

New Company Setup/Upgrade

Step-by-step instruction for setting up or upgrading an entity within LINK®

Contents



The following document is divided into three sections based on need. Click on the link that is applicable.

[Creating an All Business Purposes Entity](#)

- All Business Purpose entities can perform all business functions on the LINK® System

[Creating an Up/Down Entity](#)

- Up/Downstream entities are only created to be listed as up/downstream entities on nominations

[Upgrading from Up/Down to an All Business Purposes Entity](#)

- How to upgrade your Up/Downstream entity to an All Business Purposes entity.

Creating an All Business Purposes Entity

How to create an All Business Purposes Entity

Create an All Business Purposes Entity

Step 1

Visit <https://link.enbridge.com> and select “New User (No LINK ID)”

The screenshot displays the LINK System Customer Interface. At the top, there is a navigation bar with the text "LINK System Customer Interface" on the left and "LINK® Learning Training Tutorials Contact Us" followed by the ENBRIDGE logo on the right. Below the navigation bar is a green header with a lock icon and the text "Customer Activities (Login) Informational Postings". On the right side of this header, the date "8/22/2024" is displayed. A dropdown menu is open, showing the following options: "Existing User Login", "New User (No Link Id)", "Reset or Change your Password", and "LINK® System Security Tutorials". The "New User (No Link Id)" option is highlighted with a yellow border. Below the dropdown menu, there is a section titled "Customer Support" with the text "1-800-827-LINK (5465), 713-989-LINK, or email the support can be found on the tutorial page. For after hours business support, please contact Volume Management at 713-627-5059." To the right of the dropdown menu, there is a weather map of North America with the title "Current Temperature [F]" and the date "Thu 8/22/2024 11:08". Below the weather map, the word "Weather" is visible.

Create an All Business Purposes Entity



Step 2

Select “Service Requester Maintenance (New/Upgrade)”

The screenshot displays the LINK System Customer Interface. At the top left, the text reads "LINK System Customer Interface". To the right, there are navigation links for "LINK Learning", "Training", "Tutorials", and "Contact Us", followed by the ENBRIDGE logo. A green header bar contains a menu icon and a lock icon. Below this, a blue navigation menu is open, showing a search bar with the text "Find an activity" and a list of options: "New Up/Down Service Requester", "Service Requester Maintenance (New/Upgrade)" (which is highlighted with a yellow border), and "Create Local Admin for Existing Service Requester". The background of the interface shows a "Customer Support" section with contact information and a "LINK System Security" section. On the right side, there is a promotional banner for the "2024 LINK Training Schedule" with a sunset background and a pier.

Create an All Business Purposes Entity

Notice

Step by step instructions are listed in the textbox under the tab “General Info”

LINK System Customer Interface LINK Learning Training Tutorials Contact Us

SystemTest Build: 8.74.00 Login: None Service Requester Maintenance (New/Upgrade) 9/16/2024 10:14:38 AM CDT

Clear New Edit Submit

*Svc Req Entity Name: Svc Req No: Eff From Date:
Svc Req Setup: ALL BUSINESS PURPOSES Svc Req Pty Cd: Eff To Date:
Svc Req Name: Svc Req Status: INCOMPLETE

I'm not a robot reCAPTCHA Privacy - Terms

Captcha must be checked to Submit

General Info Details Contacts Addresses Contact Uses System Agreement Error List Local Admin Setup System Access

MAINTAIN AN EXISTING SERVICE REQUESTER:

- * To edit any information pertaining to the service requester, first press the Edit button.
- * To update the details of the service requester go to the Details tab.
- * To add, modify or delete addresses click the Addresses tab.
- * To view or edit existing contacts for this service requester, add a new contact or delete contacts, click the Contacts tab.
- * To assign or remove contact uses for a contact go to the Contact Uses tab.
- * To view or edit ultimate parent information, primary contact, or company shareholders, click on the organizational info tab.
- * To execute one or more LINK System Agreements, click on the System Agreement tab.
- * Lastly, after all edits have been made, be sure to press the Submit button to validate and store all changes on the LINK system.
- * If the changes are not submitted, then they will be lost.

CREATE A NEW SERVICE REQUESTER:

- * Enter the name of the service requester that needs to be created in the above Svc Req field.
- * Next, press the New button and if any service requesters are found in our LINK system that have a similar name they will be displayed in a dialog box.
- * If similar names are found press OK to proceed in creating a new service requester or select an existing service requester to edit.
- * Under Service Requester Setup field, select the type of service requester that is being created in the Svc Req Setup field. The options are All Business Purpose and Upstream/Downstream.
 - Select All Business Purpose for accessing the LINK System and performing on-line functions requiring a LINK ID, such as nominations, confirmations, etc.
 - Select Downstream/Upstream to allow the service requester to be used solely for downstream or upstream nomination references. This type of service requester will not have any LINK users.
- * Note:
 - The field "Service Requester" at the top of the screen is the name your company typically goes by.
 - The field "Service Requester Name" on the Details tab is the precise legal name of your company (if different from the name your company typically uses).

Create an All Business Purposes Entity

Step 3

Enter the name of the entity that you wish to create, check the Captcha box, and hit the “New” button.

