

# **FLUXSWISS Extranet**

# **Shipper Manual**

Version: 5.0 – March 2020

Applicable to CRTSA v5.0

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#### Introduction

## 1. Introduction

## 1.1 Purpose

This Shipper Manual is intended for the FluxSwiss' Shippers and explains the functionalities of the FluxSwiss nomination portal GFMLite ("Extranet"). Shippers should comply with the prerequisites described in the next paragraph.

### **1.2** Prerequisites

- The site is currently supported on Internet Explorer 11 (IE 11), Chrome (version 54.0.2840.71 m) and Firefox (version 49.0.1). The support on updated versions of browsers will be notified.
- JavaScript must be enabled. This enhances the user experience.
- SSL 3.0 must be enabled for security reasons.
- The Shipper must be registered and authenticated.

## **1.3** Conventions

The following conventions apply throughout the Fluxswiss Extranet:

- Gas nominations for injections into the Swiss grid are always positive.
- Gas nominations for withdrawals from the Swiss transport grid are always negative.
- Integers are always separated from digitals by a comma (',') whereas the digit ('.') is used as 1000 separator.
- By default, nomination quantities are displayed in the energy unit kWh.

Registration

## 2. Registration

Before being able to access the Extranet the Shipper must have received a User name and a Password from FluxSwiss. This happens via an e-mail sent to the Shipper.

The Extranet can be accessed via the site which can be found here:

https://extranet.fluxswiss.com

| fluxys                    | FLUXSWISS EXTRANET |
|---------------------------|--------------------|
| LOG ON TO GFMLITE         |                    |
| Please enter your user na | ame and password.  |
| User name                 |                    |
| Password                  |                    |
|                           |                    |

Contact: FluxSwiss dispatching - 0044 (0) 845 164 5079

Authentication screen

The first time the Shipper opens the online Extranet site, he must enter the given User name and Password. If this combination is correct, the user will be prompted to change their password on the 'change password screen' shown below. The new password must comply with several rules, which are indicated on the right of the screen. Once the Password has been changed the Shipper will receive an email notifying him of this.. The Password can then be used going forwards.

In case no e-mail arrives, please contact FluxSwiss to modify the e-mail address. (Contact information can be found in section 'Technical problems' at the end of this document.)

| fluxswiss Stranet  | Shipper Name: Shipper Code: User Name: ITGUARD  |
|--|---|
| Change Password  |   |
| LOG ON   | PASSWORD POLICY   |
| Use the form below to change your password. Current password | <ul> <li>Passwords must be different from the previous one</li> <li>Passwords will contain at least (1) upper case letter</li> <li>Passwords will contain at least (1) lower case letter</li> </ul> |
| New password   | <ul> <li>Passwords will contain at least (1) number or special character</li> <li>Passwords will contain at least (6) characters in length</li> </ul>   |
| Confirm new password Change Password                         | Tashinas me contain at cook (a) characters in tengen  |

Change Password screen – used in the registration process

Authentication

## 3. Authentication

After registration, the Shipper can access the website if authenticated. In order to be authenticated, the Shipper must fill in his User name and his Password (that was changed during registration). Click the Log On button.

When the correct combination of User name and Password is provided, the Shipper is transferred to Extranet . If any of these conditions are not met, the reason will be shown in red.

| LOG ON TO GFMI    | ITE                  |      |  |
|-------------------|----------------------|------|--|
| Please enter your | user name and passwo | ord. |  |
| User name         |                      |      |  |
| Password          |                      |      |  |
|                   |                      |      |  |

Contact: FluxSwiss dispatching - 0044 (0) 845 164 5079

Authentication screen

Once registered and authenticated the Shipper will be taken to the Home screen after logging in. From here the Shipper will be able to access the following modules;

- Nominations
- Contracts
- Contact Information
- Master Data

## 4. Nomination Module

| fluxy                 | uxswis         | <b>s</b> € | FLUXSWISS EXTRA     | NET         | Shipp | per Name: | Shipper Code: | Change Password   🖻 Log Off |
|-----------------------|----------------|------------|---------------------|-------------|-------|-----------|---------------|-----------------------------|
| Home                  | Nominations    | Contracts  | Contact Information | Master Data |       |           |               |                             |
|                       | Nominations Ov | verview    |                     |             |       |           |               |                             |
| Contact: <u>Flu</u> : | Register Nomin | ation 150  | 79                  |             |       |           |               |                             |

Menu Toolbar

The Shipper can access this module via the toolbar menu at the top. By hovering over the Nominations menu, the Shipper is presented with two sub menus; Nominations Overview and Register Nomination.

Via the Nominations Overview screen the Shipper can look up their latest nominations as well as their nominations over a date range of 31 days or less. He then also has the possibility to view all the nominations that he made on a specific Gas Day for a specific contract.

Via the Register Nomination screen the Shipper has the possibility to register a new nomination or renomination.

These screens are explained in further detail in the following chapters.

### 4.1 Nominations Overview

| Home No      | ominations Contra | acts Contact Information | Master Data           | _         | _          | _         |                     |
|--------------|-------------------|--------------------------|-----------------------|-----------|------------|-----------|---------------------|
| Nominatio    | ons Overview      |                          |                       |           |            |           |                     |
| NOMINATIO    | N FILTER          |                          |                       |           |            |           |                     |
| Start Gas Da | y 01/11/2016      |                          |                       |           |            |           |                     |
| End Gas Day  | 12/11/2016        |                          |                       |           |            | c         | Find Nominations    |
|              | <b>C D</b>        |                          | D.11                  | c ana     |            |           |                     |
| Action •     | 01/11/2016        | C_EH2TEST                | Wallbach - PassoGries | 1.008.000 | -1.008.000 | Confirmed | 13/10/2016 9:59:31  |
| 0            | 02/11/2016        | C_EH2TEST                | Wallbach - PassoGries | 750       | -750       |           | 17/10/2016 13:07:11 |
| 0            | 03/11/2016        | C_EH2TEST                | Wallbach - PassoGries | 4.800     | -4.800     |           | 17/10/2016 13:10:16 |
| 0            | 05/11/2016        | C_EH2TEST                | Wallbach - PassoGries | 9.600     | -9.600     |           | 17/10/2016 13:09:05 |
| 0            | 12/11/2016        | C_EH2TEST                | Wallbach - PassoGries | 2.300.000 | -2.300.000 |           | 17/10/2016 13:11:24 |

#### Nominations Overview screen

On opening the current and next Gas Day will be selected by default. The shipper can change this to the required date range of the nominations they want to view (up to 31 days at a time). .. Pressing 'Find Nominations' will then display the nominations within that date range.

| Filter        | Description                                      |
|---------------|--|
| Start Gas Day | MANDATORY – the beginning of the Gas Day period. |
| End Gas Day   | MANDATORY – the end of the Gas Day period.       |

The latest nominations made for the specified filter will then be displayed. Not all registered nominations are shown, only the most recent ones for the Gas days selected.

In order to view the details of a nomination, the Shipper must click on a row in the table. This will navigate the Shipper to the Nomination Detail screen.

| Field             | Description   |
|-------------------|---|
| Action            | Navigates to the detail of the nomination upon clicking the row.                  |
| Gas Day           | Gas Day for which the nomination is made.   |
| Contract          | Contract for which the nomination is made.  |
| Path              | Path for which the nomination is made.  |
| Source            | The total capacity that will enter the Delivery point.                            |
| Destination       | The total capacity that will leave the Redelivery point.                          |
| Confirmed         | Indicates whether the nomination has been confirmed or not.                       |
| Registration Time | The date and time (local time) at which the nomination was received by FluxSwiss. |

