

## NAVIGATING THE NEW INFORMATION SERVICES WEBSITE – INSURANCE AGENTS

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.

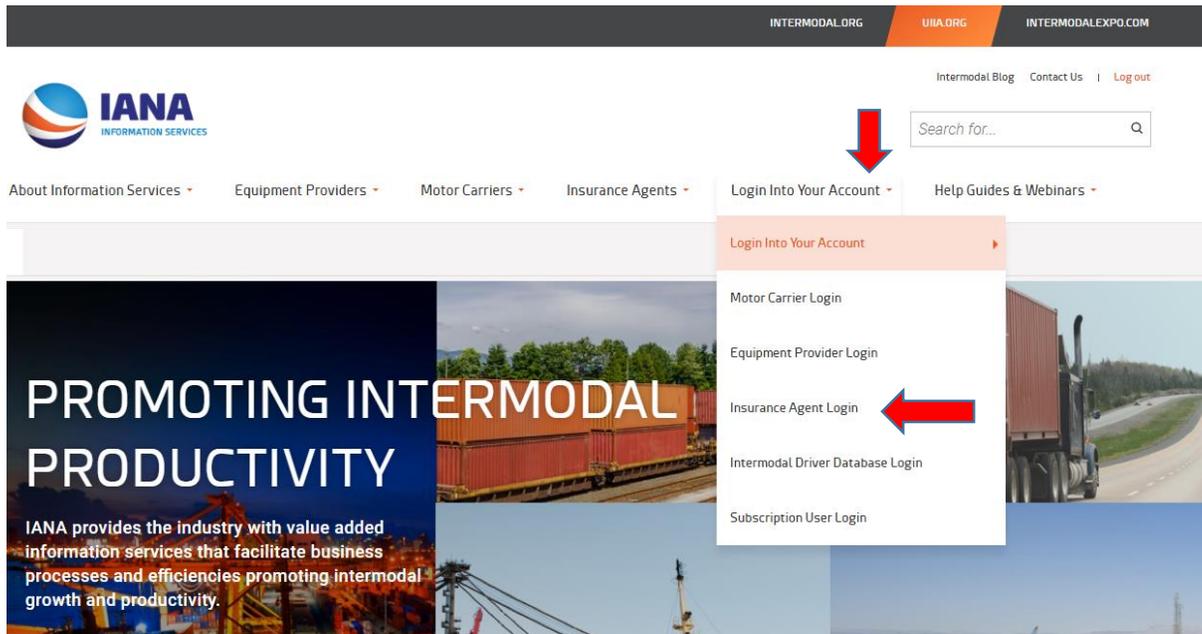
Insurance Agents wishing to access the UIIA application to submit insurance on behalf of UIIA Motor Carriers have two options to login:

### 1<sup>st</sup> 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

# INSURANCE AGENT LOGIN

Home > Login Into Your Account > Insurance Agent Login

PRINT: 



## Insurance Agent Login with Account Number and Password

Account Number:

Password: [\(Forgot Password?\)](#)

LOGIN

New Member: First-time agents

[Click here to register to submit insurance online.](#)

### INSTRUCTIONS

Please enter your UIIA Insurance Agent Account Number and Password.

### NOTE: APPLICATION OF INSURANCE POLICIES

The UIIA system is setup to expire insurance policies at 12:01 a.m. of the day of the expiration date which often causes confusion with the Motor Carriers thinking they have coverage until 11:59 p.m. on the expiration date, but in fact the policy expires on the first minute of that day. Therefore, Motor Carriers need to have their insurance agent update their insurance renewal policies online on our website prior to the expiration date.

In addition, insurance agents should ensure that the effective date of a policy is concurrent with the expiration date of the policy expiring so that there is no lapse between the expiring and renewal/new policy. (i.e. A policy expires 2/1/2016 should have a renewal policy with effective date of 2/1/2016, not 2/2/2016.)

