

Placid Refining Company

Online Message Center

User Guide

Powered by DTN[®]



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Table Of Contents

CHAPTER 1: GETTING STARTED	1
Logging On.....	1
<i>Log on to the Online Message Center</i>	<i>1</i>
Messages Screen	2
#1 – Date Displayed	2
#2 – Total Messages	2
#3 – Date Received Filter	2
#4 – Toolbar	3
#5 – Message Types	3
#6 – Select / Deselect Page Box	3
#7 – << < # to # of # > >>	3
#8 -- Jump to Page	3
#9 -- Column Heads and Sort Options	4
#10 – View a Document	4
#11 – Page Preferences.....	4
Find a Message.....	4
<i>Ways to Find the Message You Want.....</i>	<i>4</i>
The Filter Option.....	4
The Search Option	4
Page Preference	5
Open the Page Preference Screen	5
Set the Number of Messages Per Page to Display	5
Set a Default Message Type Filter	6
CHAPTER 2: FILTER MESSAGES	7
Filter by Message Type.....	7
<i>Filter Message Codes.....</i>	<i>7</i>
<i>Filter by Message Type.....</i>	<i>7</i>
Filter by Date Received.....	7
<i>Filter with Previous/Next Buttons.....</i>	<i>8</i>
<i>Filter with the Calendar.....</i>	<i>8</i>
<i>Return to the Current Date.....</i>	<i>8</i>
CHAPTER 3: SEARCH FOR A DOCUMENT	9
Search for an EFT Notification	9
Search for an Invoice	11
CHAPTER 4: SORT MESSAGES	13
Sort Order.....	13
<i>Ascending Order.....</i>	<i>13</i>
<i>Descending Order.....</i>	<i>13</i>
<i>Change the Sort Order.....</i>	<i>14</i>
Sort Order Example.....	14
CHAPTER 5: VIEW A DOCUMENT.....	15
<i>View a Document.....</i>	<i>15</i>
CHAPTER 6: SELECT A MESSAGE	16
<i>Select a Specific Message.....</i>	<i>16</i>
<i>Select All Displayed Messages.....</i>	<i>16</i>
After You Select a Message.....	16
CHAPTER 7: PRINT OR SAVE A DOCUMENT	17
Print a Single Document.....	17
Print Multiple Documents with Print Preview	17
Save a Document with Print Preview	18



CHAPTER 8: DOWNLOAD MESSAGES	19
Download Selected Messages to a Single File.....	19
Download Selected Messages to Individual Files.....	19
Download All Messages.....	20
TROUBLESHOOTING & SUPPORT	22
Error Messages.....	22
Support.....	22
VERSION CONTROL RECORD.....	23

Chapter 1: Getting Started

Information is power . . .

. . . and that's what the **Placid Refining Company**[®] **Online Message Center** provides!

- ◆ Up-to-date information at your fingertips
- ◆ The power to know precisely what's happening in your business and the marketplace
- ◆ Data downloads for smart, efficient integration with back office accounting packages

Every day, millions of crucial documents are exchanged between suppliers, brokers, marketers and retailers within the petroleum supply chain. Any breakdowns in that complex network of communication—one missed message, a single lost invoice—can result in frustration, lost revenue and missed opportunities.

The **Placid Refining Online Message Center** supports this crucial flow of information with advanced information technology powered by DTN. For over two decades, DTN has been an innovator in the production and delivery of electronic news and information. DTN streamlines the communication process and helps our clients to be more efficient and profitable.

The Online Message Center lists all the messages that you receive each day from Placid Refining.

You can use the Online Message Center to define how you want to receive your information. For example, you can set your screen to display all your invoices, then change it to display all your price messages. You can change the display to a specific date. You can also use the Online Message Center to view and print an online copy of an actual document, such as an electronic funds transfer draft notice. And you can use the screen to define which messages you want to download to back-office applications.

Logging On

You will need the following to access the Online Message Center:

- ◆ Access to the Placid Refining Website
- ◆ A User ID and Password

Note: If you do not have a User ID and Password, contact your Territory Manager.

