

ENGLISH COURTESY TRANSLATION – ONLY THE ITALIAN TEXT HAS LEGAL VALUE

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Data Reporting Platform User Manual

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ENGLISH COURTESY TRANSLATION – ONLY THE ITALIAN TEXT HAS LEGAL VALUE

Sommario

1	Introduction	5
1.1	Services.....	5
2	Definitions and acronyms	6
2.1	Acronyms.....	6
3	Technical requirements for the use of the PDR	7
4	Data Reporting Platform PDR	7
4.1	Service request	7
4.2	Accessing the platform.....	8
4.3	Change in the services.....	9
4.4	Managing the change in the services	10
4.5	Terms of billing and payment of fees.....	11
5	PDR portal.....	11
5.1	Login	11
5.2	The homepage.....	12
5.3	Manage.....	12
5.3.1	Manage/Operators	12
5.3.2	Manage/Users.....	13
5.3.3	Manage/Services.....	14
5.4	Services.....	17
5.5	Messages	19
6	Uploading external data	19
6.1	Naming convention	19
6.2	Format of the file.....	19
6.3	Size of the file	20
6.4	Further cases of rejection.....	20
6.5	Loading timing.....	20
6.6	Notification and management of the errors found in the report from ACER.....	20
7	Downloading the report in the ACER format	22
8	Web services.....	22
8.1	Web Service methods	22

ENGLISH COURTESY TRANSLATION – ONLY THE ITALIAN TEXT HAS LEGAL VALUE

9. Communications.....	23
9.1 Communications by the participant.....	23
9.2 Communications by GME.....	24

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1 Introduction

Regulation no. 1227/2011 of the European Parliament and of the Council concerning the integrity and transparency of wholesale energy market (hereinafter: REMIT), establishes, at European level, common rules to prevent abusive practices in the wholesale electricity and natural gas markets, imposing the market participants of these markets the prohibition of market manipulation, the prohibition of abuse of inside information and the obligation to publish promptly and effectively the inside information. Article 7, paragraph 1 of REMIT states that ACER monitors the trading of wholesale energy products *“to detect and prevent trading based on inside information and market manipulation.”* In order to promote a Europe-wide centralized monitoring of the transactions concluded within the wholesale energy markets and in order to prevent the abusive practices mentioned above, Article 8 of REMIT requires participants the obligation to transmit to ACER the data regarding their trading orders submitted and the transactions concluded in relation to the wholesale energy products, directly or through the intermediation of third parties. While implementing the provisions of Article 8, paragraph 8.2 and Article 6, paragraph 6.1 of REMIT, the methods and timing of the performance of these activities in relation to the reporting to ACER were established by the Commission through a special act of execution, or the (EU) Commission Implementing Regulation No. 1348/2014 of 17 December 2014 concerning the reporting of data pursuant to Article 8, paragraphs 2 and 6 of REMIT (hereinafter: Implementing Acts) entered into force on 7 January 2015.

In order to implement the legal provisions mentioned above, in accordance with the requirements of ACER to authorized persons for the performance of operational data reporting (the so-called RRM), GME made available the Data Reporting Platform (hereinafter: PDR), through which the participants who request it can fulfill their reporting obligations in respect of ACER.

GME, as RRM, intends to allow access to the PDR only to those entities who have previously acquired the status of market participant under the Rules and Regulations of the markets that fall within the scope of the obligation of reporting required by REMIT¹. The services made available through the PDR can be activated with reference to the orders and transactions submitted/concluded by both participants on the markets regulated by GME and, in addition, outside of the same.

1.1 Services

The PDR platform allows market participants that have already signed the relevant contract with GME, to benefit from the following services:

- A. **Service Report download format ACER:** this service is designed for those market participants that do not want to make use of intermediation of GME for the purposes of reporting to ACER but only want to download their transaction in the ACER format, to convey them independently or through other RRM and includes the activities shown below:

¹ These markets are the following: ME (MPE- MTE), MGAS (MP-GAS and MT-GAS); P-GAS

