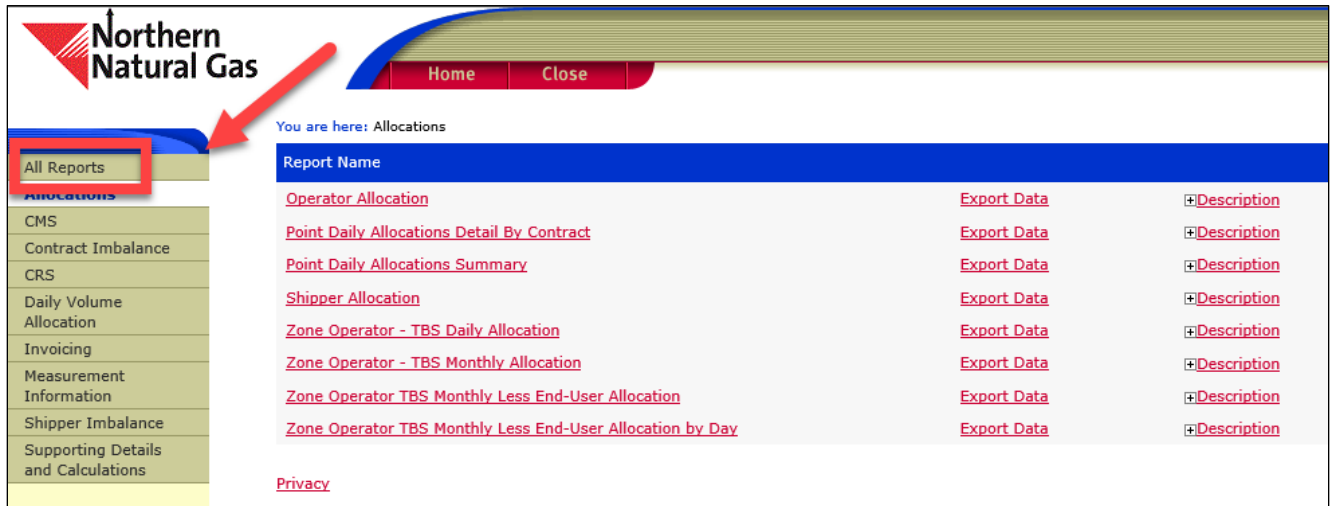




## Flowing Gas/Invoicing One Button Printing – Frequently Asked Questions

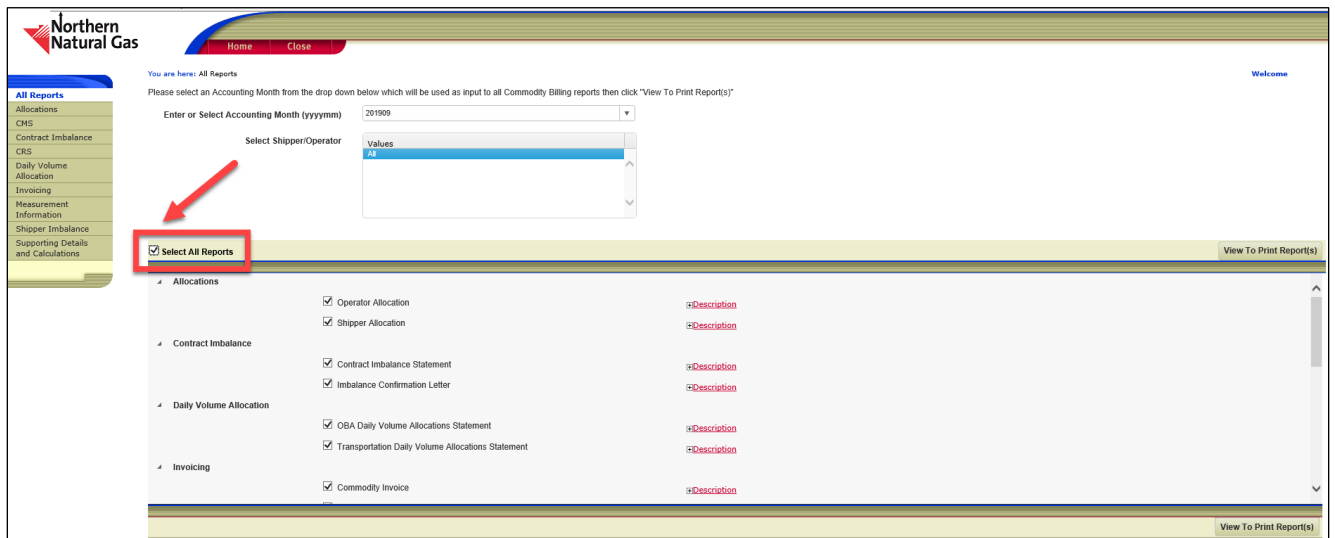
**Q. Where do I find One Button Printing?**