Log on to the Online Message Center

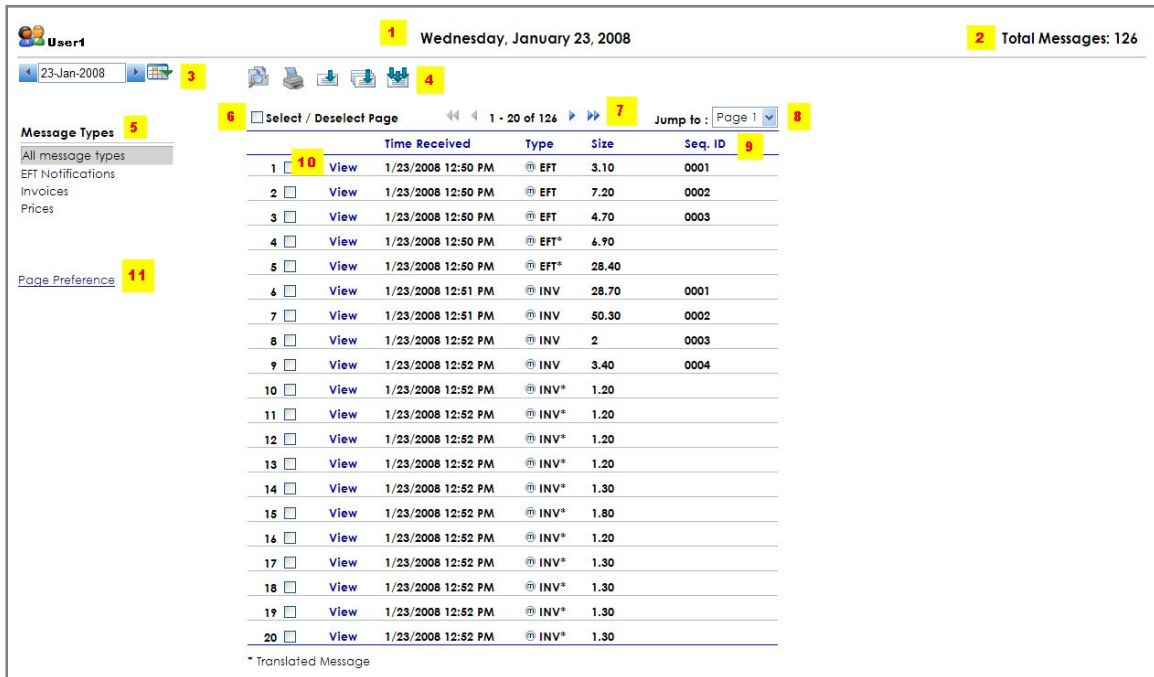
In the URL address line of your internet browser, enter the address for the Placid Refining portal.

1. Enter your User ID and Password.

The **Online Message Center** will open to display the Messages Screen.

Messages Screen

The Messages Screen is the first screen that appears when you log onto the **Online** Message Center. The Messages Screen lists all the messages sent to you by Placid Refining on a specified date. You will use this screen to perform tasks that help you make the best use of vital business information, including viewing, sorting, and printing messages.



The screenshot shows the Messages Screen interface. At the top, it displays the user name 'User1', the date 'Wednesday, January 23, 2008', and the total number of messages 'Total Messages: 126'. Below this is a navigation bar with a date filter set to '23-Jan-2008' and several icons. A table of messages is displayed with columns for 'Time Received', 'Type', 'Size', and 'Seq. ID'. The table contains 20 rows of message data. On the left side, there are 'Message Types' (All message types, EFT Notifications, Invoices, Prices) and a 'Page Preference' section. The interface includes various controls like 'Select / Deselect Page', '1 - 20 of 126', and 'Jump to: Page 1'.

	Time Received	Type	Size	Seq. ID
1	1/23/2008 12:50 PM	EFT	3.10	0001
2	1/23/2008 12:50 PM	EFT	7.20	0002
3	1/23/2008 12:50 PM	EFT	4.70	0003
4	1/23/2008 12:50 PM	EFT*	6.90	
5	1/23/2008 12:50 PM	EFT*	28.40	
6	1/23/2008 12:51 PM	INV	28.70	0001
7	1/23/2008 12:51 PM	INV	50.30	0002
8	1/23/2008 12:52 PM	INV	2	0003
9	1/23/2008 12:52 PM	INV	3.40	0004
10	1/23/2008 12:52 PM	INV*	1.20	
11	1/23/2008 12:52 PM	INV*	1.20	
12	1/23/2008 12:52 PM	INV*	1.20	
13	1/23/2008 12:52 PM	INV*	1.20	
14	1/23/2008 12:52 PM	INV*	1.30	
15	1/23/2008 12:52 PM	INV*	1.80	
16	1/23/2008 12:52 PM	INV*	1.20	
17	1/23/2008 12:52 PM	INV*	1.30	
18	1/23/2008 12:52 PM	INV*	1.30	
19	1/23/2008 12:52 PM	INV*	1.30	
20	1/23/2008 12:52 PM	INV*	1.30	

* Translated Message

#1 – Date Displayed

The date on which the displayed messages were received from Placid Refining. By default, the screen displays messages for the current date. You can use the Date Received Filter (#3) to change this date.

#2 – Total Messages

The total count of messages for the Date Displayed and the selected Message Type. By default, the screen displays Total Messages for the current date and for your default message type. The quantity will change when you select different message types and dates.

#3 – Date Received Filter

Use to specify a date for viewing messages. When you click the Calendar icon, a pop-up calendar appears. You can use the calendar to select the date you want. You can also use the

Previous  and Next  buttons to move forward or backward, one day at a time.