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- a. processing of data concerning orders and/or the transactions pertaining to the market participant relating to GME's markets, for which it was requested the service, in the format specified by ACER (the creation of the Report);
 - b. providing of the Report (data access) to the market participants.
- B. Data Reporting service to ACER:** this service is aimed at the transmission to ACER of the file containing information relating to the orders and/or transactions submitted/concluded on the markets of GME - prepared by GME in the ACER format - and incorporates the following activities:
- a. processing of data concerning orders and/or transactions of the market participant with reference to GME for which it was required the service in the format specified by ACER (creation of the Report);
 - b. transmission to ACER of the above data, as described by ACER in the relevant documents (transmission of the Report);
 - c. provision to the market participant of the electronic receipts provided by ACER certifying the successful transmission of the report by GME to ACER and the correct reception of the same report by ACER (notification);
 - d. provision to the market participant of the daily report containing the data transmitted on their behalf from GME to ACER (accessibility of data).
- C. Upload external data service:** In addition to the data reporting service chosen, the participant can also make use of this additional option to upload the file containing information relating to the orders and transactions submitted/concluded outside the markets regulated by GME on the PDR - already in the ACER format. This file, together with the report prepared by GME under subpara. B will be sent to ACER by GME in order to fulfill the required reporting obligation of the participant. This service involves also the fact that Participants having received a proper proxy and/or mandate can upload onto the Platform the data on behalf of their contractual counterparty.

2 Definitions and acronyms

2.1 Acronyms

Acronym	Description
PDR	Data Reporting Platform
RRM	Registered Reporting Mechanism

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3 Technical requirements for the use of the PDR

The data reporting platform of GME has been structured to allow participants to fulfill the obligations of reporting to ACER manually through the use of a web portal and/or automatically via a web service.

For the use of the web portal, it is required to employ a PC/workstation with an Internet connection and an Internet Explorer or Chrome browser (IE at least 10, Chrome at least V38.0).

To use the web channel service, it is required to employ a client application that uses the correct methods made available by the web service of GME, as described in the document "Implementation Guide" available on the GME's website under the link: <http://www.mercatoelettrico.org/It/GME/Biblioteca/software.aspx>.

4 Data Reporting Platform PDR

Both PDR interfaces (web and web services) require the use of an authentication method in two levels and a *naming convention* for uploading the external data.

The PDR is made available to the participants in continuous mode, i.e., all around the clock, 365 days a year, except for maintenance of the system promptly notified to all users of the PDR and to the contact for technical and operating communications through a special notice that will be sent, if possible, at least one calendar day earlier than the maintenance work.

4.1 Service request

In order to activate one of the data reporting services offered by the PDR, the participant:

1. shall access the website <http://www.mercatoelettrico.org/En/Monitoraggio/ComePartecipare.aspx>;
2. shall select "Request access to the PDR";
3. shall fill all the parts ("Master Data" section; "Services required" section ²⁾) of the online form, selecting "Confirm and download contract" at the end of the process;

² Within this section, the applicant may select the type of service:
- "Download Service" for each of the markets included in the service;

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4. The participant shall download and sign the pdf of the contract so generated in all its parts;
5. The participant shall download, fill out and sign the relevant Annex (the self-declaration affidavit, pursuant to Presidential Decree 445/2000, certifying the powers of representation of the subject subscribing the contract)³;
6. The participant shall send in the original documentation referred to in paragraphs 4 and 5, duly completed and signed by registered mail with acknowledgment of return, courier, or by CEM or by hand to:

Gestore dei mercati energetici S.p.A.
Viale Maresciallo Pilsudski 122/124
00197 Rome, Italy
CEM address: gme@pec.mercatoelettrico.org

4.2 Accessing the platform

Within 15 working days from the receipt of the contract and the accompanying documentation, GME verifies the correctness and completeness of the documentation submitted and that there are no conditions for the rejection of the contract or service referred to in Article 7.2 of the contract.

Should checks on the contract and the accompanying documentation and the conditions for access be successful, GME agrees to the proposed contract by sending the applicant participant, within the said period, a notice, to the e-mail address of the user specified by the participant in the PDR contract, showing the acceptance of the proposal, the successful completion of the process of qualification and the a **Login** and **Password** that, together with the secret **PIN** code, delivered via SMS to the mobile number of the user specified in the PDR contract, constitute the set of credentials for accessing to the PDR platform.

If the market participant reports GME the failure to receive all the credentials or of a part of them, GME will transmit the missing credentials to the User at the address of the market participant he/she/it specified in the contract.

If GME, during said checks, encounters any irregularities or incompleteness - under Article 7.2, subpara. (i) of the contract - in the documentation submitted, it communicates to the participant the steps necessary to complete or regularize the documentation itself and the period within which he/she/it shall do so. From the date of receipt by GME of the regular or complete documentation, the 15 working days period specified to ensure that GME performs the checks described above on

-
- "Data Reporting Service" for each of the markets included in the service;
 - "Upload external data Service " in the case in which the participant has selected the Data Reporting Service , for at least one of the Markets included in the service.

