



Welcome to



Your Guide to the TRAC Intermodal Customer Portal

About TRAC Intermodal

TRAC Intermodal is North America's leading intermodal equipment provider and marine chassis pool manager. Founded in 1968 and headquartered in Princeton, NJ, TRAC operates the largest fleet of marine and specialty chassis in North America with an extensive network of over 600 marine locations, 60 depots, and 6 TRAC Service Centers. For over 50 years, TRAC has set the industry standard in quality, reliability, and innovation.

About EZBook

TRAC Connect serves as the online customer portal for TRAC Intermodal. Here, customers can create accounts required for per diem chassis bookings. They can also view updates to our Terms and Conditions, view our location map and manage their user account.

What's Inside This Guide

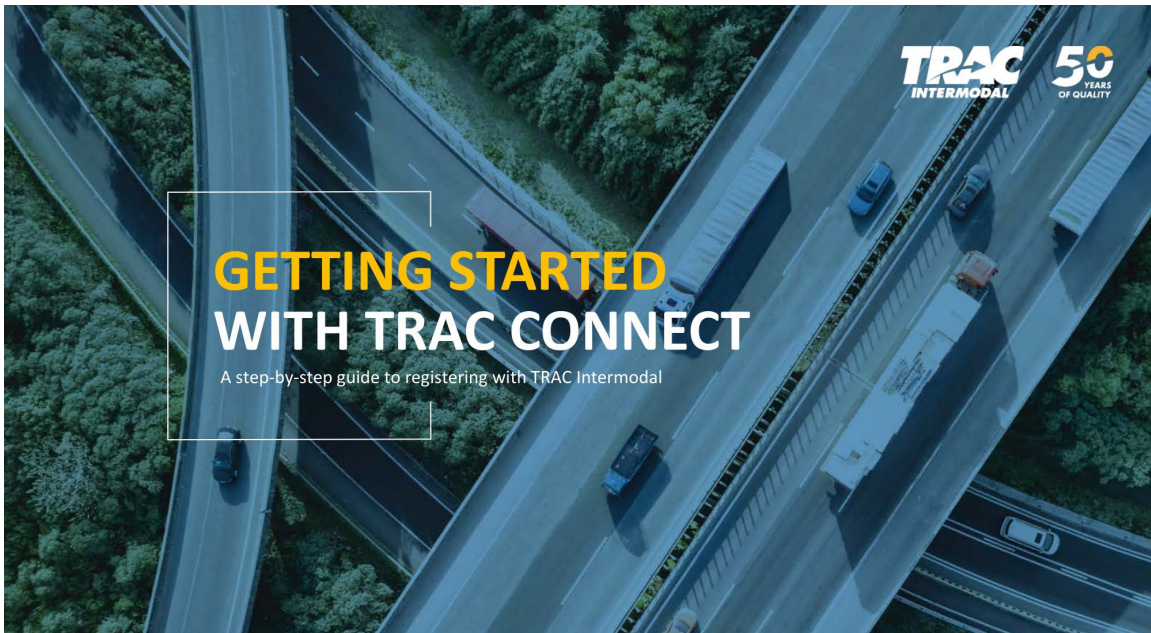
- Step-by-step walkthroughs for Registering and Creating your Company in TRAC Connect
- End to End Company Registration
- Tips for getting the most out of the platform
- Frequently asked questions and customer support contacts

Contents

Create Your Account.....	2
Logging In and Accessing your Company	4
Completing Your Company Profile	7
Registration Complete - What's Next?	9
Tax Exemptions	10

TRACConnect Onboarding & Company Setup Guide

Digital: [TRAC Connect Onboarding](#)



Create Your Account

1. To begin the registration process, navigate to [TRAC Connect](#).
2. In the top right corner click “Create New Account”.

[Sign In](#)

[Create New Account](#)

[Chassis Lookup](#)

[FAQ](#)

[Contact Us](#)

[Help](#)

[HOME](#)

[LOCATIONS](#)

[DOCUMENTS](#) ▼

3. Enter all required fields, once completed click "sign-up".
A confirmation message will appear advising that your account has successfully been created. An email will be sent to the email address you entered during account creation.