#4 – Toolbar

The toolbar at the top of the screen helps you perform the following actions:



Search to find a specific message



Download Individual lets you download selected documents to a separate file for each document



Print Preview displays the formatted message onscreen so that it can be printed or saved to a file.



Download All lets you download all files.



Download to 1 file lets you download selected documents to a single file

#5 – Message Types

Use to select the message type you want to view. By default, the screen displays your default message type as set through the Preferences screen. You can filter your messages to one of the following: EFT Notifications, Invoices, or Prices.

#6 – Select / Deselect Page Box

Use to select or deselect all the messages on the current page for the displayed date and selected message type. Once selected, you can print or download the messages. Only the messages on the current page will be printed or downloaded. To print or download messages on another page, you will need to move to that page and select print or download again. To select or deselect individual messages, click the selection box to the left of the message.

#7 – << < # to # of # > >>

Use to move from page to page of messages. By default, messages are listed in the order received, with the most recent message first.

to # of

Indicates the numbers of the messages displayed out of the total count of messages.

<<

Returns you to the first page in a series of message pages.

<

Returns you to the previous page.

>

Advances the Message List one page at a time.

>>


Lets you jump to the last page of messages.

#8 -- Jump to Page

Use the drop-down menu to select the page you want to see.

#9 -- Column Heads and Sort Options

The Message List is divided into the following columns:

- ◆ **Time Received**
The date and time the message was received in your mailbox.
- ◆ **Type**
A 3-character code for the type of message received. The small icon  located to the immediate left of this column is a hover button. When you place the point of your cursor over this icon, a pop-up message opens with a description of the Message Type Code.
- ◆ **Size**
The size of each message in kilobytes. A kilobyte is roughly equal to 1,000 bytes or characters.
- ◆ **Seq. ID**
The order in which messages were received.
Note: *Translated messages will not have a Sequence ID.*

When you click on a Column Head, the Messages List is automatically sorted into ascending or descending order for that Column Head.

#10 – View a Document

Click to open an online copy of the actual message or document.

#11 – Page Preferences

Use to set the number of messages to be displayed on each page and the default Message Type.

Find a Message

Finding a certain message or type of message is one of the most frequent tasks you will perform with the **Placid Refining Online Message Center**.

Ways to Find the Message You Want

By default, the Messages Screen displays all messages received from Placid Refining on the current date. But if you receive a lot of messages or if you need to find a particular message, you will want to use a Filter or Search option to narrow your choices.

The Filter Option

Filtering is the process that helps you narrow your information down to manageable chunks. The Filter option will be covered in Chapter 2.

The Search Option

Searching zeroes in on a specific message or document. Once you select the message or document type you want, you define search criteria to further narrow your results. The Search option will be covered in Chapter 3.

Page Preference

Before you get started using the Online Message Center, let's use Page Preference to set some viewing defaults. You can use the Page Preference screen to set how you would like your Messages Screen to display for the following preferences:

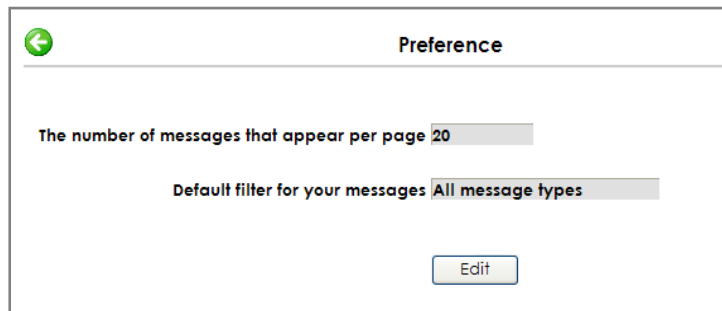
- ◆ Messages per Page
- ◆ Message Type Default Filter

Open the Page Preference Screen

To open the Page Preference Screen:

1. Click the **Page Preference** link on the left side of the Messages screen.

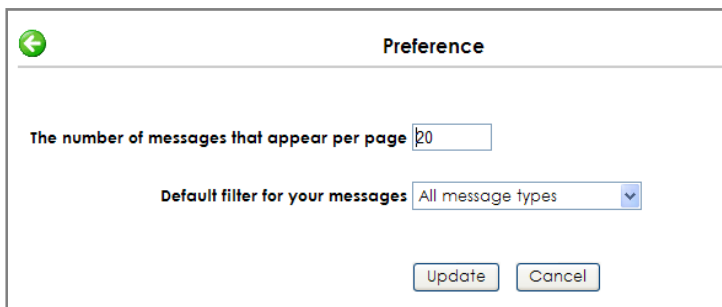
The Page Preferences screen will open.



Set the Number of Messages Per Page to Display

To set the number of messages to display:

1. Click the Edit button to open the Page Preference Edit screen.



2. In the **Messages/Page** box, enter the number of messages per page that you would like your Messages Screen to display. The default is 20 messages per page.
3. Click the **Update** button.

