

Letter of Authorization (LOA) User Guide



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Welcome to LOA

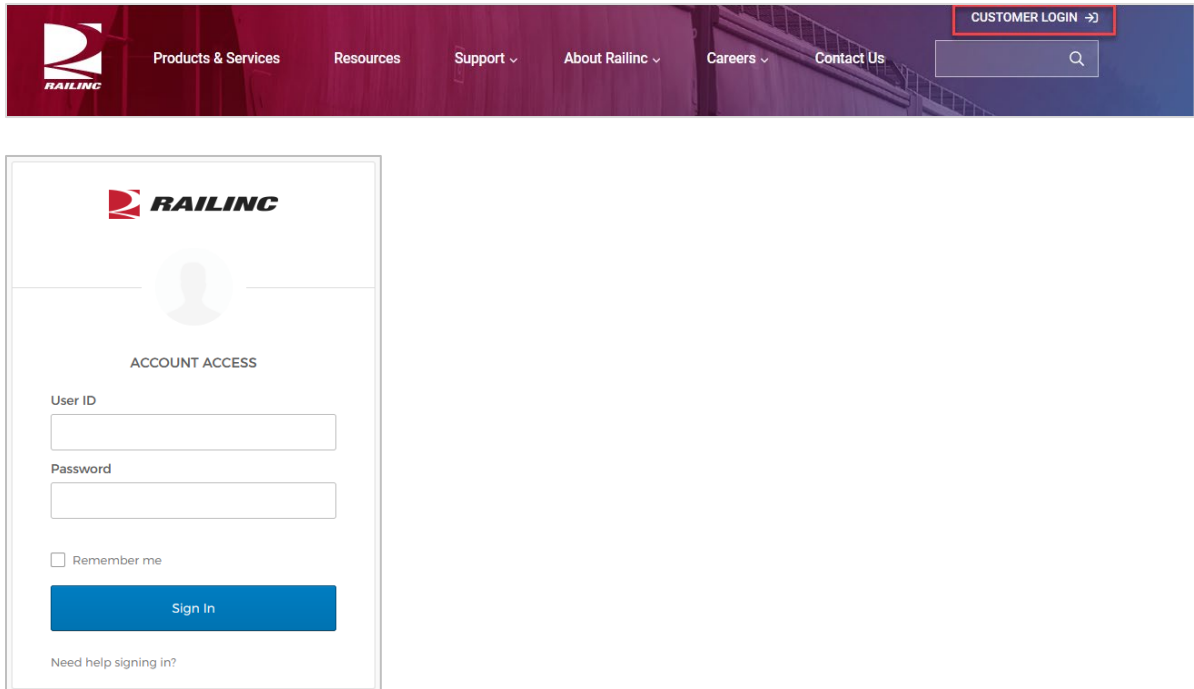
Railinc uses Letter of Authorization to ensure that appropriate data is sent only to authorized parties. Third-party logistics providers (3PLs) are commonly used in the rail industry. These companies provide different services, including shipment management, asset management, and related application services to companies that are shippers, consignees, or equipment owners.

Letter of Authorization (LOA) is a web application that allows users to electronically submit, approve, expire, and renew letter of authorization.

Getting Started

The LOA application is accessed using the Railinc Single Sign-On (SSO), which can be accessed from the Railinc portal at <https://public.railinc.com>. Click the **Customer Login** link located in the upper right corner ([Exhibit 1](#)) to open the login page.

Exhibit 1. Railinc Home Page and Customer Login



Register to Use Railinc SSO

Each LOA user must register in Railinc Single Sign-On (SSO) prior to using the LOA application. To begin this process, select the **Create an account now** link on the login page (see [Exhibit 1](#)). Refer to the [Railinc Single Sign-On User Guide](#) for detailed instructions.

Once SSO registration is complete, the user must request access to LOA within SSO.

Requesting LOA Access

After authorization to use Railinc SSO is received, the user must request general access to LOA by following instructions in the [Railinc Single Sign-On User Guide](#).

Exhibit 2. LOA Request Permission

Letter of Authorization
Letter of Authorization

1 Select Roles 2 Confirm 3 Done

LOA User

Users in this role will have capability to view and Create Letter of authorization information and will have access to the standard features provided by the Letter of authorization application. This role is intended for Railinc customers only.

Comments...

Return Next 0/255

A user must select the **LOA User** role and then the **Submit** button to request LOA access. Once approved, an email is sent. When e-mail notification of access to LOA is received, the user can log in and begin using LOA.

Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to csc@railinc.com.

LOA Interface Overview

General Users Interface and System Requirements

General user interface information (typical keyboard selection equivalents and shortcuts), as well as system requirements are available in the [Railinc UI Dictionary](#). Application-specific interface information is described in the next section.

LOA Web Interface

The LOA interface provides the same navigational tools found in most Windows applications and Internet sites. This section provides basic explanations of the elements and components that assist in moving through the various pages of the application to complete tasks.

LOA Web Page Layout

Each page in LOA has the same structure.

Exhibit 3. LOA Web Application Page Layout

The screenshot shows the LOA web application interface. The top navigation bar includes the Railinc logo (1), the application title 'Letter Of Authorization' (2), user information 'MICHDOC' (3), and a 'Launch Pad' dropdown menu (4). Below this is a secondary navigation bar with links for 'My LOAs', 'Create LOA', 'Search LOA', 'LOA Templates', 'Help Guide' (5), and a search box for 'Enter LOA Id'. The main content area features a table with columns for 'All', 'Action Required', 'Approved', 'Submitted', 'Expired/Rejected', 'Draft', and 'Company View' (7). A table of LOA records follows, with columns for 'Id', 'Effective', 'Expiration', 'Approval', 'Grantor Compa...', 'Grantee Comp...', 'Categories', 'Status', and 'PDF'. A table with 10 rows of data is shown, including LOA numbers like 103003, 103002, 103001, 103000, 102999, 102998, 102996, 102995, and 102994. A 'Company View' button (8) is located at the top right of the table. The bottom of the page shows pagination information '1 to 100 of 794' (10) and 'Page 1 of 8'.

- 1 **Logo**—Railinc logo. Takes a user to Railinc.com.
- 2 **Application Title**—Name of the application.
- 3 **Sign-On Information**—Shows the currently logged on user.
- 4 **Navigational Links**—Links for the following functions:
 - **Launch Pad**—closes LOA and returns to user’s Launch Pad page.

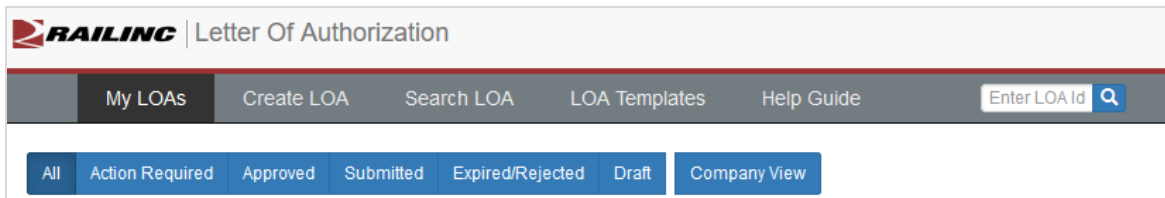
- **Contact Us**—opens a page of contact information for the Railinc Customer Success Center.
 - **Sign Out**—logs out of all SSO applications and returns to the Railinc SSO Login page.
- 5 Main Menu**—The items in this menu allow user to perform the various functions of the application. This includes **My LOAs** (with the ability to manage existing LOAs), **Create LOA**, **Search LOA**, and **Help Guide** (a link to the most current version of this User Guide). There is also a quick search option to enter an LOA ID and select **Search** (see [Enter LOA ID](#)).
 - 6 Action Tabs/Page Title**—Depending on the page, either includes linked tabs (such as displayed here that allows users to filter the types of LOAs being displayed) or a title that indicates the current function or task being executed.
 - 7 Company View**—A consolidated view of all LOAs that exist between your company and other companies.
 - 8 XLS**—Download the current table on the page into a spreadsheet that can be saved.
 - 9 Page content area**—The area of the page where data is displayed and tasks are executed (shown outlined with red dashes). These vary and may include a number of different elements, which are described in the next sections.
 - 10 Navigation Links**—Numbered links allow users to move through all of their LOAs page by page as well as determine how many LOAs to display.

Logging In

To log into LOA:

1. Open your internet browser and enter <https://public.railinc.com> to open the Railinc website.
2. Select the **Customer Login** link in the upper right of the page. The Account Access page is displayed ([Exhibit 1](#)).
3. Enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed.
4. In **My Applications** portlet, select **Letter of Authorization**. The LOA Home/My LOAs page is displayed ([Exhibit 4](#)).

Exhibit 4. LOA Home/My LOAs Menu



Continue by selecting a menu item ([Exhibit 5](#)). The LOA Home page has the following tabs/menus:

Exhibit 5. LOA Application Menu Functions

My LOAs	Returns to the LOA Home/My LOAs page (Exhibit 4).
Enter LOA Id	Provides a quick search by LOA Id (Exhibit 6).
Create LOA	Begins the Create a Letter of Authorization process.
Search LOA	Opens the Search LOA page (Exhibit 30).
LOA Templates	Opens the LOA Template page where new templates can be created and existing templates can be managed (Exhibit 42).
Help Guide	Opens the <i>LOA User Guide</i> in a new browser window.

Logging Out

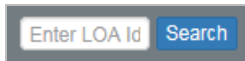
Select the **Sign Out** link to end an LOA session.

Enter LOA ID

From the home page, users can directly go to an LOA by entering an LOA ID ([Exhibit 6](#)).

