


FAQ's and Troubleshooting Guide for IEM

- Upon submitting a Work Order, I receive a “Failure: Work Order not Submitted. Reference object for business operation not allowed” error message and the work order is not created.
Answer: The Unit(s) are currently marked as Inactive in the system and will need to be reactivated by Equipment Accounting before the work order can be created in IEM.
- How to Download/Upgrade the IEM Mobile App.
Answer: Go to the UP App station on the device (m.uprr.com/appstation) and log-in to the device with user name and password and download the latest version of the IEM Mobile app.
- A user's password has expired and cannot log-in to IEM.
Answer: Call 402-554-5555 option 1, option 1 to have the user's password reset which will allow the user to log-in to IEM from a desktop computer.
- Cannot log-in to the IEM system.
Answer: User ID has not been created for the User. Send a User ID request via E-mail to IEM@up.com
- Receive a “No Jobcodes exists for the location and date combination” error message.
Answer: The contract for the location selected has expired in the system. Negotiation of contracts is done with the Supply department and once an agreement is complete, the Supply Department will update the contract to allow work orders to be created at that location.
- How do I clear the browser history in Google Chrome.
Answer: Once in Google Chrome, click the Customize Google Chrome icon on the top right corner of the screen  and click the “History” tab and click the “Clear browsing data” icon”. Once there clear the history by selecting “the beginning of time” and click “Clear browsing data” icon towards the bottom of the screen.

English link: <https://support.google.com/chrome/answer/95607?hl=en>

Spanish link: <https://support.google.com/chrome/answer/95607?hl=es>

- Some Why made codes are not available in my drop down selection.
Answer: Some Why made codes are not available at certain locations because of the “Own vs. Damage” responsibility. Reach out to the Intermodal Maintenance team if a why made code is not in your drop down.

- What are the definitions of the different User Status in IEM?
- Answer:

ORD1- Approval to Pay Required

ORD2 – Denied (Full or Partial)

ORD3 – Resubmitted for Approval

ORD4- Denied – Final

ORD5 – Approved with Exceptions

ORD6 - Approved