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## HELP INDEX

### GETTING CONNECTED AND TROUBLESHOOTING

#### ***Are you a visitor to OceanConnect.com?***

To access all of OceanConnect.com's features, click the *REGISTER* button at the top of the sidebar menu of the OceanConnect.com home page. Registration is quick and easy. After you complete the registration form, OceanConnect.com will review your new account. When your account is approved, you will receive an email message. Then you can visit all of OceanConnect.com.

#### ***Forgot your password or your member name?***

If you forget your password or your member name or your password or member name isn't working for some reason, we can help. Click the About Us tab on the top bar menu. Then click the [Feedback](#) link on the sidebar menu. Send us an email message. Your password and/or member name will be emailed to you. You can also contact your OC Advocate at 1-877-778-0065. For more information about OC Advocates, click the Help tab on the top bar menu.

#### ***What are the browser requirements?***

OceanConnect.com uses the latest Web-based technologies to provide an interactive experience. That means that some browsers work better than others. Currently, the minimum requirement is either Internet Explorer 4.0 or Netscape Navigator 4.5.

#### ***Do I need JavaScript enabled?***

**Yes.** OceanConnect.com uses JavaScript extensively. Internet Explorer uses ActiveX to implement JavaScript. ActiveX cannot be disabled in Internet Explorer 4.x. Therefore, if you are using IE4, you should have no ActiveX configuration problems.

However, if you are using Netscape Communicator (Navigator 4.x) and have changed your default browser settings to disable JavaScript, you'll need to re-enable them to view Oceanconnect.com.

To re-enable JavaScript in Netscape Communicator (Navigator 4.x):

1. From the Edit menu, select Preferences.
2. In the Category list on the left, click Advanced.
3. Check the Enable JavaScript option.
4. Click OK to close the dialog box.

### ***Do I need cookies enabled?***

**Yes.** Cookies are messages written in your browser by your server. When you return to a Web page, your browser sends the “cookie” message to the server. This information identifies you, allowing you to alter a Web site to your needs. You must accept browser cookies to access OceanConnect.com.

### ***Still having problems?***

If you are still having problems accessing OceanConnect.com, Click the About Us tab on the top bar menu. Click the Feedback link on the sidebar menu to send an email to the system administrator. You can also contact your OC Advocate at 1-877-778-0065. For more information about OC Advocates, click the Help tab on the top bar menu.

## **OCEANCONNECT.COM FUNCTIONS**

The following table briefly describes each of the tabs that appear on the top bar menu along with the functions/features available through that tab.

<b>TOP MENU TABS</b>	<b>FUNCTIONS/FEATURES</b>
<b>Home</b> —OceanConnect.com home page. Appears when you are <i>not</i> logged in.	<ul style="list-style-type: none"><li>• <b>Log In</b>—Access to all OceanConnect.com features for registered members.</li><li>• <b>Register</b>—How to become an OceanConnect.com member.</li><li>• <b>User Features</b>—A high-level overview of OceanConnect.com features.</li></ul>
<b>My Home</b> —Your OceanConnect.com home page after you have logged in as a registered member.	<ul style="list-style-type: none"><li>• <b>Log Off</b>—Exit from Oceanconnect.com. Appears only if you are currently logged in.</li><li>• <b>Administration</b>—Personalize OceanConnect.com to your needs.</li><li>• <b>User Features</b>—A high-level overview of OceanConnect.com features</li></ul>
<b>Bunkers</b> —OceanConnect.com auctions, the auction monitor and bidding, and many other auction features. Only accessible if you are logged in.	<ul style="list-style-type: none"><li>• <b>Listings</b>—Select an OceanConnect.com auction to view and bid on (if you are seller) or accept a bid (if you are a buyer).</li><li>• <b>My Hot List</b>—Create a convenient, quick-access list of the auctions you want to monitor on a regular basis.</li><li>• <b>My Orders</b>—View a list of the items you have purchased, including details of each transaction.</li><li>• <b>My Auctions</b>—Create your own marine fuel reverse auctions or RFQ (Request for Quote) auctions.</li><li>• <b>Transaction Finder</b>—Search for information on a particular transaction.</li></ul>
<b>Cargoes</b> —Under construction.	

TOP MENU TABS	FUNCTIONS/FEATURES
<p><b>News &amp; Info</b>—Media articles, events, industry commentary, discussion forums, and links to other Web sites of interest to OceanConnect.com members and visitors. Also includes a membership list, and ports and suppliers associated with OceanConnect.com.</p>	<ul style="list-style-type: none"> <li>• <b>News</b>—A library of current topical articles from major news and industry-related publications.</li> <li>• <b>Events</b>—A list of events of interest to OceanConnect.com members.</li> <li>• <b>Marcogram</b>—Daily commentary by Michael J. Marco.</li> <li>• <b>Discussions</b>—Forums for OceanConnect.com members to discuss topical subjects. Anyone can view, but you must be logged in to participate.</li> <li>• <b>Links</b>—Other Web sites of interest to OceanConnect.com members.</li> <li>• <b>Members</b>—A list of OceanConnect.com members.</li> <li>• <b>Ports &amp; Suppliers</b>—OceanConnect.com member locations around the world.</li> </ul>
<p><b>About Us</b>—Who is OceanConnect.com?</p>	<ul style="list-style-type: none"> <li>• <b>General Info</b>—The purpose and mission of OceanConnect.com.</li> <li>• <b>Contact Info</b>—How to communicate with OceanConnect.com staff.</li> <li>• <b>Press Room</b>—Additional information about OceanConnect.com through our press releases and independent media articles.</li> <li>• <b>User Features</b>—A high-level overview of OceanConnect.com features</li> <li>• <b>Feedback</b>—A convenient way for you to tell us what you think about OceanConnect.com or to get technical assistance.</li> </ul>
<p><b>Help</b>—Access to OceanConnect.com Web site assistance features.</p>	<ul style="list-style-type: none"> <li>• <b>Help</b>—Access to this comprehensive help file and information about and access to a tutorial for using OceanConnect.com.</li> <li>• <b>FAQ</b>—Answers to frequently asked questions about OceanConnect.com.</li> <li>• <b>Tutorials</b>—Access to a downloadable tutorial for using OceanConnect.com.</li> </ul>

## HOME

When you access OceanConnect.com through your Web browser, the first tab on the top bar menu is Home. From this page you can access the following links on the sidebar menu:

- Register
- User Features
- Log In.