## 4.2 Nomination Detail

| Homo Nominations Co   | ntracte Contact lad                              | ormation Mastor Data   |   |                                      |   |   |   |  |        |
|---|--|--|---|--------------------------------------|---|---|---|--|--------|
| Home Nominations Col  | ntracts Contact In                               | ormation Master Data   |   |                                      |   |   |   |  |        |
| omination detail  |  |  |   |                                      |   | Version 1/1 () View                     | History + Retur                         | rn to Nomination Ov                          | /ervie |
| NOMINATION  |  |  |   |                                      |   |   |   |  |        |
| Gas Day 19/03/2020  |  | Fuel Gas Correction  |   | Firmness L                           | evel Firm                               |   | Total Subscribed                        | 24 000 000                                   |        |
| Path Wallbach - PassoGrie   | s  | Fuel Gas Perc. (%)   | 0,00  | Contract Ty                          | ype Primario                            |   | Estimated CCV                           | 11.27  |        |
| Contract C_EH2TEST  |  | Renomination Perc. (%)   | 100,00  | Status                               | NOMINATE                                | D                                       | (kWh/Nm3)                               |  |        |
| hipper  | Quantity (kWh/o                                  | Copy values to   | end when editing<br>2 (07:00 - 08:00)                       | 3 (08:00 - 09:00)                    | 4 (09:00 - 10:00)                       | 5 (10:00 - 11:00)                       | 6 (11:00 - 12:00)                       | 7 (12:00 - 13:00)                            | 8      |
| Shipper<br>SOURCE   | Quantity (kWh/o                                  | Copy values to   | end when editing<br>2 (07:00 - 08:00)                       | 3 (08:00 - 09:00)                    | 4 (09:00 - 10:00)                       | 5 (10:00 - 11:00)                       | 6 (11:00 - 12:00)                       | 7 (12:00 - 13:00)                            | 8      |
| Shipper<br>SOURCE<br>S2EOGE   | Quantity (kWh/o                                  | iay) 1 (06:00 - 07:00)<br>1 (06:00 - 07:00)<br>100   | end when editing<br>2 (07:00 - 08:00)<br>100                | 3 (08:00 - 09:00)                    | <b>4</b> (09:00 - 10:00)<br>100         | 5 (10:00 - 11:00)                       | 6 (11:00 - 12:00)                       | 7 (12:00 - 13:00)                            | 8      |
| ihipper<br>OURCE<br>2EOGE<br>Lesult                                 | Quantity (kWh/o<br>2 400<br>2 400                | Copy values to<br>1 (06:00 - 07:00)<br>100<br>100  | end when editing<br>2 (07:00 - 08:00)<br>100                | 3 (08:00 - 09:00)<br>100             | <b>4</b> (09:00 - 10:00)<br>100         | 5 (10:00 - 11:00)<br>100                | 6 (11:00 - 12:00)<br>100                | 7 (12:00 - 13:00)                            | 8      |
| hipper<br>OURCE<br>2EOGE<br>Jesult<br>ESTINATION                    | Quantity (kWh/<br>2 400<br>2 400                 | Copy values to<br>1 (06:00 - 07:00)<br>1 (00:00 - 07:00)<br>100<br>100   | end when editing<br>2 (07:00 - 08:00)<br>100                | 3 (08:00 - 09:00)<br>100             | 4 (09:00 - 10:00)<br>100                | 5 (10:00 - 11:00)<br>100                | 6 (11:00 - 12:00)<br>100                | 7 (12:00 - 13:00)<br>100                     | 8      |
| Hipper<br>OURCE<br>2EOGE<br>Result<br>EESTINATION<br>2ESNAM         | Quantity (kWh/a<br>2 400<br>2 400<br>-2 400      | Lay) 1 (06:00 - 07:00)<br>1 (00:00 - 07:00)<br>1 (00:00)<br>1 (00:00 - 07:00)<br>1 (00:00 - 07:00 | end when editing<br>2 (07:00 - 08:00)<br>100<br>100<br>-100 | 3 (08:00 - 09:00)<br>100<br>-100     | 4 (09:00 - 10:00)<br>100<br>100<br>-100 | 5 (10:00 - 11:00)<br>100<br>100<br>-100 | 6 (11:00 - 12:00)<br>100<br>100<br>-100 | 7 (12:00 - 13:00)<br>100<br>100<br>-100      | 8      |
| Shipper<br>iource<br>izeoge<br>tesult<br>zestination<br>zestination | Quantity (kWh/a<br>2 400<br>2 400<br>-2 400<br>0 | Lay) 1 (06:00 - 07:00)<br>1 (00:00 - 07:00)<br>1 (00:00)<br>1 (00:00 - 07:00)<br>1 (00:00 - 07:00 | end when editing<br>2 (07:00 - 08:00)<br>100<br>100<br>0    | 3 (08:00 - 09:00)<br>100<br>100<br>0 | 4 (09:00 - 10:00)<br>100<br>100<br>0    | 5 (10:00 - 11:00)<br>100<br>100<br>0    | 6 (11:00 - 12:00)<br>100<br>100<br>0    | 7 (12:00 - 13:00)<br>100<br>100<br>-100<br>0 | 8      |

Contact: FluxSwiss dispatching - 0044 (0) 845 164 5079

#### Nomination Detail screen

The Shipper navigates to this screen either by clicking on a row in the Nomination Overview screen, in which case he will see the most recent nomination, or, by clicking on a row in the Nomination History screen, in which case he will see the selected version of the nomination.

The shipper will see in the upper section of the screen the Gas Day and Contract information relevant to the nomination. In the bottom section of the screen the Nomination Details are displayed containing the source and destination Shipper Codes as well as the actual hourly values of the nomination. The Shipper can inspect all the gas hours of the Gas Day by dragging the horizontal scrollbar from left to right or vice versa.

To change the version of the nomination the Shipper must click on the View History link which will open the Nomination History Screen.

| Field               | Description  |
|---------------------|--|
| Gas Day             | Gas Day for which the nomination is made.  |
| Path                | Transit route for which the nomination is made.  |
| Contract            | Contract Code for which the nomination is made.  |
| Fuel Gas Correction | Indicates if the fuel gas advances, calculated during the nomination process, are corrected during the allocation and billing process.                               |
| Fuel Gas Percentage | Defines by how much the amount of gas at the redelivery point<br>is decreased compared to the amount of gas at the delivery<br>point to compensate for the fuel gas. |

| Renomination Percentage            | Defines the percentage on the subscribed hourly capacity that can be renominated within day (starting from full hour+2).   |
|------------------------------------|--|
| Firmness Level                     | Defines the order in which nominated quantities are reduced in case the total sum of nominations exceed the available capacity.  |
| Contract Type                      | Sort of Contract needed for the allocation process.  |
| Status                             | This is either Nominated or Confirmed.   |
| Total Subscribed Daily<br>Capacity | Maximum quantity that can be nominated via the Contract for the selected Gas Day.  |
| Estimated GCV                      | Defines the GCV at a particular Network Point for a certain<br>period in order to be able to convert volume amounts into<br>energy amounts or vice versa. For backhaul contracts the<br>Estimated GCV of the redelivery point is used. |
| Shipper                            | Contains the Shipper Codes for the details of the nomination.  |
| Quantity per Gas Day               | Contains the quantity per Nomination Detail per Gas Day.   |
| Quantity per gas hour              | Contains the quantity per Nomination Detail per gas hour of the selected Gas Day.  |
| Fuel                               | Contains the quantity that will be used as fuel gas.   |
| Version                            | The version of the nomination. The most recent version has the highest number.   |
| Result                             | Contains the daily and hourly quantities of the total quantity for<br>the source or destination details of the nomination.   |

## 4.3 Nomination History

| fluxy             | IXSWISS G                   | SWISS EXTRANET                | Shipper Na             | ✓ <u>Chanes</u><br>me: Test E2E shipper   Shipper Code: TESTE2E | e Password   🖻 Log Off |
|-------------------|-----------------------------|-------------------------------|------------------------|---|------------------------|
| Home              | Nominations Contracts Conta | ct Information Master Data    |                        |   |                        |
| History           |                             |                               |                        |   |                        |
| помінат           | TION                        |                               |                        |   |                        |
| Gas Day           | 19/03/2020                  | Fuel Gas Correction           | Firmness Level Firm    | Total Subscribed 24   | 000 000                |
| Path              | Wallbach - PassoGries       | Fuel Gas Perc. (%) 0,00       | Contract Type Primario | Daily Capacity (Kwn)  |                        |
| Contract          | C_EH2TEST                   | Renomination Perc. (%) 100,00 | Status NOMINATED       | (kWh/Nm3)   | 37                     |
|                   | Version                     | Registration Time             | Source (kWh)           | Destination (kWh)   | Confirmed              |
| 0                 | 3                           | 18/03/2020 15:02:14           | 24 000                 | -24 000   | ×                      |
| 0                 | 2                           | 18/03/2020 15:01:42           | 4 800                  | -4 800  | *                      |
| 0                 | 1                           | 18/03/2020 15:00:15           | 2 400                  | -2 400  | ×                      |
| Contractor Direct | 0.44 (0) 045 444 5070       |                               |                        |   |                        |

#### Nomination History screen

In order to access this screen the Shipper must have clicked the View History link in the Nomination Detail screen.

In the top section the Shipper will see the Gas Day and Contract information for the relevant nomination. The bottom section contains the versions of the nomination. The earliest version receives the smallest number, the most recent version the highest number. The Shipper can click on a version (row in the table), this will navigate the Shipper to the Nomination Detail screen with the chosen version.

| Field                   | Description  |  |  |  |  |  |
|-------------------------|--|--|--|--|--|--|
| Gas Day                 | Gas Day for which the nomination is made.  |  |  |  |  |  |
| Path                    | Transit route for which the nomination is made.  |  |  |  |  |  |
| Contract                | Contract Code for which the nomination is made.  |  |  |  |  |  |
| Fuel Gas Correction     | Indicates if the fuel gas advances, calculated during the nomination process, are corrected during the allocation and billing process.                               |  |  |  |  |  |
| Fuel Gas Percentage     | Defines by how much the amount of gas at the redelivery point<br>is decreased compared to the amount of gas at the delivery<br>point to compensate for the fuel gas. |  |  |  |  |  |
| Renomination Percentage | Defines the percentage on the subscribed hourly capacity that can be renominated within day (starting from full hour+2).   |  |  |  |  |  |
| Firmness Level          | Defines the order in which nominated quantities are reduced in case the total sum of nominations exceed the available capacity.                                      |  |  |  |  |  |
| Contract Type           | Sort of Contract needed for the allocation process.  |  |  |  |  |  |

| Status                 | This is either Nominated or Confirmed.   |
|------------------------|--|
| Total Subscribed Daily | Maximum quantity that can be nominated via the Contract for  |
| Capacity               | the selected Gas Day.  |
| Estimated GCV          | Defines the GCV at a particular Network Point for a certain<br>period in order to be able to convert volume amounts into<br>energy amounts or vice versa. For backhaul contracts the<br>Estimated GCV of the redelivery point is used. |
| Version                | The version of the nomination.   |
| Registration Time      | The date and time (local time) at which the nomination was received by FluxSwiss.  |
| Source                 | The total capacity that will enter the delivery point.   |
| Destination            | The total capacity that will leave the redelivery point.   |
| Confirmed              | Indicates whether the nomination has been confirmed or not.  |

### 4.4 Register Nomination

#### 4.4.1 Single nomination

The following print screens show how a nomination for a single day may be registered. These three images are followed by a step by step description of how to prepare and submit a nomination on this screen.