<input type="text"/>	Password *	<input type="password"/>
<input type="text"/>	Confirm Password *	<input type="password"/>
<input type="text"/>	E-mail *	<input type="text"/>
<input type="text"/>	Confirm E-mail *	<input type="text"/>
<input type="text"/>	Phone Number *	<input type="text"/>
<input type="text"/>	Fax Number	<input type="text"/>
<input type="text"/>	Security Question *	<input type="text"/>
<input type="text"/>	Security Answer *	<input type="text"/>

[SIGN UP](#)

4. You will receive a system-generated email containing a link to verify your email and confirm that you have requested a TRAC Connect account.
Note: If you do not receive the email, check your junk and spam folders. Click the on the "Confirm User" link to confirm that you are the requestor of this account setup. The link will bring you back to TRACConnect and show a confirmation message advising that your account has been confirmed.

To complete the registration process you must do the following:

1. Confirm your account by clicking the link below.
2. Log in by entering your username and password.
3. Complete your company profile by completing all the required fields.

For a step by step guide to the registration process please click the "Getting Started" button on the TRACConnect home page. Do not hesitate to contact the TRACConnect team at 877-987-2226 if you need further assistance.

To confirm your user account now please click the link below:

[Confirm User](#)

If you do not click this link within 3 days, your account will automatically be removed from our system and you will receive no other e-mails from us.

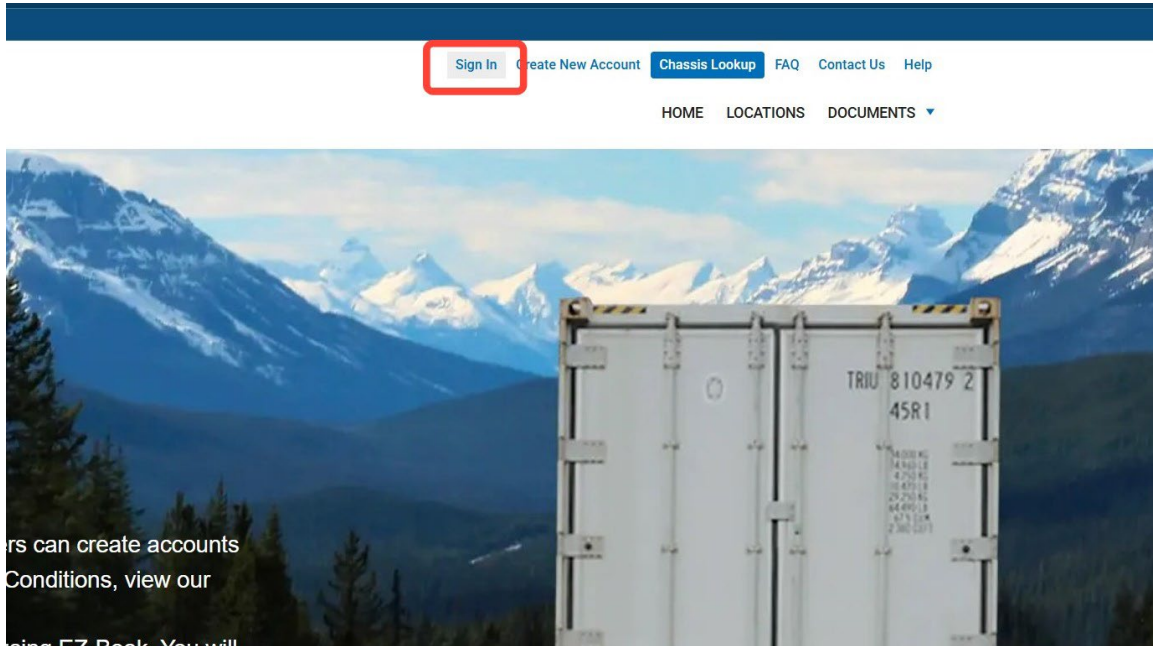
TRAC Connect System Administrator

Congratulations! Your account is now setup in TRAC Connect!