### REGISTER

To register with OceanConnect.com, click *REGISTER* at the top of the sidebar menu. The Register page describes the levels of OceanConnect.com membership.

#### ***Registering as an Observer***

As an OceanConnect.com Observer, you can view information related to auctions that occurred prior to the current week and analyzed market data. You can also view data on marine fuel market trends and events, as well as ship, fuel, and port details.

1. To register as an Observer, click *Join as an Observer* on the Registration page. Read the displayed account registration agreement carefully.
2. Click *I accept* to accept. The Membership Information page displays. (To return to the Registration page without registering, click *Cancel*.)
3. Enter the following information about yourself:

<b>ENTRY</b> (*Required for registration)	<b>DESCRIPTION</b>
<b>*Member Name</b>	This is the name you will use when logging in to OceanConnect.com. Choose a name that is easy for you to remember.
<b>*Password</b>	Choose a password that is easy for you to remember but not easy for others to guess. Your password should be 8-10 characters in length and should be a combination of letters, numbers, and symbols (e.g., 2Y\$WR34T). You should commit your Member Name and Password to memory. To maintain privacy, DO NOT write them down for others to find and use.
<b>*Retype Password</b>	Re-enter your password to verify it.
<b>*Salutation, *First Name, *Last Name</b>	Select the appropriate Salutation from the drop-down list and enter your first and last name.
<b>*Main Telephone, Direct Telephone</b>	The Main Telephone is the switchboard number of your organization. Enter the Direct Telephone number if it is different from the main number. Main Telephone (and Direct Telephone) should include all appropriate access codes depending on your country location.
<b>Mailing Address *1,2,3,4</b>	You must enter the first address line. Enter the other address lines as necessary.
<b>*City, State or Province, Zip or Postal Zone</b>	City is required. Include the other information as needed to provide your complete address.
<b>*Country, *Time Zone</b>	Select the correct Country and Time Zone from the drop-down lists.

4. Enter the following items about your company:

<b>ENTRY</b> (*Required for registration)	<b>DESCRIPTION</b>
<b>*Company Name, *Position</b>	Record your company's name and your position within the organization.

<b>ENTRY</b> (*Required for registration)	<b>DESCRIPTION</b>
<b>Company Web Site</b>	If your company has a Web site, enter its Universal Resource Locator (URL).
<b>*Industry</b>	Select the industry that best describes your company from the drop-down list.

5. Click *Submit*. (If you have omitted any of the required information, you are prompted to return to the Membership Information page to complete the missing items.)
6. After you register as an Observer, OceanConnect.com will review your new account. This review will take between 1 hour and 1 day, depending on whether your company is already listed with OceanConnect.com. When your account is approved, you will receive an email message.
7. You can then log in by clicking *LOG IN* at the top of the sidebar menu and begin using OceanConnect.com. (See *Logging in to OceanConnect.com*.)

### ***Registering as a Participant***

As an OceanConnect.com Participant, you gain full access to all OceanConnect.com features, including buying and selling marine fuels through auctions, monitoring information related to auctions that are currently in progress, and viewing data on historical auctions. You can also view data on marine fuel market trends and events, as well as ship, fuel, and port details.

1. To register as a Participant, click *Join as a Participant* on the Registration page. Read the displayed account registration agreement carefully.
2. Click *I accept* to accept and the Membership Information page displays. (To return to the Registration page without registering, click *Cancel*.)
3. Enter the following information about yourself:

<b>ENTRY</b> (*Required for registration)	<b>DESCRIPTION</b>
<b>*Member Name</b>	This is the name you will use when logging in to OceanConnect.com. Choose a name that is easy for you to remember.
<b>*Password</b>	Your password should also be easy for you to remember but not easy for others to guess. Your password should be 8-10 characters in length and should be a combination of letters, numbers, and symbols (e.g., 2Y\$WR34T). You should commit your Member Name and Password to memory. To maintain privacy, DO NOT write them down for others to find and use.
<b>*Retype Password</b>	Re-enter your password to verify it.

<b>ENTRY</b> (*Required for registration)	<b>DESCRIPTION</b>
* <b>Salutation,</b> * <b>First Name,</b> * <b>Last Name</b>	Select the appropriate Salutation from the drop-down list and enter your first and last name.
* <b>Main Telephone,</b> <b>Direct Telephone</b>	The Main Telephone is the switchboard number of your organization. Enter the Direct Telephone number if it different from the main number. Main Telephone (and Direct Telephone) should include all appropriate access codes depending on your country location.
<b>Mailing Address</b> * <b>1,2,3,4</b>	You must enter the first address line. Enter the others as necessary.
* <b>City, State or Province,</b> <b>Zip or Postal Zone</b>	City is required. Include the other information as needed to provide your complete address.
* <b>Country,</b> * <b>Time Zone</b>	Select the correct Country and Time Zone from the drop-down lists

4. Enter the following items about your company:

<b>ENTRY</b> (*Required for registration)	<b>DESCRIPTION</b>
* <b>Company Name,</b> * <b>Department,</b> * <b>Position</b>	Record your company's name, the department where you work, and your position within the firm.
<b>Company Web Site</b>	If your company has a Web site, enter its Universal Resource Locator (URL).
<b>Organization POC,</b> <b>Organization POC Email</b>	If there a particular person within your organization with whom OceanConnect.com should correspond, enter the name and email address. If <i>you</i> are that person, enter your own name and email address.
<b>OceanConnect.com Member Directory</b>	If you want your name to appear in our member directory (posted under the <u>Members</u> and under <u>Locations</u> links on the sidebar menu), click the Yes button.
* <b>Industry</b>	Select the industry that best describes your company from the drop-down list.

5. Enter the following billing information items:

ENTRY (*Required for registration)	DESCRIPTION
<b>Billing Address</b> <b>*1,2,3,4</b>	You must enter the first address line of the billing address. Enter the other address lines as necessary.
<b>*City, State or Province,</b> <b>*Zip or Postal Zone</b>	City is required. Include other information as needed to provide a complete address.
<b>*Country</b>	Select the correct Country from the drop-down list.

6. Click *Submit*. (If you have omitted any of the required information, you are prompted to complete the missing items.)
7. After you register as a Participant, OceanConnect.com will review your new account. This review will take between 1 hour and 1 day, depending on whether your company is already listed with OceanConnect.com. When your account is approved, you will receive an email message.
8. You can then log in by clicking *LOG IN* at the top of the sidebar menu and begin using OceanConnect.com. (See *Logging in to OceanConnect.com*.)

