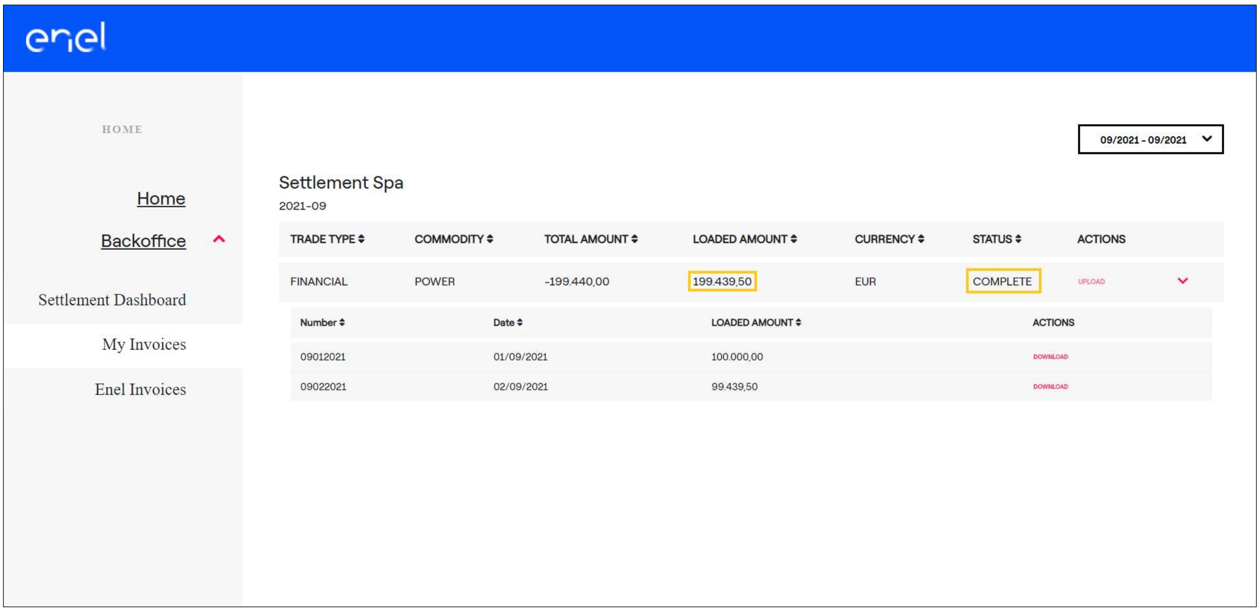


Figure 15: Complete Invoice

If Users fail at closing the pending Invoicing procedure within a certain amount of time, they will receive a reminder email.

3.1.6. Enel Invoices

As mentioned before, once a group of settlements labeled with "Sell" direction is set from "Pending" to "Agree", it will automatically appear on the "**Enel Invoices**" dashboard as well. More specifically, as shown in *Figure 16,* it will appear as a new entry on the invoices table, which looks exactly like the table shown in the "My Invoces" dashboard, minus the "Actions" field. This is because, within this section, Users can only monitor the progress of the invoicing process made by Enel Global Trading.

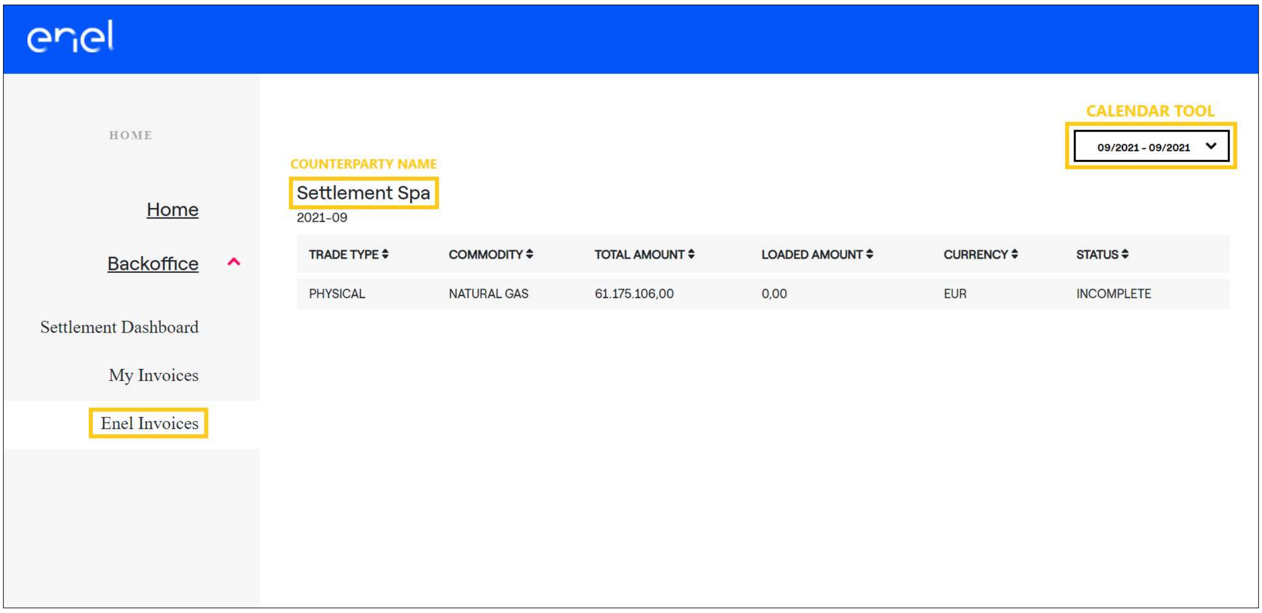


Figure 16: "Enel Invoices" dashboard page

Similar to the "My Invoices" page, the timeframe on the "Enel Invoices" page is set by default on the latest month of competence, but Users are free to access and browse through present and past months' invoices records anytime they wish by using the "Calendar tool", that will allow them to choose another option from the drop-down Menu, which includes: latest month of competence; penultimate month of competence; custom period. If opted for the custom period, a pop-up calendar will appear, giving the opportunity to select a certain month. To confirm their choice, Users must click on the "Apply" button. It is allowed to view data for only one month at a time.