|   |  |  | Reaister Nomination   | menu  |   |  |
|---|--|--|---|---|---|--|
|   |  |  |   |   |   |  |
| lome Nominatio  | ons Contracts Conta  | act Information Master   | Data  | _   | _   | _  |
| egister Nomin   | ation  |  |   |   |   |  |
| HOOSE GAS DAY A   | ND CONTRACT  |  | Contract  |   |   |  |
| ias Day   | 19/03/2020   |  | Contract  | Choose  | Ŧ   |  |
| DD DETAIL   |  |  |   |   |   | - Pogistor   |
|   |  |  | Daily Quantity(kWb)   |   |   | <ul> <li>Register</li> </ul>   |
| ource/Destination?  | Source   | v  | Dully Quanticy (kini)   |   | +Add Detail   | ✓ Extend   |
| nipper Code           Nominatio           gister Nomin  | Source  Choose  Regis  ons Contracts Conta ation   | T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T<br>T  | on screen – step 1 Sei  | ect Gas Day ar  | +Add Detail   | ✓ Extend<br>XCancel  |
| ource/Destination?<br>hipper Code<br>ome Nominatio<br>gister Nomin<br>HOOSE GAS DAY A   | Source  Cr Choose  Regis  ns Contracts Conta ation ND CONTRACT   | Ter Nomination Master  | on screen – step 1 Sel  | ect Gas Day ar  | +Add Detail   | ✓ Extend<br>¥Cancel  |
| hipper Code<br>Nomination?<br>Monination<br>Sister Nomination<br>HOOSE GAS DAY A<br>Is Day  | Source  Choose  Regis  Source  Contracts Conta  Contracts Conta  Contract Contrac    | * * * * ter Nominatio act Information Master   | Don screen – step 1 Sei<br>Data                                 | ect Gas Day ar  | Add Detail  Add Contract  h - PassoGries)   | ✓ Extend<br>★Cancel  |
| ource/Destination?<br>hipper Code<br>gister Nominatio<br>gister Nomin<br>HOOSE GAS DAY A<br>as Day<br>DNTRACT: C_EH21   | Source  C+- Choose +-  Regis  Source  Contracts Contracts Contract  19/03/2020  CEST (WALLBACH - PASSO   |  | Data  | ect Gas Day ar  | Add Detail  | ✓ Extend<br>¥Cancel  |
| ource/Destination?<br>hipper Code<br>gister Nominatio<br>gister Nomin<br>HOOSE GAS DAY A<br>as Day<br>ONTRACT: C_EH2T<br>stimated GCV (kWh/   | Source  Crochoose  Regist  Contracts Contra  ation  ND CONTRACT  19/03/2020  TEST (WALLBACH - PASSO  Nm3)  |  | Data Contract   | ect Gas Day ar  | Add Detail  Add Contract  h - PassoGries)  Fuel Gas Percentage  | ✓ Extend<br>★ Cancel   |
| hipper Code<br>hipper Code<br>gister Nominatio<br>gister Nomin<br>HOOSE GAS DAY A<br>as Day<br>DNTRACT: C_EH21<br>timated GCV (kWh/<br>tal Subscribed Dail  | Source  Choose  Regis  Source  Contracts Contracts Contract In  Con    | Cart Information Master  Cart Information Master  Cart Information Master  Information 11,37  S Day (kWh) 24 000 000   | Data Contract Fuel Gas Con Firmness Le                          | ect Gas Day ar<br>C_EH2TEST (Wallback                       | +Add Detail  Add Contract  - PassoGries)  Fuel Gas Percentage Renom Percentage                                | ✓ Extend ★ Cancel (%) 0,00 (%) 100,00  |
| hipper Code<br>hipper Code<br>gister Nominatio<br>gister Nomin<br>HOOSE GAS DAY A<br>as Day<br>DNTRACT: C_EH2T<br>timated GCV (kWh/<br>tal Subscribed Dail  | Source  Choose  Choose  Regis  Source  Contracts Contra  to Contracts Contra  to Contract  19/03/2020  TEST (WALLBACH - PASSO (Nm3) y Capacity for selected Gas  | The state of the | Data Contract Fuel Gas Con Firmness Le                          | ect Gas Day ar<br>c_EH2TEST (Wallback                       | +Add Detail   | <ul> <li>✓ Extend</li> <li>★ Cancel</li> <li>(%) 0,00</li> <li>(%) 100,00</li> <li>Primario</li> </ul>   |
| hipper Code<br>hipper Code<br>gister Nominatio<br>gister Nomin<br>HOOSE GAS DAY A<br>as Day<br>DNTRACT: C_EH2T<br>ttimated GCV (kWh/<br>tal Subscribed Dail   | Source  C Choose  Regis  Contracts Contra  ation  ND CONTRACT  19/03/2020  TEST (WALLBACH - PASSO  Nm3)  y Capacity for selected Gas   |  | Data Contract Fuel Gas Con Firmness Le                          | ect Gas Day ar  | Add Detail  Add Detail  Add Contract  I  Fuel Gas Percentage Renom Percentage Contract Type                   | ✓ Extend ★ Cancel a Cancel a Cancel b Cancel b Cancel b Cancel a Cancel b Cancel </td |
| ource/Destination?         hipper Code         hipper Code         gister Nomination         gister Nomin         HOOSE GAS DAY A         As Day         DNTRACT: C_EH2T         timated GCV (kWh/<br>tal Subscribed Dail)         DD DETAIL         purce/Destination? | Source  Contracts  Con | v<br>v<br>ter Nominatio<br>act Information Master<br>MGRIES)<br>11,37<br>5 Day (kWh) 24 000 000<br>v   | Data Daty Quantity(kWh) Daty Daty Daty Daty Daty Daty Daty Daty | ecti Gas Day ar<br>c_EH2TEST (Wallback<br>ection<br>sh Firm | Add Detail  Add Detail  Add Contract  Add Contract  Fuel Gas Percentage Contract Type  Add Detail  Add Detail | <ul> <li>✓ Extend</li> <li>★ Cancel</li> <li>★ Cancel</li> <li>(%) 0,00</li> <li>(%) 100,00</li> <li>Primario</li> <li>✓ Register</li> <li>✓ Extend</li> </ul>   |

#### FLUXSWISS - Shipper Manual - Extranet

| Nomination | Module  |
|------------|---------|
| Nonnation  | wioduic |

| CHOOS                       | E GAS DAY A  | ND CONTRACT       |   |  |  |  |  |                                    |   |   |   |
|-----------------------------|--|-------------------|---|--|--|--|--|------------------------------------|---|---|---|
| Gas Day                     | /  | 19/03/2020        |   |  |  | Contract                                 | C_EH2TEST (                              | Wallbach - Passo                   | Gries) 🔻  |   |   |
| CONTR                       | ACT: C_EH2   | FEST (WALLBACH    | H - PASSOGRIES)                             |  |  |  |  |                                    |   |   |   |
| Estimat                     | ed GCV (kWh  | /Nm3)             |   | 11,37  |  | Fuel Gas Correc                          | tion 📃                                   |                                    | Fuel Gas Percentage (   | (%) 0,00  |   |
| Total Su                    | ubscribed Dail   | y Capacity for se | lected Gas Day (kWh)                        | 24 000 000   |  | Firmness Level                           | Firm                                     |                                    | Renom Percentage (%   | 6) 100,00   |   |
|                             |  |                   |   |  |  |  |  |                                    | Contract Type   | Primario  |   |
| China                       | - C - 4-   |                   |   |  |  |  |  |                                    |   |   |   |
| Shipper                     | r Code   | Choose            | Ŧ   | Copy values to a   | end when editing   | -  |  |                                    |   | Cancel  |   |
| Shipper                     | r Code<br>Shipper  | Choose            | V<br>Quantity (kWh/day)                     | Copy values to (<br>1 (06:00 - 07:00)                                  | end when editing<br>2 (07:00 - 08:00)                        | 3 (08:00 - 09:00)                        | 4 (09:00 - 10:00)                        | 5 (10:00 - 11:(                    | 00)   6 (11:00 - 12:00)   | X Cancel  | )) 8 (1   |
| Shipper<br>Action<br>SOURCE | r Code<br>Shipper  | Choose            | Quantity (kWh/day)                          | Copy values to<br>1 (06:00 - 07:00)                                    | end when editing<br>2 (07:00 - 08:00)                        | 3 (08:00 - 09:00)                        | 4 (09:00 - 10:00)                        | 5 (10:00 - 11:0                    | 00)   6 (11:00 - 12:00)   | X Cancel  | )) 8 (1   |
| Shipper<br>Action<br>SOURCE | Shipper  | ··· Choose ···    | Quantity (kWh/day)                          | Copy values to 1 (06:00 - 07:00)                                       | end when editing<br>2 (07:00 - 08:00)<br>2 000               | 3 (08:00 - 09:00)                        | 4 (09:00 - 10:00)                        | 5 (10:00 - 11:0                    | 00) 6 (11:00 - 12:00)<br>000 🖉 2 0                                  | Cancel ) 7 (12:00 - 13:00 00 2  | )) 8 (1<br>000  |
| Action<br>SOURCE            | r Code<br>Shipper<br>E2EOGE<br>Result                            | ·· Choose ··      | Quantity (kWh/day)<br>48 000                | Copy values to 0<br>1 (06:00 - 07:00)<br>2 000                         | end when editing<br>2 (07:00 - 08:00)<br>2 000               | 3 (08:00 - 09:00)<br>2 000               | 4 (09:00 - 10:00)<br>2 000               | 5 (10:00 - 11:0<br>2 2 000         | 00) 6 (11:00 - 12:00)<br>000 2 000                                  | Cancel       7 (12:00 - 13:00       000       2 000   | 0) 8 (1<br>000<br>2 00  |
| Action<br>SOURCE            | Code<br>Shipper<br>E2EOGE<br>Result<br>TION                      | Choose            | Quantity (kWh/day)<br>48 000<br>48 000      | Copy values to a<br>1 (06:00 - 07:00)<br>2 000<br>2 000                | end when editing<br>2 (07:00 - 08:00)<br>2 000               | 3 (08:00 - 09:00)<br>2 000               | 4 (09:00 - 10:00)<br>2 000<br>2 000      | 5 (10:00 - 11:0<br>2 2 000         | 00) 6 (11:00 - 12:00<br>000 2 000<br>2 000                          | X Cancel           X Cancel           7 (12:00 - 13:00           000         2           2 000  | )) 8 (1<br>000<br>2 00  |
| Action<br>SOURCE            | r Code<br>Shipper<br>E2E0GE<br>Result<br>TI-V                    | Choose            | Quantity (kWh/day)<br>48 000<br>48 000      | Copy values to 0<br>1 (06:00 - 07:00)<br>2 000<br>2 000<br>-2 000      | end when editing<br>2 (07:00 - 08:00)<br>2 000<br>2 000      | 3 (08:00 - 09:00)<br>2 000<br>2 000      | 4 (09:00 - 10:00)<br>2 000<br>2 000      | 5 (10:00 - 11:0<br>2<br>2 000      | 00) 6 (11:00 - 12:00)<br>000 2 000<br>2 000                         | X Cancel<br>) 7 (12:00 - 13:00<br>00 2 2<br>2 000<br>   | <ul> <li>8 (1</li> <li>2 00</li> <li>2 00</li> </ul>                          |
| Action<br>SOURCE            | r Code<br>Shipper<br>E2EOGE<br>Result<br>TTUN<br>E2ESNAM<br>Fuel | Choose            | Quantity (kWh/day)<br>48 000<br>48 000<br>0 | Copy values to 0<br>1 (06:00 - 07:00)<br>2 000<br>2 000<br>-2 000<br>0 | end when editing<br>2 (07:00 - 08:00)<br>2 000<br>2 000<br>0 | 3 (08:00 - 09:00)<br>2 000<br>2 000<br>0 | 4 (09:00 - 10:00)<br>2 000<br>2 000<br>0 | 5 (10:00 - 11:0<br>2<br>2 000<br>0 | 00) 6 (11:00 - 12:00)<br>000 2 000<br>2 000<br>2 000<br>0<br>0<br>0 | X Cancel           X Cancel           00         2           2         2000           000         2           000         2           000         2           000         2           000         2           000         2 | <ul> <li>8 (1</li> <li>2 00</li> <li>000</li> <li>000</li> <li>000</li> </ul> |