HELP - INSURANCE AGENT USER GUIDE

[Click here to go to the Help Guide for Agents](#)

Agents that have not registered with the UIIA may do so by clicking on the link

## 2<sup>nd</sup> 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.

## APPLICATION LOGINS



MOTOR CARRIER



EQUIPMENT PROVIDER



INSURANCE AGENTS



INTERMODAL DRIVER DATABASE



SUBSCRIPTION USERS

[Click here to go to Insurance Agent Login page](#)

## 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 screenshot displays the IANA (Information Services) website interface. At the top, there are three tabs: INTERMODAL.ORG, UIIA.ORG, and INTERMODALEXPO.COM. Below the tabs is the IANA logo and a search bar with the text "Search for...". A red arrow points to the search bar. The main navigation menu includes: About Information Services, Equipment Providers, Motor Carriers, Insurance Agents, Login Into Your Account, and Help Guides & Webinars. A red arrow points to the "Help Guides & Webinars" menu item. A dropdown menu is open, showing the following options: Help Guides & Webinars, Motor Carrier General Help, Equipment Provider General Help, Insurance Agent Help Tools (highlighted with a red arrow), Intermodal Driver Database General Help, Subscription Users General Help, Webinars, and Useful Industry Links. The background features a banner with the text "PROMOTING INTERMODAL PRODUCTIVITY" and a description of IANA's services.

The screenshot shows the IANA website's 'Insurance Agent Help Tools' page. The page features a navigation menu on the left, a main content area with text and links, and a footer with contact information and social media icons. Three orange callout boxes with red arrows point to specific elements: 'User Guides and link to Legal Wording to UIIA' points to the 'USER GUIDES' section; 'Tutorials & Videos on Frequently Performed Actions by Agents in the UIIA – Click on drop down arrow to display' points to the 'FREQUENTLY PERFORMED UIIA ACTIONS BY INSURANCE AGENTS' dropdown menu; and 'Link to FAQs and Upcoming Webinars' points to the 'VIEW INSURANCE AGENT FAQs' and 'VIEW RECENT/UPCOMING WEBINARS' links.

INTERMODAL.ORG UIIA.ORG INTERMODALEXPO.COM

IANA INFORMATION SERVICES

Intermodal Blog Contact Us Log in

Search for...

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

## INSURANCE AGENT HELP TOOLS

Home > Help Guides & Webinars > Insurance Agent Help Tools

PRINT:

About Information Services

Equipment Providers

Motor Carriers

Insurance Agents

Login Into Your Account

Help Guides & Webinars

Motor Carrier General Help

Equipment Provider General Help

**Insurance Agent Help Tools**

Intermodal Driver Database General Help

Subscription Users General Help

Webinars

Useful Industry Links

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](#)

Blog Signup Contact Us FAQ Privacy Policy

IANA INTERMODAL ASSOCIATION OF NORTH AMERICA

THE CONNECTING FORCE BEHIND INTERMODAL FREIGHT

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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

## UIIA Frequently Asked Questions Page

The Frequently Asked Question page may 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 setup 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 -

# UIIA



Home PRINT: 

<ul style="list-style-type: none"><li>About Information Services ▾</li><li>Equipment Providers ▾</li><li>Motor Carriers ▾</li><li>Insurance Agents ▾</li><li>Login Into Your Account ▾</li><li>Help Guides &amp; Webinars ▾</li></ul>	<div style="background-color: #f4a460; padding: 5px; margin-bottom: 10px;"><b>FREQUENTLY REQUESTED QUESTIONS</b></div> <p>CLICK ON THE SPECIFIC USER TYPE BELOW TO SEE COMMONLY ASKED QUESTIONS AND RESPONSES RELATED TO THE UIIA.</p> <hr/> <ul style="list-style-type: none"><li>GENERAL INFORMATION ▾</li><li>UIIA EQUIPMENT USE ▾</li><li>NEW MOTOR CARRIERS ▾</li><li>EXISTING UIIA MOTOR CARRIER PARTICIPANTS ▾</li><li>EQUIPMENT PROVIDERS ▾</li><li>INSURANCE AGENTS ▾</li><li>INTERMODAL DRIVER DATABASE</li><li>SUBSCRIPTION USERS</li></ul>
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**Click on dropdown arrow next to each category to see Questions. Click on arrow next to Question to see Responses for each FAQs**