LINK System Customer Interface LINK Learning Training Tutorials Contact Us

SystemTest Build: 8.74.00 Login: None Service Requester Maintenance (New/Upgrade) 9/16/2024 10:17:31 AM CDT

1

Svc Req Setup: ALL BUSINESS PURPOSES

Svc Req Name:

Svc Req No: Eff From Date:

Svc Req Pty Cd: Eff To Date:

Svc Req Status: INCOMPLETE

2 I'm not a robot 3 reCAPTCHA Privacy - Terms

Captcha must be checked to Submit

General Info Details Contacts Addresses Contact Uses System Agreement Error List Local Admin Setup System Access

Create an All Business Purposes Entity

Step 4

Local Administration Agreement Form. Read all the terms, agree to the terms, fill out requested information, and hit “I agree to these terms”. Execute the checkout window that will popup.

Local Admin Form Execution Dialog

For Assistance, please contact the LINK Systems Group at 1-800-827-5465 or at LINK-HELP@Enbridge.com.

DESIGNATION OF LOCAL ADMINISTRATION FORM

On behalf of TESTING COMPANY 2024 (hereafter called LINK System Subscriber) which has been assigned the unique service requester propriety code of (NOT ASSIGNED YET) by the LINK system, you have requested that TESTING COMPANY 2024 be set up as a system subscriber and that you will be designated as its Local Security Administrator. Please read the following explanation of the rights and responsibilities of a Local Security Administrator, type your name at the end of this form to indicate TESTING COMPANY 2024's agreement to these terms and to submit your request to become the Local Security Administrator.

1. The Local Security Administrator for LINK System Subscriber shall be responsible for assigning, changing, disabling, and otherwise managing USERIDs and passwords for all LINK System Users of LINK System Subscriber, in accordance with the applicable LINK System Agreement(s) and the Enbridge Pipeline tariff(s).
2. The Local Security Administrator will have full rights to all LINK system data belonging to LINK System Subscriber, and can perform all LINK system functions on behalf of LINK System Subscriber, such as executing contracts, performing capacity releases, entering nominations, confirming locations, and viewing invoices.
3. The Local Security Administrator can modify address and contact information related to LINK System Subscriber, as well as propose, approve, or terminate any LINK system security affiliate or agency relationship involving LINK System Subscriber.
4. If the LINK System Subscriber is part of a LINK system security affiliation, then:
Additional Associated Companies to which the Local Security Administrator designated herein will be granted Local Admin access via the execution of this designation of Local Security Administrator form at the time of form execution:
Currently, TESTING COMPANY 2024 has no Associated Companies with Local Admin access rights.

On behalf of the LINK® System Subscriber, I have read and agree to the above terms and conditions, and agree to serve as the Local Security Administrator as described above.

I agree to execute

I attest this agreement is On Behalf of: TESTING COMPANY 2024

Note: To Execute Agreement please scroll to the end of Designation of Local Administration Form, and check all attestation boxes.

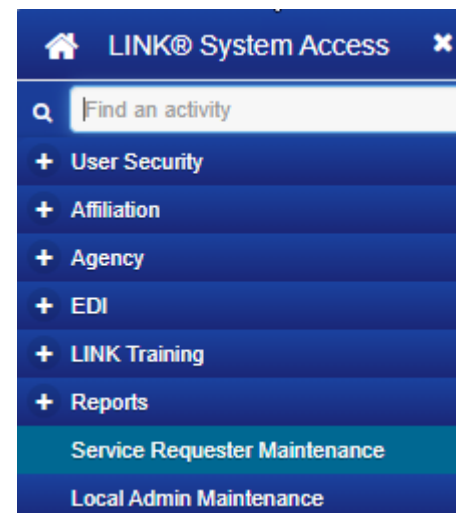
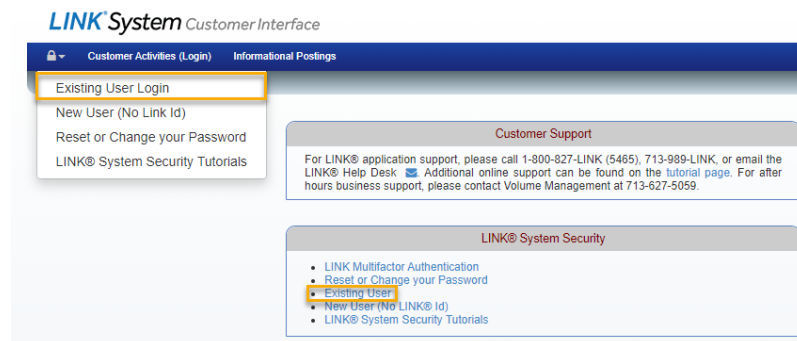
Local Security Administrators

- Who are LSAs and What do they do?

- LSAs are designated employees at a customer company that acts as an administrative authority for their employer
- Responsibilities include:
 - Creating and disabling LINK IDs
 - Adding and updating access rights to users
 - Creating, approving, and renewing agency agreements
 - Creating affiliation agreements
 - EDI setup
- Enbridge employees cannot execute these functions on behalf of the LSA. If you need assistance with any of these tasks, please contact your LSA.

- Where do LSAs execute these responsibilities?

