

Help Your Business Desk Analyst Help You

Jurisdiction	Release/Revision Date	Location of change in this document	Comment
AB/SK	April 19, 2018	Throughout document	Updated Service Desk to Business Desk and ECON to SER
AB/SK	June 8, 2015	Where to call	Updated contact information
AB/SK	May 15, 2015	Where to call	Updated contact information
AB/SK	November 1, 2012	Please review entire tip.	
AB	March 28, 2003	This document is now consolidated together with several other tips that have a common purpose.	
AB	November 19, 2002		Initial Release

Audience: All Petrinex Users

Purpose: This tip will better enable you to partner with your Business Desk Analyst and receive the most efficient assistance.

Information you should have in hand before calling the Business Desk

If you receive a Petrinex error message, or you have Petrinex screen contents that you would like to discuss, follow these steps prior to calling the Business Desk:

- 1) Take a screen capture of the active Petrinex window. (Press the key combination **ALT+PrintScrn** to **Copy** what you see onscreen.)
- 2) Start a blank MS Word document and **Paste** the image you captured in Step 1.
- 3) **Type** the time of the event below the screen capture. This is especially important if you have an error message onscreen.
- 4) **Type** your BA name, BA ID, contact information and any other relevant notes or comments
- 5) Have the Word document ready when you call 403-297-6111, 1-800-992-1144 Toll Free, or send it as an attachment in an e-mail to the Business Desk at petrinexsupport@petrinex.ca.



TIP

Keep your batch file submission key for future reference

This tip identifies an onscreen notification that contains vital “tracking” information for future reference. With the **File Key**, your Business Desk Analyst will be able to give you faster follow-up on any questions that arise

Procedure:

- 1) Submit your batch file.
- 2) The resulting onscreen notification contains an **Incoming File Key** number.
- 3) Print the onscreen notification page or log the **File Key**.



[Data Submission](#)

Petrinex Batch File Submission

Your file V:\Batch052.xml has been accepted for processing.

Please check your inbox for the processing results.

Reference Information:

Received: 2002-11-08 07:20:56
 Incoming File Key: **569**
 Processing Session Key: {8FBACF03-D8C0-4A59-8F6B-F9B197BBE942}

**Keep this
File Key
number for
reference.**

OK

[Menu-Inbox-Help-Contacts-Logout](#)
[Top-SK](#)

Have You Taken The Online Training?

Monthly, every facility operator is required to report to Petrinex:

- infrastructure data for Ministry (DOE/AER/SER) and industry processes,
- volumetric data for the Alberta Energy Regulator (AER) and Saskatchewan Ministry of the Energy and Resources (SER),
- AB allocation data for the DOE required for gas Crown Royalty purposes (associated with Alberta Gas Crown Royalty triggers).
- In Alberta, pipeline split data as it relates to Crown Royalty oil volumes (APMC Take-In-Kind) or where the CTP facility operator has indicated a pipeline split participation level of Full.

- In Saskatchewan, pipeline split data as it relates to the oil valuation process

The Petrinex Team strongly recommends that you use the online resources available on the Petrinex Website - Resource Centre - Training Module Log In. These resources provide step-by-step examples of the many processes involved in these reporting requirements.

Petrinex Online Help: Online Help pages are context sensitive. If you need assistance, click the Help button for information for the page that you are on.

Where To Call

Petrinex Business Desk	<p>Questions related to the submission to or retrieval of all information to/from Petrinex should be directed to the Business Desk.</p> <p>Phone: 403-297-6111 Phone: 1-800-992-1144 (Toll Free) Fax: 403-297-3665 Email: petrinexsupport@petrinex.ca</p>										
Department of Energy - Gas Royalty Help Desk	<p>Volumetric & Cost Reporting (V&CR) is the Front Line of contact for inquiries relating to volumetric and cost reporting as well as gas royalty calculation processes. V&CR is made up of four teams as shown below:</p> <table border="1" data-bbox="441 1157 1450 1314"> <thead> <tr> <th>Team</th> <th>Team Lead</th> </tr> </thead> <tbody> <tr> <td>Volumetrics</td> <td>Nicole Karpan</td> </tr> <tr> <td>Costs</td> <td>Sheruna Naidoo</td> </tr> <tr> <td>Process Support</td> <td>Penny Calen</td> </tr> <tr> <td>Adherence</td> <td>Oana Jurgea</td> </tr> </tbody> </table> <p>Gas Royalty Voicemail: 780.422.8727 Fax: 780-427-3334 Alberta Toll Free: 780.310.0000 Gas Royalty Email: VCR@gov.ab.ca</p> <p>Hours of operation are 8:15 a.m. to 4:30 p.m. Voice messages left after 4:30 p.m. will be answered the next business day.</p>	Team	Team Lead	Volumetrics	Nicole Karpan	Costs	Sheruna Naidoo	Process Support	Penny Calen	Adherence	Oana Jurgea
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Saskatchewan Ministry of the Energy and Resources	<p>Questions related to SER Policy should be directed to the PNG Support Group in Regina.</p> <p>Phone: 1-855-219-9373 (Toll Free) Email: png.support@gov.sk.ca</p>										