GENERAL INFORMATION ▴

**Q- WHAT DO IANA AND UIIA STAND FOR?** ▴

A - IANA is an acronym for the Intermodal Association of North America. IANA is a transportation trade association representing the combined interests of the intermodal freight industry.

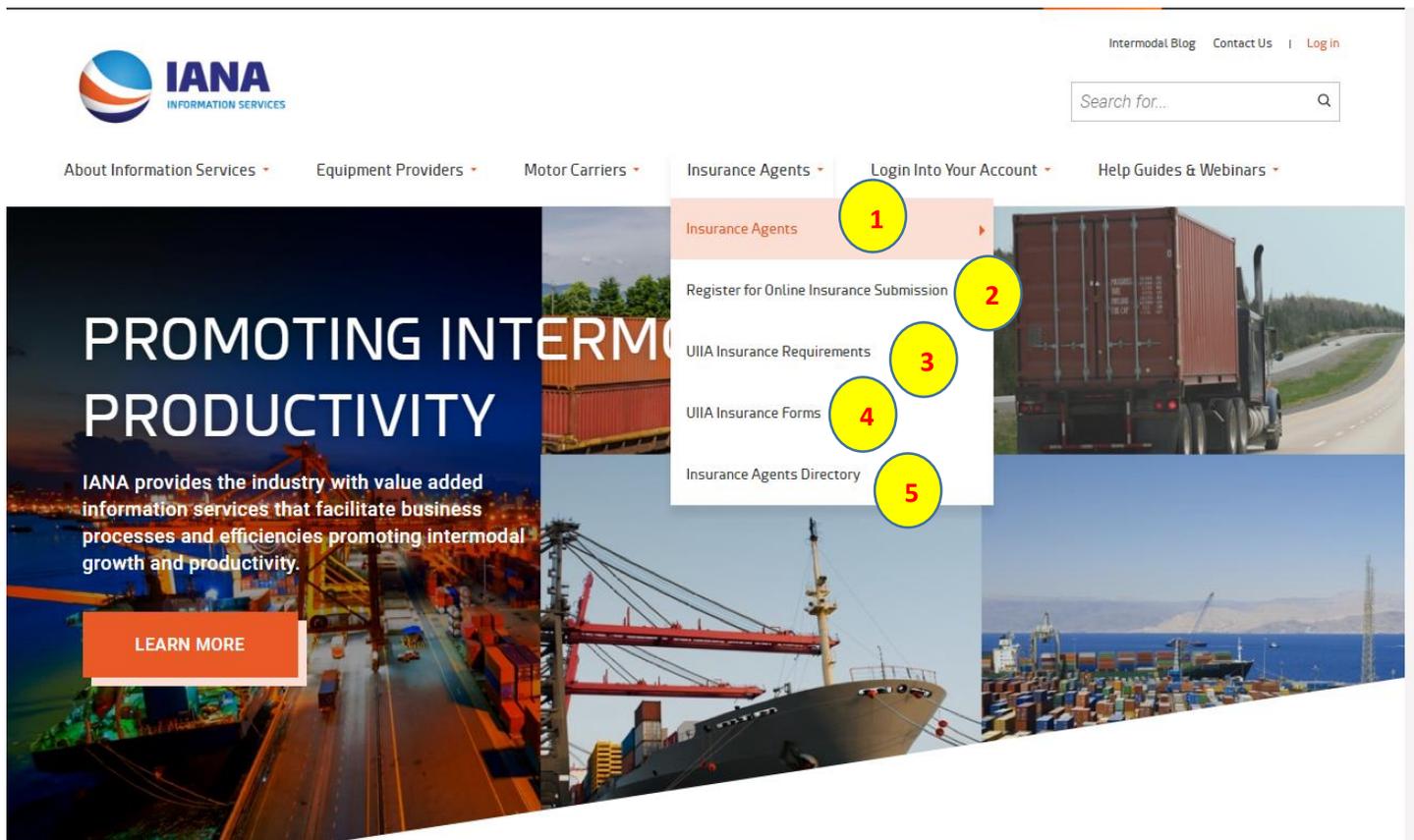
UIIA is an acronym for the Uniform Intermodal Interchange and Facilities Access Agreement a standard industry contract between truckers/drayage companies and water/rail carriers and leasing companies (Equipment Providers). The UIIA program is administered by IANA and covers liability and other issues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

