The newly designed UIIA website provides fast and easy access for users to obtain the pertinent information they are looking for. In addition to the UIIA program, the website provides a more detail look at other services that IANA offers under its suite of Information Services.

Insurance Agents wishing to access the UIIA application to submit insurance on behalf of UIIA Motor Carriers have two options to login:

1st Option to Log Into the UIIA for Insurance Agents:

Go to the top of the page and hover over the drop down menu titled “LOGIN INTO YOUR ACCOUNT”.

Click on “INSURANCE AGENT LOGIN”.

This will take the user to the UIIA Login Screen for Insurance Agents. Here agents will login with their UIIA Account Number and Password as long as they are a registered agent with the UIIA.

See next page for login screen
2nd Option to Log Into the UIIA Account for Equipment Providers:
An alternate way to log into the UIIA is offered on the Homepage of the UIIA website.
Scroll down the homepage and users will see a section titled APPLICATION LOGINS.
User will click on EQUIPMENT PROVIDER to be taken to the UIIA login page.
From the login page user will enter its SCAC and UIIA password to access the UIIA application.
Help Guides/Tutorials/FAQs

All instructional information has been consolidated on the new website by user. There is now a specific page dedicated for each type of user (i.e. Motor Carrier, Equipment Provider, Insurance Agent, etc.) that contains all user guides, short online tutorials on frequently performed actions within the UIIA, Frequently Asked Questions and webinars for that user group.

To get to the Insurance Agent Help Guide:

Hover over the dropdown menu at the top of the page “HELP GUIDES & WEBINARS”.

Click on INSURANCE AGENT GENERAL HELP

This takes the user to a page that contains general Insurance Agent help tools. User would just select the help item they are looking for.
The tools below will assist Insurance Agents on how to easily navigate through the UIIA application to submit insurance on behalf of UIIA Motor Carriers.

Please click on the links below to view any of the user guides, short video tutorials or FAQs.

**USER GUIDES**
- UIIA Online Insurance Submission
- Overview of UIIA Insurance Requirements
- Insurance Agent Quick Reference
- Legal Wording to the UIIA Agreement

**INSURANCE AGENT VIDEOS/TUTORIALS**
- Frequently Performed UIIA Actions by Insurance Agents

**FREQUENTLY ASKED QUESTIONS**
- View Insurance Agent FAQs

**RECENT/UPCOMING WEBINARS**
- View Recent/Upcoming Webinars

User Guides and link to Legal Wording to UIIA

Tutorials & Videos on Frequently Performed Actions by Agents in the UIIA – Click on drop down arrow to display

Link to FAQs and Upcoming Webinars
The Frequently Asked Question page may be found by accessing this information from each of the General Help pages or by the link contained in the footer of the website on each page. The FAQs are also set up by categories to make it easier to find the information you are looking for.

Click on the dropdown arrow next to each category to see Questions. Click on the arrow next to Question to see Responses for each FAQ.

Example of FAQ Display – Question Shown in Orange with Response following.
Insurance Agent Landing Page

The new website has a dropdown menu at the top of the page for **INSURANCE AGENTS**. Insurance Agents may select from this dropdown the following options:

1. **Insurance Agents** – General overview of the UIIA program and benefits of online insurance submission.
2. **Register for Online Insurance Submission** – Provides steps for Insurance Agents to register to submit insurance online as well as links to help tools.
3. **UIIA insurance Requirements** – Outlines the insurance Motor Carriers are required to maintain under the UIIA.
4. **UIIA Insurance Forms** – Provides links to commonly requested insurance information.
5. **Insurance Agent Directory** – Provides information on how insurance agencies can register and promote their services in IANA’s Insurance Agent Directory.

**Insurance Agent General Landing Page (on next page)**

The general Insurance Agent Landing page will provide information on the UIIA program as well as the benefits associated with submitting insurance online. It also provides links on the right rail of the page for quick access to the UIIA application, list of addresses for UIIA Equipment Providers, copy of the legal wording to the UIIA and links to Help Tools for Agents.
Insurance Agent General Landing Page

The UIA program collects insurance information on behalf of UIA Motors and disseminates this information to Equipment Providers for the purposes of validating a Motor Carrier's interchange status in order for these parties to interchange intermodal equipment under the UIA.

**BENEFITS OF ONLINE INSURANCE SUBMISSION PROCESS**

- Streamlines the insurance submission process for agents.
- Provides the ability for agents to submit insurance 24 hours a day/7 days a week.
- Displays pertinent online messages to the agent should the submitted insurance have an adverse impact on the motor carrier's status with a UIA equipment provider(s).
- Generates a 'Smart Checklist' that identifies specific problems in regards to the insurance the Motor Carrier is required to maintain based on the selected EPs they do business with under the UIA.
- Maintains any problem certificates as pending until 12:01 a.m. before putting the policies in place.

CLICK HERE to learn more about the UIA online insurance submission process.

