NAVIGATING THE NEW INFORMATION SERVICES WEBSITE – UIIA MOTOR CARRIER PARTICIPANTS

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.

UIIA Motor Carriers wishing to access the UIIA application have two options to login:

1st Option to Log Into the UIIA for Motor Carriers:

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

Click on “MOTOR CARRIER LOGIN”.

This will take the user to the UIIA Login Screen for Motor Carriers. Here Motor Carriers will login with their SCAC and UIIA password.
2nd Option to Log Into the UIIA Account for Motor Carriers:
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 MOTOR CARRIER 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.

APPLICATION LOGINS

Click here to go to Motor Carrier UIIA Login Page

UIIA MOTOR CARRIER LOGIN

Motor Carrier logs in with SCAC Code and UIIA Password
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 Motor Carrier Help page:

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

Click on MOTOR CARRIER GENERAL HELP

This takes the user to a page that contains general Motor Carrier help tools. User would just select the help item they are looking for.
Motor Carrier General Help Page

Motor Carrier Help Tools

About Information Services
Equipment Providers
Motor Carriers
Insurance Agents
Login Into Your Account
Help Guides & Webinars
Motor Carrier General Help

User Guides

Uniform Intermodal Interchange & Facilities Access Agreement (UIIA)
Intermodal Driver Database (IDD)
Intermodal Tractor Registry (ITR)
Street Interchange Application (SIA)
BNSF IDD Only - Non-UIIA Companies
Equipment Return Location Directory (ERLD)

Binding Arbitration Process

Motor Carrier Videos/Tutorials

New Motor Carriers
Existing UIIA Motor Carriers
Intermodal Driver Database
Street Interchange
Binding Arbitration Process

Frequently Asked Questions
Recent/Upcoming Webinars

View Motor Carrier FAQs
View Recent/Upcoming Webinars

Access Motor Carrier User Online Guides
Access Motor Carrier User Short Help Videos – click on drop down arrow to see Help Videos available
View Motor Carrier Specific FAQs or Recent/Upcoming Webinars
UIIA Frequently Asked Questions Page

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.

- **About Information Services**
- **Equipment Providers**
- **Motor Carriers**
- **Insurance Agents**
- **Login Into Your Account**
- **Help Guides & Webinars**

**FREQUENTLY REQUESTED QUESTIONS**

Click on the specific user type below to see commonly asked questions and responses related to the UIIA.

- **GENERAL INFORMATION**
- **UIIA EQUIPMENT USE**
- **NEW MOTOR CARRIERS**
- **EXISTING UIIA MOTOR CARRIER PARTICIPANTS**
- **EQUIPMENT PROVIDERS**
- **INSURANCE AGENTS**
- **INTERMODAL DRIVER DATABASE**
- **SUBSCRIPTION USERS**

**G. WHAT DO IANA AND UIIA STAND FOR?**

The UIIA is an acronym for the Uniform Intermodal Interchange and Facilities Access Agreement, a standard industry contract between truckers/dryport companies and water/fail carriers and leasing companies (Equipment Providers). The UIIA program is administered by IANA and covers liability and other issues related to the interchange of intermodal equipment (containers, chassis, etc.) between the two parties.

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

Example of FAQ Display – Question Shown in Orange with Response following.
Motor Carrier Landing Page

The new website has a dropdown menu at the top of the page for **MOTOR CARRIERS**. Motor Carriers may select from this dropdown the following options:

1. **Motor Carriers** – General overview of the UIIA program
2. **Apply for UIIA Participation** – New Motor Carriers interested in joining the UIIA may visit this page to find out what is needed to become a MC participant in the UIIA.
3. **Important Notices** – This page will have links to pertinent UIIA notices.
4. **Intermodal Driver Database Information** – Provides links to pertinent information for Motor Carriers wishing to register drivers in the IDD.
5. **Equipment Provider Contact Information** – Provides links to various UIIA EP Contacts as well as links to each EP’s websites.

Motor Carrier Landing Page (on next page)

The general Motor Carrier Landing page will provide information on the mission & benefits of participating in the UIIA. There will also be links to learn more about the Intermodal Interchange Executive Committee (IIEC), which is the nine-member group that oversees the administration of the UIIA. The right rail on this page also includes quick links to access the UIIA, Street Interchange Application, Equipment Return Location Directory and the Insurance Agent Directory. Motor Carriers may also link to the Binding Arbitration information and help guides as well from this page.
Apply for UIIA Participation Page

This page provides pertinent information on how to apply for UIIA Participation.

UIIA Application Process Steps - Click the arrows next to each step in the application process to find out more detailed info.

Links to Motor Carrier Help Tools

Other Helpful Links
Important Notices Page

This page will provide links to important notifications sent out to UIIA Motor Carriers. Note that notices regarding EP addenda will not be posted on this page due to the commercial information that may be contained in these documents.
Intermodal Driver Database Information

Often times Motor Carriers will request information relating to the Intermodal Driver Database (IDD) as relates to registration and maintenance of driver information. This page provides pertinent links to the most frequently requested information. Also provides quick link to access the IDD, SIA & ERLD applications.
Equipment Provider Intermodal Driver Database Information

Often times Motor Carriers will request information relating to the Intermodal Driver Database (IDD) as relates to registration and maintenance of driver information. This page provides pertinent links to the most frequently requested information. Also provides quick link to access the IDD, SIA & ERLD applications.
Information Services Home Page – About Information Services

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 UIA.

**LEARN MORE**

**EQUIPMENT RETURN LOCATION DIRECTORY**
An online listing of UIA 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 UIA 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 are 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
Information Services Home Page – Webinars & Help Guides

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 bottom of homepage and clicking on **VIEW HELP GUIDES**.

![Webinars & Help Guides](image)

Information Services Home Page – Contact Us

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.