**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.



Search for... [Q]

# INSURANCE AGENTS



Home > Insurance Agents

PRINT: [Printer icon]

About Information Services ▾

Equipment Providers ▾

Motor Carriers ▾

Insurance Agents ▾

Login Into Your Account ▾

Help Guides & Webinars ▾

The UIIA program collects insurance information on behalf of UIIA 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 UIIA.

### 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 the motor carrier's status with a UIIA 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 UIIA.
- ▶ Maintains any problem certificates as pending until 12:01 a.m. before putting the policies in place.

[CLICK HERE](#) to learn more about the UIIA online insurance submission process.

[CLICK HERE to go to the Insurance Agent Registration Page.](#)

### INSURANCE AGENT ACCESS TO UIIA APPLICATION

[CLICK HERE](#)

### UIIA EQUIPMENT PROVIDER ADDRESS LIST

[DOWNLOAD](#) ↓

### DOWNLOAD UIIA AGREEMENT

[DOWNLOAD](#) ↓

### HELP/FAQS/USER GUIDES FOR INSURANCE AGENTS

[CLICK HERE](#)

Links to Pertinent Info shown on Right Rail of page

Link for Agents to Register to submit Insurance Online



THE CONNECTING FORCE BEHIND INTERMODAL FREIGHT



## Online Insurance Submission Page

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

The screenshot shows the IANA website's 'ONLINE INSURANCE SUBMISSION' page. The page layout includes a top navigation bar with links to 'INTERMODAL.ORG', 'UIIA.ORG', and 'INTERMODALEXPO.COM'. Below this is the IANA logo and a search bar. A main navigation menu lists categories like 'About Information Services', 'Equipment Providers', 'Motor Carriers', 'Insurance Agents', 'Login Into Your Account', and 'Help Guides & Webinars'. The main content area is titled 'ONLINE INSURANCE SUBMISSION' and features a breadcrumb trail: 'Home > Insurance Agents > Register for Online Insurance Submission'. A left sidebar contains a menu with 'Register for Online Insurance Submission' highlighted. The main content is divided into sections: 'REGISTER TO SUBMIT INSURANCE ONLINE', 'INITIAL ENTRY OF INSURANCE ONLINE', and 'HOW TO OBTAIN YOUR INSURED INSURANCE AGENT CODE'. A right sidebar contains 'DOWNLOAD INSTRUCTIONS FOR SUBMITTING INSURANCE ONLINE' and 'HELP/FAQS/USER GUIDES FOR INSURANCE AGENTS'. Three callout boxes are present: 'Link to Register for Online Insurance' points to the sidebar menu item; 'Overview of Online Insurance Process' points to a link in the 'REGISTER TO SUBMIT INSURANCE ONLINE' section; and 'Quick Instructions on how to Obtain the Insurance Agent Code from your Insured.' points to the 'HOW TO OBTAIN YOUR INSURED INSURANCE AGENT CODE' section. A fourth callout box, 'Other Helpful Links', points to the right sidebar content.

