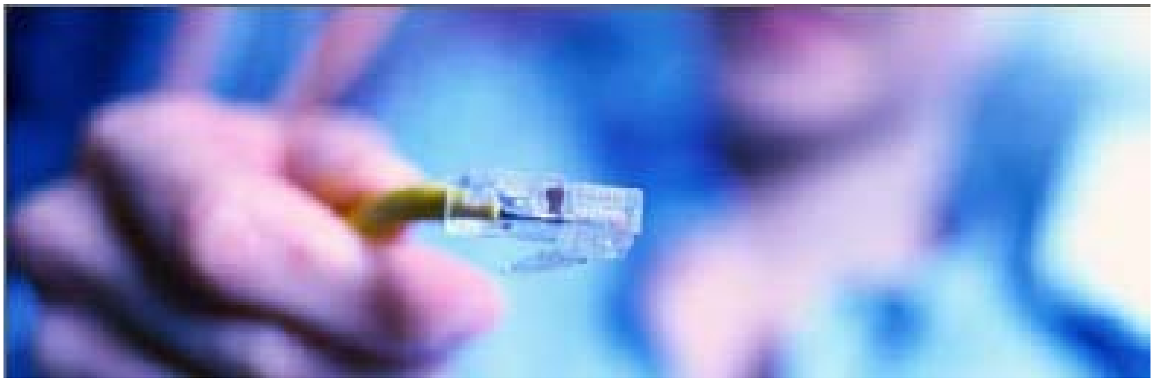

Colonial Oil Industries

Web Site

User Guide

Version 1.0
10 March 2007

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Overview

The Colonial Oil Industries web site provides quick and easy access to vital information for Colonial customers. You can use it to do the following:

- Keep up to date on messages from Colonial.
- Find and view critical documents, including bills of lading, bank draft statements, invoices, price changes, and product outages.
- See future market quotes.
- Read top industry headlines.
- Check weather conditions at user-defined locations.
- Get directions for traveling to Colonial sites.
- Learn more about Colonial.

Home Page

When you log onto the Colonial web site, the Home page will open.

The Home page is divided into the following sections:

- **Welcome** -- Displays a current message from Colonial to its customers.
- **Member Login** -- Provides buttons for logging out and for updating your web site account. When you click on the Account button, the Edit Account screen will open. You can use it to change personal information, including your password, and to subscribe to bulletins, promotions, and the DTN Snapshot eNewsletter.
- **DTN Market Wire Headlines** -- Lists the top industry headlines from the DTN Market Wire™ for the day. When you click on the headline, the story will open.
- **Quotes** -- Lists quotes from NYMEX for crude oil, heating oil, and RBOB gasoline futures.
- **Local Forecast** -- Provides a weekly weather forecast for a specified ZIP code. To change the location, enter a new ZIP code and click GO. You can also get a more in-depth forecast by clicking the **View Complete Local Weather** link.
- **Quote of the Day** -- Displays an inspirational quote for the day.

Left Menu Bar Navigation

The left menu bar of the Colonial web site provides access to the following. When you click on a topic, the selected page will open.

- **About Us** -- Provides an historical overview of Colonial Oil Industries.
- **Products --** Lists the array of petroleum and chemical products that Colonial makes available to its customers.
- **Subsidiaries** -- Lists Colonial subsidiaries and associated companies.
- **Customer Brochure** -- If you would like to know more about Colonial, you can download a copy of the company's brochure here.
- **Get Directions** -- If you are planning a trip to Colonial's main office, you can use this tool to get directions.
- **Education Center** -- Keep up to date on the industry with educational information from DTN, the Energy Information Agency, and the Energy Management Institute.
- **Message Center** -- Lists all the messages that you receive each day from Colonial, including bills of lading (BOLs), electronic transfer statements (EFTs), invoices, price changes, price outage notices, and other messages. (NOTE: The Message Center will appear after you log on.)
- **Weather** -- Provides an in-depth forecast for the user's location. To get a forecast for another location, simply enter a new ZIP code and click GO.
- **Futures** -- Helps you monitor NYMEX futures activity on key petroleum commodities. You can see the high and low for two months out to help you spot market trends. Current,

detailed information for each commodity can be obtained by clicking the Month link for that commodity.

- **Logout** -- Use this to log out of the web site.