### ***Registering an Invited Member***

If you receive an email invitation to become a member from an OceanConnect.com, use the following steps to take advantage of the offer:

1. Click the appropriate link on the Registration page. The Register as an Invited User page displays.
2. Enter the invitation key number included in the email invitation.
3. Click *Submit*. Read the displayed account registration agreement carefully.
4. Click *I accept* to accept. Based on the level of membership (Observer or Participant) that the email sender selected for you, the appropriate Membership Information page displays. (To return to the Registration page without registering, click *Cancel*.)
5. See *Registering as an Observer* or *Registering as a Participant* for additional details for completing your registration.

## **USER FEATURES**

This tab provides a high-level description of OceanConnect.com features. To view this page, click the [User Features](#) tab on the sidebar menu.

## **LOG IN**

You must be registered as an OceanConnect.com member *and* be logged in to have full use of all OceanConnect.com's features.

## ***Logging in to OceanConnect.com***

When you log in, the features you access depend on the type of membership you selected. (See *Registering as an Observer* and *Registering as a Participant* for information on membership types.)

1. To log in, click *LOG IN* at the top of the sidebar menu. The log in window displays.
2. Enter Your Member Name and Password in the log in window.
3. Click *LOG IN*. The OceanConnect.com home page redisplay. You will notice that the Home tab on the top bar menu has been replaced with the My Home tab.

If you have problems accessing OceanConnect.com, click the About Us tab on the top bar menu. Click the Feedback link on the sidebar menu to send an email to the system administrator. You can also contact your OC Advocate at 1-877-778-0065. For more information about OC Advocates, click the Help tab on the top bar menu.

## **MY HOME**

When you log in as an OceanConnect.com member, the home page redisplay, and the Home tab is replaced by the My Home tab on the top bar menu. From this page you can access the following links on the sidebar:

- Administration
- User Features.

## **ADMINISTRATION**

The Administration link appears on your sidebar menu if you are logged in. The functions included under this link allow you to invite someone else to register to become an OceanConnect.com member. You can personalize OceanConnect.com by recording vessels for which you buy or sell fuel(s), and by recording information on the fuels you buy or sell. You can also update personal information and change your password. Finally, you can view your OceanConnect.com key identification (OC Key ID), which identifies your department (or the buyer for whom you are a broker) uniquely when creating an auction.

To use the Administration function, click the Administration link on the sidebar menu. The Administration menu page displays.

## ***Inviting a user***

1. To invite someone to become an OceanConnect.com member, click the Invite a User link. The Invite a User page displays.
2. Enter the requested information and click *Submit*. The system automatically sends an email inviting the individual to register to join OceanConnect.com.

## **Managing fuels**

You cannot create a Bunkers transaction unless the fuel grade involved is included on your list of fuels. To add to, edit, or delete from the list of fuel grades you buy or sell, click the [Manage Fuels](#) link on the Administration menu page. A list of your fuel grades, along with system-generated fuel grades, displays.

### **Add a fuel grade**

Note: You can add fuel grades only for your own organization.

1. To add a fuel grade, click the link under Add New Fuel Grade. The Available Grade Types page displays.
2. Choose the grade type from the drop-down list, and click *Submit*. A new fuel page displays for the grade type you selected.
3. Enter the required information. If you make an error and want to start over, click *Reset Fields*.

Tip: If you are a buyer, enter your fuel specification requirements. If you are a seller, enter your company's typicals for that fuel.

4. When done, click *Submit*. A confirmation message displays. (To return to the fuel grade list without adding a fuel grade, click *Cancel*.)

### **View system-level fuel grade information**

1. To view information about system-level fuels, click the [View](#) link to the right of the desired fuel grade. The typicals for that fuel display.

### **View and edit your organization's fuel grade information**

1. To modify information about one of your fuel grades, click the [Edit](#) link to the right of the desired fuel grade. (You cannot modify the system-generated fuel grades.) The Edit Fuel Grade page displays.
2. Modify or add to the information displayed as needed. If you make an error, click *Reset Fields* to reverse any changes you have made.
3. Click *Submit*. A confirmation message displays. (To return to the fuel list without making any changes, click *Cancel*.)

### **Delete fuel grade**

1. To delete a fuel grade from your list, click the [Delete](#) link to the right of the fuel grade you want to remove. (You cannot delete system-level fuel grades.) A confirmation page listing the fuel grade specifications displays.
2. To remove the grade from your list, click *Submit*. (To cancel without deleting, click *Cancel*.)

## ***Managing vessels***

To add, view and/or edit, or delete from the list of vessels for which you buy fuels, click the [Manage Vessels](#) link on the Administration menu page. A list of your vessels displays.

### **Add a vessel**

Note: You cannot create an auction unless the vessel involved is included on your list of vessels. Use the following steps to add a vessel to your list.

1. To add a vessel to your list, click the link under Add New Vessel. The Add Vessel page displays.
2. Enter the required information. If you make an error and want to start over, click *Reset Fields*.
3. When done, click *Submit*. A confirmation message displays. (To return to the vessel list without adding a vessel, click *Cancel*.)

### **View and edit vessel information**

1. To view and/or edit information about a listed vessel, click the [Edit](#) link to the right of the desired vessel. The Edit Vessel page displays.
2. Modify or add to the information displayed as needed.
3. Click *Submit*. (To return to the vessel list without making any changes, click *Cancel*.)

### **Delete a vessel**

1. To delete a vessel from your list, click the [Delete](#) link to the right of the vessel you want to delete. A confirmation page displays listing existing information about that vessel.
2. To confirm deletion of the vessel from your list, click *Submit*. (To cancel without deleting, click *Cancel*.)

## ***Updating your member account information***

1. To update your member account information, click the [My Personal Information](#) link. Your member information displays.
2. Enter updated information as needed.
3. Click *Submit*. (To return to the Administration menu page without making changes, click *Cancel*.)

## ***Resetting your password***

1. To change your password, click the [Reset Password](#) link. The Reset Password page displays.
2. Enter your old password and your new password. Your password should be 8-10 characters in length and should be a combination of letters, numbers, and symbols (e.g., 2Y\$WR34T). Re-enter your new password to verify it.

3. Click *Submit*. (If you decide not to change your password, click *Cancel*.)
4. If you changed your password, you must begin using your new password *immediately*.