Register Nomination screen - step 3 Register nomination

In order to register a nomination the Shipper must first select the Register Nomination sub menu. Hover over the nominations module and click Register Nomination. The Shipper is navigated to the Register Nomination screen.

The Shipper must first select the Gas Day for the nomination. By default this field will contain the day ahead Gas Day. Then the Shipper must select the Contract against which he wishes to nominate. The application will show the active Contracts for the selected Gas Day. Next to the Contract Code, the application will also show the Path for which the Contract is valid. Once the Contract is selected the Shipper will see the most relevant information of the Contract appearing underneath the selection of Gas Day and Contract.

| Filter   | Description  |
|----------|--|
| Gas Day  | MANDATORY - Selected Gas Day for the nomination. This Gas<br>Day will also be used to retrieve the active Contracts and<br>Shipper Codes.      |
| Contract | MANDATORY - Displays the active Contracts together with the<br>Path. Active means that for the selected Gas Day there exist<br>Contract Lines. |

The next step to register a nomination is to select a source Shipper Code and a daily quantity. Click the Add Detail button to add this to the Nomination Details of the source. The application will then automatically divide the daily quantity over the different hours of the Gas Day and will also calculate the fuel quantity. This step can be repeated as much as needed. When an error is made the Shipper

can edit the daily or hourly quantity by clicking the button with a pen icon. The shipper can also delete the Nomination Detail by clicking the button with the garbage can icon.

The same must be done for the destination. The Shipper must select one or more destination shipper codes and fill in a daily quantity.

| Filter (Add Nomination Detail) | Description   |
|--------------------------------|---|
| Source/Destination             | MANDATORY - Indicates whether the detail to add is for the source or the destination part of the nomination.  |
| Shipper Code                   | MANDATORY - Displays all the active source Shipper Codes.<br>Active means that for the selected Gas Day the Shipper Code is<br>valid.               |
| Quantity                       | MANDATORY - This is the daily quantity in kWh that the Shipper<br>wants to submit. This daily quantity is divided over the hours of<br>the Gas Day. |

When a nomination is added for a contract with a non-zero renomination percentage, it will be possible to edit all hours of the nominations. In this case, the nomination may no longer be flat. A checkbox 'copy values to end when editing' is shown in this situation. When this checkbox is checked, the edited values will be copied until the end of the gasday.

Once a Nomination Detail has been added it is no longer possible to change the Gas Day or Contract. If the Shipper made an error, he can either modify the daily or hourly quantity or delete all the Nomination Details or click the Cancel button. Clicking the cancel button will clear all fields.

Finally, the Shipper must click the Register button in order to submit the built nomination to the application. This will open a popup which the Shipper must confirm. After confirming, the nomination is submitted to the application and the Shipper is navigated to the Nomination Detail screen where he will see the newly created nomination. Before registering the nomination the application checks a number of rules. If these rules were violated, they will be returned to the user and displayed at the top of the page in red. Following rules are checked;

- The deadline of the nomination is 19h00 for the day ahead Gas Day
- Capacity Check: checks whether the nominated daily quantity is allowed compared to the contractual quantity (the check is done in energy)
- Balancing Check: checks whether what goes in the FluxSwiss network also comes out of it. The check is done on an hourly basis in energy. In other words, source and destination flow must be equal taking into account the fuel gas. (The net source flow must be positive. The net destination flow must be negative.)

The shipper can modify his confirmed nomination for the day-ahead before 19h00. Shipper can change either the daily quantity or the hourly quantity. In either case, the daily or hourly quantities are recalculated. Then, the shipper registers his new nomination and confirms it. Again, the above rules are checked. The shipper can view the history of his nominations via the View History link.

For the contracts allowing Renomination, i.e. contracts entered into after the 1<sup>st</sup> November 2016 based on CRTSA 4.0 or later, the allowed Renomination Percentage will be reported in the Contract Information based on the features of the specific capacity booking. If the Renomination Percentage is greater than zero, the shipper will have the possibility to renominate within-day after 19h00 of the day before (i.e. after the deadline of the day-ahead nomination) by clicking on the pen icon. Either, he can renominate with a new daily quantity by entering a value in the column Quantity (kWh/day). The application will then automatically recalculate the hourly values for all the day (if the renomination has been done before 3h00 of the day before) or from the Full Hour +2 to the last hour of the day (if the renomination is requested after 3h00 of the day before). The fuel quantity is also recalculated. Or, the shipper can hourly renominate by changing the quantity value of - at the earliest - the Full Hour +2. The application will then automatically modify the following hours of the day with the new quantity value. The daily quantity is also automatically recalculated as well as the fuel quantity. Note that the renomination functionality is only possible for shippers who have a non-zero renomination percentage in their contracts.

When a nomination is adapted for a contract with a non-zero renomination percentage, it will be possible to edit all hours of the nominations. In this case, the nomination will no longer be flat. A checkbox 'copy values to end when editing' is shown in this situation. When this checkbox is checked, the edited values will be copied until the end of the gasday.