³ The statement may be replaced by other documentation certifying the powers of representation.

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documentation submitted and takes the consequent actions will start again. If, by the deadline specified by GME, the participant has not responded to the request by GME, the proposed contract will definitively lose any effect.

If GME, during said checks, verifies that the conditions for the non-acceptance of the proposed agreement referred to in Article 7.2, subpara. (ii) and/or (iii) apply, it will not accept the proposed contract that will permanently lose any effect, giving special notice to the participant.

For each access to the PDR, the entry of the credentials takes place in two successive stages; before it is asked to enter the login and the password and after it's required to enter the secret PIN code.

Specifically, the Password will necessarily be changed at the first access to the portal (except when the email sent to GME confirms the credentials already assigned), while the PIN secret code can be regenerated and received via SMS⁴ by the user at any time, if required.

The user enabled to the PDR services, using the credentials received, acts as "master user" and can create a maximum of 5 additional service accounts by the relevant function on the platform, as described in Section 5.3. The above credentials for these accounts will be still delivered to the address and the mobile reference number specified in the contract⁵.

Access to the web service interface will be allowed, as a result of the first access to the portal, through the login method previously described. All other methods, except for the logout method, require the secret code as a parameter.

4.3 Change in the services

In order to add or remove one or more services previously enabled and in the event of activation of any other service provided by GME, the participant shall:

1. Access the "Services" page of the "Management" menu in the section reserved for the PDR (Sec. 5.3);
2. Select the "Edit services" option in the "Contract" column;
3. Fill in all parts of the online form⁶, selecting "Confirm and download form" at the end of the process;

⁴ In the event that the market participant reports GME the failure to receive the PIN via SMS, GME shall submit the PIN to the User at the address of the market participant he/he/it specified in the contract.

⁵ If the market participant reports GME the failure to receive the above-mentioned credentials or a part of them, GME will transmit the missing credentials to the User at the address of the market participant he/she/it specified in the contract.

⁶ As part of the "Edit services" section as detailed in Section 5.3, the participant can:

- Add or Delete "Download Service" for each of the markets included in the service;
- Add or Delete "Data Reporting Service" for each of the markets included in the service;
- Add "Upload external data Service" in the case in which the participant has selected the Data Reporting Service, for at least one of the Markets included in the service.
- Delete "Upload external data Service".

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4. The participant shall print and sign the pdf of the form so generated in all its parts;
5. The participant shall download, fill out and sign the relevant Annex (the self-declaration affidavit, pursuant to Presidential Decree 445/2000, certifying the powers of representation of the subject subscribing the form)⁷;
6. The participant shall send in the original documentation referred to in paragraphs 4 and 5, duly completed and signed by registered mail with acknowledgment of return , courier, or by CEM or by hand to:

Gestore dei mercati energetici S.p.A.
Viale Maresciallo Pilsudski 122/124
00197 Rome, Italy
CEM address gme@pec.mercatoelettrico.org

In the event that the declaration/documentation certifying the powers of representation referred to in paragraph 5 is already held by GME, the participant is exempted from submitting it.

4.4 Managing the change in the services

After sending of the form "Change in the Services" by the participant, GME, within 7 working days after the date of receipt of the form, shall make a verification concerning the compliance of such form with its requirements and the absence of any of the conditions for the non-acceptance of the service in Article 7.2 of the contract. If checks are successful, GME, within the said period, shall send a notice to the e-mail address of the master user showing the successful effect of the change/the service/s.

If GME, during said checks, verifies of the existence of one or more of the conditions for the non-acceptance of the service under Article 7.2 of the contract, GME will not apply the change in the required services. The occurrence of such an event will be communicated by GME, within the above term of 7 working days, to the participant by sending it/him/her a special notice to the e-mail address of the master user. It is understood that, following the receipt of the latter notification sent by GME by e-mail, the participant wishing to modify the services previously selected under the PDR will have to resubmit the form "Change in the Services", and relevant documentation enclosed thereto.

⁷ The statement may be replaced by other documentation certifying the powers of representation.

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4.5 Terms of billing and payment of fees

The activation of one or more services specified in the PDR involves the payment of a yearly fixed fee to GME, whose amount is published on the website of GME in the "Monitoring and Remit/Fees" section. This fee will be invoiced by GME, in a single payment, within the third (3rd) business day of the month following the effectiveness of the contract and any additions/change in the services, or from the date of submission of the credentials to access the PDR in the manner described in paragraph 4.2, and for subsequent years every twelve months. In the event that the participant wishes to add or remove one or more services, the fees will be supplemented or reduced in proportion starting from the date on which such change takes effect and until the expiry date identified in the last annual invoice already issued by GME.