### **Viewing your OC Key ID**

1. To view your OceanConnect.com key identification (OC Key ID), click the [View OC Key ID](#) link. The View OC Key ID page displays. The OC Key ID number identifies your department (or the buyer for whom you are a broker) uniquely when creating an auction.

## **BUNKERS**

The Bunkers tab is the heart of OceanConnect.com. All the features for monitoring and creating marine fuel auctions are located here, along with convenient features for keeping track of your bids and transactions. OceanConnect.com offers two kinds of auction transaction models, reverse auction and RFQ (Request for Quote).

**What is a reverse auction?** A fuel buyer establishes a *marine fuel reverse auction* to serve as a request for bids from multiple fuel sellers. It is called a *reverse auction* because it has one buyer and more than one seller. (A standard auction typically has one seller and many buyers.) During the auction, bidders can see only their own bids and the lowest current bid. Buyers, of course, can see all bids. The buyer receives bids and can select the desired seller bid. The transaction is then completed outside OceanConnect.com using any method mutually acceptable to the buyer and seller. If the buyer does not select a bid while the auction is active, the auction ends without a winning bid.

**What is a RFQ?** An RFQ is a special type of reverse auction. Just as with the reverse auction, a fuel buyer establishes a *marine fuel RFQ auction* to request bids from multiple sellers. In an RFQ auction, bidders can see only their own bids. The lowest bid is not displayed. Buyers, of course, can see all bids. During the auction, the buyer receives only one bid from each seller per port. The buyer receives bids and can select the desired seller bid. The transaction is then completed outside OceanConnect.com using any method mutually acceptable to the buyer and seller. If the buyer does not select a bid while the auction is active, the auction ends without a winning bid.

To use the OceanConnect.com Bunkers features, you must be a registered member (see Register). After you receive an email from OceanConnect.com approving your account, the following steps allow you to enter Bunkers—

1. If you are not logged in, log in to OceanConnect.com as described above in Log In. Your OceanConnect.com My Home page displays. (Note that the Home tab is replaced by the My Home tab on the top bar menu.)
2. Click the Bunkers tab on the top bar menu. The Bunker Auctions main page displays. This page briefly describes the Bunkers functionality. The sections below describe this functionality in greater detail. Each major section below corresponds to a tab on the Bunkers top bar menu:
  - Listings
  - My Hot List
  - My Orders
  - My Auctions
  - Transaction Finder.

Note: If you want to proceed directly to create an auction, you can click *Create Auction* at the top of the Bunker Auctions main page. The Auctions page will display. Refer to the *Creating an auction* section below for help.

## LISTINGS

The listing of auctions allows you to select a marine fuel auction and access the OceanConnect.com Auction Monitor to view that auction. On the Auction Monitor page, sellers can bid on the displayed auction. On this same page, the buyer can view and accept bids or cancel the auction he/she created while it is open. (See *My Auctions* for information on creating auctions.)

### ***Monitoring auctions (buyers and sellers)***

1. Click Listings on the Bunkers top bar menu. The auctions are listed by ID number. (You can reorder the list by Status or Start Date by clicking the links at the top of the appropriate column.)
2. The Status column indicates the current state of an auction (see Status definitions in the box below). Vessel reports the name of the ship requiring fuel and the port where the fuel will be needed. Port/ETA reports the port(s) at which the fuel will be needed and the expected time(s) of arrival of the vessel. The Start column lists the time the auction began.

Status definitions:

**New**—Not open for bidding yet

**Open**—Bids can be made and accepted until there is no time remaining

**Expired**—No time remaining on the auction and no bids were accepted

**Closed**—A bid has been accepted

**Cancelled**—Buyer cancelled the auction before there was no time remaining.

3. To view details about a particular auction, click the ID number link for that auction. The corresponding Auction Monitor page displays. Information can be presented in

three ways:

- **Standard Display**—This is the default display format. It includes as many as four boxes, depending on the auction's current status:
  - The **Auction Monitor** includes the Title and Status of the auction, the Time Remaining to place a bid before the auction closes, and the Transaction Model (reverse auction or RFQ). In addition, depending on whether you are a buyer or a seller, the monitor displays the following:
    - ◆ If you are a *seller*, you see your current bid (if any), including your name, your port location, the total price for the quantity required by the buyer (including delivery costs), the price per unit (or average price per unit if more than one grade is involved), and the date and time the bid was tendered. If the auction is a reverse auction, you also see the current lowest bid. If the auction is an RFQ, the current lowest bid is not displayed.
    - ◆ If you are a *buyer*, you can see all the information the seller sees for *all* bids. You also see the lowest bid whether the auction is a reverse auction or an RFQ.

Note: The system creates the auction Title automatically based on the ship name, port name, and expected date of arrival.

- If you click a link in the Price or \$ Per Unit column for a bid, a window showing typical grade characteristics displays.
- The Status column shows the current status of the bid.
  - ◆ In a reverse auction, if you are seller and your bid is still active, you can retract it by clicking the (X) link in the Action column. (See *Retracting an auction bid*.) In an RFQ, you cannot retract your bid once it is placed.
  - ◆ If you are a buyer and the auction is open, you can accept a bid by clicking the (X) link in the Action column. (See *Accepting an auction bid*.)
- If the auction is new or open, the **message** box displays at the upper right. If you click the link, a page displays the following:
  - ◆ If you are a bidder, you see any messages sent to bidders by the seller.
  - ◆ If you are a seller, you see what the buyer sees. You also have the option to send a message to one or more buyers.
- If the auction is open and you are a seller, the **Bid** box also displays, allowing you to bid on the auction. (See *Bidding in an auction*.)

- If you are a buyer, the **Cancel** box replaces the Bid box, allowing you to cancel the auction if desired. (See *Canceling an auction.*)
- The **Information** box provides detailed buyer, port, product, and general information about the auction. Any additional specifications are presented, along with a list of invited sellers.
- **Historical Display**—To display the entire bidding history, click the Historical Display link.
  - ◆ If you are a seller, this display provides the same information (except the total price) as the Standard Display for *all* bids received from you during this auction.
  - ◆ If you are the buyer, a complete history of all bids displays.
- **Grade Display**—To display unit prices (including delivery costs) for each grade of fuel being offered, click on the Grade Display link.
  - ◆ If you are a seller, this display provides all the information in the Standard Display but also includes the unit price for each grade covered in your most recent bid.
  - ◆ If you are a buyer, you can see all the information the seller sees for all bids.

Note: You can add an auction to your Hot List by clicking *Add to Hot List* at the top of the Auction Monitor box. For more information, see Hot List below.