1. Enter the **LOA ID** in the **Enter LOA Id** lookup field ([Exhibit 6](#)).
2. Select **Search**. The details page for that LOA is displayed (see [Viewing Search Results](#)).

Exhibit 6. Enter LOA ID Lookup

A screenshot of a web form element. It consists of a text input field with the placeholder text "Enter LOA Id" and a blue button labeled "Search" to its right.

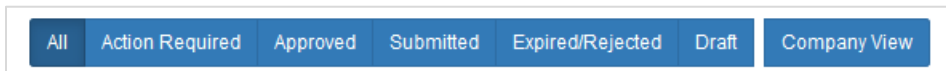
My LOAs

The My LOAs ([Exhibit 8](#)) page allows users to view and manage all their company's LOAs. This page appears by default as the home page and can also be accessed via the menu by selecting **My LOAs**.

From this page the following actions are possible:

- Use the tabbed filtering tool at the top of the page to switch between LOAs of different statuses (All, Action Required, Approved, Submitted (Pending), Expired/Rejected, or Draft). Company View provides a consolidated view of all LOAs that exist between your company and other companies.

Exhibit 7. Tabbed Filtering Tool

A screenshot of a tabbed filtering tool. It shows a horizontal row of seven tabs: "All", "Action Required", "Approved", "Submitted", "Expired/Rejected", "Draft", and "Company View". The "Action Required" tab is currently selected and highlighted in a darker blue color.

- When viewing the **Action Required** tab, the LOA Status defaults to **Pending**. The **Status** column can be sorted by different status types (Approve/Reject, Renew, Revalidate and Revoke).

Exhibit 8. My LOAs

Id	Effective	Expiration	Approval	Grantor Company	Grantee Company	Categories	Status	PDF
105257	7/26/2022	7/26/2023				UMLER	PENDING	
105256	7/26/2022	7/26/2023				UMLER	PENDING	
105238	7/5/2022	7/5/2023				Reports,Tracing	PENDING	
105234	6/21/2022	6/21/2023				UMLER	PENDING	
105061	12/8/2021	12/8/2022				Tracing	PENDING	
105059	12/8/2021	10/26/2022				Tracing	PENDING	
105058	12/8/2021	12/8/2022				Tracing	PENDING	

- Select the row of a listed LOA ID ([Exhibit 9](#)) to view the details of the LOA and to perform possible actions (see [Exhibit 29](#) as an example).

Exhibit 9. LOA IDs

Id
102993
102992
102978

- The PDF column, on the far right, only appears for **All** or **Approved** search results. PDFs are only available for **Approved** LOAs. Click on the PDF icon to view the listed LOA in PDF format (see [Exhibit 32](#) as an example). Also see [Viewing Approved LOAs](#).

Exhibit 10. PDF Icons

PDF

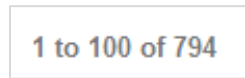
- Use the left and right arrows to page through multiple pages of search results ([Exhibit 11](#)), located in the bottom right of the page.

Exhibit 11. Numbered Pages



- LOA provides the number of search results and the number of records you are currently viewing ([Exhibit 12](#)), located in the bottom right of the page.

Exhibit 12. Number of Records Displayed



- To download search results as a spreadsheet, click the XLS icon in the top right corner above the search results to open or save the file to your computer.

Exhibit 13. Download Search Results to a Spreadsheet



Create LOA

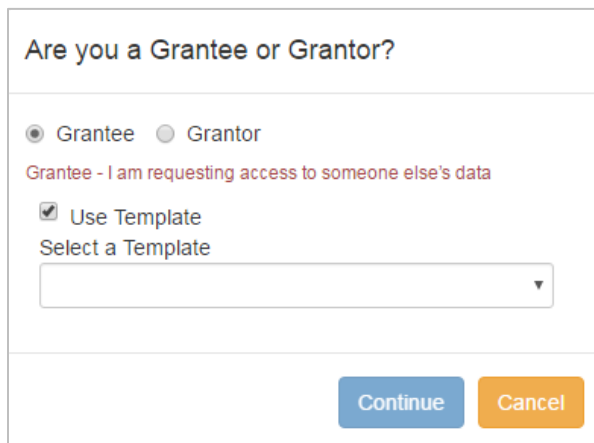
Selecting Grantee/Grantor and Template

The first step in creating a new Letter of Authorization is to determine if you are the Grantee or Grantor in the arrangement. Second, decide if you want to use a created template to populate the fields in the LOA.

Note: The option to use templates will not appear if you haven't already created any templates. Additionally, the templates that are available in step 1 correspond to the selected role of grantee or grantor, as created templates are specific to the LOA role. See [LOA Templates](#) for details on templates.

1. On the main menu, select **Create LOA**. A pop-up appears ([Exhibit 13](#)) asking you to define your role in the process (either **Grantee** or **Grantor**). Additionally there is an option to have a template applied as the basis of the new LOA. To choose a template, select the **Use Template** checkbox and select a template to use in the drop-down list. See [Apply Template](#) for further details.

Exhibit 13. Grantee or Grantor Pop-up with Template Option



Note: Here is a brief explanation of the difference in the roles. These explanations are available as a reminder whenever either option is selected.

GRANTEE: requesting access to someone else's data.

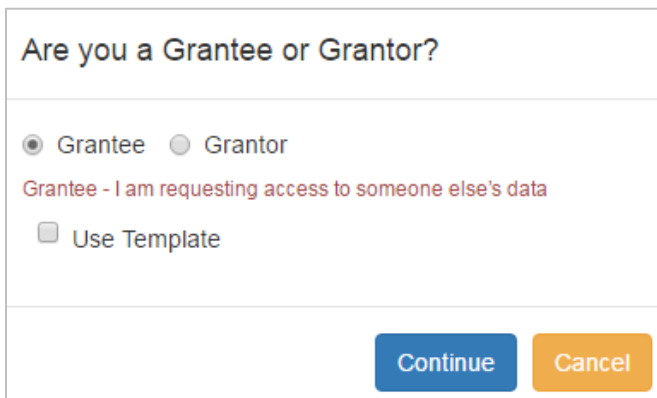
GRANTOR: owner of the data.

2. Determine which role is appropriate and if a template should be used or not. Continue with [Creating an LOA](#).

Creating an LOA

1. Initiate the LOA process by performing the steps in [Selecting Grantee/Grantor and Template](#). Select either **Grantee** or **Grantor** in the pop-up. A tip appears to remind the user of the responsibility for that role. [Exhibit 14](#) shows the tip when **Grantee** is selected and [Exhibit 15](#) shows a tip when **Grantor** is selected.

Exhibit 14. Grantee or Grantor Pop-up with Grantee selected



Are you a Grantee or Grantor?


Grantee Grantor

Grantee - I am requesting access to someone else's data

Use Template

Continue Cancel

Exhibit 15. Grantee or Grantor Pop-up with Grantor selected



Are you a Grantee or Grantor?

Grantee Grantor

Grantor - I am the owner of this data

Use Template

Continue Cancel

2. If you want to use a template to create the LOA, select the **Use Template** checkbox. Use the drop-down list to select the desired template (see [Apply Template](#) for further details).
3. Select **Continue**. The Create LOA (Grantee tab) is displayed ([Exhibit 16](#)) when Grantee was initially selected. The Create LOA (Grantor tab) is displayed ([Exhibit 17](#)) when Grantor was initially selected.

Exhibit 16. Create LOA (Grantee tab when Grantee is selected)

GRANTEE GRANTOR ADD CATEGORIES SETUP SUPPLEMENTAL INFORMATION CONFIRMATION

The purpose of this Letter of Authorization is to grant express consent authorizing RAILINC Corp. to provide information to a Third Party. * denotes required

Grantee Information

Company * RAILINC CORPORATION

Grantee Contacts

Primary Contact

Email Required

First Name Required

Last Name Required

Phone Required

Clear

Secondary Contact

Email

First Name

Last Name

Phone

Clear

Tertiary Contact

Email

First Name

Last Name

Phone

Clear

Continue Cancel

Exhibit 17. Create LOA (Grantee tab when Grantor is selected)

GRANTEE GRANTOR ADD CATEGORIES SETUP SUPPLEMENTAL INFORMATION CONFIRMATION

* denotes required

Grantee Company Information

Company * enter a company I Required

Grantee Contacts

Primary Contact

Email Required

First Name Required

Last Name Required

Phone Required

Clear

Secondary Contact

Email

First Name

Last Name

Phone

Clear

Tertiary Contact

Email

First Name

Last Name

Phone

Clear

Effective Date

This LOA shall be effective beginning on the date below and shall remain in effect for a maximum of three (3) years from said date. Revalidation of authorization is required every 12 months from the authorization date until the LOA expiration. Either party may terminate this LOA at any time by giving written notice to the other party and RAILINC.

Effective Date 2020-07-20

Expiration Date 2021-07-20

LOA approvals must be received a minimum of seven business days prior to the requested effective date.

Continue Cancel

4. Complete all the required input fields. Enter a **Primary Contact**. A **Primary Contact** is mandatory and the associated email address cannot be a distribution list. It must be a specific individual. The **Secondary** and **Tertiary Contact** inputs are optional, but be aware that all contacts listed on the LOA have the ability to manage the LOA within the application. All contacts listed must be associated with the Grantee company.
5. **If completing the LOA as a Grantor:** Specify an **Effective** and **Expiration Date**. The Effective Date cannot be a date in the past. The LOA shall remain in effect for a maximum of three (3) years from the specified date. Revalidation of authorization is required every 12 months from the authorization date until the LOA expiration. Either party may terminate this LOA at any time by giving written notice to the other party and Railinc.
6. When ready, select **Continue** or the **Grantor tab indicator at the top of the page**. The Create LOA (Grantor tab) is displayed ([Exhibit 18](#)) when Grantee was initially selected. The Create LOA (Grantor tab) is displayed ([Exhibit 19](#)) when Grantor was initially selected.