| Home     | Nominatio     | ons Contracts      | Contact Informa     | ion Mast   | ter Data        |       |                |       |                 |      |                    |          |                |        |                              |            |   |
|----------|---------------|--------------------|---------------------|------------|-----------------|-------|----------------|-------|-----------------|------|--------------------|----------|----------------|--------|------------------------------|------------|---|
| Registe  | er Nomin      | ation              |                     |            |                 |       |                |       |                 |      |                    |          |                |        |                              |            |   |
| CHOOS    | E GAS DAY A   | ND CONTRACT        |                     |            |                 |       |                |       |                 |      |                    |          |                |        |                              |            |   |
| Gas Day  | ,             | 18/03/2020         |                     |            |                 |       | Con            | ntrac | t C             | _EH2 | TEST (Wallbach - P | assoGrie | es) 🔻          |        |                              |            |   |
| CONTR    | ACT. C. EHOT  |                    |                     |            |                 |       |                |       |                 |      |                    |          |                |        |                              |            |   |
| Estimate | ed GCV (kWh   | Nm3)               | - PASSOGRIES)       | 11.37      |                 |       | Fue            | l Ga  | Correction      |      |                    | - Fi     | uel Gas Percen | age (% | 6) 0.00                      |            |   |
| Total Su | bscribed Dail | y Capacity for sel | ected Gas Day (kWh) | 13 000 000 |                 |       | Firr           | mnes  | s Level Firm    | n    |                    | Re       | enom Percenta  | ge (%) | 100,00                       |            |   |
|          |               |                    |                     |            |                 |       |                |       |                 |      |                    | C        | ontract Type   |        | Primario                     |            |   |
| ADD DE   | TAIL          |                    |                     |            |                 |       |                |       |                 |      |                    |          |                |        | √ Register                   |            |   |
| Source/  | Destination?  | Source             |                     | ,          | Dail            | y Qua | ntity(kWh) 0   |       |                 |      | +                  | Add De   | tail           |        | <ul> <li>✓ Extend</li> </ul> | ✓ Kegister |   |
| Shipper  | Code          | Choose             | ,                   | ,          |                 |       |                |       |                 |      |                    |          |                |        | * Cancel                     |            |   |
|          |               |                    |                     |            |                 |       |                |       |                 |      |                    |          |                |        |                              |            |   |
|          |               |                    |                     |            |                 |       |                |       |                 |      |                    |          |                |        |                              |            |   |
| Action   | Shipper       |                    | Quantity (kWh/day)  | 5:00) 10   | (15:00 - 16:00) |       | 16:00 - 17:00) |       | (17:00 - 18:00) |      | (18:00 - 19:00)    | 14 (19   | 9:00 - 20:00)  | 15 (2  | 0:00 - 21:00)                | 16 (21:00  |   |
| SOURCE   |               |                    |                     |            |                 |       |                |       |                 | -    |                    |          |                |        |                              |            |   |
| ₽        | F2EOGE        |                    | <i>i</i> ř          | 0          | 0               |       | 0              |       | 0               |      | i                  |          | li             |        | i                            |            |   |
|          | EZEOGE        |                    | 0                   | 0          | U               |       | v              |       | v               | -    | 0                  |          | 0              |        | 0                            |            | - |
|          | Result        |                    | U                   | 0          |                 | 0     |                | 0     |                 | 0    |                    | 0        |                | 0      |                              | 0          |   |
| DESTINAT | TION          |                    |                     |            |                 |       |                |       |                 |      |                    |          |                |        |                              |            |   |
| Û        | E2ESNAM       |                    |                     | 0          | 0               |       | 0              |       | 0               |      | ∅ 0                |          | <b>/</b>       |        | ₽ 0                          |            |   |
|          | Fuel          |                    | 0                   | 0          |                 | 0     |                | 0     |                 | 0    |                    | 0        |                | 0      |                              | 0          |   |
|          | Result        |                    | 0                   | 0          |                 | 0     |                | 0     |                 | 0    |                    | 0        |                | 0      |                              | 0          |   |
|          |               |                    |                     | 4          |                 |       |                |       |                 |      |                    |          |                |        |                              |            |   |

Register Nomination screen – Within-day renomination

This renomination process can be repeated as much as needed but the renomination percentage indicated in the contract defines how much percentage of the contract can be used for the renomination.

Finally, the shipper must click the Register button in order to submit the new Renomination to the application. This will open a popup which the Shipper must confirm. After confirming, the Renomination is submitted to the application and the Shipper is navigated to the Nomination Detail screen where he will see the newly created Renomination. Before registering the Renomination the application checks a number of rules. If these rules are violated, they will be returned to the user and displayed at the top of the page in red. Following rules are checked;

- Capacity Check: checks whether the nominated daily quantity is allowed compared to the contractual quantity (the check is done in energy)
- Balancing Check: checks whether what goes in the FluxSwiss network also comes out of it. The check is done on an hourly basis in energy. In other words, source and destination flow must be equal holding into account the fuel gas. (The net source flow must be positive. The net destination flow must be negative.)
- Daily Value Renomination Check: The new daily value should be at least the sum of the hourly values before Full Hour +2.
- Renomination Percentage Check: checks whether the hourly renomination quantity differs of the renomination percentage of the contracted capacity compared to the previous hourly nomination.

| Field  | Description  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| Gas Day  | Gas Day for which the nomination is made.  |  |  |  |  |  |
| Contract   | Contract for which the nomination is made.   |  |  |  |  |  |
| Estimated GCV  | Defines the GCV at a particular network point for a certain<br>period in order to be able to convert volume amounts into<br>energy amounts or vice versa. For backhaul contracts the<br>Estimated GCV of the redelivery point is used. |  |  |  |  |  |
| Total Subscribed Daily<br>Capacity for selected Gas<br>Day | Maximum quantity that can be nominated via the Contract for the selected Gas Day.  |  |  |  |  |  |
| Fuel Gas Correction  | Indicates if the fuel gas advances, calculated during the nomination process, are corrected during the allocation and billing process.   |  |  |  |  |  |
| Firmness Level   | Defines the order in which nominated quantities are reduced in case the total sum of nominations exceed the available capacity.  |  |  |  |  |  |
| Fuel Gas Percentage  | Defines by how much the amount of gas at the redelivery point<br>is decreased compared to the amount of gas at the delivery<br>point to compensate for the fuel gas.   |  |  |  |  |  |

| Renomination Percentage | Defines the percentage on the subscribed hourly capacity that can be renominated within day (starting from full hour+2).   |
|-------------------------|--|
| Contract Type           | Sort of Contract needed for the allocation process.  |
| Shipper                 | Contains the Shipper Codes for the details of the nomination.  |
| Quantity per Gas Day    | Contains the quantity per Nomination Detail per Gas Day.   |
| Quantity per gas hour   | Contains the quantity per Nomination Detail per gas hour of the selected Gas Day.  |
| Fuel                    | Contains the quantity that will be used as fuel gas.   |
| Result                  | Contains the daily and hourly quantities of the total quantity for<br>the source or destination details of the nomination. |

#### 4.4.2 Register nomination for a period

In case you want to register the same nomination for a specific period (e.g. a month) there is a possibility to extend a nomination as follows.

The nomination registration starts the same way as for the single day nomination and should be done for the first gasday of the required period. Once all source and destination details are introduced one should use the "Extend" button instead of the "Register" button as shown below:

| Home     | Nominatio      | ns Contracts      | Contact Information | on Master Data    |                   |                   |                   |                  |              |                |                  |       |
|----------|----------------|-------------------|---------------------|-------------------|-------------------|-------------------|-------------------|------------------|--------------|----------------|------------------|-------|
| Registe  | er Nomina      | ation             |                     |                   |                   |                   |                   |                  |              |                |                  |       |
| CHOOS    | E GAS DAY AI   | ID CONTRACT       |                     |                   |                   |                   |                   |                  |              |                |                  |       |
| Gas Day  |                | 19/03/2020        |                     |                   |                   | Contract          | C_EH2TEST         | (Wallbach - Pass | oGries) 🔻    |                |                  |       |
| CONTRA   | ACT: C_EH2T    | EST (WALLBACH     | - PASSOGRIES)       |                   |                   |                   |                   |                  |              |                |                  |       |
| Estimate | ed GCV (kWh/   | Nm3)              |                     | 11,37             |                   | Fuel Gas Corre    | ction 📃           |                  | Fuel Gas Per | rcentage (%) 0 | ,00              |       |
| Total Su | bscribed Daily | Capacity for sele | ected Gas Day (kWh) | 24 000 000        |                   | Firmness Leve     | l Firm            |                  | Renom Perc   | entage (%) 1   | 00,00            |       |
|          |                |                   |                     |                   |                   |                   |                   |                  | Contract Ty  | pe P           | rimario          |       |
| ADD DE   | TAIL           |                   |                     |                   |                   |                   |                   |                  |              |                | Persister        |       |
| Source/  | Destination?   | Source            | Ŧ                   |                   | Daily Quantity(k  | Wh) 0             |                   | +Ado             | d Detail     |                | / Extend         | 1     |
| Shipper  | Code           | ··· Choose ···    | ٣                   |                   |                   |                   |                   |                  |              |                | × Cancel         | ,     |
|          |                |                   |                     | ,                 |                   |                   |                   |                  |              |                |                  | _     |
|          |                |                   |                     | Copy values to e  | end when editing  |                   |                   |                  |              |                |                  |       |
| Action   | Shipper        |                   | Quantity (kWh/day)  | 1 (06:00 - 07:00) | 2 (07:00 - 08:00) | 3 (08:00 - 09:00) | 4 (09:00 - 10:00) | 5 (10:00 - 11    | :00) 6 (11:0 | 0 - 12:00) 7 ( | 12:00 - 13:00) 8 | 8 (13 |
| SOURCE   |                |                   |                     |                   |                   |                   |                   |                  |              |                |                  |       |
| Î        | E2EOGE         |                   | <i>▲</i> 48 000     | 2 000             | 2 000             | ∠ 2 000           | 2 000             | 1                | 2 000        | 2 000          | ∠ 2 000          |       |
|          | Result         |                   | 48 000              | 2 000             | 2 000             | 2 000             | 2 000             | 2 000            | 2 000        | 2 0            | 00 2             | 2 000 |
| DESTINAT | FION           |                   |                     |                   |                   |                   |                   |                  |              |                |                  |       |
| Û        | E2ESNAM        |                   | -48 000             | -2 000            | -2 000            | -2 000            | -2 000            | 1                | -2 000       | -2 000         | -2 000           |       |
|          | Fuel           |                   | 0                   | 0                 | 0                 | 0                 | 0                 | 0                | 0            | 0              | 0                | )     |
|          | Result         |                   | -48 000             | -2 000            | -2 000            | -2 000            | -2 000            | -2 000           | -2 000       | -2 (           | - 000            | 2 000 |
|          |                |                   |                     | 4                 |                   |                   |                   |                  |              |                |                  | •     |