**Link to Register for Online Insurance**

**Overview of Online Insurance Process**

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

**Other Helpful Links**

**REGISTER TO SUBMIT INSURANCE ONLINE**

Agents submitting insurance information on behalf of Motor Carriers must first register in the UIIA database to be approved to submit insurance online. To register agents need to do the following:

- Go to the [Insurance Agent Registration Page](#).
- Complete the online registration, print out the registration form and sign it.
- Return the signed registration form along with credentials confirming the insurance agent and the agency represented both have active licenses to provide insurance.

The UIIA office will review your registration and credentials and then activate your account in the UIIA database. An email will be sent with login credentials once your account has been activated.

Agents will be required each year to provide evidence that their licensing credentials are still active. A notice will be sent requesting this information a year from the date the agent is registered with the UIIA office.

[CLICK HERE](#) for an overview of the Online Insurance Process.

**INITIAL ENTRY OF INSURANCE ONLINE**

Insurance agents providing insurance online the initial time for a Motor Carrier, will need to obtain the following information from their insured:

- Motor Carrier's Standard Carrier Alpha Code (SCAC)** – This is four-digit alpha code that is used to identify the Motor Carrier.
- Insurance Agent Code** – This code is provided to the Motor Carrier when they join the UIIA and is used by the Motor Carrier to grant insurance agents access to submit insurance on their company's behalf.

Questions regarding the online insurance registration process may be directed via e-mail to [uiaa@intermodal.org](mailto:uiaa@intermodal.org) or by phone to (877)438-8442.

**HOW TO OBTAIN YOUR INSURED INSURANCE AGENT CODE**

[CLICK HERE](#) for instructions

**DOWNLOAD INSTRUCTIONS FOR SUBMITTING INSURANCE ONLINE**

[DOWNLOAD](#)

**HELP/FAQS/USER GUIDES FOR INSURANCE AGENTS**

[CLICK HERE](#)

# UIIA Insurance Requirements

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

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

## UIIA INSURANCE REQUIREMENTS



Home > Insurance Agents > UIIA Insurance Requirements PRINT: 

About Information Services ▾

Equipment Providers ▾

Motor Carriers ▾

Insurance Agents ▾

Register for Online Insurance Submission

**UIIA Insurance Requirements**

UIIA Insurance Forms

Insurance Agents Directory

Login Into Your Account ▾

Help Guides & Webinars ▾

### UIIA Insurance Requirements

All agents are required to submit insurance online and must be registered as an authorized insurance agent in the UIIA system.

An online ACORD 22 Certificate of Insurance containing the following information and limits ([See Form 5A - Explanation and Sample UIIA ACORD 22 Certificate](#)) Note that all limits for Equipment Providers outlined in these instructions are shown in US Funds. If providing limits in Canadian Funds they should be equivalent to the limits shown in US Funds.

#### INSURANCE REQUIREMENTS FOR UIIA PARTICIPATION

**GENERAL LIABILITY**

- ▶ A commercial general liability policy with a limit of \$1 million per occurrence of which no portion can be self-insured.
- ▶ See list of [EPs in UIIA Requirements](#) for General Liability that require to be listed as additional insured on this policy.

AUTO LIABILITY	▾
CARGO INSURANCE	▾
TRAILER INTERCHANGE INSURANCE	▾
WORKERS COMPENSATION & EMPLOYER'S LIABILITY	▾
TRUCKERS UNIFORM INTERMODAL INTERCHANGE ENDORSEMENT (UIIE-1, CA23-17 OR TE23-17B)	▾
EQUIPMENT PROVIDER CHECKLIST (FORM 5C) ADDITIONAL INSURED REFERENCE LIST	▾
UMBRELLA POLICIES	▾
NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS NAIC NUMBERS	▾
EXCLUSIONARY POLICY ENDORSEMENTS	▾
NOTICE OF POLICY CANCELLATION	▾
CERTIFICATE HOLDER AND SUBMISSION INFORMATION	▾
UIIA INSURANCE RENEWALS - EXPIRATION OF POLICIES	▾