If you experience any issues or errors during the TRAC Connect Account Creation process, please contact Customer Service: 1-877-2226 (option 2)

Logging In and Accessing your Company

5. To sign-in, navigate to [TRAC Connect](#).
6. Click "Sign In"



7. Enter your User Name



[Log In](#) | [Sign up](#)

Log In

Log in to continue in our website

Remember Me

[Log in](#)

[Forgot Password](#)

8. Enter your Password



[Log In](#) | [Sign up](#)

Log In

Log in to continue in our website

Remember Me

[Log in](#)

[Forgot Password](#)

9. Once you have entered your User Name and Password, click "Log In".

Log In

Log in to continue in our website

User Name

Password

Remember Me

[Log in](#)

[Forgot Password](#)

10. Once logged into TRAC Connect, from the menu bar at the top of the page hover over "COMPANIES" then click "My Companies".

COMPANIES ▼

Create New

My Companies

If you experience any issues or errors while trying to Login or Access your Company, please contact Customer Service: 1-877-2226 (option 2)

Completing Your Company Profile

11. To complete your registration, you will need to enter all required fields within each tab. Required fields are marked with an asterisk (*).

Note: You can proceed to the next tab by clicking on the tab or by clicking on “Save and Next” at the bottom of the page.

✓ COMPANY INFO	✎ ADDRESSES	✎ CONTACTS	✎ COMPANY DETAILS	✎ OPERATING AREAS	✎ CREDIT DETAILS	✎ AGREEMENT	SUMMARY
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Company Id *

SCAC *

Company Name *

Parent Company Name

Trade Name

Company Website

SAVE AND NEXT >

12. Information Needed to Complete Registration

Company Info:

- A Company ID will be automatically assigned to you.
- SCAC and Company Name will automatically populate with the details you provided during initial account setup.
- All other fields are optional.

Addresses:

- Enter the physical address as listed on your Certificate of Insurance.
- Enter the billing address if different from your physical address.

Contacts:

- Multiple contacts may be added as needed.
- You may choose which contacts receive information regarding Invoices, Insurance, and Account Status.

Company Details:

- All fields must be completed on this page in order to complete your registration, including:
 - Company owner/officer information, including name and title;
 - Tax ID number, Motor Carrier Number, and DOT Number; and

- Type of Business, Year Established, State of Incorporation/Business Entity
Operating Areas:
- Select all areas in which your company operates.

13. Information Needed to Complete Registration

Credit Details:

- TRAC Intermodal requests your Dunn & Bradstreet credit report.
 - If you have a Dunn & Bradstreet report do not check the box, simply enter the Reference Number.
 - If you do not have a Dunn & Bradstreet report, enter "N/A" in the Reference Number field and check the box authorizing TRAC to obtain a credit report.
- Bank Information is required: please provide your Bank Name.
- TRAC requests 3 references with whom you have established lines of credit.
 - Note: references should include entities you pay on a regular basis who can demonstrate that you pay your bills.

Agreement:

- Click the **TRAC Intermodal Equipment Interchange Agreement** and the TRAC Connect "Terms and Conditions" links to review, print and/or download your agreement.
- After reviewing the agreements, click the box which states you understand and accept the terms and conditions.

[SHOW AGREEMENT](#)

I hereby certify that I am at least 21 years of age. I further certify that I am an officer, director, owner or legal representative of my company and authorized to execute contracts. I hereby acknowledge that I have read, understand and accept the terms and conditions of the TRAC [Intermodal Equipment Interchange Agreement](#) and the [TRAC Connect "Terms and Conditions"](#) also referred to as "Rules Directory for Motor Carriers".