The default number of messages per page will be updated.



Set a Default Message Type Filter

You can also use the Page Preferences screen to set default viewing filters for Message Type. This default will be applied each time you log on to the Online Message Center.

To set a new Message Type Filter page default:

1. Click the Edit button to open the Page Preference Edit screen.
2. Click the arrow button in the **New Filter** field.
A drop down menu of options will appear.
3. Click the option you want.
4. Click the **Update** button.
The Message Type Filter for your Messages Screen will be reset to the new default.

Chapter 2: Filter Messages

Filtering is the process that helps you narrow your information down to manageable chunks. You can filter by the following:

- ◆ Message Type
- ◆ Date Received

Filter by Message Type

You can use the Message Type Filter to display a single Message Type.

For example, perhaps you need to review invoices. Instead of having to scroll through hundreds of draft notices, generic messages, and prices messages to find what you want, you can let the Message Type Filter do the work for you. When you click "Invoices" in the Message Types section of the Messages screen, non-invoice messages are filtered out. You see only the messages you need to see.

Filter Message Codes

The following table lists each message type code, along with a description of the filter

Type Code	Message Type	Messages Displayed
EFT	Draft Notices	EFT Notifications
INV	Invoices	Fuel Invoices
\$\$\$	Prices	Rack prices. The price for selling a refined fuel product through a terminal.

Filter by Message Type

In the Messages Type section, click the Message Type you want. The Message List will display all the messages for that type that were received from Placid Refining on the selected date. To view a specific message document, click the View link to the left of the message. An online copy of the selected message document will display.

Filter by Date Received

By default, when you first log onto the Online Message Center, the message list displays messages received for the current date. You can change the list to display messages received on another date by using the Date Received Filter.

The Date Received filter provides two ways to find a message:

- ◆ Pre/Next Day Links
- ◆ Date Received Calendar

Filter with Previous/Next Buttons

1. Click the Previous or Next buttons directly below the Date Received Filter.

Previous 

Moves backwards in time to display messages sent on the previous day.

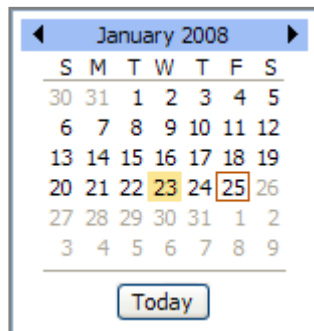
Next 

Moves forwards in time to display message sent on the next day.

The Date Displayed for the screen will change to the selected date and the Message List will display the messages received from Placid Refining on the newly selected date. The Total Messages count will reflect the quantity of messages for the new date and message type.

Filter with the Calendar

1. Click the **Calendar** icon next to the Date Received field in the upper left corner of the Messages Screen. This will open a Calendar pop-up for the current month.



2. To change the month, click the left or right arrow on the top blue bar of the Calendar.
3. Click the desired date.

Return to the Current Date

1. To return to the current date, click the Today button at the bottom of the Calendar. The Date Displayed will revert to the current date and the Message List will display messages received from Placid Refining for the current date.

Chapter 3: Search for a Document

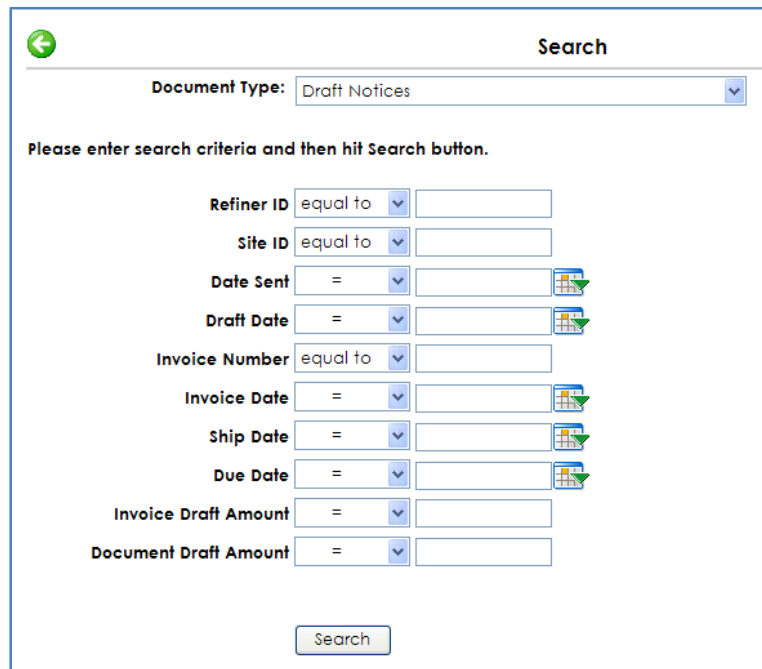


The Search icon opens a tool that lets you search for a draft notice or invoice.