CLICK HERE to go to the Insurance Agent Registration Page
Online Insurance Submission Page

This page provides the steps for an agent to register with the UIIA

Overview of Online Insurance Process

Quick Instructions on how to Obtain the Insurance Agent Code from your Insured.

Other Helpful Links

Link to Register for Online Insurance
UIIA Insurance Requirements

This page will outline the insurance UIIA Motor Carriers are required to maintain.

Click on the dropdown arrow next to each type of coverage to see further details.

Other Helpful Links for Agents
UIIA insurance Agent Forms

A list of frequently requested insurance related forms requested most often by agents.

Below is a list of the most frequently requested forms by insurance agents:

1. Full Insurance Packet
2. ACORD 22 Certificate of Insurance
3. EP Checklist Form 9C
4. UHE-1 Truckers Intermodal Interchange Endorsement
5. CA-2317 - Truckers Endorsement
6. TE23-17 - Truckers Endorsement
7. UIIA EP Insurance Policy Limit Requirements
Insurance Agent Directory

Provides an overview of IANA’s Insurance Agent Directory including cost to reserve a listing in order for agencies to promote their services to the over 7,400 Motor Carriers participating in the UIIA.

Click here to view current listings in the Insurance Agent Directory

Pricing Information for reserving a listing in the directory

Agencies interested in reserving listing will need to complete online registration form
On redesigned website, users will see a new logo for IANA Information Services. The UIIA logo will be shown a little further down the page as IANA offers several information service programs in addition to the UIIA. The new website will provide users with some more insight on all of our services. This information can be found under the ABOUT INFORMATION SERVICES dropdown menu at the top of the page.

By clicking on the ABOUT INFORMATION SERVICES dropdown menu item, the user will be taken to a general landing page that provides a brief description of all of IANA’s services and programs, as well as links to individual pages that provide more detail on each program [Screenshot of the ABOUT INFORMATION SERVICES GENERAL LANDING PAGE TO FOLLOW]
IANA provides the industry with value added information services that facilitate business processes and efficiencies promoting intermodal growth and productivity. These programs focus on environmental initiatives, risk management, safety and security.

**UNIFORM INTERMODAL INTERCHANGE AND FACILITIES ACCESS AGREEMENT**
A standard industry interchange contract between intermodal trucking companies and equipment providers (i.e. ocean carriers, railroads & leasing companies).

**LEARN MORE**

**STREET INTERCHANGE APPLICATION**
A web portal that automates and streamlines street interchanges and street runs for Motor Carriers and Equipment Providers under the UIIA.

**LEARN MORE**

**EQUIPMENT RETURN LOCATION DIRECTORY**
An online listing of UIIA Equipment Providers' satellite equipment return locations.

**LEARN MORE**

**TERMINAL FEED SERVICE**
A service that ensures that intermodal facilities receive up-to-date Motor Carrier interchange status information on behalf of UIIA Equipment Providers.

**LEARN MORE**

**INTERMODAL DRIVER DATABASE**
A secured web-based system that is used to verify driver identification information required to access specific intermodal facilities.

**LEARN MORE**

**GLOBAL INTERMODAL EQUIPMENT REGISTRY**
A database of North American chassis that enables electronic equipment marking to identify the Intermodal Equipment Provider under the federal regulations that is responsible for the maintenance and repair of the equipment.

**LEARN MORE**

Information Services General Landing page provides links to all of IANA’s suite of services and programs. Find out how these programs can benefit your company by clicking on LEARN MORE.
Information Services Home Page – What’s New & Frequently Requested Information

The new homepage includes a new section that contains links to pertinent information and frequently requested documentation under the What’s New and Frequently Requested Information section.

WHAT’S NEW

- Revisions to UIIA
- Hyundai to use IANA’s Street Interchange Application
- New UIIA EP - SM Line Corporation
- New UIIA Enhancement User Guide
- New Street Interchange Enhancements

FREQUENTLY REQUESTED INFORMATION

- Current UIIA Agreement
- Motor Carrier UIIA Application Packet
- UIIA Insurance Requirements
- ACORD 22 Certificate of Insurance
- Equipment Provider Checklist

Click on the links above to download information

Information Services Home Page – Binding Arbitration Process

UIIA participants can find information relating to the binding arbitration process on the new homepage. Links to VIEW PRIOR CASE DECISIONS and DOWNLOAD ARBITRATION PACKET are available.

BINDING ARBITRATION PROCESS

The Binding Arbitration Process available to UIIA participants provides an efficient means of resolving invoice disputes related to per diem, maintenance and repair, and equipment use/rental charges after all dispute resolution processes under UIIA/EP addenda have been exhausted.

VIEW PRIOR CASE DECISIONS

DOWNLOAD ARBITRATION PACKET
Easy Access to User Help Tools is available from the dropdown bar at the top of the page by clicking HELP GUIDES AND WEBINARS or by scrolling down to the bottom of the homepage and clicking on VIEW HELP GUIDES.

To contact Information Services Customer Service Representatives or to submit a question online, users may click on the CONTACT US link available at the top or bottom of the homepage.

Click on CONTACT US to reach Customer Service Representatives.