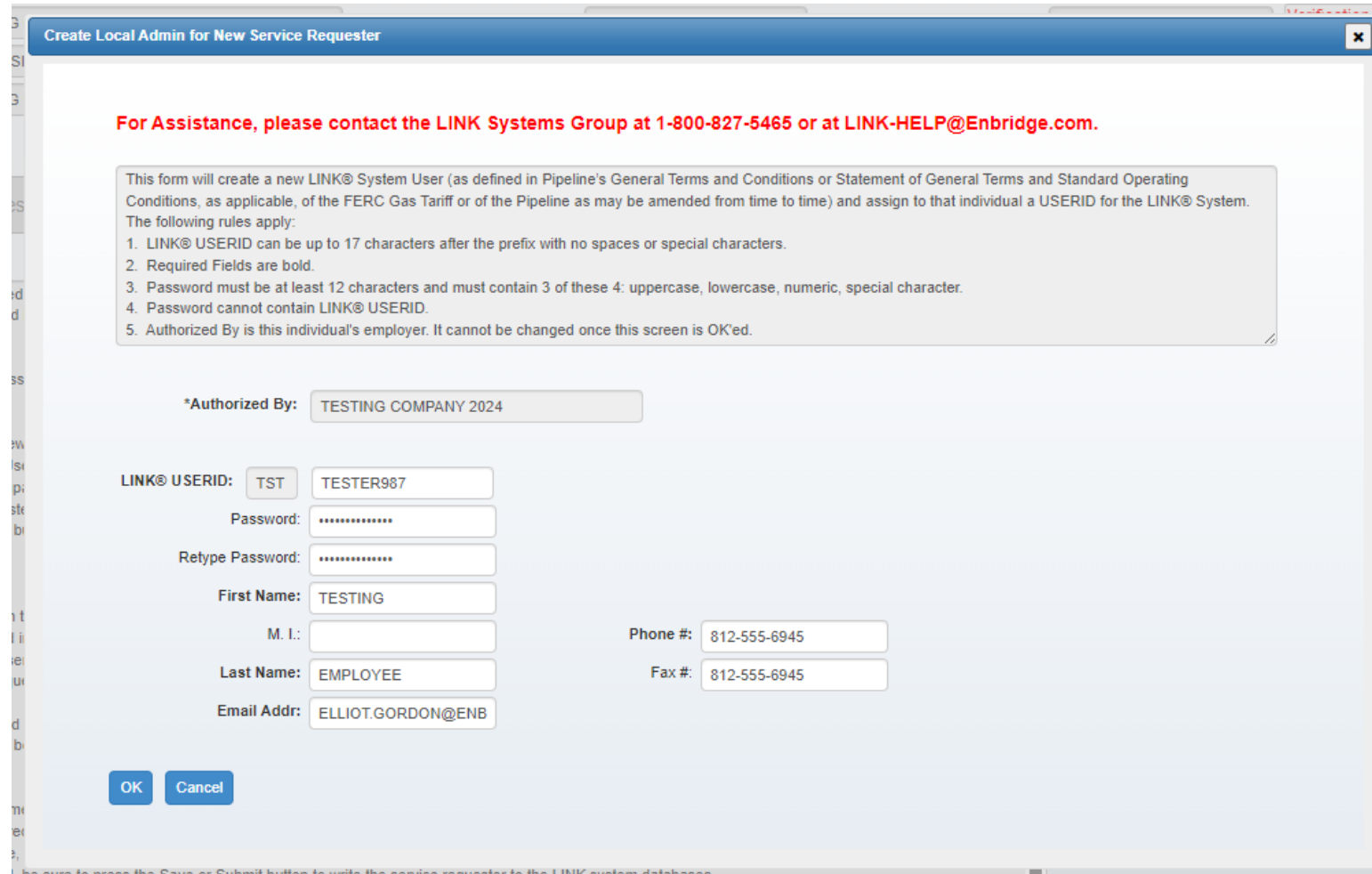
- The LINK security portal
- Go to <https://link.enbridge.com>



Create an All Business Purposes Entity

Step 5

Create a login for the Local Security Administrator. Fill in all requested information and hit “OK”



Create Local Admin for New Service Requester

For Assistance, please contact the LINK Systems Group at 1-800-827-5465 or at LINK-HELP@Enbridge.com.

This form will create a new LINK® System User (as defined in Pipeline's General Terms and Conditions or Statement of General Terms and Standard Operating Conditions, as applicable, of the FERC Gas Tariff or of the Pipeline as may be amended from time to time) and assign to that individual a USERID for the LINK® System. The following rules apply:

1. LINK® USERID can be up to 17 characters after the prefix with no spaces or special characters.
2. Required Fields are bold.
3. Password must be at least 12 characters and must contain 3 of these 4: uppercase, lowercase, numeric, special character.
4. Password cannot contain LINK® USERID.
5. Authorized By is this individual's employer. It cannot be changed once this screen is OK'ed.