Search for an EFT Notification

1. Click the Search icon.
A Search by Document Type box will open.
2. Scroll to Draft Notices to select it.
The Draft Notice Search Criteria window will open.
3. You can use any or all of the following criteria to narrow your search.
4. **Refiner ID:** Enter a full or partial identification number for the refiner, and select one of the following quantifiers:
 - Equal to displays drafts with the same Refiner ID
 - Starts with displays drafts with Refiner IDs that start with the specified number(s)
 - Contains displays drafts that contain the same specified number or string of numbers for the Refiner ID
5. **Site ID:** Enter a full or partial identification number for the site, and select one of the following quantifiers:
 - Equal to displays a draft with the same Site ID
 - Starts with displays drafts whose Site ID start with the specified number(s)
 - Contains displays drafts whose Site ID contain the same specified number or string of numbers
6. **Date Sent:** Select a transmission date and one of the following quantifiers:
 - = displays drafts sent on the selected date
 - > displays drafts sent on dates after the selected date
 - < displays drafts sent on dates before the selected date
 - between displays drafts sent on dates that fall between the selected dates
7. **Draft Date:** Select a draft date and one of the following quantifiers:
 - = displays drafts dated on the selected date
 - > displays drafts dated after the selected date
 - < displays drafts dated before the selected date
 - between displays drafts dated on dates that fall between the selected dates
8. **Invoice Number:** Enter a full or partial invoice number and one of the following quantifiers:
 - Equal to displays a draft with the same invoice number
 - Starts with displays drafts whose invoice numbers start with the specified number(s)
 - Contains displays drafts whose invoice numbers contain the same specified number or string of numbers
9. **Invoice Date:** Select an invoice date and one of the following quantifiers:
 - = displays drafts with an invoice date that matches the selected date
 - > displays drafts with an invoice date after the selected date
 - < displays drafts with an invoice date before the selected date
 - between displays drafts with an invoice date that falls between the selected dates
10. **Ship Date:** Select a ship date and one of the following quantifiers:
 - = displays drafts that shipped on the selected date
 - > displays drafts that shipped on dates after the selected date
 - < displays drafts that shipped on date before the selected date
 - between displays drafts that shipped on dates that fall between the selected dates

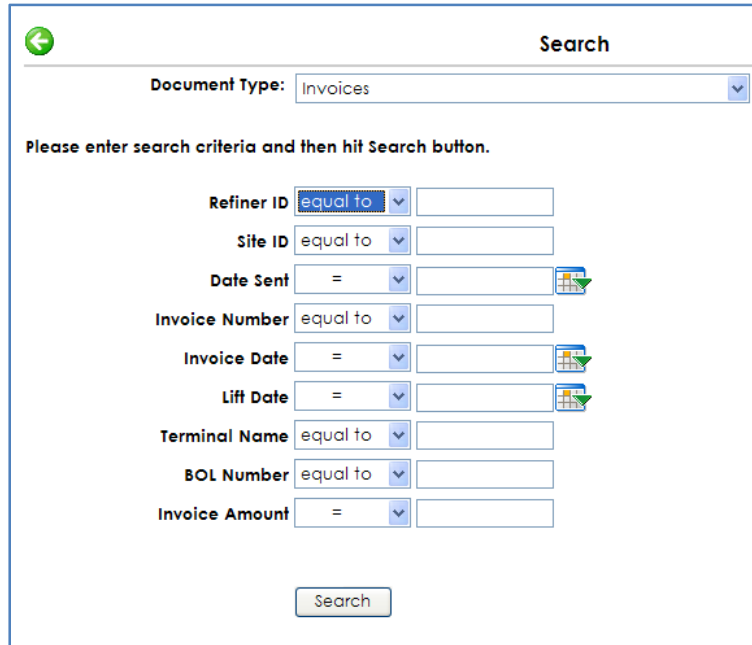
11. **Due Date:** Select a draft due date and one of the following quantifiers:
 - = displays drafts that are due on the selected date
 - > displays drafts that are due on dates after the selected date
 - < displays drafts that are due on dates before the selected date
 - between displays drafts that are due on dates that fall between the selected dates
12. **Invoice Draft Amount:** Enter an invoice draft amount and one of the following quantifiers:
 - = displays drafts with invoice amounts that match the specified amount
 - > displays drafts with invoice amounts that are greater than the specified amount
 - < displays drafts with invoice amounts that are less than the specified amount
 - between displays drafts with an invoice amount between the specified amounts
13. **Document Draft Amount:** Enter a document draft amount and one of the following quantifiers:
 - = displays drafts with document draft amounts that match the specified amount
 - > displays drafts with document draft amounts greater than the specified amount
 - < displays drafts with document draft amounts that are less than the specified amount
 - between displays drafts with document draft amounts between the specified amounts



14. Click **GO**.
A list of draft notices that match your search criteria will be displayed.

Search for an Invoice

1. Click the Search icon.
A Search by Document Type box will open.
2. Scroll to Invoices to select it.
The Invoices Search Criteria window will open.
3. You can use any or all of the following criteria to narrow your search.