The invoices referred to GME's fees shall be available on the "SetService" platform and transmitted, exclusively under the conditions established by the legislation in force from time to time on electronic invoicing and the related implementing provisions, to the Participants through the Sistema di Interscambio (SDI). In case the invoice is issued by GME to a PA Participant⁸, if the transmission of such invoice through the SDI to the PA Participant fails, within the timeframes identified in the Law no. 244 of 24 December 2007 and related implementation in the field of electronic invoicing to the PA, GME will forward it, through alternative channels to SDI, the certification of successful transmission of the invoice with delivery impossibility, including the invoice.

The payment will be made, with fixed currency to the beneficiary, by the last day of the month of the invoice, crediting the amount to the bank account detailed in the invoice by GME. Such timing is also valid with regard to PA Participants, resulting compatible with the application of the provisions contained in Law no. 244 of 24 December 2007 and related implementations.

5 PDR portal

The following describes the features of the data reporting platform.

5.1 Login

Through the login page, the user authenticates to the platform using the credentials (username and password) received by mail and the secret code received via SMS⁹.

⁸ PA Participant shall mean the entity referred to in Article 1, paragraph 209 of the Law no. 244 of 24 December 2007.

⁹ See note 4.

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PDR - Piattaforma per il servizio di Data Reporting



Accesso alla piattaforma

Nome utente	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Log-in"/>	

And then it/he/she enters the secret code:

PDR - Piattaforma per il servizio di Data Reporting

Verification code

Before to login, please give your pin code and authenticate yourself.

SMS PIN	<input type="text"/>	<input type="button" value="Send"/>
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5.2 The homepage

The home page of the platform provides information of a general nature and common use to all participants.

5.3 Manage

Through the pages of the management menu, the master user can view the registry of the participants for which it/he/she is enabled, the one of its members, create new users, require modification of the activated services or activate any other service provided by GME.

5.3.1 Manage/Operators

The page displays details specified by the participant on the PDR contract:

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5.3.2 Manage/Users

On the page you can view all PDR-enabled users, including the relevant login, in association to the individual participant.



The individual user is associated a profiling ("Role" field), depending on the type of service activated on the PDR¹⁰. In particular, they are defined 3 profiles as shown in the following table:

Profile	Services		
	A	B	C
Profile 1	X		
Profile 2		X	

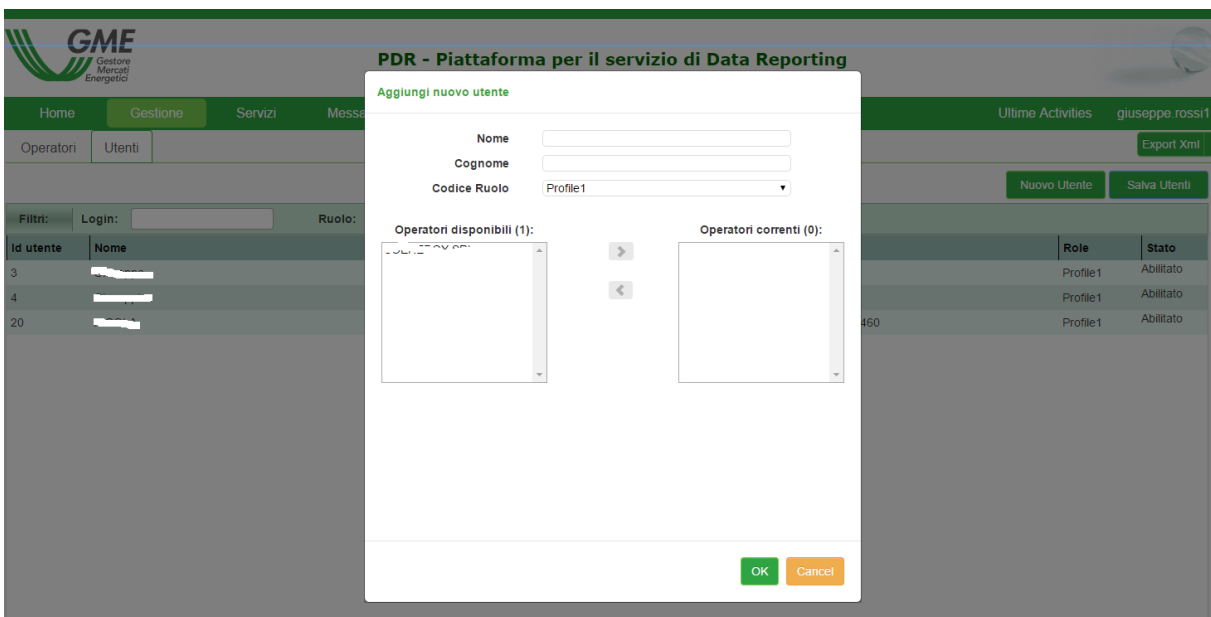
¹⁰ Where A = Download service; B = Data Reporting service; and C = Upload service