*Authorized By: TESTING COMPANY 2024

LINK® USERID: TST TESTER987

Password:

Retype Password:

First Name: TESTING

M. I.:

Last Name: EMPLOYEE

Email Addr: ELLIOT.GORDON@ENB

Phone #: 812-555-6945

Fax #: 812-555-6945

OK Cancel

Create an All Business Purposes Entity



Step 6

Under the “Details” tab enter in all requested information

LINK System Customer Interface LINK Learning Training Tutorials Contact Us

SystemTest Build: 8.74.00 Login: None Service Requester Maintenance (New/Upgrade) 9/16/2024 10:46:14 AM CDT

*Svc Req Entity Name: Svc Req No: Eff From Date:
Svc Req Setup: Svc Req Pty Cd: Eff To Date:
Svc Req Name: Svc Req Status:

Verification expired. Check the checkbox again.
 I'm not a robot reCAPTCHA Privacy - Terms
Captcha must be checked to Submit

Svc Req Full Name:

D-U-N-S® No:

Svc Req Type:

FERC CID No:

Private/Public Type:

Create an All Business Purposes Entity



Step 7

Under the “Contacts” tab, enter any additional contacts for the company

SystemTest Build: 8.74.00 Login: None Service Requester Maintenance (New/Upgrade) 9/16/2024 11:04:36 AM CDT

Clear New Edit Submit

*Svc Req Entity Name: Svc Req No: Eff From Date:
Svc Req Setup: Svc Req Pty Cd: Eff To Date:
Svc Req Name: Svc Req Status:

I'm not a robot reCAPTCHA Privacy - Terms

Captcha must be checked to Submit

General Info Details **Contacts** Addresses Contact Uses System Agreement Error List Local Admin Setup System Access

Help

Employed-By	First Name	Middle Initial	Last Name	User Id	ID Status	Dept	Work Phone Nbr	Work Fax Nbr	Work Email	Home Email
TESTING COM	TESTING		EMPLOYEE				812-555-6945	812-555-6945	ELLIOT.GORDON@ENBRIDGE.COM	

Create an All Business Purposes Entity

Step 8

Add an address to your company by editing an existing contact

LINK System Customer Interface

LINK Learning Training Tutorials Contact Us ENBRIDGE

SystemTest Build: 8.74.00 Login: None Service Requester Maintenance (New/Upgrade) 9/16/2024 11:12:08 AM CDT

Clear New Edit Submit

*Svc Req Entity Name: TESTING COMPANY 2024 Svc Req No: Svc Req From Date: Svc Req To Date: Verification expired. Check the checkbox again.
Svc Req Setup: ALL BUSINESS PURPOSES Svc Req Pty Cd: Svc Req Status: INCOMPLETE I'm not a robot reCAPTCHA
Svc Req Name: TESTING COM

General Info Details Contacts Addresses Contact Uses System Agreement Error List Local Admin Setup System Access

Help New View Edit Delete

Employed-By	First Name	Middle Initial	Last Name	User Id	ID Status	Dept	Work Phone Nbr	Work Fax Nbr	Work Email
TESTING COM	TESTING		EMPLOYEE				812-555-6945	812-555-6945	ELLIOT.GORDON@ENBRIDGE

Edit Contact

Type: PERSON Dept: EMPLOYEE

First Name: TESTING MI: Last Name: EMPLOYEE Associated Contacts

Work Email: ELLIOT.GORDON@ENBRIDGE.COM Work Phone Nbr: 812-555-6945
Home Email: Work Fax Nbr: 812-555-6945
Other Email:

Mailing Address

Svc Req Entity Name: TESTING COMPANY 2024
Contact: TESTING EMPLOYEE
*Line 1:
*Line 2:
*Line 3:
*City:
*State:
*Zip/Postal Cd:
Country:

Delivery Address

Same as Mailing Address:
Svc Req Entity Name: TESTING COMPANY 2024
Contact:
*Line 1:
*Line 2:
*Line 3:
*City:
*State:
*Zip/Postal Cd:
Country:

A Default General Use Contact is required. Would you like to make this contact your Default General Use Contact for all Enbridge business units? N

Next OK Cancel

Create an All Business Purposes Entity

Step 9

Under the “Contact Uses” tab assign a contact use to appropriate contacts. An assigned contact will be sent relevant information based on the use type. Select the contact and hit “Edit”. To send all information to a single contact select “General Use”.

The screenshot shows the LINK System Customer Interface with the "New / Edit Contact Uses: Form" dialog box open. The dialog box contains a table with columns for Use Type and various business units (ALL, AGT, BGS, BIG, BSP, FHP, FTNG, GR, GPI, MRHP, MCGP). The "GENERAL USE" row is highlighted, and the "ALL" column is set to "DEFAULT". A dropdown menu is open over the "GAS ACCOUNTING INVOICING" row, showing "YES" and "DEFAULT" options.

Use Type	ALL	AGT	BGS	BIG	BSP	FHP	FTNG	GR	GPI	MRHP	MCGP
GENERAL USE	DEFAULT	DEFAULT	DEFAULT	DEFAULT	DEFAULT	DEFAULT	DEFAULT	DEFAULT	DEFAULT	DEFAULT	DEFAULT
CONTRACT											
NOMINATION											
MEASUREMENT											
GAS ACCOUNTING INVOICING											
CONFIRMATION											
STORAGE PLAN											
MAIL / DELIVER INVOICE TO											
CRITICAL											
PLANT ACCOUNTING INVOICING											
BUSINESS UNIT REMITTANCE CONTACT											
FORCE MAJEURE											

Note: Select the contact from the drop down that needs to be maintained. Now use the grid to select how the contact will be used and to which business unit this contact will be applied by selecting yes or default. A 'yes' indicates the user will be used for that particular use type. 'Default' comes into play if two or more people have the same use type for a service requester - the person marked as the default contact will be contacted first. Selecting 'Yes' or 'Default' under the 'All' column will apply the Yes or Default contact uses setting to all Enbridge business units.