#### FLUXSWISS - Shipper Manual - Extranet

| Nomination woodule | Nom | ination | Module |
|--------------------|-----|---------|--------|
|--------------------|-----|---------|--------|

| CHOOS                      | E GAS DAY AND CONTRA                        | т                                |                               |  |  |                     |                  |                               |   |
|----------------------------|---|----------------------------------|-------------------------------|--|--|---------------------|------------------|-------------------------------|---|
| Gas Day                    | 19/03/2020                                  |                                  |                               |  | Contract                                 | C_EH2TEST (         | Wallbach - Passo | Gries) 🔻                      |   |
| CONTR                      | ACT: C_EH2TEST (WALLE                       | ACH - PASSOGRIES)                |                               |  |  |                     |                  |                               |   |
| Estimat                    | ed GCV (kWh/Nm3)                            |                                  | 11,37                         |  | Fuel Gas Corre                           | ction               |                  | Fuel Gas Percentage           | (%) 0,00                                      |
| lotal Su                   | ubscribed Daily Capacity fo                 | selected Gas Day (kWh)           | 24 000 000                    |  | Firmness Level                           | Firm                |                  | Renom Percentage (            | %) 100,00                                     |
|                            |   |                                  |                               |  |  |                     |                  | Contract Type                 | Primario                                      |
| ADD DE                     | TAIL  |                                  | EXTEND NOMINATION - (         | ONFIRM YOUR REQUE                      | ST                                       | _                   | 8                |                               | ✓ Register                                    |
| Source/Destination? Source |   |                                  | +Add                          |  |  |                     | Detail           | Extend                        |   |
| hipper                     | Code  |                                  | date with quantity: 48        | ate with quantity: 48 000 kWh/day.     |  |                     |                  |                               | Cases   |
|                            | Choose                                      |                                  | End date:                     | 19/03/2020                             |  |                     |                  |                               | Cancer  |
|                            |   |                                  |                               | MARCH :<br>Mo Tu We Th                 | 2020 🔘 🕻                                 | Cancel Confirm      |                  |                               |   |
|                            |   |                                  |                               |  | 1  |                     | _                |                               |   |
|                            | Shipper                                     | Quantity (kWh/day)               | 1 (06:00 - 07:00)             | 2 3 4 5<br>9 10 11 12                  | 6 7 8<br>13 14 15                        | 4 (09:00 - 10:00)   | 5 (10:00 - 11:0  | 00) 6 (11:00 - 12:0           | 0) 7 (12:00 - 13:00) 8                        |
|                            |   |                                  |                               | 16 17 18 19                            | 20 21 22                                 |                     |                  |                               |   |
| OURCE                      |   |                                  |                               |  |  |                     |                  |                               |   |
| DURCE                      |   |                                  |                               | 23 24 25 26<br>30 31                   | 27 28 29                                 |                     |                  |                               |   |
| DURCE                      | E2EOGE                                      | 48 000                           | 2 000                         | 23 24 25 26<br>30 31<br>- 2 000        | 27 28 29                                 | 2 000               | /* 2             | 000 2                         | 000 2 000                                     |
| OURCE                      | E2EOGE<br>Result                            | 48 000                           | 2 000                         | 23 24 25 26<br>30 31<br>2 000<br>2 000 | 27 28 29<br>2 000<br>2 000               | 2 000               | 2 000            | 000 2 000                     | 000 2 000 2                                   |
| DURCE                      | E2EOGE<br>Result<br>TION                    | 48 000                           | 2 000                         | 23 24 25 26<br>30 31<br>2 000<br>2 000 | 27 28 29<br>2 000<br>2 000               | 2 000               | 2 000 2          | 2 000                         | 2 000 2                                       |
|                            | E2EOGE<br>Result<br>TION<br>E2ESNAM         | 48 000<br>48 000                 | 2 000<br>2 000                | 23 24 25 26<br>30 31<br>2 000<br>2 000 | 27 28 29<br>2 000<br>2 000<br>2 000      | 2 000               | 2 000<br>2 000   | 000 2 000<br>2 000            | 000 2 000 2<br>2 000 2<br>000 -2 000          |
| OURCE<br>ESTINA            | E2EOGE<br>Result<br>TION<br>E2ESNAM<br>Fuel | 48 000<br>48 000<br>-48 000<br>0 | 2 000<br>2 000<br>-2 000<br>0 | 23 24 25 26<br>30 31<br>2 000<br>2 000 | 27 28 29<br>2 000<br>2 000<br>2 000<br>0 | 2 000<br>2 000<br>0 | 2 000            | 000 2 2000<br>2 000 -2<br>0 0 | 000 2 000 2<br>2 000 2<br>000 -2 000<br>0 0 0 |

#### Extend nomination screen

The end date of the required period should then be selected in the pop-up. When pushing the "Confirm" button in the pop-up, the nomination is then registered for all days in the period if all usual rules are checked successfully. The following screen shows the resulting nominations in the overview screen:

| Home     | Nomin                | ations Co | itra | cts Contact Inform | nation | Master Data           | _               | _                   |           |    |                               |
|----------|----------------------|-----------|------|--------------------|--------|-----------------------|-----------------|---------------------|-----------|----|-------------------------------|
| Nomina   | Nominations Overview |           |      |                    |        |                       |                 |                     |           |    |                               |
| NOMINA   | NOMINATION FILTER    |           |      |                    |        |                       |                 |                     |           |    |                               |
| Start Ga | s Day                | 19/03/20  | 20   |                    |        |                       |                 |                     |           |    |                               |
| End Gas  | Day                  | 26/03/20  | 20   |                    |        |                       |                 |                     |           | C  | <b>&amp;</b> Find Nominations |
| Action   | \$ Ga                | s Day     | \$   | Contract           | ¢      | Path 💠                | Source (kWh) \$ | Destination (kWh) 🔶 | Confirmed | \$ | Registration Time 🔶           |
| 0        | 19                   | /03/2020  |      | C_EH2TEST          |        | Wallbach - PassoGries | 48 000          | -48 000             | ×         |    | 18/03/2020 15:08:14           |
| 0        | 20                   | 03/2020   |      | C_EH2TEST          |        | Wallbach - PassoGries | 48 000          | -48 000             | ×         |    | 18/03/2020 15:08:15           |
| 0        | 21                   | 03/2020   |      | C_EH2TEST          |        | Wallbach - PassoGries | 48 000          | -48 000             | ×         |    | 18/03/2020 15:08:15           |
| 0        | 22                   | 03/2020   |      | C_EH2TEST          |        | Wallbach - PassoGries | 48 000          | -48 000             | ×         |    | 18/03/2020 15:08:15           |
| 0        | 23                   | /03/2020  |      | C_EH2TEST          |        | Wallbach - PassoGries | 48 000          | -48 000             | ×         |    | 18/03/2020 15:08:15           |
| 0        | 24                   | 03/2020   |      | C_EH2TEST          |        | Wallbach - PassoGries | 48 000          | -48 000             | *         |    | 18/03/2020 15:08:15           |
| 0        | 25                   | /03/2020  |      | C_EH2TEST          |        | Wallbach - PassoGries | 48 000          | -48 000             | ×         |    | 18/03/2020 15:08:15           |
| 0        | 26                   | 03/2020   |      | C_EH2TEST          |        | Wallbach - PassoGries | 48 000          | -48 000             | ×         |    | 18/03/2020 15:08:16           |

**<u>Remark</u>**: periods should not include days on which a switch is made between summertime and wintertime or vice versa. For these cases a period should end the day before such a day or start the day after such a day. For switch days themselves only a single nomination is accepted.

#### Contract Module

## 5. Contract Module

| fluxquies                  |                     |             |  |               | / <u>C</u>    | hange Password 🛛 🖻 Log Off |
|----------------------------|---------------------|-------------|--|---------------|---------------|----------------------------|
|                            | FLUXSWISS EXTRAM    | NET         |  | Shipper Name: | Shipper Code: | User Name: ITGUARD         |
| Home Nominations Contracts | Contact Information | Master Data |  |               |               |                            |

Menu Toolbar

The Shipper can access this module via the toolbar at the top. By clicking on the Contracts menu, the Shipper navigates to the Contract Overview screen.

Via the Contract Overview screen the Shipper can look up his own Contracts. By clicking on a row in the Contract Overview screen, the Shipper is navigated to the Contract Detail screen.

These screens are explained in further detail in the following chapters.

#### **Contract Module**

## 5.1 Contract Overview

| fluxswiss <sup>6</sup><br>fluxys FLUXSWISS EXTRANET Shipper Name: Test EZE shipper |            |             |                 | Shipper Code: T       | ✓ <u>Change Passw</u><br>ESTE2E User | <u>vord</u>   🖻 <u>Log Off</u><br>r Name: TESTE2E |   |              |                    |       |               |                 |
|--|------------|-------------|-----------------|-----------------------|--------------------------------------|---|---|--------------|--------------------|-------|---------------|-----------------|
| Home   | Nomination | Contracts   | Contact Informa | tion Master Data      |                                      |   |   |              |                    |       |               |                 |
| Contra   | ct Overvie | w           |                 |                       |                                      |   |   |              |                    |       |               |                 |
| CONTRA   | CT FILTER  |             |                 |                       |                                      |   |   |              |                    |       |               |                 |
| Gas Day  | 1          | 8/03/2020   |                 |                       |                                      |   |   |              |                    |       |               |                 |
| Active   | ۲          | Only Active | Only Inactiv    | e                     |                                      |   |   |              |                    |       |               | <b>Q</b> Search |
| Action   | ¢ Contrac  | t Code      | ¢               | Path                  | ¢                                    | Туре  | ¢ | Fuel Gas % 🔶 | Capacity (kWh/day) | ¢ Cap | acity (Nm3/h) | ¢               |
| 0  | C_EH2T     | EST         |                 | Wallbach - PassoGries |                                      | Primario  |   | 0,00         | 25 000 000         | 175   | 901           |                 |

Contract Overview screen

In order to access this screen the Shipper must have clicked the Contract menu.