Change Account Information

1. On the Home page, click the Account button.
2. The Edit Account screen will open.
3. Change your name, address, and contact information as needed.
4. Click the Submit Changes button.
5. Your account will be updated.

To return to the Home page, click the **Click here** link towards the top of the page.

Change Login Email and Password

1. On the Home page, click the Account button.
2. The Edit Account screen will open.
3. Under Password, click the **Edit Login Information** link.
4. Enter a new email address, if desired.
5. Enter a new password in the Password and Re-Enter Password fields, if desired.
6. Click the Submit Changes button.
7. Your email address and/or password will be changed.

To return to the Home page, click the **Click here** link.

Add Subscriptions

1. On the Home page, click the Account button.
2. The Edit Account screen will open.
3. Towards the bottom of the page, click the subscriptions you want to receive. Options are:

- **Subscribe to Our Bulletin** -- If checked, you will be emailed the Colonial Bulletin on a regular basis.
- **Subscribe to web site and DTN promotions** -- If checked, you will receive materials from Colonial and/or DTN regarding new products, product updates, and other business information that may be of interest to you.
- **Free DTN Snapshot eNewsletter** -- If checked, you will be emailed the DTN Snapshot eNewsletter on a regular basis.

Remove Subscriptions

1. On the Home page, click the Account button.
2. The Edit Account screen will open.
3. Towards the bottom of the page, click the checked boxes of the subscriptions you no longer wish to receive.
4. The checkmark will be removed.
5. Click the Submit Changes button.
6. Your name will be removed from the mailing list(s) of the unchecked subscription(s).

Open a Headline Story

1. In the DTN Market Wire Headlines pane, click the headline you want.
2. The story will open.

To return to the Home page, click the Home link at the top of the screen.

View Quote Details

1. In the Quotes pane, click a month link for the commodity you want.
2. The Quick Quote page for that commodity will open.

Change Forecast Location

When you change the local forecast location, the new location will become your default location *ONLY* if your Internet browser is set to enable cookies.

1. Enter a new ZIP code.
2. Click the GO button.
3. The forecast for the new location will be displayed.

View Weather Details

1. In the Local Forecast pane, click the **View complete Local Weather** link.
2. The expanded local weather page will open.

Message Center

Information is power . . .

. . . and that's what the Colonial 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 Colonial 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 Colonial.

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 BOLs. 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.

Message Center Account Management

NOTE: This page is available to Colonial account managers only.

You can use the Account Management page to log onto the Online Message Center as another user or as yourself. That enables Colonial account managers to check customer accounts to ensure they have received their BOLs and other documents.