Create an All Business Purposes Entity

Notice

You will be required to set a default contact. This can be done while editing the contact. Flip the below toggle to 'Y'.

The screenshot shows the 'Edit Contact' form with the following data:

- Type: PERSON
- Dept: (empty)
- First Name: TESTING
- MI: (empty)
- Last Name: EMPLOYEE
- Work Email: ELLIOT.GORDON@ENBRIDGE.COM
- Home Email: ELLIOT.GORDON@ENBRIDGE.COM
- Other Email: ELLIOT.GORDON@ENBRIDGE.COM
- Work Phone Nbr: 812-555-6945
- Work Fax Nbr: 812-555-6945

Mailing Address:

- Svc Req Entity Name: TESTING COMPANY 2024
- Contact: TESTING EMPLOYEE
- *Line 1: 915
- *Line 2: (empty)
- *Line 3: (empty)
- *City: HOUSTON
- *State: TX
- *Zip/Postal Cd: 77079
- Country: USA

Delivery Address:

- Same as Mailing Address:
- Svc Req Entity Name: TESTING COMPANY 2024
- Contact: (empty)
- *Line 1: (empty)
- *Line 2: (empty)
- *Line 3: (empty)
- *City: (empty)
- *State: (empty)
- *Zip/Postal Cd: (empty)
- Country: (empty)

A Default General Use Contact is required. Would you like to make this contact your Default General Use Contact for all Enbridge business units? **Y**

Buttons: Next, OK, Cancel

Create an All Business Purposes Entity



Step 10

Provide Organizational Information. List the primary contact information and nationality of the company. Then provide the following:

1. List an ultimate parent company if relevant (51% or more ownership).
 - Hit “New Parent” to add a parent company.
2. List the top 3 shareholders for the company.
 - Hit “New” to add a new shareholder.

General Info | **Details** | **Contacts** | **Addresses** | **Contact Uses** | **Organizational Info** | **System Agreement** | **Error List** | **Local Admin Setup** | **System Access**

Help **Ultimate Parent Company's Information**

If your company is a multi-tiered company and have another Entity as the Ultimate Parent, please add Parent Company's Information. Ultimate Parent means a company that owns no less than 51% equity either directly or indirectly in the parent and Affiliates

New Parent | **Edit Parent** | **Remove Parent**

Ultimate Parent Company's Legal Entity Name: TESTING COMPANY 2024

Ultimate Parent Company Public/Private: [Dropdown]

Address Line 1: 915 | Country Cd: USA-United States

Address Line 2: [Empty] | State Name: TX

City: HOUSTON | Zip/Postal Cd: 77079

Company's Information

Company's Legal Name: TESTING COMPANY 2024

Public/Private: PUBLIC

Address: 915, HOUSTON, TX 77079 USA

Primary Contact: TESTING EMPLOYEE [Dropdown]

Phone Number: 812-555-6945

Email Addr: ELLIOT.GORDON@ENBRIDGE.COM

Title: MANAGER

Nationality: USA-United States [Dropdown]

Company Shareholders

If public, please list beneficial holders who directly or indirectly hold 5% or more of your equity securities. If private, please list the top three direct or indirect beneficial holders of your equity securities

New | **Delete**

Type	Company Shareholder For	Percent Owned	First Name	Middle Init	Last Name	Nationality	Corporation
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Create an All Business Purposes Entity

Step 11

File system agreements for business units that your company will be doing business on.

For step-by-step instructions on how to file a system agreement see the tutorial [System Agreement Execution](#)

The screenshot displays a web interface for managing system agreements. At the top, there is a navigation bar with tabs: General Info, Details, Contacts, Addresses, Contact Uses, Organizational Info, System Agreement (selected), Error List, and Local Admin Setup. Below this is a 'System Access' section with a 'Help' button, status filters for 'Approved' and 'Pending' (selected), and a 'Show Historical' checkbox. On the right, there are buttons for 'View Executed', 'Detail', and 'View to Execute'. The main content is a table with the following columns: Business Units Covered, Form Status, Signature Name, Requester Title, Requester User ID, Requester User Name, Request TS, Mkt Appr St, and Int Appr St. The table lists eight business units, all with a status of 'NOT EXECUTED' and a signature name of 'TESTING EMPI'.