Exhibit 18. Create LOA (Grantor tab when Grantee is selected)

The screenshot shows a web form for creating a Letter of Authorization (LOA) as a Grantor. At the top, there are five tabs: GRANTEE (selected), GRANTOR, ADD CATEGORIES, SETUP SUPPLEMENTAL INFORMATION, and CONFIRMATION. A legend indicates that a red asterisk denotes required fields.

Grantor Company Information

Company * Required

Grantor Contacts

Primary Contact

Email Required

First Name Required

Last Name Required

Phone Required

Secondary Contact

Email

First Name

Last Name

Phone

Tertiary Contact

Email

First Name

Last Name

Phone

Effective Date

This LOA shall be effective beginning on the date below and shall remain in effect for a maximum of three (3) years from said date. Revalidation of authorization is required every 12 months from the authorization date until the LOA expiration. Either party may terminate this LOA at any time by giving written notice to the other party and RAILINC.

Effective Date

Expiration Date

LOA approvals must be received a minimum of seven business days prior to the requested effective date.

Navigation buttons:

Exhibit 19. Create LOA (Grantor tab when Grantor is selected)

The purpose of this Letter of Authorization is to grant express consent authorizing RAILINC Corp. to provide information to a Third Party. * denotes required

Grantor Information

Company * RAILINC CORPORATION

Limit LOA by Company or Mark

Limit LOA by Equipment (Tracing Only)

Grantor Contacts

Primary Contact

Email Required

First Name Required

Last Name Required

Phone Required

Clear

Secondary Contact

Email

First Name

Last Name

Phone

Clear

Tertiary Contact

Email

First Name

Last Name

Phone

Clear

Back Save as Draft Continue Cancel

7. Complete the required input fields. A **Primary Contact** is mandatory and the associated email address cannot be a distribution list. It must be a specific individual. The **Secondary** and **Tertiary Contact** inputs are optional, but be aware that all contacts listed on an LOA have the ability to approve/reject the LOA. All contacts listed must also be associated with the Grantor company.
8. **Limit LOA by Company or Mark:** This option is only available for Tracing LOAs, no other categories. In Tracing LOAs, enter the Company field for this option to appear. To limit the scope of the LOA, click the checkbox to see all available marks including the parent, child and holding children and their marks. Click to select the appropriate marks. Typically, limits are made by company/mark or equipment, but on occasion it may be appropriate to use both.

Exhibit 20. Create LOA (Grantor tab with Limit LOA Selected)

The purpose of this Letter of Authorization is to grant express consent authorizing RAILINC Corp. to provide information to a Third Party. * denotes required

Grantor Information

Company * RAILINC CORPORATION

Limit LOA by Company or Mark

By selecting "Limit LOA by Company or Mark", I acknowledge that I am limiting the scope of this LOA only to the below companies and/or MARKs. Limiting a LOA should be used when a LOA applies only to a portion of a company's business.

RAILINC CORPORATION
 RAIL

Limit LOA by Equipment (Tracing Only)

By selecting "Limit LOA by Equipment (Tracing Only)", I acknowledge that I am limiting the scope of this LOA only to the below equipment. Limiting a LOA by Equipment should be used when referencing specific equipment related to Railinc's Tracing application.

Equipment IDs

Equipment Numbers/Range pairs can be added singly (ABCX123456, DEFX1) or as a range (CCCX1-11, CCAX123456-234567, EEEX1-11, MMXX4-73) with a comma delimiter. No special characters allowed. Max equipment = 5000.

Validate Validate & Delete invalid equipment

9. **Limit LOA by Equipment (Tracing Only):** Enter the Company field for this option to appear. To limit the scope of the LOA, enter the appropriate equipment ids individually or in a range. Once equipment id's are entered, click **Validate** or **Validate & Delete invalid equipment**. Valid equipment is equipment that is registered in Umler for the selected company. **Validate** provides a message of the outcome at the top of the screen and **Validate & Delete** removes ids that are not found in Umler. Typically, limits are made by company/mark or equipment, but on occasion it may be appropriate to use both.
10. **If completing the LOA as a Grantee:** Specify an **Effective** and **Expiration Date**. The Effective Date cannot be a date in the past. The LOA shall be effective beginning on the date below and shall remain in effect for a maximum of three (3) years from the specified date. Revalidation of authorization is required every 12 months from the authorization date until the LOA expiration. Either party may terminate this LOA at any time by giving written notice to the other party and Railinc.
11. When ready, select **Continue** or the **Add Categories** tab at the top of the page. The Create LOA (Add Categories) is displayed ([Exhibit 21](#)) with all categories collapsed.

Exhibit 21. Add Categories

GRANTEE GRANTOR ADD CATEGORIES SETUP SUPPLEMENTAL INFORMATION CONFIRMATION

Add Categories

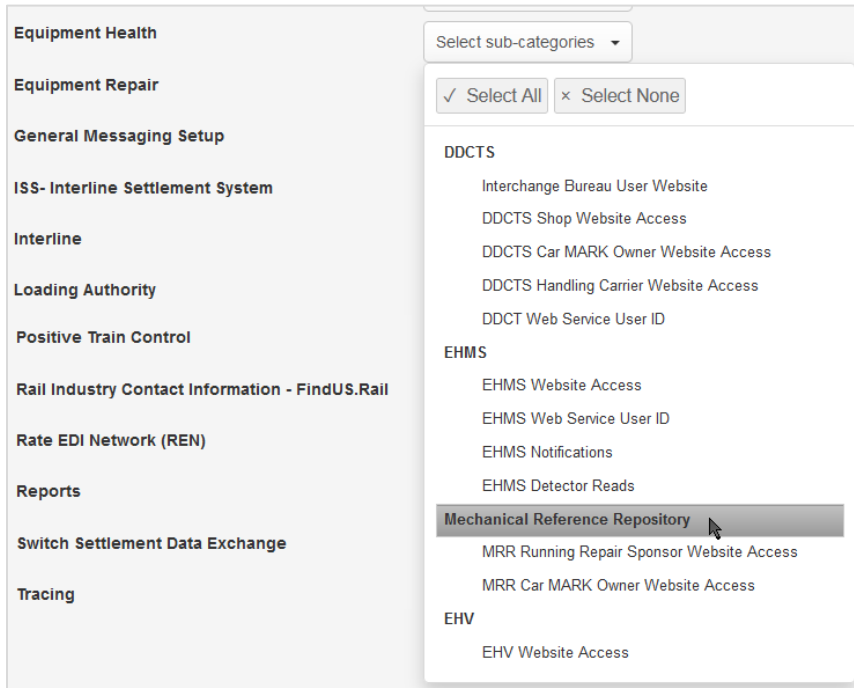
You may select multiple Sub-Categories. You must select at least one.

Categories	Sub-Categories
Asset Utilization	Select sub-categories
End of Train Devices	Select sub-categories
Equipment Advisory System	Select sub-categories
Equipment Health	Select sub-categories
Equipment Repair	Select sub-categories
General Messaging Setup	Select sub-categories
ISS- Interline Settlement System	Select sub-categories
Interline	Select sub-categories
Loading Authority	Select sub-categories
MD Reports	Select sub-categories
Positive Train Control	Select sub-categories
Rail Industry Contact Information - FindUS.Rail	Select sub-categories
Rate EDI Network (REN)	Select sub-categories
Reports	Select sub-categories
Switch Settlement Data Exchange	Select sub-categories
Tracing	Select sub-categories
UMLER	Select sub-categories

Back Save as Draft Continue Cancel

12. Use the sub-category drop-down next to the desired category to display its details. [Exhibit 22](#) shows an example of an expanded category for **Equipment Health**.

Exhibit 22. Sub-Category Selection for Equipment Health



13. Select all the appropriate subcategories associated with the LOA. [Exhibit 23](#) shows all categories and entries expanded. The individual entries are subject to change. See [Appendix A—Category Descriptions](#) for details.

Exhibit 23. Categories and Subcategories (subject to change)**ASSET UTILIZATION****Car Accounting Self Service (CASS)**

Car Accounting Self Service Query

CASS LAM Creation

Car Hire Data Exchange

Car Hire Data Exchange (CHDX) Send

Car Hire Data Exchange (CHDX) Receive

Car Hire Liability File

Car Hire Liability File (CHLF) Payables and Receivables

Car Hire Liability File (CHLF) Receivables

Car Hire Liability File (CHLF) Payables

Car Hire Accounting Rate Master

Car Hire Accounting Rate Master (CHARM) Receivables

Car Hire Accounting Rate Master (CHARM) Payables

Depreciation Bid & Offer

Depre Market Reports

Depreciation Bid and Offer System Receivables

Depreciation Bid and Offer System Payables

Transfer of Liability

TRAIN26

TRAIN28 1-3

TRAIN28 6-8

TRAIN28 CPY10

TRAIN28 CPY20

TRAIN28 CPY30

TRAIN29

LCS

SWADM52

TRAIN61

TRAIN62

TRAIN63

TRAIN69ALL 10

TRAIN69ALL 20

TRAIN69ALL 30

TRAIN69ALL 40

TRAIN69ALL 50

TR69CHG 10

TR69CHG 20

TR69CHG 30

TR69CHG 40

TR69CHG 50

TR69HOM 10

TR69HOM 20

TR69HOM 30

TR69HOM 40

TR69HOM 50

TR69ONH

Tank Car Mileage Equalization

Tank Car Mileage Equalization Invoices

Tank Car Mileage Equalization Reports

RATE EDI NETWORK (REN)**Rate EDI Network (REN)**

Rate EDI Network (REN) Access

REN Web

EQUIPMENT REPAIR**Car Repair Billing Data Exchange**

Submit and Receive

Receive Data Only

Submit Data Only

Billing Repair Card

Billing Repair Card

RAIL INDUSTRY CONTACT INFORMATION - FINDUS.RAIL**Rail Industry Contact Information – FindUs.Rail**