### ***Bidding in a reverse auction (sellers)***

1. To tender a bid in a reverse auction, display the Auction Monitor page for the desired auction (see *Monitoring auctions*).
2. Enter the *unit* price for the fuel in the bid box. Bids must be in U.S. dollars and must include delivery costs. Note that the minimum increment is 10 cents (U.S.).
3. If you want to limit the time your bid is active, select from the Expiration drop-down list.

Note: Bid Expiration defaults to None. If you do not change it, your bid is active until you retract it [see *Retracting an auction bid*], submit another bid, or the auction ends.)

4. Click *Bid* to submit your bid. The specifications established by the buyer display.
5. Review the displayed specifications. As needed, modify the specifications based on your typicals for the product you plan to supply.
6. Enter your OceanConnect.com password.
7. Click *Place Bid*. A bid confirmation message displays. (To cancel your bid, click *Return to Auction*.)
8. To redisplay the Auction Monitor page, click *Return to Auction*. Your bid displays with a Status of Active.

### ***Bidding in an RFQ auction (sellers)***

1. To tender a bid in an RFQ auction, display the Auction Monitor page for the desired auction (see *Monitoring auctions*).
2. Enter the *unit* price for the fuel in the bid box. Bids must be in U.S. dollars and must include delivery costs. Note that the minimum increment is 25 cents (U.S.).

Note: In an RFQ auction, you can bid only once for each port covered in the auction. Once you place a bid, you cannot retract or change it. The bid is active until the auction closes, expires, or is cancelled by the buyer.

3. Click *Bid* to submit your bid. The specifications established by the buyer display.
4. Review the displayed specifications. As needed, modify the specifications based on your typicals for the product you plan to supply.
5. Enter your OceanConnect.com password.
6. Click *Place Bid*. A bid confirmation message displays. (To cancel your bid, click *Return to Auction*.)
7. Click the appropriate link to redisplay the Auction Monitor page. Your bid displays with a Status of Active. Or you can click the link on the confirmation page to go directly to the auction discussion (see *Posting and viewing auction messages*).

### ***Retracting an auction bid (sellers)***

Note: You can only retract *reverse auction* bids. In an RFQ auction, you can bid only once for each port covered in the auction. Once you place a bid, you cannot retract or change it. The bid is active until the auction closes, expires, or is cancelled by the buyer.

During a reverse auction, you may decide that you want to retract a bid for any number of reasons. For example, you may want to withdraw from the bidding (i.e., you don't like the way the prices are moving or you've sold your fuel in another transaction) or you may simply not want a particular bid accepted.

1. To retract a bid you have made in a reverse auction, display the Auction Monitor page for the desired auction (see *Monitoring auctions* above). The auction must have a Status of Open.
2. Click the (X) link in the Action column for the bid you want to withdraw. A confirmation window displays.
3. Click *Retract Bid*. A confirmation message displays. (To cancel the retraction, click *Return to Auction*.)
4. Click the appropriate link to redisplay the Auction Monitor page. The Status of that bid is changed to Retracted. Or you can click the link on the confirmation page to go directly to the auction discussion (see *Posting and viewing auction messages*).

### **Accepting an auction bid (buyers)**

If you are a *seller* and decide at any point during the time your auction is open that you want to accept the current bid, the auction is automatically terminated.

1. To accept a bid made by a seller in an auction you created, display the Auction Monitor page for the desired auction (see *Monitoring auctions*). The auction must have a Status of Active.
2. Click the (X) link in the Action column for the bid you want to accept. A confirmation page displays.
3. Review the displayed information. If you decide to proceed with accepting the bid, enter your password at the bottom the confirmation page.
4. Click *Accept Bid*. (To cancel the retraction, click *Return to Auction*.) A final confirmation message displays.
5. Click *Return to Auction* to redisplay the Auction Monitor page. The Status of the auction is now Closed and the bid you accept is marked as the winning bid. Or you can click the link on the confirmation page to go directly to the auction discussion (see *Posting and viewing auction messages*).

### **Canceling an auction (buyers)**

If you are a *buyer* and decide you want (or need) to terminate an auction, you can do this as long as the auction still has a Status of Open.

1. To cancel an auction you created, display the Auction Monitor page for the desired auction (see *Monitoring auctions*).
2. Click *Cancel* in the Cancel box for the auction. A confirmation page displays.
3. Click *Cancel Transaction* to cancel the auction. (To return to the Auction Monitor without canceling the auction, click *Cancel*.)

### **Posting and viewing auction messages (buyers and sellers)**

If you are a *seller*, you can send a message to the buyer and view messages from the buyer. If you are a *buyer*, you can send messages to one or more sellers, even if they are not bidders in the current auction.

1. Click in the small box in the upper right-hand corner of the Auction Monitor page. A message page displays.
2. To send a message, enter text and click *Post Message*.
3. To view messages, scroll down below the message entry window.

## **MY HOT LIST**

My Hot List allows you to create a convenient, quick-access list of the auctions you want to monitor on a regular basis.

### **Adding auctions to your hot list (buyers and sellers)**

1. To add auctions to your hot list, display the Auction Monitor page for the desired auction (see *Monitoring auctions*).

2. Click *Add to Hot List*. The auction is automatically added to your hot list.

### ***Using your hot list to access auctions (buyers and sellers)***

1. To view entries on your hot list, click the My Hot List tab on the Bunkers menu bar. The current contents of your hot list displays, ordered by ID number. (You can reorder the list by Status or Time Remaining by clicking the links at the top of the appropriate column.)

Status definitions:

**New**—Not open for bidding yet

**Open**—Bids can be made and accepted until there is no time remaining

**Expired**—No time remaining on the auction and no bids were accepted

**Closed**—A bid has been accepted

**Cancelled**—Buyer cancelled the auction before there was no time remaining.

2. To access auctions on your hot list, click the link in the transaction ID column for the desired auction. The details monitor for the selected auction displays. (See *Monitoring auctions* for information on using the Auction Monitor.)

### ***Removing auctions from your hot list (buyers and sellers)***

1. To remove an auction from your hot list, click the My Hot List tab on the Bunkers menu bar. The current contents of your hot list displays.
2. Click the small box to the left of the auction you want to remove. A checkmark appears in that box.
3. Click *Remove Checked*. The auction is removed, and a confirmation message displays.
4. Or, to remove all auctions from your list, click *Select All*. (If you change your mind, click *Unselect All*.) Then click *Remove Checked*. All auctions are removed, and a confirmation message displays.

