

Iroquois Insider 31st Edition



You Have the Power!

In the past, those of you who import or export natural gas at our Waddington location have had to ask for US Customs reporting information each month. Beginning in August, you will have the power to run this report for yourself. The report entitled *US Customs Report* will be located under the "Reporting" tab in IOL. This is the first of many reports we hope to empower you to access on your own through IOL.

In the last issue of the Iroquois Insider we discussed the power of ranking your nominations. In case you missed it, note you have the power to access all previous issues on the IOL splash page, below our Current News section. *The power of one, if fearless and focused, is formidable, but the power of many working together is better.*

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Failure Will Never Over-Power Your Nomination If You Know Its Meaning!

It has been said that *knowledge is power!* We have been getting a few inquiries about failed nominations and what causes them to fail. If you put your cursor on one of the **Fail** lines to highlight it, then select the **Messages** button on the nomination screen (located in the same row as Retrieve, Validate and Submit), a window will open which explains why your nomination is in failed status.

Being equipped with the knowledge of why your nomination is failing gives you the power to correct it or seek help in correcting it. In the powerful words of wisdom of Thomas A. Edison...

*I have not failed...
I've just found 10,000 ways that won't work!*

The Power of Suggestion

During a recent business meeting, a shipper commented on how much he and his team enjoyed reading the Iroquois Insider. He suggested a forum to share user experiences and suggest EBB enhancements that would make everyone's job easier. We realized many of you may not be aware that we have a **suggestion box** in IOL!

To find the Suggestion Box, simply log into IOL. Notice the blue margin that runs above the **Iroquois On-Line** tab with the choices of **File**, **Help**, **Timeline** and **Contacts**. Choose the **Help** dropdown followed by **Suggestion Box**. A pop-up box will appear and once you enter your suggestion it will deliver to an IOL Administration mailbox. We encourage you to utilize the suggestion box and can promise each and every one will be read.

Never underestimate the power of suggestion!