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Profile 5		X	X
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New user:

Under the "Users" section, the Master user can create up to 5 new users associated with the same Market Participant, through the "New User" function. Selecting this option displays the following window:



The "role code" allows the master user to enable additional users to one or more services described in the following paragraph.

5.3.3 Manage/Services

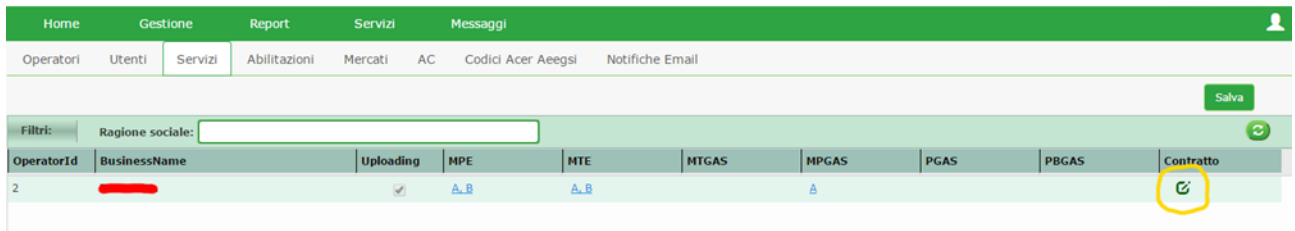
On the Management/Services page, the user can:


- View the list of activated services (A, B, C) in relation to the individual markets;
- Request a change of the active services on the PDR.

Edit services

On the Management/Services page, the participant can generate the application form for changing the services activated on the PDR, to be used according to the procedure described in Sections 4.3 and 4.4. To create the form, simply select the "Contract" option in the "Edit services":

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Pressing the  button, you have access to a special form by which the user selects the services to add or delete given that the Download service and Data Reporting service are mutually alternative for each market and type of data (offers and/or transactions).

So, for example, a user who has already subscribed to the service of data reporting for the MPE and wants to switch to the download service will have to select:

Servizi

MPE

Download Offerte
 Aggiungere Eliminare

Download Transazioni
 Aggiungere Eliminare

Data Reporting Offerte
 Aggiungere Eliminare

Data Reporting Transazioni
 Aggiungere Eliminare

and vice versa if the user wants to switch from the download service to the service of data reporting.

In case he/she/it wants to add the service of data reporting to a new market, he/she/it will have to select:

Download Offerte
 Aggiungere Eliminare

Download Transazioni
 Aggiungere Eliminare

Data Reporting Offerte
 Aggiungere Eliminare

Data Reporting Transazioni
 Aggiungere Eliminare

In case he/she/it wants to add the download service for a new market, he/she/it will have to select:

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Download Offerte
 Aggiungere Eliminare

Download Transazioni
 Aggiungere Eliminare

Data Reporting Offerte
 Aggiungere Eliminare

Data Reporting Transazioni
 Aggiungere Eliminare

After filling out the form, to send it to the PDR platform, the user will need to click on the "Save" button that will show a preview of the availability form:

You are now downloading the contract

Spett.le
 Gestore dei Mercati Energetici S.p.A.
 Viale Maresciallo Pilsudski 122/124
 00197
 Roma

Raccomandata A/R

Oggetto: Modifica dei Servizi a cura del Contraente ai sensi dell'art. 1.4 del Contratto di Data Reporting

ENERGIA _____ (inserire denominazione/ragione sociale)
 codice ACER 122100702.001 _____
 rappresentata da Daniela Scuderi _____, in qualità
 di Legale Rappresentante _____ (legale rappresentante o soggetto munito dei necessari poteri),
 (il "Contraente"),
 ai sensi dell'articolo 1.4 (Modifica dei Servizi a cura del Contraente) del contratto di servizio di data reporting (il
 "Contratto") stipulato con il Gestore dei Mercati Energetici S.p.A. ("GME"),
 con la presente, richiede le seguenti modifiche relative alla selezione dei Servizi (come definiti nel Contratto).