14. When complete, submit your registration by clicking "Complete Registration"



15. Insurance Information – IANA/UIIA

Specific insurance is required to utilize TRAC Intermodal chassis. Once you have completed your TRAC Connect company profile, visit www.uiia.org to upload your

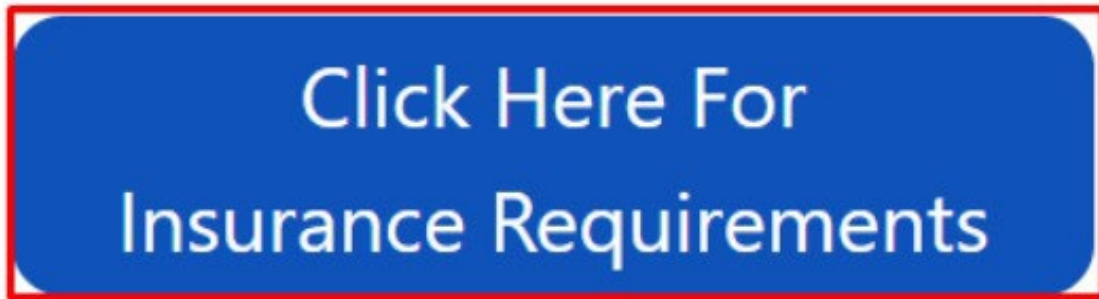
insurance.

Insurance Requirements include:

- Commercial Auto Liability (Note: Type of Auto policy on certificate must be marked: "Auto Any", "Scheduled and Hired" or "All Owned and Hired");
- Commercial General Liability; and
- Trailer Interchange/Physical Damage.

Details of our insurance requirements and instructions on how to upload/submit your insurance to the UIIA may be found by clicking the "Click Here for Insurance Requirements" button located on the left side of the TRAC Connect screen within the "My Company" menu.

Insurance Queries: If you need additional assistance uploading or submitting your insurance details, please contact the UIIA directly at uiia@intermodal.org or 877-438-8442.



If you experience any issues or have questions while Completing your Company Profile, please contact Customer Service: 1-877-2226 (option 2)

Registration Complete - What's Next?

16. The TRAC Intermodal Credit and Insurance team will review your registration information and will contact you if additional information is required.

Please note:

- The review process may take 3 to 5 business days.
- The Overall Account Status of your TRAC Connect account can be viewed by logging into your account and clicking on "My Company".
- Once your account has been approved, you will receive an email containing further instructions.
- Once approved, it may take up to 24 hours for your account to be active and available for you to make bare chassis reservations via EZBook.

If you have any questions, please contact Customer Support at customerservice@tracintermodal.com or 1-877-987-2226 Option # 2.

Item	Status
User Profile	✓ Complete
Company Profile	✓ Complete
Interchange Agreement	✓ Accepted
Overall Account Status	✗ Pending Review

Tax Exemptions

17. Tax Exemptions – Reduce Your Tax Costs

Depending on where you pick up TRAC chassis, a sales tax may apply in addition to usage charges. By law, TRAC may be required to charge this sales tax. However, the states listed below provide an exemption from this tax for motor carriers who hold a valid common carrier permit and who are moving cargo in interstate commerce. This presents an easy opportunity to reduce your costs. For TRAC to apply the exemption to your account, you must complete and submit to TRAC (via email to: tractaxexemptions@tracintermodal.com) a duly executed state tax exemption certificate for the applicable state.

These certificates can be found online by searching for the form number indicated below:

- Georgia: Form ST-5 or GA Streamlined Exemption Form
- Kansas: Form ST-28J
- Nebraska: Form 13
- Pennsylvania: Form REV-1220 AS
- Tennessee: Form RV-F 1301201
- Utah: Form TC-719
- Washington: Form WA-REV 27 0032

The foregoing is not intended as tax advice. Please consult with your tax advisor regarding the application of any tax exemptions. In addition, please note that, regardless of whether or not TRAC charges sales tax, you remain ultimately

responsible for any tax imposed by a jurisdiction on your payments for the use of TRAC chassis.

Customer Support

Our team is here to help you with any EZBook or TRAC Daily Lease questions.

Phone: (877) 987-2226, Option

Email: customerservice@tracintermodal.com