Business Units Covered	Form Status	Signature Name	Requester Title	Requester User ID	Requester User Name	Request TS	Mkt Appr St	Int Appr St
AGT, BGS, BSP, EHP, ETNG, MBHP, SG:	NOT EXECUTED	TESTING EMPI		TSTTESTER98	TESTING EMPI	01/01/0001 00:00:00.000		
BIG	NOT EXECUTED	TESTING EMPI		TSTTESTER98	TESTING EMPI	01/01/0001 00:00:00.000		
GB	NOT EXECUTED	TESTING EMPI		TSTTESTER98	TESTING EMPI	01/01/0001 00:00:00.000		
GPL	NOT EXECUTED	TESTING EMPI		TSTTESTER98	TESTING EMPI	01/01/0001 00:00:00.000		
MCGP	NOT EXECUTED	TESTING EMPI		TSTTESTER98	TESTING EMPI	01/01/0001 00:00:00.000		
MNCA	NOT EXECUTED	TESTING EMPI		TSTTESTER98	TESTING EMPI	01/01/0001 00:00:00.000		
MNUS	NOT EXECUTED	TESTING EMPI		TSTTESTER98	TESTING EMPI	01/01/0001 00:00:00.000		
MR	NOT EXECUTED	TESTING EMPI		TSTTESTER98	TESTING EMPI	01/01/0001 00:00:00.000		

Create an All Business Purposes Entity



Step 12

Verify that all information is correct and hit “Submit”. Any errors will appear under the tab “Error List” tab.

LINK System Customer Interface LINK Learning Training Tutorials Contact Us

SystemTest Build: 8.74.00 Login: None Service Requester Maintenance (New/Upgrade) 9/16/2024 1:10:05 PM CDT

*Svc Req Entity Name: Svc Req No: Eff From Date:
Svc Req Setup: Svc Req Pty Cd: Eff To Date:
Svc Req Name: Svc Req Status:

I'm not a robot [reCAPTCHA Privacy - Terms](#)

Captcha must be checked to Submit

Task Description
PLEASE PROVIDE A SERVICE REQUESTER TYPE
PLEASE PROVIDE A PUBLIC PRIVATE TYPE
PLEASE PROVIDE A DEFAULT GENERAL USE CONTACT FOR ALL BUSINESS UNITS
PLEASE ADD AT LEAST ONE ADDRESS FOR THE SERVICE REQUESTER

Creating an Up/Down Entity

How to Create an Up/Downstream Entity

Create an Up/Down Entity

Step 1

Visit <https://link.enbridge.com> and select “New User (No LINK ID)”

The screenshot displays the LINK System Customer Interface. At the top, there is a navigation bar with the text "LINK System Customer Interface" on the left and "LINK® Learning Training Tutorials Contact Us" followed by the ENBRIDGE logo on the right. Below this is a green header with a lock icon and the text "Customer Activities (Login) Informational Postings". On the right side of this header, the date "8/22/2024" is displayed. A dropdown menu is open, showing the following options: "Existing User Login", "New User (No Link Id)", "Reset or Change your Password", and "LINK® System Security Tutorials". The "New User (No Link Id)" option is highlighted with an orange border. Below the dropdown, there is a "Customer Support" section with contact information: "1-800-827-LINK (5465), 713-989-LINK, or email the support can be found on the tutorial page. For after hours business support, please contact Volume Management at 713-627-5059." Below that is a "LINK® System Security" section with a list of links: "LINK Multifactor Authentication", "Reset or Change your Password", "Existing User", "New User (No LINK® Id)", and "LINK® System Security Tutorials". The "New User (No LINK® Id)" link is highlighted with an orange border. On the right side of the interface, there is a weather map of North America with the title "Current Temperature [F]" and "11:02 AM 8/22/24".

Create an Up/Down Entity

Step 2

Select “New Up/Down Service Requester”

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Create an Up/Down Entity

Notice

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Svc Req Setup: ALL BUSINESS PURPOSES Svc Req Pty Cd: Eff To Date:
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I'm not a robot reCAPTCHA Privacy - Terms

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- * To assign or remove contact uses for a contact go to the Contact Uses tab.
- * To view or edit ultimate parent information, primary contact, or company shareholders, click on the organizational info tab.
- * To execute one or more LINK System Agreements, click on the System Agreement tab.
- * Lastly, after all edits have been made, be sure to press the Submit button to validate and store all changes on the LINK system.
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- * Enter the name of the service requester that needs to be created in the above Svc Req field.
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- * If similar names are found press OK to proceed in creating a new service requester or select an existing service requester to edit.
- * Under Service Requester Setup field, select the type of service requester that is being created in the Svc Req Setup field. The options are All Business Purpose and Upstream/Downstream.
 - Select All Business Purpose for accessing the LINK System and performing on-line functions requiring a LINK ID, such as nominations, confirmations, etc.
 - Select Downstream/Upstream to allow the service requester to be used solely for downstream or upstream nomination references. This type of service requester will not have any LINK users.
- * Note:
 - The field "Service Requester" at the top of the screen is the name your company typically goes by.
 - The field "Service Requester Name" on the Details tab is the precise legal name of your company (if different from the name your company typically uses).

Create an Up/Down Entity

Step 3

Enter the name of the entity that you wish to create, check the Captcha box, and hit the “New” button.

LINK System Customer Interface LINK Learning Training Tutorials Contact Us

SystemTest Build: 8.74.00 Login: None New Up/Down Service Requester 9/16/2024 3:15:20 PM CDT

Clear **New** Edit Submit

*Svc Req Entity Name: 1 Svc Req No: Eff From Date: 2
Svc Req Setup: UPSTREAM/DOWNSTREAM Svc Req Pty Cd: Eff To Date: 3
Svc Req Name: Svc Req Status: INCOMPLETE I'm not a robot
reCAPTCHA Privacy - Terms

Captcha must be checked to Submit

Create an Up/Down Entity

Step 4

Create employee contacts under the “Contacts” tab. Hit the “New” button then enter requested information.