4. **Refiner ID:** Enter a full or partial identification number for the refiner, and select one of the following quantifiers:
 - Equal to displays invoices with the same Refiner ID
 - Starts with displays invoices with Refiner IDs that start with the specified number(s)
 - Contains displays invoices that contain the same specified number or string of numbers for the Refiner ID
5. **Site ID:** Enter a full or partial identification number for the site, and select one of the following quantifiers:
 - Equal to displays invoices with the same Site ID
 - Starts with displays invoices whose Site ID start with the specified number(s)
 - Contains displays invoices whose Site ID contain the same specified number or string of numbers
6. **Date Sent:** Select a transmission date and one of the following quantifiers:
 - = displays invoices sent on the selected date
 - > displays invoices sent on dates after the selected date
 - < displays invoices sent on dates before the selected date
 - between displays invoices sent on dates that fall between the selected dates
7. **Invoice Number:** Enter a full or partial Invoice Number and select one of the following quantifiers:
 - Equal to displays an invoice with the same Invoice Number
 - Starts with displays invoices that start with the specified number(s)
 - Contains displays invoices that contain the same specified number or string of numbers



8. **Invoice Date:** Use the calendar icon to select a date one of the following quantifiers:
 - = displays invoices dated on the selected date
 - > displays invoices dated after the selected date
 - < displays invoices dated before the selected date
 - between displays invoices with dates that fall between the selected dates
9. **Lift Date:** Use the calendar icon to select a date one of the following quantifiers:
 - = displays invoices with product that was lifted on the selected date
 - > displays invoices with product that was lifted after the selected date
 - < displays invoices with product that was lifted before the selected date
 - between displays invoices with product lifted on dates that fall between the selected dates
10. **Terminal Number:** Enter a full or partial Terminal Number and one of the following quantifiers:
 - Equal to displays invoices with the same Terminal Number
 - Starts with displays invoices whose Terminal Number starts with the specified number(s)
 - Contains displays invoices whose Terminal Number contain the same specified number or string of numbers
11. **BOL Number:** Enter a full or partial BOL Number and one of the following quantifiers:


NOTE: You must include the leading zeroes.

 - Equal to displays invoices with the same BOL Number
 - Starts with displays invoices whose BOL Number starts with the specified number(s)
 - Contains displays invoices whose BOL Number contains the same specified number or string of numbers
12. **Invoice Amount:** Enter an invoice amount and one of the following quantifiers:
 - = displays invoices that match the invoice amount
 - > displays invoices that are greater than the invoice amount
 - < displays invoices that are less than the invoice amount
 - between displays invoices whose invoice amount falls between the selected amounts
13. Click **GO**.

A list of invoices that match your search criteria will be displayed.

Chapter 4: Sort Messages

You can sort the Message List into ascending or descending order based on the following Column Heads:

- ◆ **Time Received**
The date and time when the message was received in your mailbox.
- ◆ **Type**
A 3-character code for the type of message received. The small icon  located to the immediate left of this column is a hover button. When you place the point of your cursor over this icon, a pop-up message opens with a description of the Message Type Code.
- ◆ **Size**
The size of each message in kilobytes. A kilobyte is roughly equal to 1,000 bytes or characters.
- ◆ **Seq. ID**
The order in which messages were received.

Sort Order

Messages are sorted as follows:

Ascending Order

Ascending order arranges the rows within the Message List alphabetically or in numerical sequence as follows:

- ◆ Text fields are sorted alphabetically (A-Z).
- ◆ Date fields are sorted with the oldest date first and the most recent date last.
- ◆ Number fields are sorted with the smallest number first and the largest number last.

Descending Order

Descending order arranges the rows within the Message List as follows:

- ◆ Text fields are sorted alphabetically (Z-A).
- ◆ Date fields are sorted with the more recent date first and the oldest date last.
- ◆ Number fields are sorted with the largest number first and the smallest number last.

Change the Sort Order

To change the sort order of the Message List:

1. Click the **Column Head** on which you wish to sort. The Message List will be sorted for the selected column head. If the list is not in ascending order, the list will be changed to ascending order. If the list is already in ascending order, when you click the column head the list will change to descending order.

Sort Order Example

ISSUE: A user needs to see all the messages that were received between 2 and 3 PM.

SOLUTION: In the Column Head row of the Messages Screen, the user clicks the Time Received column head.

The Messages List displays messages in ascending order, according to the time they were received. The user scrolls down the list of messages to find the ones that were received between 2 and 3 PM.