FindUs.Rail Website Access

TRACING**Tracing**

Car Location Message (CLM)

Waybill(417)

Hazmat Waybill

UMLER**UMLER**

Equipment Registry Website Access

Web Services

Component Registry Website Access

TRAIN II Equipment Updates

EQUIPMENT HEALTH**EHMS**

EHMS Notifications

EHMS Website Access

EHV Website Access

DDCTS

Interchange Bureau User Website

DDCT Web Service User Id

DDCTS Shop Website Access

DDCTS Car Owner Website Access

DDCTS Handling Carrier Website Access

EHMS/Repair Service

EHMS Web Service User Id

Mechanical Reference Repository

MRR Car MARK Owner Website Access

MRR Running Repair Sponsor Website Access

GENERAL MESSAGE SETUP**TRAIN Messaging**

TRAIN58

EDACK51

Flip Flop Table

TRAIN50

TRAIN51

TRAIN53

Forward & Store

Waybill Submissions and Receipt (SW417 or SWAYB)

General Messaging

Message Switching

ISS - INTERLINE SETTLEMENT SYSTEM**ISS – Interline Settlement System**

Interline Settlement System

EQUIPMENT ADVISORY SYSTEM

Report Inspections via Web Services

Equipment Advisory Website Access

LOADING AUTHORITY**Loading Authority (OT-57)**

Loading Authority (OT-57) – Railroad User

Loading Authority (OT-57) – Fleet Manager

Loading Authority (OT-57) – Equipment Owner

MD REPORTS**MD-11**

MD-11 Private Car Owner

MD-11 Manufacturer/Reconditioner

MD-115

MD-115 Manufacturer

SWITCH SETTLEMENT DATA EXCHANGE**Switch Settlement Data Exchange**

SSDX Send

SSDX Receive

14. When ready, select **Continue** or the **Setup Supplemental Information** tab at the top of the page. The Setup Supplemental Information is displayed ([Exhibit 24](#)).

Exhibit 24. Setup Supplemental Information Tab

15. At the top of the page, the **Setup Supplemental Information** section allows you to select/add additional information related to the setup of the selected categories. This information varies by category, but can include marks, SSO IDs, agent marks, tracing options, etc. Enter or look up **Marks** and **SSO** IDs which can then be subsequently applied to all the categories selected on the previous step.
 - a. When the **Select** button for **Mark** is selected, the **Marks Selection** look up is displayed ([Exhibit 25](#)) allowing you to choose available marks. Selecting **Apply to All** applies all available marks.

Exhibit 25. Marks Selection Look Up

- b. When the **Search** button for **SSO** is selected, the **Users Selection** look up is displayed ([Exhibit 26](#)) allowing you to search for SSO IDs. The drop-down field on the look up allows you to search by email, user id, first or last name.

Exhibit 26. Users Selection Look Up

16. If you wanted to apply a found or entered Mark or SSO ID to all categories selected on the previous step, select the **Apply to All** button that corresponds with either Mark or SSO ID. [Exhibit 27](#) demonstrates the **Apply to All** feature for a found Mark.

Exhibit 27. Setup Supplemental Information With Marks Applied to All

17. Use the optional **Customer Notes** field to include any notes that are relevant to assist with the set up of the LOA.
18. Once relevant details are assigned to each selected category, select **Continue**.
19. Review the LOA for accuracy and use the **Back** button (bottom left) or the LOA tabs at the top to update information as needed.

Exhibit 28. Review LOA Details

GRANTEE
GRANTOR
ADD CATEGORIES
SETUP SUPPLEMENTAL INFORMATION
CONFIRMATION

Please review the below LOA before submission. Select the "Back" button to modify the LOA. If you are satisfied with the contents below, please select the "Submit" button to finish creating the LOA.

Effective From: 2020-07-20 Expires On: 2021-07-20

Grantee Information

Company RAILINC CORPORATION

Grantee Contacts

Primary Contact	Secondary Contact	Tertiary Contact
Email john.smith@railinc.com	Email	Email
First Name John	First Name	First Name
Last Name Smith	Last Name	Last Name
Phone 9195551212	Phone	Phone

Grantor Information

Company BNSF LOGISTICS

Grantor Contacts

Primary Contact	Secondary Contact	Tertiary Contact
Email Jane.Jones@bnsf.com	Email	Email
First Name Jane	First Name	First Name
Last Name Jones	Last Name	Last Name
Phone 8885551212	Phone	Phone

Selected Categories:

- ▼ Equipment Health
 - EHV
 - EHV Website Access
 - EHMS
 - EHMS Website Access

Supplemental Information: Please note supplemental setup information may change outside the LOA system during the life of the LOA. If you need to update or add to this information, please contact Railinc's Customer Success Center at csc@railinc.com or call 1-877-724-5462

- ▼ Equipment Health
 - EHV Website Access
 - Supplemental Setup Information
 - MARK : PEYX, WNDX, TEXX
 - SSO : JTESTER0
 - EHMS Website Access
 - Supplemental Setup Information
 - MARK : PEYX, WNDX, TEXX
 - SSO : JTESTER0

"I understand that the items on this LOA may result in access or data that has fees associated with it. Please refer to the Railinc Price List for more information on these fees."

Back
Save as Draft
Submit
Cancel

20. You have the option to save the LOA as Draft. When you're ready to submit the LOA, select the checkbox to agree to the statement at the bottom, and select **Submit**. A message appears at the top of the page stating that the LOA has been submitted ([Exhibit 29](#)). An automatic email is sent to the involved parties for approval and notification of the LOA submission.

Exhibit 29. Submitted LOA

LOA 103013 has been successfully submitted. An email will be sent for approval. [X]

[Clone LOA] [Revoke LOA]

LOA # 103013 Status: PENDING Effective From: 2020-07-20 Expires On: 2021-07-20

Grantee Information
Company RAILINC CORPORATION

Grantee Contacts

Primary Contact	Secondary Contact	Tertiary Contact
Email john.smith@railinc.com	Email	Email
First Name John	First Name	First Name
Last Name Smith	Last Name	Last Name
Phone 9195551212	Phone	Phone

Grantor Information
Company BNSF LOGISTICS

Grantor Contacts

Primary Contact	Secondary Contact	Tertiary Contact
Email Jane.Jones@bnsf.com	Email	Email
First Name Jane	First Name	First Name
Last Name Jones	Last Name	Last Name
Phone 8885551212	Phone	Phone

Selected Categories:

- Equipment Health
 - EHMS
 - EHMS Website Access
 - EHV
 - EHV Website Access

Supplemental Information: Please note supplemental setup information may change outside the LOA system during the life of the LOA. If you need to update or add to this information, please contact Railinc's Customer Success Center at cso@railinc.com or call 1-877-724-5462

- Equipment Health
 - EHMS Website Access
 - Supplemental Setup Information
 - SSO : JTESTER0
 - MARK : PEYX, TEXX, WNDX
 - EHV Website Access
 - Supplemental Setup Information
 - MARK : PEYX, TEXX, WNDX
 - SSO : JTESTER0

[Clone LOA] [Revoke LOA]

21. As needed, select **Clone LOA** to create a new LOA that replicates elements of the one displayed (see [Cloning LOAs](#)) or **Revoke LOA** to revoke a (pending or approved) LOA (see [Revoking LOAs](#)).

Search LOA

When the user selects **Search LOA** from the menu, the **Search for Letters of Authorization** page is displayed ([Exhibit 30](#)).

Exhibit 30. Search for Letters of Authorization

Search criteria include:

- **Category:** Show LOAs for the selected Category only (single selection drop-down). Default is **All**.
- **Sub-Category:** Show LOAs that include the selected Sub Category. A Category must be chosen before a Sub Category can be selected.
- **Effective From/To dates:** Period when the LOA became effective. When one date is entered, the other field defaults to the same date. Adjust period as necessary. Default is blank.
- **Expiration From/To dates:** Period when the LOAs expire. When one date is entered, the other field defaults to the same date. Adjust period as necessary. Default is blank.
 - You can search an LOA by expiration date. Select Custom to customize the date range or select 15 Days, 30 Days, 60 Days or 120 Days to view LOAs that will expire within the selected period of time.
- **Status:** Choose a value from the drop-down. Valid values include:
 - 2nd Party Approved
 - 2nd Party Rejected
 - Approved
 - Canceled
 - Cancellation Requested
 - Draft
 - Edited
 - Expired
 - Rejected
 - Revalidate
 - Submitted
- **Mark:** The Mark for either the Grantor or the Grantee.
- **Search By Grantor:** Search by the grantor's primary email address and/or company name.

- **Search By Grantee:** Search by the grantee’s primary email address and/or company name.
- **Reset** clears the criteria. When criteria have been set, select **Search** to view the results.

Viewing Search Results

The Search Results table has several controls for navigation.