The screenshot displays the LINK System Customer Interface. The main page is titled "New Up/Down Service Requester" and includes a navigation bar with "LINK Learning", "Training", "Tutorials", and "Contact Us". The interface shows a form for creating a service requester with fields for "Svc Req Entity Name" (TST CO 2024), "Svc Req No.", "Svc Req Setup" (UPSTREAM/DOWNSTREAM), "Svc Req Pty Cd", "Svc Req Name" (TST CO 2024), and "Svc Req Status" (INCOMPLETE). A "New" button is highlighted in the "Contacts" tab. An "Edit Contact" modal window is open, showing fields for "Type" (PERSON), "Dept", "First Name" (TESTING), "MI", "Last Name" (EMPLOYEE), "Work Email" (ELLIOT.GORDON@ENBRIDGE.COM), "Work Phone Nbr" (812-555-6945), and "Work Fax Nbr" (812-555-6945). The modal also includes sections for "Mailing Address" and "Delivery Address", each with fields for "Svc Req Entity Name", "Contact", and address lines. A "Next" button is visible at the bottom of the modal.

Create an All Business Purposes Entity

Notice

You will be required to set a default contact. This can be done while editing the contact. Flip the below toggle to 'Y'.

The screenshot shows the 'Edit Contact' window with the following data:

- Type: PERSON
- Dept: (empty)
- First Name: TESTING
- MI: (empty)
- Last Name: EMPLOYEE
- Work Email: ELLIOT.GORDON@ENBRIDGE.COM
- Home Email: ELLIOT.GORDON@ENBRIDGE.COM
- Other Email: ELLIOT.GORDON@ENBRIDGE.COM
- Work Phone Nbr: 812-555-6945
- Work Fax Nbr: 812-555-6945

Mailing Address:

- Svc Req Entity Name: TESTING COMPANY 2024
- Contact: TESTING EMPLOYEE
- *Line 1: 915
- *Line 2: (empty)
- *Line 3: (empty)
- *City: HOUSTON
- *State: TX
- *Zip/Postal Cd: 77079
- Country: USA

Delivery Address:

- Same as Mailing Address:
- Svc Req Entity Name: TESTING COMPANY 2024
- Contact: (empty)
- *Line 1: (empty)
- *Line 2: (empty)
- *Line 3: (empty)
- *City: (empty)
- *State: (empty)
- *Zip/Postal Cd: (empty)
- Country: (empty)

A Default General Use Contact is required. Would you like to make this contact your Default General Use Contact for all Enbridge business units? **Y**

Buttons: Next, OK, Cancel

Create an Up/Down Entity

Step 5

Under the “Contact Use” tab assign contact uses to appropriate contacts. An assigned contact will be sent relevant information based on the use type. Select the contact and hit “Edit”. To send all information to a single contact select “General Use”.

Capcha must be checked to Submit

General Info Details Contacts Addresses Contact Uses Organizational Info System Agreement Error List Local Admin Setup System

Help

Contact: TESTING EMPLO Business Unit: Use Type: Default: Edit

Business Unit	Use Type	Contact	Employed-By	Default	Contact ID
	GENERAL USE				
	CONTRACT				
	NOMINATION				
	MEASUREMENT				
	GAS ACCOUNTING INVOICING				
	CONFIRMATION				
	STORAGE PLAN				
	MAIL / DELIVER INVOICE TO				
	CRITICAL				
	PLANT ACCOUNTING INVOICING				
	BUSINESS UNIT REMITTANCE CONTACT				
	FORCE MAJEURE				

Row 5 of 13

Note: Select the contact from the drop down that needs to be maintained. Now use the grid to select how the contact will be used and to which business unit this contact will be applied by selecting yes or default. A 'yes' indicates the user will be used for that particular use type. 'Default' comes into play if two or more people have the same use type for a service requester - the person marked as the default contact will be contacted first. Selecting 'Yes' or 'Default' under the 'All' column will apply the Yes or Default contact uses setting to all Enbridge business units.

OK Cancel

Create an All Business Purposes Entity

Step 6

Verify that all information is correct and hit “Submit”. Any errors will appear under the tab “Error List”.

LINK System Customer Interface LINK Learning Training Tutorials Contact Us **ENBRIDGE**

SystemTest Build: 8.74.00 Login: None New Up/Down Service Requester 9/16/2024 3:44:05 PM CDT

PLEASE FIX THE ERRORS

Clear New Edit Submit

*Svc Req Entity Name: TST CO 2024 Svc Req No: Eff From Date: Verification expired. Check the checkbox again.
Svc Req Setup: UPSTREAM/DOWNSTREAM Svc Req Pty Cd: Eff To Date: I'm not a robot
Svc Req Name: TST CO 2024 Svc Req Status: INCOMPLETE

reCAPTCHA Privacy - Terms

Captcha must be checked to Submit

General Info Details Contacts Addresses Contact Uses System Agreement **Error List** System Access

Help Go To Error

Task Description
CONTACT IS REQUIRED
PLEASE PROVIDE A DEFAULT GENERAL USE CONTACT FOR ALL BUSINESS UNITS
PLEASE ADD AT LEAST ONE ADDRESS FOR THE SERVICE REQUESTER