**DOWNLOAD UIIA AGREEMENT**  
[DOWNLOAD](#) ↓

**DOWNLOAD ACORD 22 CERTIFICATE OF INSURANCE**  
[DOWNLOAD](#) ↓

**HOW TO OBTAIN YOUR INSURED INSURANCE AGENT CODE**  
[CLICK HERE](#) for instructions

**CORPORATE ADDRESSES FOR UIIA EQUIPMENT PROVIDERS**  
[DOWNLOAD](#) ↓

**HELP/FAQS/USER GUIDES FOR INSURANCE AGENTS**  
[CLICK HERE](#)

Other Helpful Links for Agents

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

## UIIA insurance Agent Forms

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

[About Information Services](#) ▾

[Equipment Providers](#) ▾

[Motor Carriers](#) ▾

[Insurance Agents](#) ▾

[Login Into Your Account](#) ▾

[Help Guides & Webinars](#) ▾

# UIIA INSURANCE FORMS

INSURANCE

[Home](#) > [Insurance Agents](#) > UIIA Insurance Forms

PRINT: 

[About Information Services](#) ▾

[Equipment Providers](#) ▾

[Motor Carriers](#) ▾

[Insurance Agents](#) ▴

[Register for Online Insurance Submission](#)

[UIIA Insurance Requirements](#)

[UIIA Insurance Forms](#)

[Insurance Agents Directory](#)

[Login Into Your Account](#) ▾

**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 5C](#)
4. [UIIE-1 Truckers Intermodal Interchange Endorsement](#)
5. [CA-2317 - Truckers Endorsement](#)
6. [TE23-17 - Truckers Endorsement](#)
7. [UIIA EP Insurance Policy Limit Requirements](#)

**CORPORATE ADDRESSES FOR UIIA EQUIPMENT PROVIDERS**

[DOWNLOAD](#) 

**HOW TO OBTAIN YOUR INSURED INSURANCE AGENT CODE**

[CLICK HERE](#) for instructions

**HELP/FAQS/USER GUIDES FOR INSURANCE AGENTS**

[CLICK HERE](#)

## 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.

The screenshot shows the Insurance Agent Directory website. The navigation menu includes: About Information Services, Equipment Providers, Motor Carriers, Insurance Agents, Login Into Your Account, and Help Guides & Webinars. The main heading is "INSURANCE AGENT DIRECTORY". Below the heading, there is a breadcrumb trail: Home > Insurance Agents > Insurance Agents Directory. A sidebar on the left contains a list of navigation options, with "Insurance Agents Directory" highlighted in orange. The main content area features a paragraph about the directory's purpose, a "VIEW THE ONLINE INSURANCE AGENT DIRECTORY" button, and a table titled "INSURANCE AGENTS DIRECTORY INFORMATION & PRICING". The table lists two types of listings: Basic Agent Listing and Premium Agent Listing, with their respective annual costs. Below the table, there is a section for purchasing a space, which includes a "LISTING TYPE" dropdown menu and a "YOUR CONTACT INFO" form. The "YOUR CONTACT INFO" form includes fields for Name, Email Address, Phone, and Fax. Below this is a "DESIRED LISTING INFORMATION" section with fields for Agency/Company Name, Agency Contact Name, Agency Phone Number, Agency Website URL, Agency Fax Number, Agency Email Address, Agency Address 1, Agency Address 2, Agency City, Agency State/Province, Agency Zip/Postal Code, and Agency Country. Three callout boxes with orange backgrounds and red arrows point to specific elements: "Click here to view current listings in the Insurance Agent Directory" points to the "VIEW THE ONLINE INSURANCE AGENT DIRECTORY" button; "Pricing Information for reserving a listing in the directory" points to the pricing table; and "Agencies interested in reserving listing will need to complete online registration form" points to the "YOUR CONTACT INFO" form.