Con riferimento ai Servizi forniti ai sensi dell'articolo 1.2 del Contratto, il Contraente aggiunge o elimina, rispettivamente, i Servizi di seguito selezionati:

(Note per la compilazione: (1) serve selezionare e siglare, nello spazio indicato, ciascun Mercato/ Servizio che il Contraente richiede sia aggiunto o eliminato ai Servizi; (2) per ciascun Mercato di seguito indicato, con riferimento a ciascuna tipologia di dato (i.e. offerte o/o transazioni) oggetto del Servizio, il Servizio "Download ed il

Following the click on "Confirm and Download", the request will be sent to the PDR platform and the user will have to download the pdf and proceed as shown in paragraph 4.3 above for the signing and submission of the paper document to GME:

Do you want to open or save **ContrattoAdesionePDR.pdf** from **provepdr.ipex.it**? Page

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5.4 Services

Through the pages of the services menu, the user is able to access the reports provided by virtue of the services under contract with GME.

5.4.1 Download Service (service A)

The "Download Service" page allows the user to download the reports prepared by GME in ACER format for sending to ACER through a RRM other than GME.



The date indicates the date of flow of the reports in the case of auction markets and the date of the session in the case of continuous trading markets.

In the event that the report in ACER format has been successfully created, the participant views - broken down by date, flow and market - the icon of file available for download and the date on which the file was created. Further you can find the date of the first download of the report by the participant.

In case of problems in the creation of the file, the participant views the notification of any problems encountered in the "Status" column.

The reports for the backloading generated by GME, for participants who have requested this service, are available by selecting the date October 4, 2015¹¹.

5.4.2 Data Reporting Service (service B)

¹¹ The service regarding the backloading of reports relevant to closed contracts on the GME markets/platforms was offered until 5th January, 2016, in compliance with art. 7 of the Implementing Acts.

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The "Data reporting Service" page allows the user to monitor at any time the status and outcome of the reporting to ACER held by GME of the data of the participants present on the markets/platforms of GME, besides being able to download reports¹².

The user may also download the response sent to GME by ACER.

The documentation is divided by date, flow and market. In addition, the participant can see the actual date of submission of the report to ACER.

The reports for the backloading generated by GME, for participants who have requested this service, are available by selecting the date October 4, 2015¹³.



Data	Mercato	Operatore	Data creazione	Data invio ad Acer	Report Acer	Stato risposta Acer	Risposta Acer	Data scaricamento
20/05/2014	MGP		26/06/2015 16:45:27					

5.4.3 Upload Service (Service C)

The "Upload Service" allows the user to monitor the status and outcome of sending the file loaded by the participant on the PDR and transmitted by GME to ACER, according to "Messages" described in paragraph 5.5.



Operatore	Data ricezione	Data invio ad Acer	Report Acer	Stato risposta Acer	Risposta Acer

¹² It is understood that the participant activating the Data Reporting service on a market may download his/her/its own reports directly in the section Services/Data Reporting, and it will not be populated any line for that market in the section Services/Downloads.

¹³ See ref. 10

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5.5 Messages

The "XML Transactions" page of the messages menu allows the user to send the reports in ACER format to GME. These reports will be validated and transmitted by GME to ACER.



The screenshot displays the GME PDR interface. At the top, there is a navigation bar with 'Messaggi' highlighted. Below it, there are tabs for 'Transazioni Xml', 'Lista Log', and 'Configurazione'. A search bar is present with filters for 'Operator: Tutti', 'Data Inizio: 20/07/2015', and 'Data Fine: 20/07/2015'. Below the search bar, there are buttons for 'Messaggi', 'Messaggi Sistema', and 'Upload file'. At the bottom, a table is visible with the following columns: Id, Data Creazione, Nome File, Id FA, Data Creazione FA, Nome File FA, Stato, and Activities (Acc/Tot).

If the file does not comply with to the naming convention of GME or does not comply with the XSD schema provided for ACER, the participant received a negative notification in its/her/his messages area.