## **MY ORDERS**

My Orders allows you as a buyer to view a list of the items you have purchased, including details of each transaction.

### ***Viewing your orders (buyers)***

1. To view a list of your orders, click the My Orders tab on the Bunkers menu bar. A list of items for which you are the successful bidder displays, ordered by ID number.
2. To view transaction details, click the ID number link for the desired transaction. The confirmation page for that transaction displays.

## MY AUCTIONS

My Auctions allows you to create your own marine fuel reverse auctions or RFQ (Request for Quote) auctions.

The *marine fuel reverse auction* mechanism allows a buyer to establish a request for bids (the reverse auction) to which multiple sellers can respond. During the auction, bidders can only see their own bids and the lowest current bid. Buyers, of course, can see all bids and can select the desired seller bid. The transaction is then completed outside OceanConnect.com using any method mutually acceptable to the buyer and seller. If the buyer does not select a bid while the auction is active, the auction ends without a winning bid.

The *RFQ auction* is a special type of reverse auction. Just as with the standard reverse auction, it allows the buyer to establish a request for bids to which multiple sellers can respond. However, during the auction, the buyer receives only one bid from each seller per port. In an RFQ auction, bidders can only see their own bids. The lowest bid is not displayed. Buyers, of course, can see all bids and can select the desired seller bid. The transaction is then completed outside OceanConnect.com using any method mutually acceptable to the buyer and seller. If the buyer does not select a bid while the auction is active, the auction ends without a winning bid.

### ***Viewing your current auctions (buyers)***

1. To view a list of auctions you have created, click the My Auctions tab on the Bunkers menu bar. A list of your auctions displays. The auctions display by transaction ID number.
2. To reorder the list by Status or Time Remaining, click the link at the top of the appropriate column. The list redisplayed ordered by the column name you selected.

Status definitions:

**New**—Not open for bidding yet

**Open**—Bids can be made and accepted until there is no time remaining

**Expired**—No time remaining on the auction and no bids were accepted

**Closed**—A bid has been accepted

**Cancelled**—Buyer cancelled the auction before there was no time remaining.

### ***Viewing bids on your auctions (buyers)***

1. To view bids on your auctions, click the View link for the desired auction on the My Auctions page. The Auction Monitor page displays showing the current bid.

Tip: To see the entire bidding history, click the Historical Display link on the Auction Monitor page. The monitor redisplayed showing all bids.

### Creating an auction (buyers)

- To create an auction, click *Create Auction* at the top of the My Auctions page. Steps 1–5 to create/edit a bunker auction display.
- Step 1—Enter the following information about the buyer:

ENTRY (*Required to create an auction)	DESCRIPTION
<b>*OC Key ID</b>	The OC Key ID identifies your department as the actual buyer in the auction. If <i>your department</i> is the buyer, use the OC Key ID automatically displayed by the system. If you are a <i>broker</i> , change the OC Key ID to that of the actual buyer.
<b>*Vessel</b>	Enter the name of the vessel requiring fuel. If the desired vessel isn't listed, click the link to the right and add it. (See <i>Managing Vessels</i> above for help in adding a vessel.) After you create a new vessel, click <i>Back</i> on your browser to redisplay the Create/Edit Bunker Auction page.
<b>*Point of Contact</b>	This entry defaults to your name. If you are creating an auction for another member, select his/her name from the drop-down list. Only the POC can accept bids, edit the auction while it is pending (Status New), and cancel the auction. NOTE: Only the POC can view that auction from the buyer point of view.
<b>Buyer Purchase Order/ Reference Number</b>	Enter your organization's identifying number for this fuel purchase. This number can be any number you or your organization uses to track transactions. You may want to use this number as the purchase order number.

- Step 2—Enter the following information about the port where the auction will take place. If more than one port is involved, enter complete information for those ports as well.

ENTRY (*Required to create an auction)	DESCRIPTION
<b>*Port</b>	Select the port city name from the drop-down list. If the desired port is not listed, contact OceanConnect.com. (For contact information, click the About Us tab on the top bar and then the Contact Us link on the sidebar menu.)
<b>*Arrival</b>	Enter the date the vessel is scheduled to arrive at the specified port in Greenwich Mean Time (GMT). (Note: Current GMT is always displayed at the top of the Web page for your reference and calculation purposes.)
<b>*Departure</b>	Enter the date the vessel is scheduled to leave the specified port in GMT. (Note: Current GMT is always displayed at the top of the Web page for your reference and calculation purposes.)

4. Step 3—Enter the following unit of measure details:

ENTRY (*Required to create an auction)	DESCRIPTION
<b>*Unit of Measure</b>	<p>Currently the only unit of measure supported is “metric tons.”</p> <p>Tip: If you use a unit of measure other than metric tons, you can click the calculator icon to calculate the equivalent amount in metric tons. In the conversion calculator window, enter the quantity and your unit of measure. Change the density, as appropriate, and click <i>Calculate</i>. If you need more than one grade of fuel, repeat the calculation process. Note the result(s) so you can enter them in the next step. Click <i>Close Window</i> to leave the calculator.</p>

5. Steps 4 and 5—Enter the following information about the grade(s) of fuel required. If more than one grade is required, enter complete information for those grades as well.

ENTRY (*Required to create an auction)	DESCRIPTION
<b>*Grade</b>	<p>Select the grade of fuel desired from the drop-down list. If the desired grade isn't listed, use the link provided to add it. (See <i>Managing Fuel Grades</i> above for help in adding a fuel grade.) After you create a new fuel grade, click <i>Back</i> on your browser to redisplay the Create/Edit Bunker Auction page.</p>
<b>*Quantity</b>	<p>Enter the desired quantity of fuel in metric tons. See the tip above for a quick way to convert from other units of measure.</p>
<b>Specs</b>	<p>Record any other necessary fuel specifications.</p>
<b>Additional Specifications</b>	<p>Record any additional information you feel is necessary to complete the transaction, i.e., additional contact information, times the vessel will be in port, required payment options, or required credit check information that must be provided by the seller.</p>

6. Click *Continue*. Steps 6–8 to create/edit a bunker auction page display. (To start over, click *Cancel*.)

7. Step 6—Enter information about the auction details:

<b>ENTRY</b> *Required to create an auction	<b>DESCRIPTION</b>
<b>Transaction Model</b>	Select Reverse Auction or RFQ (Request for Quote) from the drop-down list. During a reverse auction each bidder sees only his/her own bids and the lowest overall bid. During an RFQ auction, each bidder is permitted only one bid per port and sees only his own bid. The current lowest bid is <i>not</i> displayed during an RFQ auction. For additional details, see the introduction to the My Auctions section above.
<b>*Start Date, *Start Time</b>	Indicate when you want the auction to begin. You must specify this information in Greenwich Mean Time (GMT).
<b>*Duration</b>	Indicate how long you want the auction to last by selecting from the drop-down list.
<b>*Price Increment, Currency</b>	Select the minimum bid increment and the desired currency. Note that currently only bids in U.S. dollars are supported.