**R.** After logging into the Flowing Gas website, in the left-hand navigation click **All Reports**.



**Q. Which reports can I print using All Reports?**

**R.** Most Commodity invoices and supporting documents can be printed utilizing the **All Reports** button.





## Flowing Gas/Invoicing One Button Printing – Frequently Asked Questions

**Q. Which reports are not listed under All Reports?**

**R.** *Reservation invoices* and *Reservation Payment Remittance* are not listed under **All Reports** button. You can print these by accessing **Invoicing** navigation tab.

You are here: Invoicing

Report Name	Export Data	Description
<a href="#">Commodity Invoice</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Commodity Payment Remittance</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Delivery Point Variance Invoice</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Receipt Point Variance Invoice</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Reservation Invoice</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Reservation Payment Remittance</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Shipper Imbalance Cash In/Out Invoice</a>	<a href="#">Export Data</a>	<a href="#">Description</a>

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Additional reports can be accessed through the **Allocations** navigation tab.

- Other reports are:
- Point Daily Allocations Detail By Contract
  - Point Daily Allocations Summary
  - Zone Operator TBS Monthly Less End-User Allocation
  - Zone Operator TBS Monthly Less End-User Allocation by Day

You are here: Allocations

Report Name	Export Data	Description
<a href="#">Operator Allocation</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Point Daily Allocations Detail By Contract</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Point Daily Allocations Summary</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Shipper Allocation</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Zone Operator - TBS Daily Allocation</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Zone Operator - TBS Monthly Allocation</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Zone Operator TBS Monthly Less End-User Allocation</a>	<a href="#">Export Data</a>	<a href="#">Description</a>
<a href="#">Zone Operator TBS Monthly Less End-User Allocation by Day</a>	<a href="#">Export Data</a>	<a href="#">Description</a>

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## Flowing Gas/Invoicing

### One Button Printing – Frequently Asked Questions

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- Q. Are all reports available to the shipper or just the reports applicable to the individual customer under All Reports?**
- R.** All reports are listed under the **All Reports** button. If there is no activity for the month, the report will appear blank.
- Q. Does the system automatically remember which reports I choose each month?**
- R.** You will have to choose your reports each month; the system does not retain your choices.
- Q. I am an agent for multiple shippers, how can I get reports for individual shippers?**
- R.** The **All Reports** function retrieves all reports for all shippers. If you want a specific shipper invoice or report, you can retrieve all reports and then print only the specific pages for shipper you want. You can also use the individual report tab and print only the specific pages for that shipper.
- Q. I usually have hundreds of pages to retrieve each month. How long should I expect it to take to retrieve all my reports?**
- R.** If you use the **All Reports** button, you can expect to retrieve your reports in any timeframe from 1 minute to 30 minutes, depending on the size of your reports. Smaller reports will take less time. If your reports are not retrieved within this timeframe or times-out, please contact your Customer Service Representative for assistance.
- Q. What if I have trouble printing or navigating the screen?**
- R.** Call your Customer Service Representative for assistance if you have trouble printing or navigating.
- Q. What version of Adobe Reader is required to view the Flowing Gas reports?**
- R.** The North American Energy Standards Board (NAESB) has established standards or recommendations regarding Customer Activities Web Site and client workstations.
- Features as supported by the latest Generally Available (GA) versions of Adobe Acrobat Reader® within 9 months of such GA version becoming available.
- Q. What browser version is required for Customer Activities - Flowing Gas and Invoicing?**
- R.** The North American Energy Standards Board (NAESB) has established standards or recommendations regarding Customer Activities Web Site and client workstations.

Browser Characteristics (includes defined NAESB current versions): Features as supported by the latest Generally Available (GA) versions of both Chrome®<sup>2</sup> and Edge®<sup>3</sup> within 9 months of such GA version becoming available.

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<sup>2</sup> Chrome ®, is a registered trademark of Google

<sup>3</sup> Edge ®, is a registered trademark of Microsoft Corporation