Exhibit 31. LOA Search Results

My LOAs Create LOA Search LOA LOA Templates Help Guide Enter LOA Id <input type="text"/>							
Search for Letters of Authorization							
Id	Effe...	Expi...	Grantor Company	Grantee Company	Categories	Status	Lin
103013	7/20/20...	7/20/20...	BNSF LOGISTICS	RAILINC CORPORATION	Equipment Health	PENDI...	N
103012	7/20/20...	7/20/20...	RAILINC CORPORATION	RAILINC CORPORATION - TEST	General Messaging Setup,Rate EDI Network (REN),Reports,Switch Settlement Data Exchange,Tracing,UMLER	DRAFT	N
103003	7/17/20...	7/17/20...	D & A LEASING INC	RAILINC CORPORATION	Interline,Loading Authority	SPAP...	N
103002	7/17/20...	7/17/20...	D & A LEASING INC	RAILINC CORPORATION	Interline,Loading Authority	SPAP...	N
103001	7/17/20...	7/17/20...	D & A LEASING INC	RAILINC CORPORATION	Interline,Loading Authority	SPAP...	N
103000	7/17/20...	7/17/20...	D & A LEASING INC	RAILINC CORPORATION	Interline,Loading Authority	APPR...	N
102999	7/17/20...	7/17/20...	D & A LEASING INC	RAILINC CORPORATION	Interline	EXPIRED	N
102998	7/17/20...	7/17/20...	D & A LEASING INC	RAILINC CORPORATION	Interline	APPR...	N
102996	7/16/20...	7/16/20...	C & S DIRECTIONAL BORING INC	RAILINC CORPORATION	Loading Authority	SPAP...	N

1 to 100 of 796 Page 1 of 8

When viewing search results:

- Use the left and right arrows to page through multiple pages of search results in the bottom right of the page.
- LOA provides the number of search results and the number of records you are currently viewing in the bottom right of the page.
- Select the row of a listed LOA ID to view the details of the LOA and to perform possible actions ([Exhibit 29](#) is an example).

Viewing Documents

Existing LOAs can have documents attached. To view the document attached to an LOA:

1. Select the icon link in the PDF column of the row. The document is displayed in a new browser window.

Exhibit 32. Attached PDF Document Window

Letter Of Authorization - 102661

Details		
Status: APPROVED	Effective From: 01-14-2020	Expires On: 01-14-2021

Grantee Information	
Name:	MICKEY PAPPACHAN
Company:	BNSF RAILWAY COMPANY
Email:	mickeyzaira@gmail.com
Phone:	(919) 234-5678

Grantor Information	
Name:	MICKEY PAPPACHAN
Company:	RAILINC CORPORATION
Email:	[REDACTED]
Phone:	[REDACTED]

Selected Categories			
Category	SubCategory Group	SubCategory	Supplemental Info
Rail Industry Contact Information - FindUS.Rail	Rail Industry Contact Information - FindUS.Rail	FUR	SSO - itmxp02 MARK - RAIL AGENTMARK - RAIL

The above identified Grantor has authorized Railinc to provide confidential data regarding their company to the Grantee for the categories listed above and for the sole use of the Grantee. The Parties voluntarily entered upon this agreement on 01-14-2020.

E-Signature By:
MICKEY PAPPACHAN
Date: 01-14-2020

2. To print the document, select the Acrobat print icon (or press **Ctrl + P**), and send to local printer.
3. When finished viewing the document, close the browser window.

Viewing Approved LOAs

Additional action buttons are available for displayed LOAs in **Approved** status. Approved LOAs can be viewed as a PDF from the [My LOAs](#) page.

1. Select the row of a listed LOA ID with **Approved** status on the **Search Results** page to open the View LOA panel.

Exhibit 33. View of Approved LOA with Limit

Clone LOA

LOA # 101023 Status: SPAPPROVED Effective From: 2017-10-19 Expires On: 2018-10-19

Grantee Information

Company RAILINC CORPORATION

Grantee Contacts

Primary Contact	Secondary Contact	Tertiary Contact
Email jim.haugh@railinc.com First Name jim Last Name haugh Phone 1111111111	Email First Name Last Name Phone	Email First Name Last Name Phone

Grantor Information

Company BNSF LOGISTICS

Limit LOA by Company or Mark

BNSF LOGISTICS
TEXX

Grantor Contacts

Primary Contact	Secondary Contact	Tertiary Contact
Email mrcontact@bnsf.com First Name mr Last Name contact Phone 1112223333	Email First Name Last Name Phone	Email First Name Last Name Phone

Selected Categories:

- ▼ Asset Utilization
 - Car Accounting Self Service (CASS)
 - Car Accounting Self Service Query
- ▼ UMLER
 - UMLER™ (Web Access, Service and UMLER™ Train-II)
 - Component Registry Website Access

Supplemental Information: Please note supplemental setup information may change outside the LOA system during the life of the LOA. If you need to update or add to this information, please contact Railinc's Customer Success Center at csc@railinc.com or call 1-877-724-5462

- ▼ Asset Utilization
 - Car Accounting Self Service Query
 - Supplemental Setup Information
 - SSO : bsjxh02
 - MARK : TEXX
- ▼ UMLER
 - Component Registry Website Access
 - Supplemental Setup Information
 - MARK : TEXX
 - SSO : bsjxh02

2. Choose an action as shown below:

Clone LOA	Creates a clone of the displayed LOA. Refer to Cloning LOAs .
Revoke LOA	Cancels the implemented LOA (reason text must be added). Refer to Revoking LOAs .

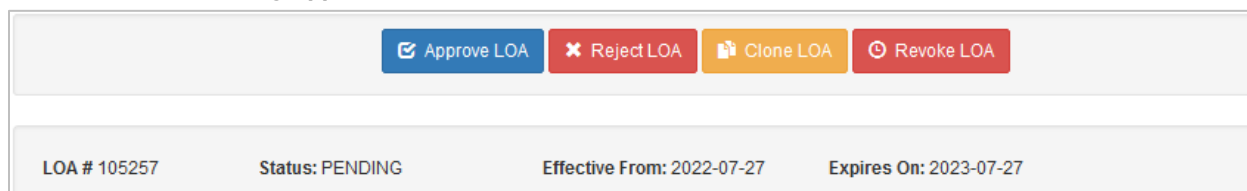
Managing LOAs

Approving/Rejecting LOAs

Once an LOA has been submitted, it must then be reviewed and either approved or rejected by the Grantor and Railinc. The Grantor receives an email notification when the LOA request is submitted for review. Selecting the link in the email opens a browser page where the Grantor can view the LOA. At the bottom, a signature box is provided to affirm that the recipient is authorized to sign on behalf of the Grantor and consents to the legally binding terms and conditions of the LOA. The Grantor can sign inside the box and then select to approve or decline the LOA.

Grantors with access to the Letter of Authorization application can approve or reject the LOA within the application.

Exhibit 34. LOA Pending Approval



When a **Renewed** LOA is created and submitted from an **Approved** LOA, the original Approved LOA can no longer be edited, and when the Renewed LOA is approved, the original Approved LOA automatically expires (and can no longer be edited). See [Renewing LOAs](#).

Revoking LOAs

When an LOA is either pending or approved, it can be revoked. To revoke an LOA:

1. Conduct a search for the LOA to be revoked. See [Search LOA](#) for instructions. Approved LOAs can also be accessed from the **Approved** tab on the My LOAs page and pending LOAs can be accessed from the **Submitted** tab (see [My LOAs](#)).
2. From the displayed results, select the row of a pending or approved LOA. The View LOA page is displayed ([Exhibit 35](#)).

Exhibit 35. View of LOA with Clone and Revoke options

Clone LOA Revoke LOA

LOA # 103013 Status: PENDING Effective From: 2020-07-20 Expires On: 2021-07-20

Grantee Information

Company RAILINC CORPORATION

Grantee Contacts

Primary Contact	Secondary Contact	Tertiary Contact
Email john.smith@railinc.com	Email	Email
First Name John	First Name	First Name
Last Name Smith	Last Name	Last Name
Phone 9195551212	Phone	Phone

3. Select the **Revoke LOA** button. A message appears stating that the LOA has been revoked. An email is sent to the involved parties.

Editing LOAs

To edit an LOA:

1. Conduct a search for the LOA to be edited. See [Search LOA](#) for instructions. LOAs can also be accessed from the tabs on the My LOAs page (see [My LOAs](#)).
2. Select the row of a displayed LOA to be edited. The View LOA page is displayed.
3. Select the **Edit LOA** button.

Exhibit 36. Edit Categories

4. Make the appropriate updates in the same way as creating a new LOA (see [Create LOA](#)).
5. Click **Continue** to continue through each page.

Exhibit 37. Update Draft or Submit

6. Update Draft or when ready to submit the LOA, select the checkbox to agree to the statement at the bottom, and select **Submit**. A message appears at the top of the page stating that the LOA has been submitted. An automatic email is sent to the involved parties as a notification of the LOA revisions.

Cloning LOAs

The LOA application allows you to clone existing LOAs. This is helpful and saves time if characteristics in an existing LOA are similar to what is needed in a new LOA.

To clone an existing LOA:

1. Conduct a search for the LOA to be cloned. See [Search LOA](#) for instructions. LOAs can also be accessed from the tabs on the My LOAs page (see [My LOAs](#)).
4. Select the row of an LOA ID of the LOA to be cloned. The View LOA page is displayed ([Exhibit 35](#)).
2. Select **Clone LOA**. The LOA fields open for modification.
3. Complete the cloned LOA in the same way as creating a new LOA (see [Create LOA](#)).