The Shipper can find the active Contracts for the selected Gas Day. The default value of this Gas Day is the current Gas Day. This can be changed by the Shipper. In order to perform the actual search, the Shipper must click the Search button.

| Filter  | Description   |
|---------|---|
| Gas Day | MANDATORY - Selected Gas Day for the active Contracts.<br>Active means that there exists a Contract Line. |

After applying the selected filter, the application will retrieve the Contracts. The Shipper will have an overview of these presented in a table. Click on a row in the table to navigate to the Contract Detail screen.

| Field               | Description  |
|---------------------|--|
| Contract Code       | Contract Code for which the nomination is made.  |
| Path                | Path for which the nomination is made.   |
| Contract Type       | Sort of Contract needed for the allocation process.  |
| Fuel Gas Percentage | Defines by how much the amount of gas at the redelivery point<br>is decreased compared to the amount of gas at the delivery<br>point to compensate for the fuel gas. |
| Capacity            | Is an indication of the quantity that can be subscribed via the Contract for the selected Gas Day.   |

#### **Contract Module**

## 5.2 Contract Detail

| Home Nominations       | Contracts Conta       | ct Information Master    | • Data                 |                           |                     |   |           |    |              |     |            |        |             |
|------------------------|-----------------------|--------------------------|------------------------|---------------------------|---------------------|---|-----------|----|--------------|-----|------------|--------|-------------|
| Contract Detail        |                       |                          |                        |                           |                     |   |           |    |              | ← R | eturn to C | Contra | ct Overviev |
| C_EH2TEST              |                       |                          |                        |                           |                     |   |           |    |              |     |            |        |             |
| Contract Code          | C_EH2TES              | ST                       |                        | Daily Capacity (k         | Wh)                 |   | 25 000 00 | 00 |              |     |            |        |             |
| Path                   | Wallbach - PassoGries |                          |                        | Fuel gas correcti         | Fuel gas correction |   |           |    |              |     |            |        |             |
| FirmnessLevel          | Firm                  |                          |                        | Fuel gas percentage (%) 0 |                     |   | 0,00      |    |              |     |            |        |             |
| Contract Type          | Primario              |                          |                        | Gas Day 18/03/2020        |                     |   |           |    |              |     |            |        |             |
| Description            | Test Cont             | ract                     |                        | GCV (kWh/Nm3)             |                     |   | 11,37     |    |              |     |            |        |             |
|                        |                       |                          |                        | Renomination Pe           | rcentage (%)        |   | 100,00    |    |              |     |            |        |             |
| Daily Capacity (Nm3) 🗢 | Daily Energy (kWh) 🔶  | Hourly Capacity (Nm3) \$ | Hourly Energy (kWh) \$ | From Gas Day              | To Gas Day          | ¢ | Sublet    | \$ | Shipper Code | \$  | Capacity   | \$     | Volume      |
| 1 143 360              | 13 000 000            | 87 951                   | 1 000 000              | 18/03/2020 17:00 CET      | 19/03/2020          |   | ×         |    | -            |     |            |        | ×           |
| 1 055 409              | 12 000 000            | 87 951                   | 1 000 000              | 18/03/2020 18:00 CET      | 27/03/2020          |   | ×         |    | -            |     |            |        | ×           |

Contract Detail screen

In order to access this screen the Shipper must have clicked a row in the overview of the Contracts.

In the upper section of the screen the Shipper will see the Contract information. In the bottom section of the screen all the Contract Lines of the Contract are shown.

| Field                              | Description  |
|------------------------------------|--|
| Contract Code                      | Contract Code for which the nomination is made.  |
| Path                               | Transit route for which the Nomination is made.  |
| Firmness Level                     | Defines the order in which nominated quantities are reduced in<br>case the total sum of nominations exceed the available<br>capacity.  |
| Contract Type                      | Sort of Contract needed for the allocation process.  |
| Description                        | Description of the Contract.   |
| Total Subscribed Daily<br>Capacity | Maximum quantity that can be nominated via the Contract for the selected Gas Day.  |
| Fuel Gas Correction                | Indicates if the fuel gas advances, calculated during the nomination process, are corrected during the allocation and billing process.   |
| Fuel Gas Percentage                | Defines by how much the amount of gas at the redelivery point<br>is decreased compared to the amount of gas at the delivery<br>point to compensate for the fuel gas.                 |
| Renomination Percentage            | Defines the percentage on the subscribed hourly capacity that can be renominated within day (starting from full hour+2).   |
| Gas Day                            | Gas Day for which the nomination is made.  |
| Estimated GCV                      | Defines the GCV at a particular Network Point for a certain<br>period in order to be able to convert volume amounts into<br>energy amounts or vice versa. For backhaul contracts the |

### FLUXSWISS - Shipper Manual - Extranet

### Contract Module

|                         | Estimated GCV of the redelivery point is used.   |
|-------------------------|--|
| Renomination Percentage | Defines the percentage on the subscribed hourly capacity that can be renominated within day (starting from full hour+2). |
| Field (Contract Line)   | Description  |
| Daily Capacity          | The maximum daily quantity in Nm3 that can be subscribed via the Contract for the selected Gas Day.                      |
| Daily Energy            | The maximum daily quantity in kWh that can be subscribed via the Contract for the selected Gas Day.                      |
| Hourly Capacity         | The maximum hourly quantity in Nm3 that can be subscribed via the Contract for the selected Gas Day.                     |
| Hourly Energy           | The maximum hourly quantity in kWh that can be subscribed via the Contract for the selected Gas Day.                     |
| From                    | Start of the period of the Contract Line.  |
| То                      | End of the period of the Contract Line.  |
| Sublet                  | Indicates whether the Contract Line is a capacity assignment from or to another Shipper.                                 |
| Shipper Code            | Displays the Shipper Code of the Shipper from or to whom the capacity is sublet.   |

Contact Information Module

## 6. Contact Information Module

| flux and a star            |                                 | P Change Password est Log Off                  |
|----------------------------|---------------------------------|--|
|                            | FLUXSWISS EXTRANET              | Shipper Name: Shipper Code: User Name: ITGUARD |
| Home Nominations Contracts | Contact Information Master Data |  |

Menu Toolbar

The Shipper can access this module via the toolbar at the top. By clicking on the Contact Information menu, the Shipper navigates to the Contact Information screen.

| Home Nominations    | Contracts Contact Information Maste | r Data         |               |  |  |
|---------------------|-------------------------------------|----------------|---------------|--|--|
| Contact Informati   | on                                  |                |               |  |  |
| BUSINESS PARTY      |                                     |                |               |  |  |
| Code                | EH2TEST                             | Fax Number     | 021538546     |  |  |
| Current Name        | Test Shipper                        | Phone Number   | 021538540     |  |  |
| E-mail              | alice.decock@fluxys.com             | Postal Address | Gas street, 3 |  |  |
| Status              | ACTIVE                              |                | Country       |  |  |
|                     |                                     | 24/7 Contact   | Test Contact  |  |  |
| USER CONTACT INFORM | AATION                              |                |               |  |  |
| First Name          | Test                                | Fax Number     | 021538542     |  |  |
| Last Name           | Contact                             | Phone Number   | 021538543     |  |  |
| E-mail              | alice.decock@fluxys.com             |                |               |  |  |

🖉 Edit

#### Contact Information screen

In the upper section the Shipper will see the information of his company, in the bottom section the Shipper will see the user contact information. It is important that the Shipper contacts FluxSwiss to correct incorrect information. Especially the 24/7 contact field is very important for the dispatchers of FluxSwiss in case of emergency.

| Home Nominations     | Contracts Contact Information Master Data |                |                            |                    |
|----------------------|---|----------------|----------------------------|--------------------|
| Contact Informatio   | n   |                |                            |                    |
| BUSINESS PARTY       |   |                |                            |                    |
| Code                 | EH2TEST                                   | Fax Number     | 021538546                  |                    |
| Current Name         | Test Shipper                              | Phone Number   | 021538540                  |                    |
| E-mail<br>Status     | alice.decock@fluxys.com                   | Postal Address | Gas street, 3<br>0123 Town | $\hat{\mathbf{C}}$ |
|                      |   | 24/7 Contact   | Test Contact               | $\langle \rangle$  |
| USER CONTACT INFORMA | ATION                                     |                |                            |                    |
| First Name           | Test                                      | Fax Number     | 021538542                  |                    |
| Last Name            | Contact                                   | Phone Number   | 021538543                  |                    |
| E-mail               | alice.decock@fluxys.com                   |                |                            |                    |
|                      |   |                |                            |                    |

×Cancel Submit

#### Contact Information screen – Edit

The Shipper has the possibility to edit his own Contact Information. Click the Edit button then change the fields that need to change and lastly click on the Submit button to save the changes. It is possible to cancel the changes by clicking the Cancel button.