8. Step 7—Select the sellers you want to invite to bid. If a seller is not listed, contact OceanConnect.com (For contact information, click the About Us tab on the top bar and then the Contact Us link on the sidebar menu.)
9. Step 8—To create the auction, click *Add Transaction*. You can return to the previous page, if needed, by clicking *Back*. (To start over, click *Reset*. To terminate the entire process without creating an auction, click *Cancel*.)
10. A message confirming the creation of the auction displays.

Note: The system will automatically generate a title for your auction that includes the vessel name, the first port involved, and the arrival date of that vessel at that port.

### ***Editing an auction (buyers)***

Note: You can edit an auction only while its Status is New. Once the auction starts (has a Status of Open), you can no longer edit the auction. However, if you want to terminate the auction at any time while its Status is Open, you can *cancel* it. (See *Canceling a reverse auction*.)

1. To edit a reverse auction you created, click the Edit link for the desired auction on the My Auctions page. Current information for that auction displays.
2. Edit the auction information as needed.
3. To save the changes, click *Edit Transaction*. (To reverse any changes you have made to the auction information, click *Cancel*.)
4. A message confirming that the edits have been applied displays.

## TRANSACTION FINDER

Transaction Finder can help you find details about a particular transaction.

### *Finding a transaction (buyers and sellers)*

1. To find information about a particular transaction, click the Transaction Finder tab on the Bunkers menu bar. The transaction search window displays.
2. Enter the Transaction ID number for the auction and click *Go*.
3. The Auction Monitor for that auction displays.

## CARGOES

Under construction

## NEWS & INFO

News & Info provides a variety of topical information of interest to OceanConnect.com members—news articles, upcoming events, industry commentary, discussion forums, and links to other Web sites. In addition, a list of members and the ports used by OceanConnect.com members is provided.

To use the News & Info features, click the News & Info tab on the top bar menu. The list of News articles displays automatically. From this page, you can access the following links on the sidebar menu:

- News
- Events
- Marcogram
- Discussions
- Links
- Members
- Ports and Suppliers.

## NEWS

OceanConnect.com provides a library of up-to-date articles from major news and industry-related publications. Articles are organized by topic.

### *Viewing an article*

1. If the News page is not already displayed, click the News link on the sidebar menu. The list of articles displays organized by category (page group).

2. Browse the list or use the links at the top of the page to move quickly to a particular page group.
3. To view an article, click the link for the title of the article. The article displays.
4. Page down to read the entire article.

## **EVENTS**

OceanConnect.com maintains a list of events of interest to members.

### ***Viewing information on an event***

1. Click the [Events](#) link on the sidebar menu. A list of current topical conferences displays.

## **MARCOGRAM**

Michael J. Marco, well-known maritime industry expert, contributes daily industry-related commentary for OceanConnect.com members.

Note: The information and opinions contained in the Marcogram are strictly those of Mr. Marco. McQuilling Brokerage Partners, Inc. and OceanConnect.com neither endorse nor verify the accuracy or completeness of its content.

### ***Viewing this week's Marcogram***

1. To view the current Marcogram, click the [Marcogram](#) link on the sidebar menu. The current day's Marcogram displays.

### ***Viewing past Marcograms***

1. To view past Marcograms, click the [Marcogram](#) link on the sidebar menu. This week's Marcogram displays.
2. Click *Past Marcograms* at the top of the page. A list of the titles of past Marcograms displays.
3. To display the desired Marcogram, click the appropriate title link.

## **DISCUSSIONS**

OceanConnect.com encourages members to interact through our discussion forums. You can view forum messages sent by others and/or participate yourself.

Note: You can view messages in a discussion forum at any time. However, to participate, i.e., send messages, you must be logged in as an OceanConnect.com member.

### ***Viewing messages in a discussion forum***

1. To view messages in a forum, click [Discussions](#) on the sidebar menu. A list of current forums displays.

2. Click the link for the desired forum. A list of threads (that is, subtopics) within that forum displays.
3. Click the link for the desired thread. A list of links for the Subject lines of all messages in that thread displays. The list is hierarchical, that is, if a message is a reply to another message, the reply is indented under the message to which it replies.
4. To view any message, click on the link for that message. The desired message displays. If you want to see other messages in the thread without returning to the hierarchical message list, you can simply scroll up or down to see the text of all messages.
5. If you want to return to the hierarchical message list at any time, click the *Top* button above the subject of any displayed message.

### ***Replying to an existing discussion forum message***

Reminder: You must be logged in as an OceanConnect.com member to use this function.

1. To reply to an existing message, make sure you are logged in. Then access Discussions and display the message to which you want to reply, as described above in *Viewing messages in a discussion forum*.
2. Click *Reply to This Message* above the Subject line for the message to which you want to reply. The Post a Reply page displays.
3. Modify the subject line as desired and enter your message.
4. Click *Submit*. (To return to hierarchical list without sending a message, click *Cancel*.) A message confirming the posting of your reply displays.
5. You can now return to the list of forums, the list of threads for the forum you are in, or the hierarchical list of messages within that forum by clicking the appropriate button at the top of the confirmation message.

### ***Posting a new discussion forum message***

Reminder: You must be logged in as an OceanConnect.com member to use this function.

1. To post a new message within a thread (subtopic), first make sure you are logged in. Then access Discussions and display the hierarchical list of messages by clicking the desired thread, as described in *Viewing messages in a discussion forum*.
2. Click *Post a New Message* at the top of the hierarchical list. The Post a New Message page displays.
3. Enter a descriptive subject line and record your message.
4. Click *Submit*. (To return to hierarchical list, click *Cancel*.) A message confirming the posting of your message displays.

5. You can now return to the list of forums, the list of threads for the forum you are in, or the hierarchical list of messages within that forum by clicking the appropriate button at the top of the confirmation message.