Upgrading to an All Business Purposes Entity

How to upgrade your entity from Up/Downstream to All Business Purposes

How to Upgrade an Entity

Step 1

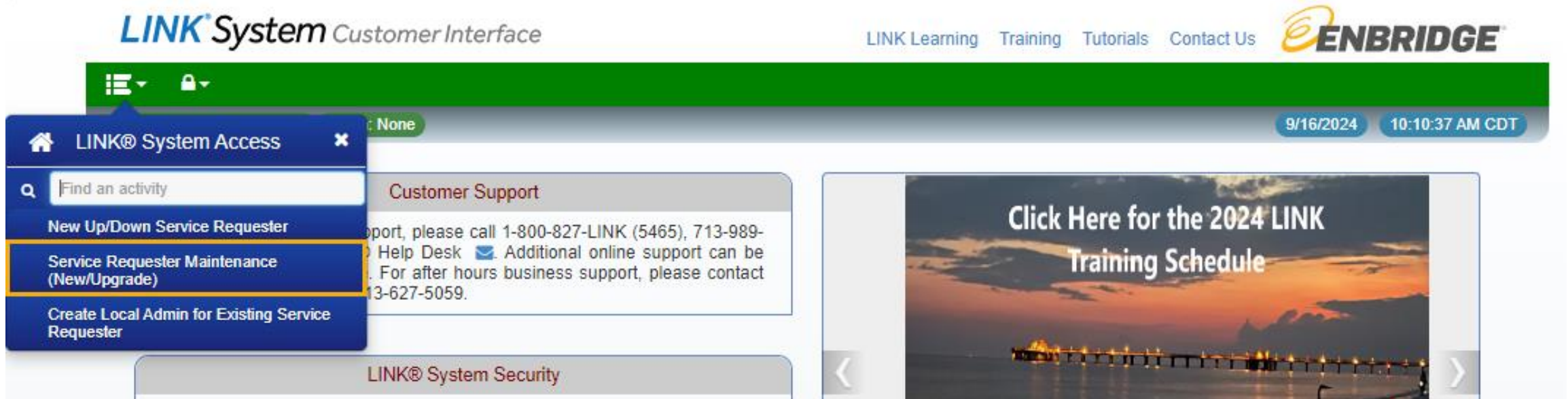
Visit <https://link.enbridge.com> and select “New User (No LINK ID)”

The screenshot displays the LINK System Customer Interface. At the top, the title "LINK System Customer Interface" is on the left, and navigation links "LINK® Learning", "Training", "Tutorials", and "Contact Us" are on the right, followed by the ENBRIDGE logo. A green navigation bar contains "Customer Activities (Login)" and "Informational Postings". A date indicator shows "8/22/2024". A dropdown menu is open under "Customer Activities (Login)", listing "Existing User Login", "New User (No Link Id)", "Reset or Change your Password", and "LINK® System Security Tutorials". The "New User (No Link Id)" option is highlighted with an orange box. Below the menu, a "Customer Support" section provides contact information: "1-800-827-LINK (5465), 713-989-LINK, or email the support can be found on the tutorial page. For after hours business support, please contact Volume Management at 713-627-5059." A "LINK® System Security" section lists: "LINK Multifactor Authentication", "Reset or Change your Password", "Existing User", "New User (No LINK® Id)", and "LINK® System Security Tutorials". The "New User (No LINK® Id)" option is highlighted with an orange box. On the right side of the interface, a weather map of North America is displayed with the title "Current Temperature [F]" and "11:42:55 AM 8/22/24".

How to Upgrade an Entity

Step 2

Select “Service Requester Maintenance (New/Upgrade)”



How to Upgrade an Entity

Step 3

Enter your company name. Then, flip the Svc Req Setup to “All Business Purposes”.

The screenshot displays the LINK System Customer Interface for Service Requester Maintenance (New/Upgrade). The page includes a green header with the LINK System logo and navigation links. A status bar shows system build information, login status, and the current date and time. The main form contains several input fields and a dropdown menu. The 'Svc Req Setup' dropdown is highlighted with an orange box, and the 'ALL BUSINESS PURPOSES' option is selected. A reCAPTCHA challenge is visible on the right side of the form, and a red error message indicates that the captcha must be checked to submit.

*Svc Req Entity Name:	TEST UPGRADE	Svc Req No:	1000029853	Eff From Date:	08/25/2023
Svc Req Setup:	UPSTREAM/DOWNSTREAM	Svc Req Pty Cd:	T61636	Eff To Date:	01/01/2200
Svc Req Name:	UPSTREAM/DOWNSTREAM	Svc Req Status:	ACTIVE	<input type="checkbox"/> I'm not a robot	
	CREDIT			reCAPTCHA Privacy - Terms	
	ALL BUSINESS PURPOSES			Captcha must be checked to Submit	

Navigation tabs: General Info, Details, Contacts, Addresses, Contact Uses, System Agreement, Error List, Local Admin Setup, System Access

How to Upgrade an Entity



Step 4

Follow steps on [slides 8 -18](#) on how to setup an All Business Purposes Entity.

Questions?

Email link-help@enbridge.com or call [1-800-827-5465](tel:1-800-827-5465) for LINK® System application support