Chapter 5: View a Document

Each row within the Message List contains a View link to the left of the Time Received column. When you click the View link, an online copy of the selected document will display. For example:

- ◆ Clicking the View link on an INV record will display a formatted image of the selected Invoice.
- ◆ Clicking the View link on an EFT record will display a formatted image of the selected draft notice.
- ◆ Clicking the View link on a PPM record will display a formatted image of the selected price file.

View a Document

1. Find the document you want.
2. Click the View link to the left of the message.
An online copy of the selected document will display.

Chapter 6: Select a Message

You can select a message for printing or download with one of the following methods:

- ◆ **Select a Specific Message**
This method allows you to randomly select a single message or multiple messages.
- ◆ **Select All Displayed Messages**
This option allows you to select all the messages on the current page for the displayed date and selected message type.

Select a Specific Message

1. Click the selection box to the left of the message.
A checkmark will be entered into the box to indicate that the message has been selected.
2. Repeat Step #1 to select additional messages.

Select All Displayed Messages

1. Click the Select / Deselect Page box near the top of the Messages Screen.
A checkmark will be entered into the selection box to the left of all the messages on the current page for the displayed date and selected message type.

After You Select a Message

Once you have selected the message(s) you want, you can do the following (depending on your account privileges):

- ◆ Print or Save the Message (See Chapter 7.)
- ◆ Download the Message to a File (See Chapter 8.)

Chapter 7: Print or Save a Document

You can print and save documents as follows within the Online Message Center:

- ◆ Print a Single Document
- ◆ Print Multiple Documents with Print Preview
- ◆ Save a Document with Print Preview

Print a Single Document

To print a single document:

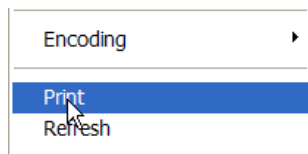
1. Find the message you want.
2. Click the **View** link to the left of the **Time Received** column in the Messages Screen. An online copy of the selected document will display.
3. Print the document using one of the following methods:



Select the **Print** option on your browser's toolbar.

Or

Right-click within the document then select **Print** from the available options.



Print Multiple Documents with Print Preview

To print multiple documents:

1. Find the messages you want to print.
2. Select the desired documents with one of the following methods:

To randomly select messages, click the Message Selection box to the far left of the messages you want to print.

A check will be entered in the box to indicate that the message has been selected.

Or

To select all messages on a page, click the **Select / Deselect Page** box (#9) near the top of the Messages screen.

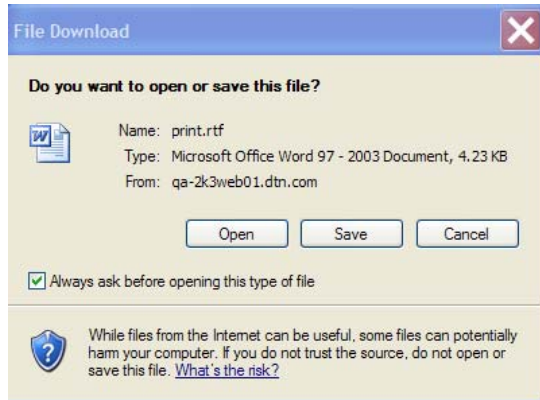
This will select all the messages displayed in the Message List on that page.

3. Click the **Print Preview** icon near the top of the Messages screen.

A File Download window will open with the following options:

- ◆ **Open** – Select this option to open the document online. Once you have viewed the document, you can then print or save it to a file.

- ◆ **Save** – Select this option to save the document directly to a file without first viewing it online.
- ◆ **Cancel** – Select this option to close the File Download window and cancel the Print Preview action.



4. Click **Open** in the File Download window.

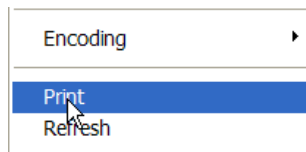
Your message or group of messages will be displayed on the screen in a printer-friendly format.

5. Print the document using one of the following methods:

6. Select the **Print** option  on your browser's toolbar.

Or

Right-click within the document then select **Print** from the available options.



Save a Document with Print Preview

To save a document with Print Preview:

1. Select the message you want.
2. Click **Print Preview**.
3. When the File Download window opens, select **Save**.
A Save As window will open.
4. Select a folder and enter a file name.
5. Click **Save**.


Chapter 8: Download Messages

Your messages can be downloaded for use in back office accounting or other applications.

Download Selected Messages to a Single File

This option lets you select the messages you want and download them to one file.

1. Filter your messages to the date and message type you want.
2. Click the selection box to the left of the message(s) you want.

3. Click the Download to One File icon .

Note: You will get an error message if you have not selected any messages.

A standard File Download pop-up will display.

4. Click Run or Save and follow the online instructions to complete the download.

Download Selected Messages to Individual Files

1. Filter your messages to the date and message type you want.
2. Click the selection box to the left of the message(s) you want to download.


3. Click the **Download to Individual Files** icon .

Note: You will get an error message if you have not selected any messages.