## **LINKS**

OceanConnect.com provides a list of links to industry-related Web sites and Web sites of major news organizations. To use the Links function, click [Links](#) on the sidebar menu. A list of current topical links displays.

### ***Accessing a related Web site***

1. To access a Web site of interest, click the associated link. The desired Web site automatically displays.
2. To return to OceanConnect.com, click the OceanConnect.com button on the Windows task bar at the bottom of the screen. If you are using a Macintosh computer, click the Finder and select the OceanConnect.com page. DO NOT use the Back button on your browser—it will not work in this situation.

## **MEMBERS**

OceanConnect.com provides a list of its members by company and port to encourage interaction.

### ***Finding a member, company, or port***

1. To locate information on OceanConnect.com members, click [Members](#) on the sidebar menu. A search window displays.
2. Enter the name of a member, company, or a port, and select the appropriate Search Type.
3. Click *Go*. If you searched on a company name or member name, the match displays. If you search on a port name, a list of participating OceanConnect.com companies associated with that port displays.
4. To view details about a listed member, company, or port click the name link for that person, company, or port. The details page displays.

## **PORTS & SUPPLIERS**

We provide a list ports and suppliers, by region, that are used by OceanConnect.com's member companies.

### ***Viewing port users***

1. To view a list of OceanConnect.com member companies at specific port, click [Ports & Suppliers](#) on the sidebar menu. The OceanConnect.com Port Regions page displays.
2. Click the link for the desired region. A list of the ports in that region, organized by country, displays.
3. Click the name link for the desired port. A list of OceanConnect.com member companies associated with that port displays.

4. To display additional details about a listed company, click the name link for that company.
5. To display additional details about a member of a listed company, click the name link for that person.

Tip: To find a particular company or member more quickly, click the [Members](#) link on the sidebar menu. (See *Finding a member, company, or port.*)

## ABOUT US

The About Us tab includes a variety of information about OceanConnect.com—our purpose, how to contact us, press releases and media articles, and a quick easy way to send us your comments and get technical help.

To use the About Us features, click the About Us tab on the top bar menu. General information about OceanConnect.com displays automatically. From this page you can access the following links on the sidebar menu:

- [General Info](#)
- [Contact Us](#)
- [Press Room](#)
- [User Features](#)
- [Feedback](#).

### GENERAL INFO

If the General Info page is not already displayed, click the [General Info](#) link on the sidebar menu. A description of OceanConnect.com's purpose, mission, members, and partners displays.

### CONTACT INFO

To get hours, telephone numbers, e-mail and regular mail addresses for our staff, click the [Contact Info](#) link on the sidebar menu.

### PRESS ROOM

OceanConnect.com maintains a library of press releases and media articles about our activities. To use the Press Room function, click the [Press Room](#) link on the sidebar menu. The Press Room page displays summaries of OceanConnect.com press releases and media articles.

#### ***Viewing a press release***

1. To view a press release in html format, click the title of the desired release on the Press Room page.
2. Page down to read the entire document.

## ***Downloading a press release***

1. To download a PDF file of a release, click the *Download PDF Version* below the title of the desired press release. Follow the displayed directions to download the file to your computer.
2. Double-click the icon (or filename) on your computer to display the PDF file. You can also print the PDF file.

Tip: To view a PDF file of a press release, you need the Adobe Acrobat Reader. If you do not have this program on your computer, click *Get Acrobat Reader* at the top of the Press Room page. Follow the directions to download the Reader from Adobe's Web site.

## **USER FEATURES**

This tab provides a high-level description of OceanConnect.com features. To view this page, click the [User Features](#) tab on the sidebar menu.

## **FEEDBACK**

OceanConnect.com encourages your comments, questions, and requests. You can also use Feedback to contact our staff regarding technical issues or problems you may have with the Web site's features.

### ***Sending us feedback***

1. To send us feedback, click [Feedback](#) on the sidebar menu. The feedback entry form displays.
2. Enter the Subject of your feedback and select the Feedback Type from the drop-down list.
3. Record your comments, questions, requests, compliments, etc. in the area provided.
4. Click *Submit* to send your feedback to us. (To start over, click *Clear*.) Replies will be provided via the email address or phone number provided in My Personal Information (see *Updating your member account information*).

Tip: To get immediate answers to frequently asked questions, click the Help tab on the top bar menu and then click the [FAQ](#) link on the sidebar menu.

## **HELP**

The Help tab includes a variety of assistance to make using OceanConnect.com's many features easy, effective, and user friendly. To access our assistance features, click the Help tab on the top bar menu. A general description of the help features displays.

## HELP

If the Help page is not already displayed, click [Help](#) on the sidebar menu. A description of the tutorials, the comprehensive help guide, and the OC Advocate service displays.

### ***Viewing OceanConnect.com comprehensive help guide***

1. To view the online help guide (i.e., this document) for all OceanConnect.com features online, click the link in the Help Guide description. A .pdf file of the guide displays.
2. To find a specific topic, scan the sidebar menu to find the desired topic and click the name link for that topic. The correct page displays.
3. To close the help guide, click *Close*.

### ***Downloading OceanConnect.com comprehensive help guide***

To download the entire help file in .pdf format, click the .pdf icon under the Help Guide heading and follow the displayed instructions. You can now read it offline or print it using Adobe Acrobat or Acrobat Reader.

1.

Tip: To view a .pdf file, you need the Adobe Acrobat Reader. If you do not have this program on your computer, click *Get Acrobat Reader* at the top of the Help page. Follow the directions to download the Reader from Adobe's Web site.

### ***Downloading OceanConnect.com tutorial***

To access this presentation on using OceanConnect.com, click the .pdf icon under the Tutorials heading to download the entire file in .pdf format. Following the displayed instructions for downloading, and run offline using Adobe Acrobat or Acrobat Reader.

Tip: To view a .pdf file, you need the Adobe Acrobat Reader. If you do not have this program on your computer, click *Get Acrobat Reader* at the bottom of the Help page. Follow the directions to download the Reader from Adobe's Web site.

## FAQ

1. To access FAQ (Frequently Asked Questions), click the [FAQ](#) link on the sidebar menu.
2. To view the answer to a question, click the link for the question. The answer displays.
3. Or, to browse all the questions and answers, page down.

## TUTORIALS

To view a general presentation on OceanConnect.com, click the [Tutorials](#) link. Follow the accompanying directions to download and view the entire presentation. (See *Viewing OceanConnect.com tutorial* above for more information.)