Logon as Yourself

1. When the Account Management page opens, click the Logon as Yourself button.
2. The Online Message Center will open.

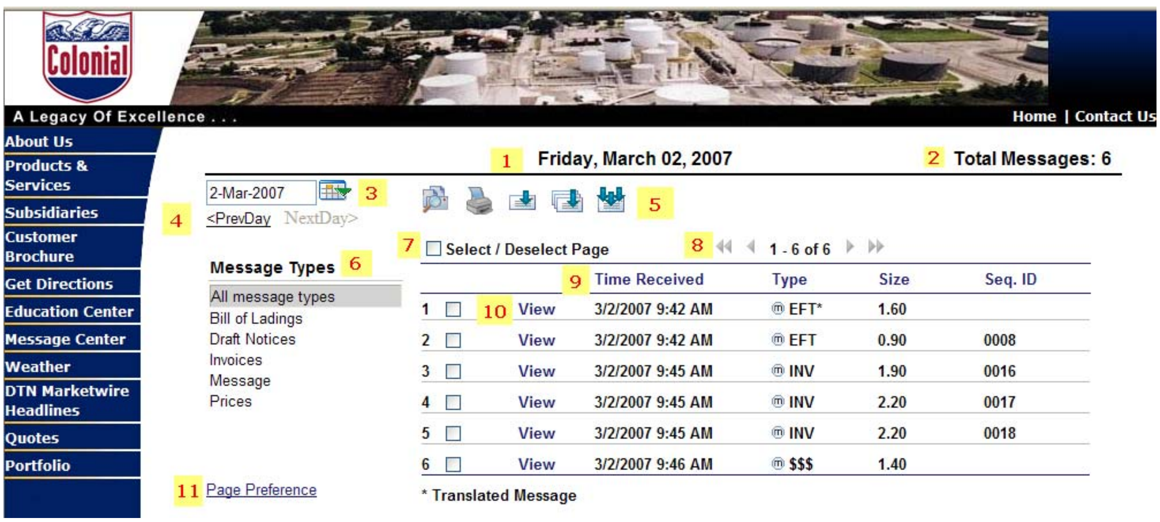
Logon as Another User

1. When the Account Management page opens, enter one or more of the following:
   - User logon
   - Customer ID
   - Company Name
   - DTN Mailbox ID
   - Site Number
2. Click the Find button.
3. The matching records will be displayed.

Message Center Features

The Message Center lists all the messages sent to you by Colonial 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 Messages Screen has the following features.



#1 – Date Displayed

The date on which the displayed messages were received from Colonial. 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.

#4 – <Prev Day Next Day>

Use to move forward or backward, one day at a time.

#5 – Toolbar

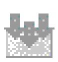
The toolbar at the top of the screen helps you perform the following actions:

 **Search** to find a specific message

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

 **Download to 1 file**

 **Download to individual files**

 **Download all files**

#6 – 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: Bills of Lading (BOLs) Draft Notices, Invoices, Message, or Prices.

#7 – 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.

#8 – << < # 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.

#9 -- Column Heads and Sort Options

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

- **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.

#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.

Filtering Messages

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

By default, the Messages Screen displays all messages received from Colonial on the current date. But if you receive a lot of messages or if you need to find a particular message, you can use a filter to narrow your choices.

Filtering Options

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

- Message Type
- Date Received

Message Type Codes

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.

> **NOTE: Not all message types are available to all users. You have been set up to receive and view only those messages that apply to your account.**

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

Type Code	Message Type	Messages Displayed
BOL	Bills of Lading	Bill of ladings may be available for download. BOL messages are not displayable, that is, there is no View option for the BOL document.
EFT	Electronic Draft Notices	EFT notifications
INV	Invoices	Fuel invoices
MSG	Generic Messages	General messages, including outage notifications
PRF	Prices	Rack prices. The price for selling a refined fuel product through a terminal.

Filter by Message Type

1. 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 Colonial on the selected date.
2. To view a specific message document, click the **View** link to the left of the message.
3. An online copy of the selected message document will display.

> **NOTE: BOL documents cannot be displayed.**

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 Pre/Next Day Links

1. Click the **<PrevDay Next Day>** links directly below the Date Received Filter.
   <PrevDay -- Moves backwards in time to display messages sent on the previous day.
   NextDay> -- Moves forwards in time to display message sent on the next day.
2. The Date Displayed for the screen will change to the selected date and the Message List will display the messages received from Colonial on the newly selected date.
3. 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.
2. This will open a Calendar pop-up for the current month.
3. To change the month, click the left or right arrow on the top blue bar of the Calendar.
4. Click the desired date.
5. The message display will change to show messages received on the new date.

Return to the Current Date

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

Searching for a Document

The Search icon opens a tool that lets you search for a document.

You can search for the following documents within the Online Message Center:

- Bills of Lading (BOLs)
- Draft Notices
- Invoices

Search for a BOL

1. Click the Search icon.
2. A Search by Document Type box will open.
3. Scroll to Bills of Lading to select it.
4. The BOL Search Criteria window will open. You can use any or all of the following criteria to narrow your search.
5. **BOL Number:** Enter a complete or partial BOL number AND one of the following quantifiers:

   NOTE: You must include the leading zeroes.

   Equal to -- Displays a BOL with the same Invoice Number
   Starts with -- Displays BOLs that start with the specified number(s)
   Contains -- Displays BOLs that contain the same specified number or string of numbers
6. **Lift Date:** User the Calendar icon to select a date AND one of the following quantifiers:
   = Displays BOLs lifted on the selected date
   > Displays BOLs lifted on dates after the selected date
   < Displays BOLs lifted on date before the selected date
   between -- Displays BOLs lifted on dates that fall between the selected dates
7. **Terminal:** Enter a complete or partial terminal location name or number AND one of the following quantifiers:
   Equal to -- Displays a terminal with the same name or number
   Starts with -- Displays terminals that start with the specified number(s)
   Contains -- Displays terminals that contain the same specified number or string of numbers
8. Click GO.
9. A list of BOLs that matched your search criteria will be displayed.