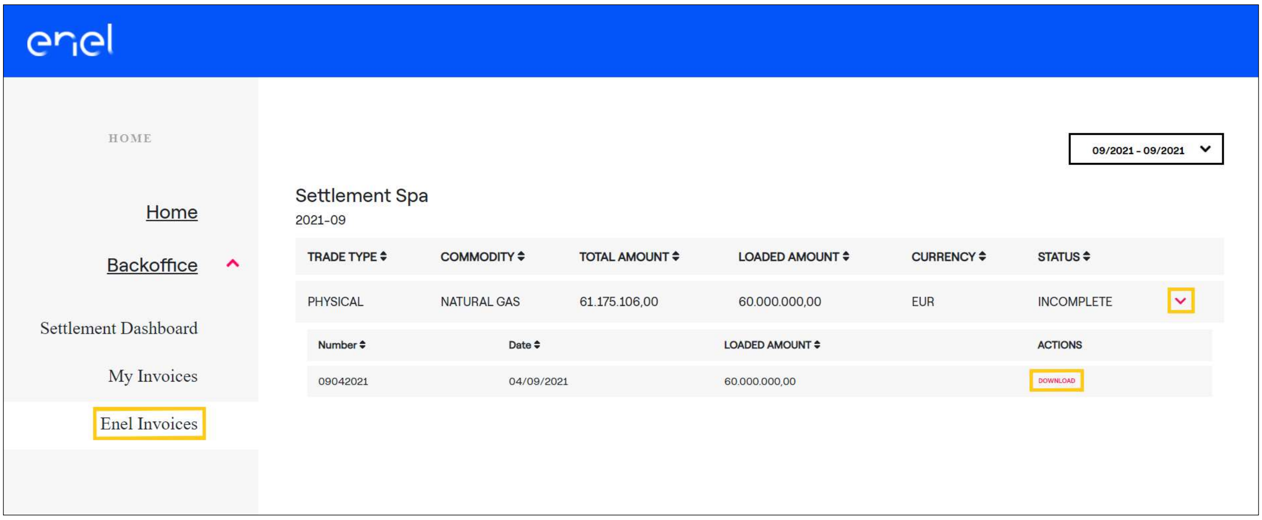


Figure 17: "Enel Invoices" submenu

Each time Enel Global Trading will upload one or more invoices for a specific group of settlements within the dashboard, depending on the amount loaded, the value of the item "Loaded Amount" will be updated accordingly, as shown in *Figure 17* and counterparties will receive an email to notify them that an Enel invoice has been published.
Users can keep track of all the invoices uploaded so far by clicking on the arrow at the left-hand corner of each Invoice entry, which will open up a specific submenu where are gathered all the information on the single invoice, including the possibility to download the uploaded PDF attachment.

Once the values of "Total Amount" and "Loaded Amount" are aligned, the invoice entry will be automatically marked as "**Complete**" under the column "Status", as shown in *Figure 18*. Similar to the "My Invoices" dashboard, the system allows a tolerance of ± 0,50 cents in order to consider the "Loaded Amount" to be suitable for closing the invoicing procedure.

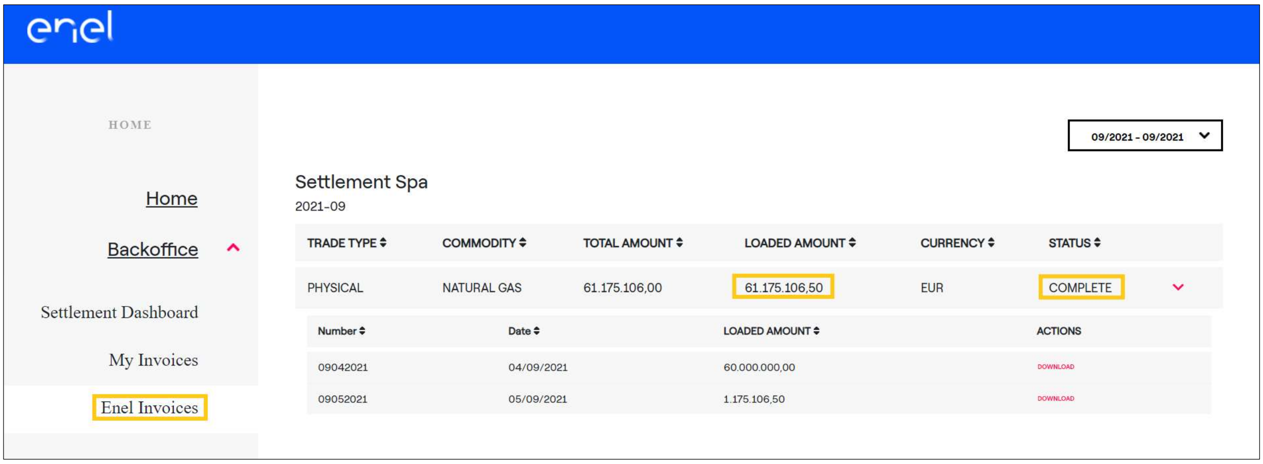


Figure 18: Complete Invoice

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