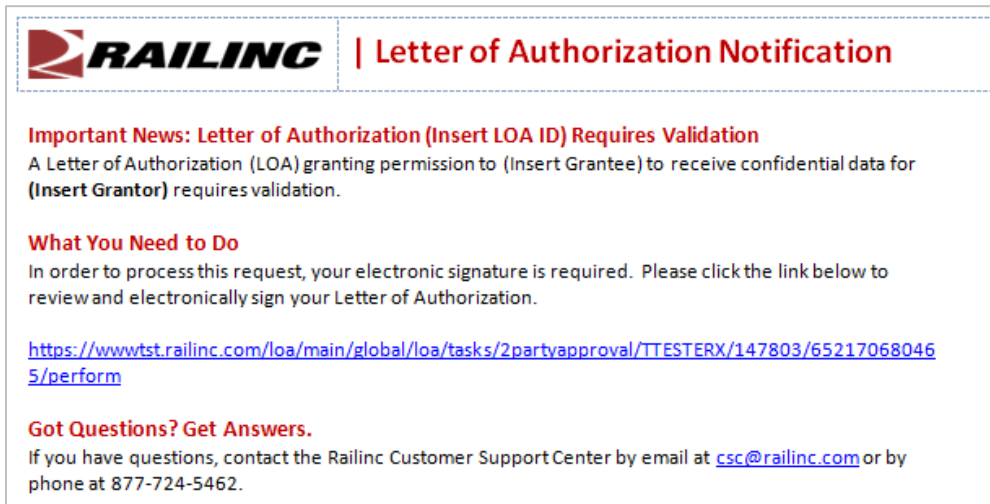
Revalidating LOAs

LOAs are by default good for three years; however, after each one-year period (and after at least 365 days), the LOA must be revalidated by the Grantor to continue for the full three years. The system sends the Grantor a notice to revalidate the LOA AT 45, 30, 14, 7 and 1 day(s) prior to the revalidation date.

Upon receipt of a system e-mail requiring validation of an LOA:

1. When an LOA needs to be revalidated, an email is sent to the Grantor ([Exhibit 38](#)).

Exhibit 38. Revalidation E-Mail to Grantor with Application Link



2. Select the link in the email in order to initiate the revalidation process.

See [Renewing LOAs](#) to learn how to renew a Revalidate LOA. When a **Renewed** LOA is created and submitted from a Revalidate LOA, the original Revalidate LOA can no longer be edited, and when the Renewed LOA is approved, the original Revalidate LOA automatically expires (and can no longer be edited). See [Renewing LOAs](#).

Expiring LOAs

When LOAs near their expiration date, the system sends the Grantee an email to submit a new LOA at 45, 30, 14, 7 and 1 day(s) prior to the expiration date. If the Grantee and Grantor are no longer doing business with each other, these emails can be ignored. However, if the relationship continues past the LOA expiration date, a new LOA must be submitted within 15 days of the expiration date of the prior LOA to prevent access from being removed.

Once an LOA expires, it can no longer be edited, but expired LOAs can be renewed. See [Renewing LOAs](#) to learn how to renew an expired LOA.

Upon request, Railinc has the ability to stop LOA expiration emails from being sent out by contacting the Railinc Customer Success Center by email at csc@railinc.com or by phone at (877) 724-5462.

Renewing LOAs

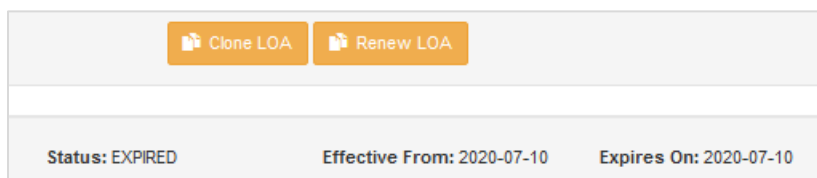
When an LOA has expired, the LOA application provides a way to automatically copy and replace an existing LOA with the status of **Expired**, **Revalidate** and **Approved** using the renew option. A renewed LOA is a replacement of the original LOA. This means that the renewed LOA will be given a new **LOA ID** and certain fields cannot be changed including **Grantee**, **Grantor** and **Categories**. The **Effective Date** can change and cannot be in the past. If these are fields that you want to update, consider using the Clone option instead (see [Cloning LOAs](#)).

Once a renewed LOA is submitted, the original LOA can no longer be updated. When the renewed LOA is approved, the original LOA automatically expires (see [Expiring LOAs](#)).

To use the renew option:

1. Open an expired, revalidate or approved LOA. At the top of the LOA is the option to **Clone** or **Renew** an LOA.

Exhibit 39. Renew LOA Button

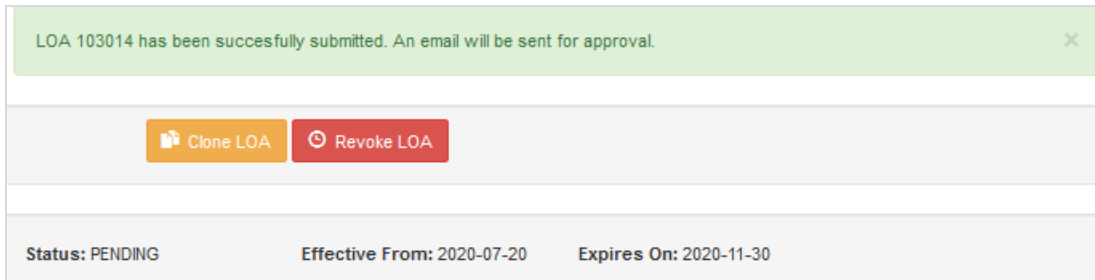


2. Click the **Renew LOA** button.

In some cases, an LOA can't be renewed because it contains invalid data. When this happens, you'll see a red message at the top of the LOA after clicking the **Renew LOA** button. Some of the reasons for invalid data include Grantee or Grantor information is not up-to-date, mark hierarchy has changed, equipment is invalid and/or category has changed.


3. In a renewed LOA, the **Grantee Information** cannot be updated. The **Grantee Contacts** can be edited; make any appropriate changes. If there are no errors, click **Continue**.
4. The **Grantor Information** cannot be updated. The **Grantor Contacts** and **Effective/Expiration Dates** can be edited; make any appropriate changes. Dates cannot be in the past. Click **Continue**.
5. **Selected Categories** cannot be updated. When you're ready to submit the LOA, select the checkbox to agree to the statement at the bottom, and select **Submit** (or **Back** to make changes to the dates or contacts or **Cancel** to cancel the LOA).
6. When the LOA is successfully submitted, a green message appears at the top with the number of the (new) LOA. The LOA goes through the same approval process and when the renewal has been successfully approved by the other party and Railinc, the original (revalidate or approved) LOA automatically expires.

Exhibit 40. LOA Submitted



7. Upon approval, you'll receive an email that the renewed LOA is a replacement for the original LOA.

Exhibit 41. LOA Email Notification

 **RAILINC | Letter of Authorization Notification**

Important News: Letter of Authorization 101327 Has Been Approved
Letter of Authorization 101327 granting RAILINC CORPORATION permission to receive confidential data for AAR has been approved by Railinc. The LOA agreement was approved on 2018-03-05 16:00:42.0 and will expire on 2019-03-05 15:55:12.0. Please note that LOA 101327 is a renewal of LOA 101326. LOA 101326 has automatically expired, allowing LOA 101327 to replace it.

What You Need to Do
Please review the details below:

RAILINC CORPORATION has permission to receive the following data:

- Tracing:Car Location Message (CLM)

Railinc will direct communications to the Grantor listed below:

Grantor Contact : First Name Last Name

Grantor Contact Phone: 5555555555

Grantor Contact Email: test@railinc.com

Please note that if changes are required to the information above, you may contact the Railinc Customer Success Center to update Grantor contact details.

Please allow 5 business days for implementation.

Got Questions? Get Answers.
If this request has been made without your consent or you have questions, please contact the Railinc Customer Success Center by email at csc@railinc.com or by phone at 877-724-5462.

LOA Templates

The LOA application allows you to create templates. These are helpful and save time if characteristics are similar for multiple LOAs. Select the **LOA Templates** menu item and the LOA Templates page is displayed ([Exhibit 42](#)).

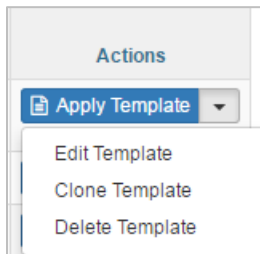
Exhibit 42. LOA Templates

+ Add LOA Template								
Template Name	Role	Grantee Company	Grantor Company	Created By	Created On	Updated By	Modified On	Actions
aar test	GRANTEE	ASSOCIATION OF AMERICAN RAILROADS		ITMXG03	03-17-2016	ITMXG03	03-17-2016	Apply Template
bbbbbbbb	GRANTEE	RAILINC CORPORATION		itbxm02	03-16-2016	itbxm02	03-16-2016	Apply Template
qqqqqqqqqqqqqq	GRANTEE	RAILINC CORPORATION		itbxm02	03-16-2016	itbxm02	03-16-2016	Apply Template
cde	GRANTEE	RAILINC CORPORATION	SWAD GRAIN & PULSES INC	itbxm02	03-16-2016	itbxm02	03-16-2016	Apply Template
xx	GRANTEE	RAILINC CORPORATION		itbxm02	03-16-2016	itbxm02	03-16-2016	Apply Template
ff	GRANTEE	RAILINC CORPORATION	GRACE AIR MEDICAL FOUNDATION	itbxm02	03-16-2016	itbxm02	03-16-2016	Apply Template
dd	GRANTEE	RAILINC CORPORATION	FRAC SAND SALES INC	itbxm02	03-16-2016	itbxm02	03-16-2016	Apply Template

Here is an overview of actions possible from this page:

- [View Template](#): Select the hyperlinked name of a listed LOA template to view its details. The other actions described here are also available once an individual LOA is displayed.
- [Add LOA Template](#): Select the **Add LOA Template** button in the top left to start the process of adding a new template.