**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**

TYPE OF LISTING	ANNUAL COST
<b>Basic Agent Listing</b> - includes: <ul style="list-style-type: none"><li>Insurance Agency Company name</li><li>Address</li><li>Phone, Fax and Agency e-mail address</li></ul>	<b>Basic Agent Listing</b> IANA Member Rate: \$250.00 Non-Member Rate: \$350.00
<b>Premium Agent Listing</b> - includes all of the information above plus: <ul style="list-style-type: none"><li>Individual Contact Information</li><li>Link to Agency Website</li><li>Company Logo</li><li>Google Location Map w/Directions</li><li>Description of Company - limit 100 words</li></ul>	<b>Premium Agent Listing</b> IANA Member Rate: \$550.00 Non-Member Rate: \$650.00

**YOUR CONTACT INFO**

Your Name:

Email Address:

Phone:

Fax:

**DESIRED LISTING INFORMATION**

Agency/Company Name:

Agency Contact Name:

Agency Phone Number:

Agency Website URL:

Agency Fax Number:

Agency Email Address:

Agency Address 1:

Agency Address 2:

Agency City:

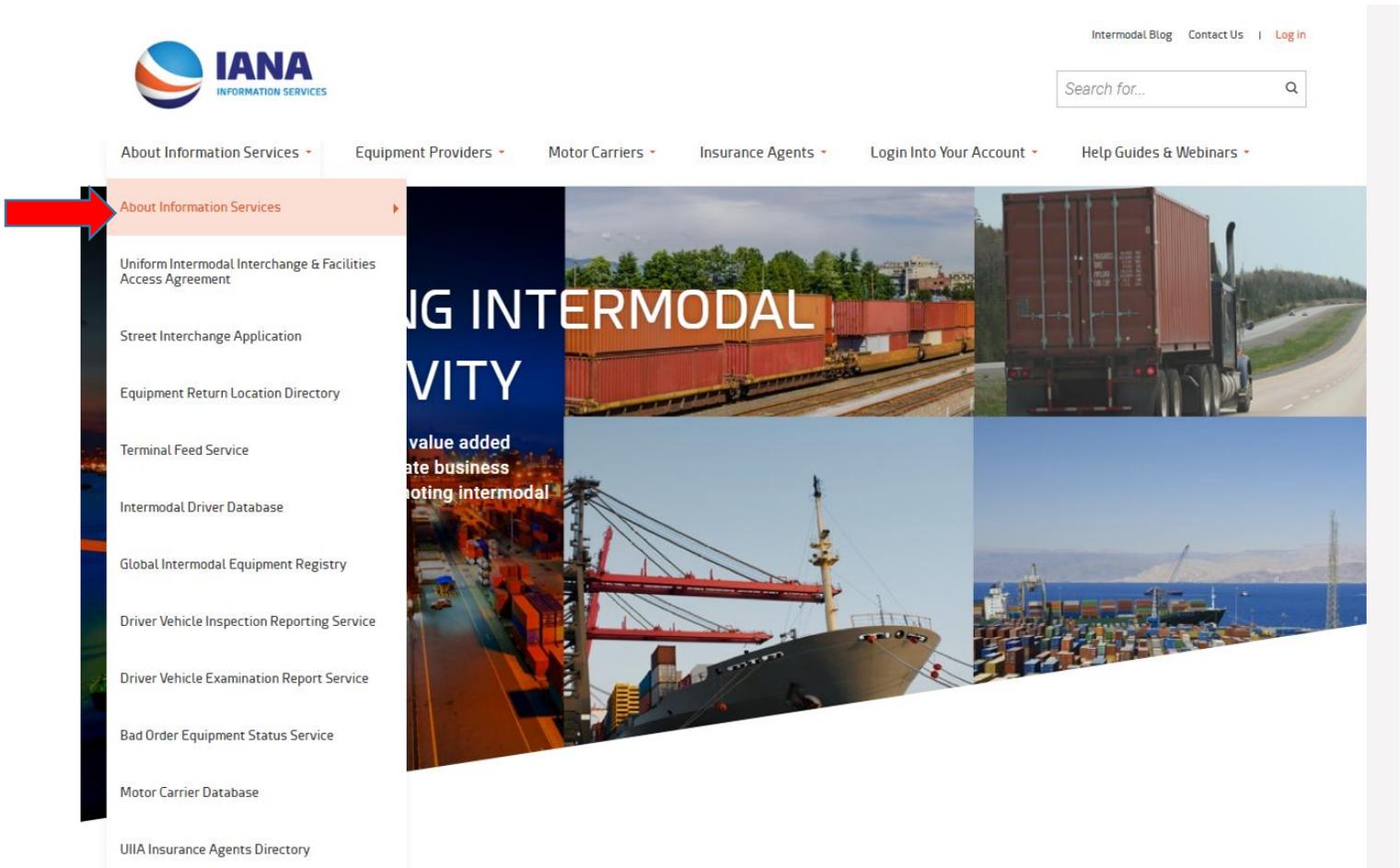
Agency State/Province:

