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NESO Ancillary Services New Provider Guidance Document

Dear Customer,

Thank you for your interest in becoming an Ancillary Service Provider. To correctly set you up as a vendor in our Settlements and Finance systems, and ensure the timely provision of invoices, backing data, and payments, several steps need to be completed. This document outlines the process that needs to be followed for you to be set up as an Ancillary Services provider.

Step 1 – Settlements Team receives vendor information.

The Settlements team require the following documentation to begin set-up:

- A completed “Ancillary Services – New Service Provider” form, on company headed pdf. This is available on the NESO site’s Settlements page – [Settlements | National Energy System Operator](#). This is mandatory for our auditing purposes. Please submit the completed form to: settlement.queries@nationalenergyiso.com
- Proof of bank details in a non-editable format, e.g., pdf or jpeg. We only require one of the below:
 - o Bank statement dated within the last six months
 - o Bank letter dated within the last six months
 - o Paying in slip
 - o Void cheque
 - o Online banking screenshot dated within the last six months (this must include company name, internet address bar and date of login).

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Please note, any evidence provided must show company name and bank details. The company name on your bank details documentation must match the company name you are setting up with NESO. You may blank out sensitive monetary values. Please submit this together with the completed "Ancillary Services – New Service Provider" form to:
settlement.queries@nationalenergyso.com.

Step 2 – Settlements Team reviews vendor information

The Settlements team review the Ancillary Services – New Service Provider" form to ensure that all the necessary fields are populated. The banking evidence is also reviewed to ensure it meets the above criteria. If important information is missing, a member of the Settlements team will contact you to request the correct information. It is important that the telephone number provided is accessible during office working hours.

Step 3 – Settlements Team processes vendor information

The information provided on the Ancillary Services – New Service Provider" form is then entered into the Settlements system and a unique 4 letter company code is created, along with a unique password. This information will be emailed to the primary provider contact and/or company set-up requestor. This information is important as it relates to the monthly self-billing invoices and backing data. The backing data and invoices are sent in a zipped file that is named with the company code and the password is needed to unzip the files.

Step 4 – Settlements Team pass banking information to Vendor team within Finance

Company details and banking information are entered into Coupa and passed on to the Vendor team internally, via the Coupa portal. The Vendor team review the information and create a new record in Coupa. This will generate a link which is sent to the primary provider contact. Please note that the request will be closed after 30 days if there is no response, and the process will have to be restarted.

If further clarification is required on any details, the Vendor team will make contact to resolve.

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Step 5 – Bank details validation by the Vendor team within Finance

The Vendor team validate the bank details and evidence provided to ensure they are consistent with our financial controls.

Once the Vendor team are successful in verifying bank details the setup is nearly complete.

Step 6 – Set up is complete and payments can be made

The Vendor team finalise the administrative aspects of the set -up and furnish the Settlements team with a finance reference number which is entered into the Settlements system. This will allow the Settlements systems and Finance systems to link to ensure invoices are generated and payments are made correctly.

End of process

Please allow **15 working days** for completion of the setup process given all information in hand is correct and meets the requirements. If you are experiencing difficulties in any part of the set -up process, or the 15 working days has elapsed, please contact the Settlements team settlement.queries@nationalenergyso.com to ensure that your request can be dealt with accordingly.

Please note that until the banking set-up part of the process is completed, no payments can be made, though backing data can be generated and sent out. Therefore, if any information is requested by either the Settlements team or the Vendor team, please provide this in a timely manner as it may impact your ability to do business and get paid.