Exhibit 43. Template Actions



- Other actions are available through the **Apply Template** button and drop-down list in the **Actions** column:
 - [Apply Template](#): This button allows you to apply a template towards the creation of an LOA. This means that most of the fields in the LOA will be pre-populated with the template inputs.
 - [Edit Template](#): This selection in the drop-down list allows you to make edits to the existing template.
 - [Clone Template](#): This selection in the drop-down list allows you to create a copy of the existing template.
 - **Delete Template**: This selection in the drop-down list allows you to delete the corresponding template.

View Template

To view the details of an existing template:

1. Select the **LOA Templates** menu item. The LOA Templates page is displayed ([Exhibit 42](#)).
2. Select the template name hyperlink of the template that you want to view.

Exhibit 44. Template Name Hyperlink (to view an LOA template)

Template Name ▾	Role ▾	Grantee Company ▾	Grantor Company ▾
My New Template	GRANTEE	RAILINC CORPORATION	YRC LOGISTICS

3. Once the template name is selected, the **View LOA Template** page is displayed ([Exhibit 45](#)).

Exhibit 45. View LOA Template

Apply Template Edit Template Clone Template Delete Template

Template: My New Template
Effective From: 2016-12-14
Expires On: 2017-12-14

Grantee Information

Company RAILINC CORPORATION

Grantee Contacts

Primary Contact

Email

First Name

Last Name

Phone

Secondary Contact

Email

First Name

Last Name

Phone

Tertiary Contact

Email

First Name

Last Name

Phone

Grantor Information

Company YRC LOGISTICS

Grantor Contacts

Primary Contact

Email

First Name

Last Name

Phone

Secondary Contact

Email

First Name

Last Name

Phone

Tertiary Contact

Email

First Name

Last Name

Phone

Selected Categories:

- ▼ Equipment Health
 - EHV
 - EHV Website Access
 - EHMS
 - EHMS Website Access
- ▼ UMLER
 - UMLER™ (Web Access, Service and UMLER™ Train-II)
 - TRAIN II Equipment Updates
 - Component Registry Website Access
 - Equipment Registry Website Access
 - Web Services

Supplemental Information: Please note supplemental setup information may change outside the LOA system during the life of the LOA. If you need to update or add to this information, please contact Railinc's Customer Success Center at csc@railinc.com or call 1-877-724-5462

Apply Template Edit Template Clone Template Delete Template

4. As needed, perform one of the available actions:

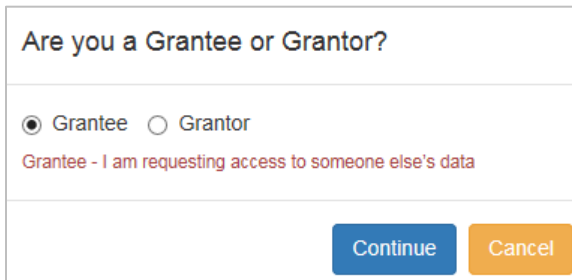
- a. **Apply Template:** Select this button to have the displayed template applied to an LOA (see [Apply Template](#)).
- b. **Edit Template:** Select this button to make changes to the displayed template (see [Edit Template](#)).
- c. **Clone Template:** Select this button to initiate the process of creating a copy of the displayed template (see [Clone Template](#)).
- d. **Delete Template:** Select this button to delete the displayed template. A confirmation message appears asking you to confirm your decision to delete the displayed template. Select **Yes** to proceed with deleting the displayed LOA.

Add LOA Template

To create a new template:

1. Select the **LOA Templates** menu item. The LOA Templates page is displayed ([Exhibit 42](#)).
2. Select the **Add LOA Template** button (top left). The **Are you a Grantee or Grantor** pop-up is displayed ([Exhibit 465](#)).

Exhibit 46. Grantee or Grantor Popup (for LOA Templates)



3. Follow the steps in [Creating an LOA](#) starting at step 3.
4. At the end of the process, select **Save Template**. The LOA Templates page ([Exhibit 42](#)) is redisplayed with the new template added.

Apply Template

Note: Templates can be applied as a first step in the regular LOA creation process. This requires selecting the **Use Template** checkbox in the Grantee/Grantor pop-up during the first step of the create LOA process. See [Create LOA](#) and [Exhibit 13](#) for details.

To apply a template from the LOA Templates page:

1. Select the **LOA Templates** menu item. The LOA Templates page is displayed ([Exhibit 42](#)).
2. Select the **Apply Template** button ([Exhibit 47](#)) that appears in the **Actions** column in the row that most closely matches the LOA.

Exhibit 47. Apply Template Button

The image shows a table with a column header 'Actions'. Below the header, there are two rows, each containing a blue button with a document icon and the text 'Apply Template' followed by a downward-pointing arrow.

3. Once **Apply Template** has been selected the Create LOA process is initiated with the fields from the template pre-filled.
4. Complete the process in the same way as a new LOA (see [Creating an LOA](#)).

Edit Template

To edit an existing LOA template:

1. Select the **LOA Templates** menu item. The LOA Templates page is displayed ([Exhibit 42](#)).
2. Select the **Edit Template** option from the drop-down list next to the Apply Template button in the **Actions** column ([Exhibit 43](#)) for the listed LOA template that you want to edit. The LOA Template opens allowing you to make updates to the input fields ([Exhibit 48](#)).

Exhibit 48. Edit LOA Template

The screenshot shows a web form for editing an LOA template. At the top, there are four tabs: GRANTEE, GRANTOR, ADD CATEGORIES, and SETUP SUPPLEMENTAL INFORMATION. Below the tabs, a text box contains the purpose of the LOA: "The purpose of this Letter of Authorization is to grant express consent authorizing RAILINC Corp. to provide information to a Third Party." A red asterisk icon indicates that fields marked with an asterisk are required. The form includes a "Name" field with the value "My New Template". Below this is a "Grantee Information" section with a "Company" dropdown menu set to "RAILINC CORPORATION". The "Grantee Contacts" section contains three columns for "Primary Contact", "Secondary Contact", and "Tertiary Contact". Each column has input fields for "Email", "First Name", "Last Name", and "Phone", along with a "Clear" button. At the bottom of the form, there are three buttons: "Save Template" (green), "Continue" (blue), and "Cancel" (orange).

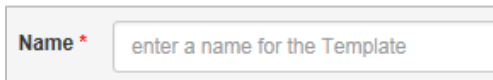
3. Make any needed updates. Navigate to other sections of the template by using the **Continue** button. As needed, move back to previous displayed sections of the LOA by using the **Back** button.
4. When finished making updates, select the **Save Template** button to save the revised template.

Clone Template

To clone (copy) an existing LOA template:

1. Select the **LOA Templates** menu item. The LOA Templates page is displayed ([Exhibit 42](#)).
2. Select the **Clone Template** option from the drop-down list next to the Apply Template button in the **Actions** column ([Exhibit 43](#)) for the listed LOA template that you want to clone. The LOA Template opens carrying over the input fields from the selected template allowing you to make updates to the input fields. Entering the LOA Template **Name Field** is mandatory ([Exhibit 49](#)). The cloned LOA must have a new, unique name.

Exhibit 49. LOA Template Name Field



The image shows a web form input field. On the left, the text "Name *" is displayed in a bold, dark font. To the right of this text is a rectangular input box with a light gray border. Inside the input box, the placeholder text "enter a name for the Template" is written in a light gray font.

3. Complete all input fields and select **Save Template** to save the cloned template.

Appendix A—Category Descriptions

SubCategory	Description or Usage
ASSET UTILIZATION	
Car Accounting Self Service (CASS)	<p>Car Accounting Self Service Query: This access allows users to query events in the Car Accounting Self Service System. An SSO ID is required for this access.</p> <p>CASS LAM Creation: This access allows for the creation of Liability Acceptance Messages only. An SSO ID is required for this access.</p>
Car Hire Data Exchange (CHDX)	<p>Car Hire Data Exchange (CHDX) Send: Must be received prior to the scheduled monthly run. Requires 5 business days for setup. CHDX supports the periodic (post-operation) exchange of information to clarify payables and receivables. This is a monthly exchange of time and mileage payment information. This access is only for Railroad Marks.</p> <p>Car Hire Data Exchange (CHDX) Receive: Must be received prior to the scheduled monthly run. Requires 5 business days for setup. CHDX supports the periodic (post-operation) exchange of information to clarify payables and receivables. This is a monthly exchange of time and mileage payment information. This access is for Railroad and Private Marks.</p>
Car Hire Liability File (CHLF)	<p>Car Hire Liability File (CHLF) Payables and Receivables: This access is for CHLF participants only.</p> <p>Car Hire Liability File (CHLF) Receivables: This access is for CHLF participants only.</p> <p>Car Hire Liability File (CHLF) Payables: This access is for CHLF participants only.</p>
Car Hire Accounting Rate Master	<p>Car Hire Accounting Rate Master (CHARM) Receivables: Must be received prior to the 1st of each month. Requires 5 business days for setup CHARM helps users manage and understand the costs of rail car use and repair. CHARM is the official source of time and mileage rates on freight cars.</p> <p>Car Hire Accounting Rate Master (CHARM) Payables: Must be received prior to the 1st of each month. Requires 5 business days for setup CHARM helps users manage and understand the costs of rail car use and repair. CHARM is the official source of time and mileage rates on freight cars.</p>
Deprecription Bid & Offer	<p>Depre Market Reports: The Depre Market Reports application allows users to run <i>billable</i> reports designed to provide information on car hire rates paid in predefined or user-supplied rate ranges. An SSO ID is required for this access.</p> <p>Deprecription Bid and Offer System Receivables: Process used by railroads to negotiate car hire rates for the use of equipment.</p> <p>Deprecription Bid and Offer System Payables: Process used by railroads to negotiate car hire rates for the use of equipment.</p>