### FLUXSWISS - Shipper Manual - Extranet

#### **Contact Information Module**

| Field (Business Party)              | Description   |
|-------------------------------------|---|
| Code                                | The Shipper Code.   |
| Current Name                        | The current name of the company as known by FluxSwiss.  |
| E-mail                              | E-mail of the company of the user.  |
| Status                              | Indicates whether the company of the user is still active or inactive.  |
| Fax Number                          | Fax of the company of the user.   |
| Phone Number                        | Phone Number of the company of the user.  |
| Postal Address                      | Postal Address of the company of the user.  |
| 24/7 contact                        | The information necessary to contact the Shipper 24/7. The dispatchers of FluxSwiss must at all times be able to contact the Shipper. |
| Field (User Contact<br>Information) | Description   |
| First Name                          | First Name of the user.   |
| Last Name                           | Last Name of the user.  |
| E-mail                              | E-mail of the user.   |
| Fax Number                          | Fax of the user.  |
| Phone Number                        | Phone Number of the user.   |

#### Master Data Module

## 7. Master Data Module

| fluxquiach                 |                                 | ✓ <u>Chanee Password</u>   es Los Off          |
|----------------------------|---------------------------------|--|
| fluxys                     | FLUXSWISS EXTRANET              | Shipper Name: Shipper Code: User Name: ITGUARD |
| Home Nominations Contracts | Contact Information Master Data |  |

Menu Toolbar

The Shipper can access this module via the toolbar at the top. By clicking on the Master Data Module menu, the Shipper navigates to the Estimated GCV Overview screen.

| Home      | Nominations | Contracts | Cont    | act Information | Master Data |   |             |   |                               |          |
|-----------|-------------|-----------|---------|-----------------|-------------|---|-------------|---|-------------------------------|----------|
| Estimat   | ted GCV Ove | erview    |         |                 |             |   |             |   |                               |          |
| FILTER    |             |           |         |                 |             |   |             |   |                               |          |
| Network   | Point       |           | All Net | work Points     | ~           |   |             |   |                               |          |
| Start Gas | s Day       |           | 29/09/: | 2016            |             |   |             |   |                               |          |
| End Gas   | Day         |           | 29/09/  | 2016            |             |   |             |   |                               | Q Search |
| Network   | Point       |           | ¢       | Start Gas Day   |             | ¢ | End Gas Day | ¢ | Estimated GCV Value (kWh/Nm3) | \$       |
| Oltingue  |             |           |         | 01/09/2016      |             |   | -           |   | 11,45                         |          |
| PassoGrie | 15          |           |         | 01/09/2009      |             |   | -           |   | 11,32                         |          |
| Wallbach  |             |           |         | 01/09/2016      |             |   | -           |   | 11,42                         |          |

#### Estimated GCV Overview screen

In order to find the wanted GCV the Shipper must at least provide a Gas Day period. The default period starts at the current Gas Day and ends at the current Gas Day. This can be changed by the Shipper. If wanted the Shipper can add an extra filter criteria by choosing the Network Point for which the GCV is valid. The Shipper must then click the Search button in order to do the actual searching.

| Filter        | Description   |
|---------------|---|
| Network Point | OPTIONAL - A place where gas can exit or enter the FluxSwiss<br>grid. Currently there are three Network points: Wallbach,<br>Oltingue and PassoGries. |
| Start Gas Day | MANDATORY - Beginning of the period.  |
| End Gas Day   | MANDATORY - Ending of the period.   |

After the search the application will return all the defined GCVs for the given filter. The Shipper will see the Network Point, the Start Gas Day and the actual GCV value. Notice that there is only one value of the estimated GCV per Network Point and per Gas Day.

| Field         | Description  |
|---------------|--|
| Network Point | A place where gas can exit or enter the FluxSwiss grid. Currently<br>there are three Network points: Wallbach, Oltingue and<br>PassoGries. |

### FLUXSWISS - Shipper Manual - Extranet

#### Master Data Module

| Start Gas Day       | Beginning of the period for which the GCV value is valid.                                   |
|---------------------|---|
| Estimated GCV Value | The value of the Gas Calorific Value (GCV) used to convert volume to energy and vice versa. |

## 8. Digital Selling Platform

The shipper can also access our Digital Selling Platform should they be enabled to do so. When this is the case, the platform can be accessed here: <u>https://auctionextranet.flch.gsmartsuite.com</u>.

## 8.1 Logging in

| fluxsw       | riss <sup>℃</sup> |       |
|--------------|-------------------|-------|
| PLEASE LOGIN |                   |       |
| Login:       |                   |       |
| Password:    |                   |       |
|              |                   | Login |



When going to the site, you will first be greeted by the login screen. If it's your first time, you will have to use the provided username and password. Otherwise you should know your username and password. If not, you can contact our helpdesk to reset your password.

When logged in, you will be either redirected to the sales channel selection screen or immediately to the Within-Day sales portal if you are not allowed to partake with long-term auctions or if there are none available at the time.

## 8.2 Sales channel selection



Sales channel selection screen

Only when you as a business party can partake in long-term auctions and only when they are available at the time you will see this screen. Click on Within-Day sales portal to navigate to our short-term product sales and Capacity auction portal for the long-term auctions.

## 8.3 Within-Day sales portal

|                        |                      | Reservation valid until 15/11/2<br>Validity period will not change w | 019, 12:06:39<br>/hen the capacity | ı is updated |
|------------------------|----------------------|--|------------------------------------|--------------|
|                        |                      | Estimated Price  | 14080                              | EUR          |
|                        |                      | Current Exchange Rate  | 1.7                                | EUR/CHF      |
| Capacity<br>Unit Price | 1 MWh/h<br>1 EUR/MWh | Reserved Exchange Rate 🔒   | 1.7                                | EUR/CHF      |
| LP - OLT INT1          | 15/11/2019           | Current Unit Price   | 1.1                                | EUR/MWh      |
|                        | 1514410040           | Reserved Unit Price 🔒  | 1.1                                | EUR/MWh      |
| Reserved Unit<br>Price | 1.1 EUR/MWh          | Reserved Capacity 🔒  | 800                                | MWh/h        |
| Reserved               | 800 MWh/h            | Maximum Capacity   | 800                                | MWh/h        |
| Capacity               | 800 MWh/h            | Updated a Jew seconds ago  |                                    |              |
| LP - GP FIRM 1         | 15/11/2019           |  |                                    |              |

Within-day sales portal

This screen allows a shipper to reserve and book the last and latest available capacities. The work flow is as follows:

- 1. Click on any product to the left to view its details on the right.
- 2. Enter the desired capacity.
- 3. Click on 'Reserve'.
  - Reserving will keep the desired capacity available for you. Additionally, it will freeze both the unit price and exchange rate. Reservations are valid for 30 minutes.
  - The capacity volume can be updated afterwards (up to the maximum capacity)
- 4. When you are ready, click 'Book'.
- 5. Verify the amount and price.
- 6. Click 'Yes' to finalize the booking.
- 7. Nominate your purchase which is described in detail in the section <u>4Nomination Module</u>.

### Digital Selling Platform

To see the most up-to-date information, you can use the refresh buttons (<sup>2</sup>) for either the list or the selected product.

| Field (list)                   | Description  |
|--------------------------------|--|
| Capacity                       | The capacity that is currently available for booking.  |
| Unit Price                     | The current price per unit for the product.  |
| Reserved                       | The capacity that you as a business party have reserved for that product.  |
| Reserved Unit Price            | The price per unit you will pay for your current reservation. This is the price per unit at the time you made the reservation.   |
| Field (details)                | Description  |
| Maximum Capacity               | The capacity that is currently available for booking.<br>This is the same as the 'Capacity' field on the left.   |
| Currently Reserved<br>Capacity | Only visible when you have a reservation for the product.<br>The capacity amount you have reserved.  |
| Required Capacity              | The capacity you as a business party want to reserve or book.  |
| Reserved Unit Price            | Only visible when you have a reservation for the product.<br>The price per unit you will pay for your current reservation. This is the<br>price per unit at the time you made the reservation. |
| Current Unit Price             | The current price per unit.  |
| Estimated price                | Only visible when you have a reservation for the product.<br>An indicative total price if you would book your reservation immediately.   |
| Exchange Rate                  | The current exchange rate between EUR and CHF.   |
| Field (confirmation)           | Description  |
| Total Quantity                 | The total capacity amount you want to book for   |
| Estimated Price                | An indicative price for the amount you want to book for.   |

#### **Digital Selling Platform**

#### 8.3.1 Notifications and errors

Due to the limited availability of the products, the concurrent use of the application and fluctuating prices, it's possible reservations or bookings will fail due to various reasons. All errors and warnings should be clear from their description and unless there is a technical problem, are easy to solve.

When any value was changed since you opened the product, simply refresh the product using the refresh button ( <sup>2</sup>). Otherwise, you probably entered an invalid amount in the capacity field.

| Common scenario  | Resolution  |
|--|---|
| The maximum capacity<br>was lowered. You do not<br>have a reservation. | When the maximum capacity is still higher than your required<br>capacity, both the booking and reservation will succeed.<br>When the maximum capacity was recently lowered below your<br>required capacity, you will get an error message when you try<br>to book or reserve. Refresh the product to see the most recent<br>maximum capacity. |
| The maximum capacity<br>was lowered. You have a<br>reservation.        | The maximum capacity cannot go below your reserved capacity.<br>Booking the reserved amount will succeed.   |
| The unit price changed.<br>You do not have a<br>reservation.           | You will get an error message when you try to book or reserve<br>with a unit price that is obsolete. Refresh the product and try<br>again with the most recent unit price.  |
| The unit price changed.<br>You have a reservation.                     | The unit price is fixed for you as soon as you make a reservation. Updating your reservation will still maintain the original unit price (valid for 30 minutes). Booking will succeed at the reserved unit price.   |
| The exchange rate changed.   | You will get an error message when you try to book or reserve<br>with an exchange rate that is obsolete. Refresh the product and<br>try again with the most recent exchange rate.   |

Technical problems

## 9. Technical problems

# Telephone Number : GMSL dispatching (24/7) 0044 845 1645 079 FluxSwiss Operations (during office hours) 0041 91 910 9315

E-mail: Dispatching.FluxSwiss@fluxys.com

Lorenzo.dondi@fluxswiss.com (in CC)