6 Uploading external data

Files uploaded to the PDR by the participant, in relation to the service of "Uploading external data", will be transmitted to GME according to the schedule described below (par.6.5) and must meet the following requirements:

- Naming Convention (par.6.1)
- Format of the file (par.**Error! Reference source not found.**)
- Size of the file (par.**Error! Reference source not found.**)

6.1 Naming convention

Participants who wish to use the service of loading external data will have to follow the naming convention specified in the Implementation guides for xml files uploaded in ACER format. If the participant fails to comply with the naming convention, the file will be rejected by the PDR and the participant will be notified with negative results in his/her/its messages area. If the date shown does not coincide with the date of receipt of the file by GME, the file will be rejected¹⁴. If the participant fails to comply with the sequence or the uniqueness of the progressive number, the files sent will be rejected by the PDR and the participant will be notified with negative results.

6.2 Format of the file

The data will be uploaded on the PDR in XML format, built on the basis of the xsd schemes available from ACER at the link <https://www.acer.europa.eu/remit-documents/remit-reporting-guidance>.

¹⁴ Except those files characterized by the naming convention for the backloading (section **Error! Reference source not found.**)

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In the event that the content of the file is not compliant with the format shown in the file name, it will be rejected by the PDR and the participant will be notified with negative results in its messages area.

6.3 Size of the file

The maximum size of the files sent cannot exceed 10 MB otherwise the file will not be taken over by the platform.

6.4 Further cases of rejection

Pursuant to the requirements of ACER to those registered as RRM, GME shall verify the correspondence between the ACER code shown in the Report uploaded by the participant, and the ACER code specified by the participant in the contract.

In case of any discrepancy between the ACER code and the participant registered in the PDR and that specified by him/her/it in one of the two report boxes intended for the “ID of the market participant” or his/her/its counterparty, if requested by the xsd adopted, the file will be rejected by the PDR and the participant will be notified with negative result in his/her/its messages area.

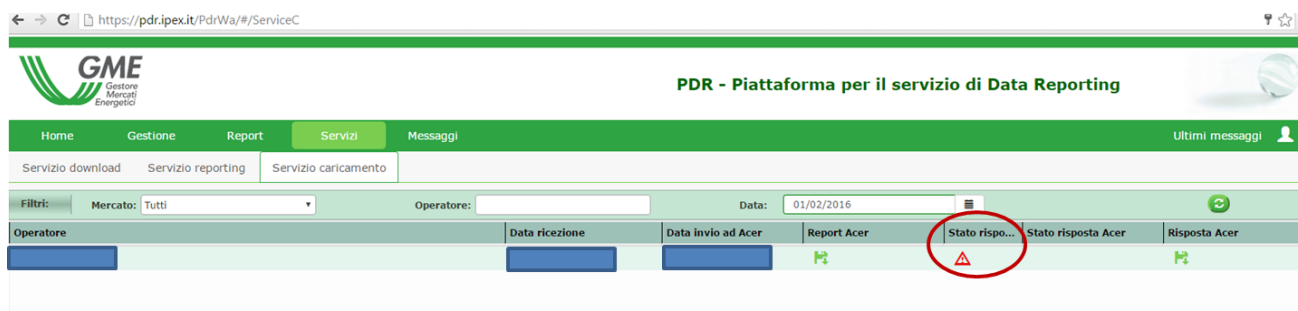
6.5 Loading timing

For the purpose of enabling GME to proceed with the necessary activities of sending reports to ACER, it's required the participant to load the above report no later than three hours before the deadline for sending the data object of the reports¹⁵ to ACER.

In the event that the aforementioned deadlines are not met, it is understood that GME cannot comply with the deadlines set by ACER for performing the service of data reporting.

6.6 Notification and management of the errors found in the report from ACER

The market participant can verify the success or failure to send ACER the files uploaded through the Upload mode by accessing the "Upload Services/Service" of the PDR when it is available the receipt sent by ACER following the submission process.



← → C | https://pdr.ipex.it/PdrWa/#/ServiceC

GME Gestore Mercati Energetici **PDR - Piattaforma per il servizio di Data Reporting**

Home Gestione Report **Servizi** Messaggi Ultimi messaggi

Servizio download Servizio reporting Servizio caricamento

Filtri: Mercato: Tutti Operatore: Data: 01/02/2016

Operatore	Data ricezione	Data invio ad Acer	Report Acer	Stato rispo...	Stato risposta Acer	Risposta Acer
				⚠		

¹⁵ Such time limits are set out in Art.7 of the Implementing Acts.

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Under the provisions of article 3. of the PDR contract, in cases of ACER negative receipt due to issues of:

- technical/IT nature, the PDR proceeds automatically resending the files to ACER and only if the problem reported by ACER is not resolved by re-sending of the files, the market participant may request, through GME, the opening of a ticket at the support center of ACER in the manner described below;
- differences in the format/content of the files uploaded by the market participant against the standards set by ACER, the market participant should proceed to change the format/contents of the files and the subsequent loading of the same on the PDR. If the problem reported by ACER is not resolved by re-sending the files, the market participant may request, through GME, the opening of a ticket at the support center of ACER in the manner described below.