A standard File Download pop-up will display.

4. Click Run or Save and follow the online instructions to complete the download.

Download All Messages

1. Click the **Download All Files** icon . The Download All screen will open.
Note: The exact wording on this screen will vary with the format options that you set up with DTN in advance.

Download All		Wednesday, October 18, 2006
Messages :		8 Messages
This option will download all your non-translated messages into a single file named <i>Messages.txt</i>		<input type="button" value="Download 'Messages.txt' File"/>
All Translated Messages :		95 Messages
This option will download a single file containing all your translated information for processing. All of the data is in a single file named <i>xlated.txt</i>		<input type="button" value="Download 'Xlated.txt' File"/>
Individual Translated Messages :		95 Messages
This option will download each translated message in a separate file.		<input type="button" value="Download Files"/>

2. Click the download option you want. Options and their results are as follows:

Download Messages

To download all your messages as received, click the Download 'Messages.txt' File option. This will place all messages -- regardless of message type -- into a single file named *Messages.txt*. The *Messages.txt* file will then be placed in a self-extracting Zip File named *zip.exe*.

Download All Translated Messages

Note: Messages are sent by Placid Refining in a text format. For users who have had their files translated to another format, such as CSV or EDI, this download option may apply. (If you are interested in having your files translated, contact Placid Refining.)

To download all translated messages, click the Download 'Xlated.txt' File option. This will place all message translations -- regardless of Message Type -- in a single file named *Xlated.txt*. The file will then be placed in a self-extracting Zip File named *zip.exe* to facilitate the download.

Download Individual Translated Messages

Note: Messages are sent by Placid Refining in a text format. For users who have had their files translated to another format, such as CSV or EDI, this download option may apply. (If you are interested in having your files translated, contact Placid Refining.)

- To download each translated message sent into its own file, click the Download Files button. This will place each translated message -- regardless of Message Type -- in a separate file, each with an extension representing the specific Message Type. These separate files will then be placed in a self-extracting Zip File named *zip.exe* to facilitate the download.
3. From within the Microsoft File Download dialog box, select one of the following download actions:

Open

Invokes a custom File Extraction wizard designed to help you extract the contents of the Zip.exe compressed file into useable files. This extraction can be accomplished on the fly during the download process or after the Zip.exe file has been saved to your hard drive.

Save

Invokes the Save As dialog box so that you can specify where you want to place the Zip.exe file on your hard drive. Be sure to remember the location so that you can access it after it has been downloaded.

Cancel

This option cancels the File Download process and returns you to the previous page.

More Info

This option calls the Windows Help system to explain more fully how the File Download process works.

Save As

This step determines where the downloaded file should be saved. It uses the standard Save As dialog box used throughout the Microsoft environment. The Save As dialog box enables you to specify the drive and folder to use for your file save. In the process, you can also rename the file that is being written.

Troubleshooting & Support

Error Messages

This section lists some common error messages, followed by the solution. If you need help with these or other error messages, contact DTN Customer Service at 1-800-779-5779, Monday through Friday, 6:00 am – 7:00 pm Central Time.

Error Message: “You are not able to log into the Online Message Center at this time, please contact DTN Customer Service at (800) 724-5718. In order to provide faster service, have your Placid Refining account number.”

Solution: If you receive this error message when trying to access the Online Message Center, there is a possibility that the secure login information being passed from Placid Refining to DTN has been corrupted. Please call DTN Customer Service for help correcting the problem.

Error Message: “Your account information cannot be found, please contact DTN in order to provide faster service, have your Placid Refining account number available.”

Solution: This message indicates that your account has not been set up correctly. Please call DTN Customer Service for assistance correcting the problem.

Error Message: “You must select at least ONE item.”

Solution: This message indicates that you have clicked either the Download Selected or Print button without first selecting the message(s) you want to print or download. Click OK, then click the selection box to the left of the messages you want. A checkmark will be entered into the box to indicate that the message has been selected. You may then proceed with the Download Selected or Print option.

Error Message: “X/X/XX: Must be a date mm/dd/yyyy greater than 1/1/2000 and less than 1/1/2100”

Solution: If you try to enter an invalid date, you will get this error message. Re-enter a date in the value field, using a MM/DD/YYYY format, where...

- MM is the month, expressed as a two digit number
- DD is the day, expressed as a two digit number; and
- YYYY is the year, expressed as a four-digit number
- Month data values must be in the range of 01 to 12
- Day data values must be in the range of 01 to 31
- Year data values must be in the range of 2000 to 2099

Support

If the messages you are receiving through the Online Message Center are incorrect:
Contact Placid Refining

If you are not receiving any messages:
Contact DTN Customer Service at 1-800-779-5779 Monday through Friday, 6:00 am – 7:00 pm Central Time



Version Control Record

Version #	Release Date	Description of Changes
1.0	2008/01/25	Initial release of documentation.