Agency Zip/Postal Code:

Agency Country:

## 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]



# ABOUT INFORMATION SERVICES


[Home](#) > [About Information Services](#)

PRINT:

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 turns 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](#)

## MOTOR CARRIER DATABASE

A cost effective marketing tool available in a one-time Excel file.

[LEARN MORE](#)

## INSURANCE AGENT DIRECTORY

An online directory providing insurance agents the opportunity to promote their services.

[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

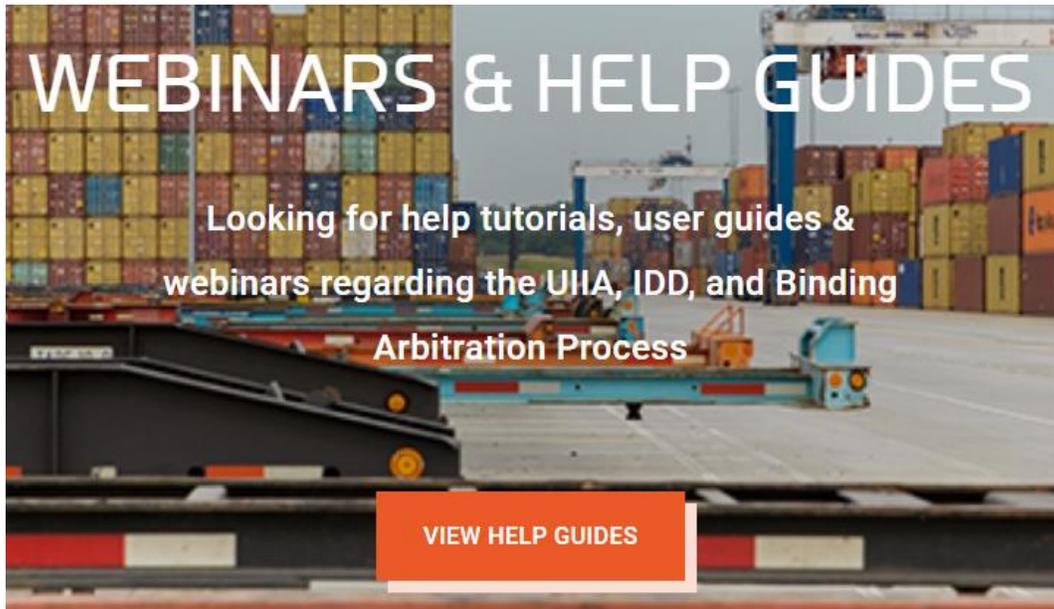
The Binding Arbitration Process available to UIIA participants provides an efficient means of resolving invoice disputes related to per diem, maintenance and repair, and equipment use/rental charges after all dispute resolution processes under UIIA/EP addenda have been exhausted.

[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**.



## 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



Click on CONTACT US to reach Customer Service Representatives

[Intermodal Blog](#) | [Contact Us](#) | [Log in](#)

Search for...



THE CONNECTING FORCE BEHIND INTERMODAL FREIGHT

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