Search for a Draft Notice

1. Click the Search icon.
2. A Search by Document Type box will open.
3. Scroll to Draft Notices to select it.
4. The Draft Notice Search Criteria window will open. You can use any or all of the following criteria to narrow your search.
5. **Invoice Number:** Enter a complete or partial invoice number AND 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

6. **Draft Date:** Select a draft date AND one of the following quantifiers:
   = Displays drafts dated on the selected date
   > Displays drafts dated on dates after the selected date
   < Displays drafts dated on date before the selected date
   between -- Displays drafts dated on dates that fall between the selected dates
7. **Draft Amount:** Enter a draft amount AND one of the following quantifiers:
   = Displays drafts with the specified amount
   > Displays drafts with an amount greater than the specified amount
   < Displays drafts with an amount that is less than the specified amount
   between -- Displays drafts with an amount between the specified amounts
8. Click GO.
9. A list of draft notices that matched your search criteria will be displayed.

Search for an Invoice

1. Click the Search icon. 
2. A Search by Document Type box will open.
3. Scroll to Invoices to select it.
4. The Invoices Search Criteria window will open. You can use any or all of the following criteria to narrow your search.
5. **Invoice Num:** Enter a complete 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
6. **BOL Date:** Use the Calendar icon to select a date AND 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
7. **BOL Number:** Enter a complete or partial BOL Number AND one of the following quantifiers:

   NOTE: If a BOL contains leading zeroes, you must include them.

   Equal to -- Displays a BOL with the same BOL Number
   Starts with -- Displays BOLs that start with the specified number(s)
   Contains -- Displays BOLs that contain the same specified number or string of numbers
8. **Shipping Point:** Enter a complete or partial shipping point AND select one of the following quantifiers:
   Equal to -- Displays an invoice with the same shipping point as specified
   Starts with -- Displays invoices with shipping points that start with the specified letter(s)
   Contains -- Displays invoices with shipping points that contain the same letter or specified string of letters
9. Click GO.
10. A list of invoices that matched your search criteria will be displayed.

Sorting 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.

NOTE: Translated messages do not have a Sequence ID.

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.

NOTE: If the record contains nulls or blanks in the sort field, those records will be found at the bottom of the list.

Change the Sort Order

1. Click the Column Head on which you wish to sort.
2. 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.

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.

Viewing a Document

Most rows 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.

NOTE: Images of BOL documents cannot be displayed on screen.

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.
3. An online copy of the selected document will display.

Selecting a Message

You can select a message for printing or downloading 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.

After You Select a Message

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

- Preview and Print the Message
- Download the Message to a File

Select a Specific Message

1. Click the selection box to the left of the message.
2. A checkmark will be entered into the box to indicate that the message has been selected.
3. 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.
2. 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.

Previewing and Printing a Document

There are several ways to print a document from within the Online Message Center.

- **Print a Single Viewed Document**
- **Print a Selected Document(s)**

Print a Single Viewed Document

1. Find the message you want.
2. Click the **View** link to the left of the message.
3. An online copy of the selected document will display.
4. Click the Print icon in your browser's toolbar.

To return to the Messages Screen, click the Back arrow in your browser's toolbar.

Print a Selected Document(s)

1. Find the message(s) you want to print.
2. Select the desired message(s). (See Selecting a Message.)
3. Click the Print Preview icon in the Messages Screen toolbar.
4. A File Download pop-up will open.
5. Click Open and the formatted document will open on screen.
6. Click the Print icon in your browser's toolbar.

To return to the Messages Screen, click the Back arrow in your browser's toolbar.

Page Preferences

You can use the Preference screen to set how you would like your Messages Screen to display for the following preferences:

- Messages per Page
- Message Type Default

Set Page Preferences

1. Click the Page Preferences link on the left side of the Messages screen.
2. The Preferences screen will open.
3. Click the Edit button at the bottom of the screen.
4. Enter the number of messages per page that you would like your Messages Screen to display. The system default is 20 messages per page.
5. Use the drop-down menu to select the message type to which you would like the Messages Screen to default. The system default is "All Message Types."
6. Click the Update button.

