

User Access Instructions for IEM

To set up user access for the IEM system please use the form labeled **Download Access Request Form** being sure to answer all questions. For questions regarding how to complete this form, please send an email to imdl_contractor_userid@up.com. For Intermodal Operations concerns, contact your Union Pacific Regional Manager.

User Access Instructions for Private Equipment Claims

Companies wishing to submit a claim on private equipments to IEM will need to have a UPRR customer user id prior to accessing IEM.

- a. Send an email to IEMCLAIMS@up.com with the following information to verify user id
 - i. Personal Name
 - ii. Company name wishing to be paid to the claim
 - iii. Company address in which payment should be sent to
 - iv. Contact info
 - v. UPRR log in user id (can be obtained prior to email by going to www.up.com and selecting MYUPRR Login and selecting register.)
 - vi. Claim number used for tracking in subject line
 - b. IEMCLAIMS@UP.COM will respond with necessary missing requirements
 - i. Any of the above info not originally sent
 - ii. Details on how to obtain UP customer id login
 - iii. W-9 certification requirement
 - iv. Confirmation of access to IEM has been activated and user can log in
- B. Claim decisioning occurs within the IEM system
- a. IEM hyperlink
 - i. <http://suppliers.www.uprr.com/iem/html/index.html>