SubCategory	Description or Usage
<p>Transfer of Liability</p>	<p>TRAIN26: A TRAIN26 message is sent to the Delinquent Carrier when Railinc receives a TRAIN08/10 report type 82 message from the Holding Road indicating a request for Car Hire Rule 15 Transfer of Liability (TOL).</p> <p>TRAIN28 1-3 (Rule 4/5 TOL): A TRAIN28 Message (Option 1/2/3) will be sent to the Equipment Owner, Switch Carrier and to the indicated Responsible Road once a requested Rule 5 TOL is posted to the Event Repository. A TRAIN 28 Message (Option 1/2/3) will be sent for Rule 4 TOL on the 21st of every month.</p> <p>Option 1 - Rule 4/5 To-Road (Responsible Road) Option 2 - Rule 4/5 Owner Cars (Equipment Owner) Option 3 - Rule 4/5 From Road (Switch Carrier)</p> <p>TRAIN28 6-8 (Rule 15 TOL): A TRAIN28 Message (Option 6/7/8) will be sent to the Holding Road, Delinquent Carrier and Equipment Owner once the Delinquent Carrier accepts the Rule 15 TOL or if the Delinquent Carrier fails to respond within the allowed timeframe.</p> <p>Option 6 - Rule 15 To Road (Delinquent Carrier) Option 7 - Rule 15 Owner cars (Equipment Owner) Option 8 - Rule 15 From Road (Holding Road)</p> <p>TRAIN28 CPY10/20/30: If a carrier is setup to receive their own TRAIN28 messages, a copy of the TRAIN28 can be set up to send to an additional receiver.</p> <p>Option 10 - Copy of TRAIN28 Option 2/7 (Copy sent if Owner has authorized) Option 20 - Copy of TRAIN28 Option 1/6 (Copy sent if To-Road has authorized) Option 30 - Copy of TRAIN28 Option 3/8 (Copy sent if From-Road has authorized)</p> <p>TRAIN29: The Delinquent Carrier may respond with a TRAIN10/08 report type 89 message indicating denial of the Rule 15 TOL. If so, the TOL will not be posted to the Event Repository and a TRAIN29 message will be sent to the Holding Road indicating the denial of the TOL. Car Hire responsibility remains with the Holding Carrier until actual interchange is accomplished Inbound</p>

SubCategory	Description or Usage
<p>LCS</p>	<p>SWADM52: LCS message which will have the summary (count) of the all the LCS messages sent out for each Mark</p> <p>TRAIN61: Reports sent to the assignee of a reporting mark or an appointed agent when Interchange delivery or receipt does not involve the assignee, the reporting time limit of 120 hours has expired, or when additional conditions are met. The TRAIN61 format contains a Group Level record for each interchange followed by Detail Level records for each equipment unit that was involved in the interchange.</p> <p>TRAIN62: Reports sent to the assignee of a reporting mark or appointed agent when the Interchange delivery or receipt does not involve the assignee, the reporting time limit of 120 hours has expired, or when additional conditions are met. The TRAIN62 format contains a separate Group Level record for each equipment unit and no Detail Level records.</p> <p>TRAIN63: A Copy of the TRAIN62 message that can be sent to the lessee when the interchange does not involve the lessee.</p> <p>TRAIN69ALL: Receive all messages from LCS for chosen option number. This message provides every official interchange that defines liability for the subscribing rail carrier, including “forced” or “gapped” interchanges. Option 10 - All equipment Option 20 - Railroad Owned Option 30 - Private Equipment Option 40 - Trailers Option 50 - Containers</p> <p>TR69CHG: Receive only changes by LCS for chosen option number. This message provides the official interchange records not reported by the subscribing carrier, including “gapped” interchanges and interchanges marked as illogical or inactive by LCS Option 10 - All equipment Option 20 - Railroad Owned Option 30 - Private Equipment Option 40 - Trailers Option 50 - Containers</p> <p>TR69HOM: Receive only interchanges reported on the home road. Option 10 - All equipment Option 20 - Railroad Owned Option 30 - Private Equipment Option 40 - Trailers Option 50 - Containers</p> <p>TR69ONH: The Responsible Road can receive a report on the 6th of every month showing the cars that are listed On Hand at the end of the previous month.</p>
<p>Tank Car Mileage Equalization</p>	<p>Tank Car Mileage Equalization Invoices: Tank Car Mileage Equalization Invoices Tank Car Mileage Equalization Reports: Tariff RIC-6007 Item 187, Mileage Allowance on Cars of Private Ownership</p>
<p>RATE EDI NETWORK (REN)</p>	
<p>Rate EDI Network (REN)</p>	<p>Rate EDI Network (REN) Access REN Web</p>

Appendix A—Category Descriptions

SubCategory	Description or Usage
EQUIPMENT REPAIR	
Car Repair Billing Data Exchange	<p>Submit and Receive: This is an Agent mark that is authorized to Submit and Receive on behalf of Road marks</p> <p>Receive Data Only: This is an Agent mark that is authorized to Receive on behalf of Road marks</p> <p>Submit Data Only: This is an Agent mark that is authorized to submit on behalf of Road marks</p>
Billing Repair Card	Billing Repair Card
RAIL INDUSTRY CONTACT INFORMATION - FINDUS.RAIL	
Rail Industry Contact Information – FindUs.Rail	Rail Industry Contact Information – FindUs.Rail: FindUs.Rail Website Access
TRACING	
Tracing	<p>Car Location Message (CLM): Taken from events reported to Railinc by railroads throughout North America, these messages help shippers, consignees, equipment owners, lessees, and logistics firms track and manage their equipment on the rail.</p> <p>Waybill (417): Used to provide the rail carrier with detailed movement instructions pertinent to a rail carrier shipment and is used by all Class I rail carriers in the United States and Canada.</p> <p>Hazmat Waybill</p>
UMLER	
UMLER	<p>Equipment Registry Website Access</p> <p>Web Services</p> <p>Component Registry Website Access</p> <p>TRAIN II Equipment Updates</p>
EQUIPMENT HEALTH	
EHMS	<p>EHMS Notifications: EHMS Notifications/Subscriptions option allows subscribers to receive data related to open and closed alerts. This is utilized mostly by customer systems and is a flat file format. Refer to Railinc's Price List for additional fees associated with this service option.</p> <p>EHMS Website Access: EHMS website access to view the condition of railroad equipment pertaining to open and closed alerts from detector information.</p>
DDCTS	<p>Interchange Bureau User Website</p> <p>DDCT Web Service User Id: DDCT webservices utilizes XML schemas to send requests and receive DDCT related data to participating users. This is a system to system communication method. Refer to Railinc's Price List for additional fees associated with this service option.</p> <p>DDCTS Shop Website Access: DDCT website access that allows Shop to view cars expected at shop, report repairs and view repair history for damaged and defective cars per AAR Interchange Rules.</p> <p>DDCTS Car Owner Website Access: DDCT website access that allows Car Mark Owner (CMO) to provide disposition, report repairs or complete Settlement Value Worksheet for damaged and defective cars per AAR Interchange Rules</p> <p>DDCTS Handling Carrier Website Access: DDCT website access that allows railroads, car owners and repair shops to track, identify and report repairs for damaged and defective cars per AAR Interchange Rules</p>
EHMS/Repair Service	EHMS Web Service User Id

SubCategory	Description or Usage
Mechanical Reference Repository	MRR Car MARK Owner Website Access MRR Running Repair Sponsor Website Access
GENERAL MESSAGE SETUP	
TRAIN Messaging	TRAIN58: Is sent to the road from Railinc and identifies the violations of edit criteria found in the Group Level or Detail Level records of the referenced TRAIN08 Car Movement Report EDACK51: Informs transmission of road of message receipt (regardless of type) and may contain exception detected in the Summary record and/or Message Trailer record by the TRAIN II Edit process for TRAIN II input messages. Flip Flop Table: Railinc internal table used for railroads that use agents to send messages on their behalf. TRAIN50: Identifies violations of edit criteria found in the Group and Detail Level records at an Event Report (TRAIN10) TRAIN51: Identifies violations of edit criteria found in the Group and Detail Level records of an Interchange Report (TRAIN01/31). SubCategory Long Description. TRAIN53: Identifies violations of edit criteria found in the Group and Detail Level records of an Interchange Report (TRAIN03/33).
Forward & Store	Waybill Submissions and Receipt (SW417 or SWAYB)
General Messaging	Message Switching: Used to configure new Trading Partner IDs for Railinc's Message Switching Service
ISS - INTERLINE SETTLEMENT SYSTEM	
ISS – Interline Settlement System	ISS – Interline Settlement System: Authorization for a third party provider to take over as the agent or software provider for an ISS participant
EQUIPMENT ADVISORY SYSTEM	
Equipment Advisory System	Report Inspections via Web Services Equipment Advisory Website Access
MD REPORTS	
MD Reports	MD-11 – Private Car Owner: Allows users to view MD-11 reports in our system for cars stenciled with their MARK. MD-11 – Manufacturer/Reconditioner: Allows users to view MD-11 reports in our system for parts they manufactured or reconditioned. MD-115 – Manufacturer: Allows users to view MD-115 reports in our system for parts they manufactured.
LOADING AUTHORITY	
Loading Authority (OT-57)	Loading Authority (OT-57) – Railroad User Loading Authority (OT-57) – Fleet Manager Loading Authority (OT-57) – Equipment Owner
SWITCH SETTLEMENT DATA EXCHANGE	
Switch Settlement Data Exchange	SSDX Send SSDX Receive

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