If the market participant, in the cases referred to in subparagraphs a) and b), intends to apply to GME for the opening of a ticket at the Desk Service Center ARIS, must submit a request by e-mail to pdr@mercatoelettrico.org. This request must be sent from the email address of the user, indicated in the PDR contract (even as it may be amended as a result of subsequent communications), otherwise GME will not take charge of such a request.

The subject of the e-mail must show:

“Opening ticket for the file xxxxx”

where xxxxx indicates the LoadID associated to the report (6-digit code available in the Services section) subject to negative feedback.

The email text should report in English the issue to be pointed out to ACER.

In the event that the opening of the ticket request is received by GME based on the above, GME will process the request for notification to ACER within 5 business days from the date of receipt, in the following way:

- in the case of problems for which ACER has already indicated a resolution, by giving a feedback to the market participant indicating the appropriate workaround of the case;
- in all other cases, by opening a ticket by sending to the User e-mail a message confirming of the occurred opening of the ticket specifying the ticket number assigned by ACER. It is intended that the response to the aforementioned ticket will be communicated to the market participant only after the receipt of the response of ACER by GME.

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7 Downloading the report in the ACER format

The reports in ACER format prepared by GME will be made available in the PDR section that the participant has selected on the contract of the "Download of the Report in the ACER format" service, by 12 PM of the day following the day of trading.

8 Web services

The data reporting platform exposes a web service interface in order to automate the data exchange within the PDR.

Access to the web service interface is allowed, as a result of the first access to the portal, through the login method. Other methods, except for the logout method, require the secret code as a parameter.

8.1 Web Service methods

The PDR web service involves the following functions:

- Login: It establishes a working session with the PDR. It is the first function that the client application needs to invoke in order to take advantage of the functionality exposed by the web service. With this operation, the participant is identified as part of the PDR, which returns, in response, a session identifier that the client application must indicate in all subsequent recalls of the web service functions;
- Logout: It ends a working session with the PDR. At the end of the working session, the user application must call this function in order to release the resources used;
- UploadMessage: It allows sending an XML document to the PDR. The document must be in the ACER format, according to the naming convention shown in paragraph 6.1. For each document received, the web service returns a response that contains the identifier assigned to the document sent, the date and time of receipt. For each document received, the web service returns also, in response, an XML document containing the acceptance of the document or the motivation of the failure of the operation. The recall of the method always requires the enhancement of the parameter "pincode";
- DownloadMessage: It allows downloading all documents made available to the participant by GME. This function checks for new messages to download and, if there are, it returns the first message downloaded. The PDR indicates the message returned as "read"; a subsequent recall of the downloadMessage method no longer returns that message. To re-download a read message, you can resort to the ForceDownloadMessage method. The recall of the method requires the enhancement of the parameter "pincode";

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- **GetNextMessage:** It allows displaying the messages list to be downloaded, i.e. unread. This method returns a list in XML format that contains the name and identification of each message downloaded. The maximum number of messages in the list can be shown in the recall. The recall of the method requires the enhancement of the parameter "pincode";
- **ForceDownloadMessage:** It allows downloading a specific message, identified by its identifier, although this had already been downloaded. The PDR still shows the message returned as "read". The recall of the method requires the enhancement of the parameter "pincode".

9. Communications

9.1 Communications by the participant

GME provides market participant two email addresses to which they can refer alternately depending on the treated issue.

The market participant is invited to send an email to abilitazioniPDR@mercatoelettrico.org for communications related to:

- PDR-related sign-up and enabling process;
- problems encountered while accessing to the PDR (generation/management of credentials);
- changes in services;
- problems in the management of the PDR;
- warning of delays in loading report.

The participant can send an email to PDR@mercatoelettrico.org for communications related to:

- services offered by the PDR;
- requests for clarification concerning the reports saved in the PDR section;
- opening tickets at the Service Centre Desk of ACER.

Based on such communications, GME may also ask, if necessary, further clarification and information to the market participant.

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9.2 Communications by GME

In case of any unplanned malfunctions, interruptions, delays and suspensions of the features of the PDR, GME shall promptly notify the participant about such event by sending an e-mail to the address associated with the master user and to the contact being for technical and operational communications. GME will also make known the recurrence of such an event through a notice posted on its website under REMIT section.