Downloading Messages

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

You can download messages the following ways:

- Download Selected Messages to a Single File
- Download Selected Messages to Individual Files
- Download All Messages
- Download BOL Messages

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.

4. A standard File Download pop-up will display.
5. 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.

4. A standard File Download pop-up will display.
5. 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.
2. Click the download option you want. Options and their results are as follows:

   - **Messages** -- To download all your messages *as received* (that is, without translation), 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.
   - **All Translated Messages** -- Messages are sent by Colonial 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 Colonial.) 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.

- **Individual Translated Messages** -- Messages are sent by Colonial 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 Colonial.) 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:

   - **Run** -- 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.

Download BOL Messages

1. Click the BOL Messages link on the left side of the screen.
2. Your BOL messages will be downloaded to a single text file named “BOL Messages.txt.”

TroubleShooting Error Messages

This topic lists some common error messages, followed by the solution. If you need help with these or other error messages, contact DTN Customer Service.

Error Message: "You are not able to log into the Online Message Center at this time."

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 Colonial to DTN has been corrupted. Please call DTN Customer Service for help correcting the problem. Have your account number handy.

Error Message: "Your account information cannot be found.. "

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

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

Futures/Quotes

The Futures page and Quotes pane of the Home page display refined fuels commodity futures for the two nearest contracts.

For each contract month, the following information is displayed:

- **High** -- The highest price for the month as of the latest snapshot.
- **Low** -- The lowest price for the month as of the latest snapshot.
- **Last** -- The closing price for the previous day.
- **Chg** -- The difference between today's price (as of the latest snapshot) and the Last price.

You can get more detailed information about a futures contract by clicking the link for the commodity and month you want.

Quote Delay Info

All futures and equities data is delayed according to the following exchange rules:

- NYBOT at least 30 minutes.
- NYMEX and COMEX at least 30 minutes.
- CBOT at least 10 minutes.
- KCBOT at least 10 minutes.
- CME at least 10 minutes.
- WPG at least 10 minutes.
- MGEX at least 10 minutes.
- NYSE at least 20 minutes.
- AMEX at least 20 minutes.
- NASDAQ at least 15 minutes.

Quick Quote

You can access the Quick Quote page by clicking a Month link within the Quotes pane of the Home page or on the Futures page.

Quick Quote displays additional information about the selected commodity along with a chart that trends the commodity over the previous months. The information is current for the month as of the Updated Date and Time.

If desired, you can enter a different market symbol to see information about that commodity or stock.

View Quote Details

1. On the Home page, go to the Quotes pane and click the link for the month and commodity you want.
2. The Quick Quote page will open.

OR

1. On the Futures page, click the link for the month and commodity you want.
2. The Quick Quote page will open.

Change Symbol

You can view a Quick Quote for a different commodity as follows:
1. Highlight the symbol in the data entry box at the top of the screen.
2. Key in the new symbol over the old one.
3. Click GO.

Look Up a Symbol

If you know the name of the commodity or stock you want:

1. From within the Quick Quote page, click the **Symbol Lookup** link.
2. The Symbol Lookup window will open.
3. Select a category: Commodity or Stock.
4. Select a method: Contains or Begins With.
5. In the Search Phrase box, key in the complete or partial name, such as "heating oil."
6. Click GO.
7. A list of matching options will be displayed in the lower pane of the window. Find the one you want.
8. Close the window by clicking the X in the upper right corner of the window or click the **Close Window** link.
9. In the box at the top of the Quick Quote page, enter the new symbol.
10. Click GO.
11. The Quick Quote page for that commodity/stock will open.

If you do NOT know the name of the commodity or stock you want:

1. From within the Quick Quote page, click the **Symbol Lookup** link.
2. The Symbol Lookup window will open.
3. Use the drop-down menu to find the symbol you want.
4. Close the window by clicking the X in the upper right corner of the window or click the **Close Window** link.
5. In the box at the top of the Quick Quote page, enter the new symbol.
6. Click GO.
7. The Quick Quote page for that commodity/stock will open.

Contact Support

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

Contact Colonial at: 1-800-944-FUEL (3835)

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

Revision Record

Version #	Release Date	Description of Changes
1.0	03/10/2007	Initial release of documentation.