

Union Tank Car Company – Lease Invoicing and Payment Information

Frequently Asked Questions 11/1/2015

Q: I just received my first invoice from Union Tank Car Company (“UTC”). What is this invoice for?

A: On October 30, 2015, UTC sent its first lease invoice to you. The invoice is dated November 1, 2015, and it covers the car rental charges for the billing period beginning November 1st through November 30th. This invoice provides a detailed and organized explanation of your billing activity.

Please note that this initial invoice is for the car rental charges only. In the subsequent billings, other charges, such as rental adjustments, bad order allowances, and mileage allowances, will be included for transactions incurred on September 30, 2015 and after. Any charges prior to September 30th will be processed and invoiced by G.E. Railcar Services (“G.E.”).

Q: When do you send your lease invoices?

A: As our general billing practice, the lease invoices are billed in advance and delivered on the last business day of the month prior to the billing period. The invoices are issued and sent by our Revenue Accounting Department under Revenue_Accounting@utlx.com. You may also receive corresponding data files, such as billing and/or AAR mileage data, in Excel or Text format. The data files are sent from Customerdata@utlx.com.

Q: I just received a lease invoice from UTC. Who do I contact regarding billing questions on the invoice (i.e. incorrect car rental rate, cars that are no longer in our fleet, etc.)?

A: You can contact your established UTC Account Representative or Customer Service Representative. Your Customer Service Representative is identified at the bottom left side on the first page of your lease invoices along with his or her contact phone number.

Q: How can I identify the G.E. cars on the UTC invoice?

A: All cars listed under division series beginning with 9990 of your account are the cars that were purchased by UTC from G.E. The rider numbers under this division start with a “G” prefix (i.e. G001). To note, your lease invoice is organized by riders with cars assigned and totaled at the rider level followed with a grand total for your cars. If you prefer to break out the car listing on your billing differently, please contact our Revenue Accounting Department to make this request at 312-431-5002 or at Revenue_Accounting@utlx.com. Your invoicing can be broken out into multiple invoices by component (car rental, rental adjustments, bad order allowances, and mileage allowances), by car riders, by car type, or by your company’s locations.

Q: How will bad order credits be issued on G.E. cars in shop as of and since October 1, 2015?

A: All shop records on leased cars will be reviewed on a car-by-car basis for credit applicability, and adjustments will start to appear in subsequent invoicing. The credits will only apply to the period that UTC has owned the cars beginning October 1st for assigned cars in shop. Standard UTC bad order policies will apply. Credits applicable to September 30, 2015 and prior are to be issued by G.E.

Q: We require a Purchase Order number on the invoices. Who do we notify in order to add this information?

A: You can contact our Revenue Accounting Department with your request to add the Purchase Order number to the lease invoices.

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Q: My invoice is not addressed correctly. How do I get it corrected?

A: You can contact our Revenue Accounting Department with your request for a billing information change. Identify the contact name, job title, department, phone and fax numbers, and e-mail and physical addresses. The Revenue Accounting Department will contact you to confirm this change for your future lease invoices. You can also request to have the original invoice forwarded to the correct inbox for processing.

Q: My company uses a third party company to audit and/or process our invoices for payment. How do I have my invoices sent to that third party?

A: You can forward a letter of authorization to our Revenue Accounting Department so that UTC can deliver the invoice and data on your company's behalf to the third party company. Please be sure to provide the following information with your request:

- 1) Data type: Billing or AAR mileage data
- 2) Data format preference: Excel or Text file
- 3) Contact: Name, Title, Department, Phone and Fax numbers, E-mail address, and a physical mailing address
- 4) An Inbox to deliver specified invoices and data files to

Please let us know if a copy of your invoice and any corresponding data file need to be sent to the third party company.

Q: I did not receive my UTC car rental invoice. Where can I get a copy?

A: Please ensure that your e-mail security filters are set to accept our e-mail addresses, correspondences, and attachments. A copy of your car rental invoice is available on LinkNet, which can be accessed through our website, www.UTLX.com. You can request for your original car rental invoice and the corresponding date file from our Revenue Accounting Department.

Q: I do not have access to LinkNet. How do I get access to the site?

A: From the UTLX website (www.UTLX.com), click on the UTLX LinkNet Sign In on the menu. You will be taken to the LinkNet Customer Login page where you can request for access to the site.

Q: What can I access on LinkNet?

A: In LinkNet, you can access:

- 1) Lease/Rider information
- 2) Assigned car listing
- 3) Shopping and release of your leased cars from UTC repair locations
- 4) Historic car rental invoice copies of your account
- 5) Customer account balance with a listing of your open unpaid invoices
- 6) Repair services invoice copies with backup documents

Q: When are the UTC lease invoices due?

A: Our standard payment terms are net-10 days, beginning from the invoice date.

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Q: What type of payments do you accept?

A: We only accept electronic payments, such as ACH's/EFT's or wire transfers, and checks. We do not accept credit card payments.

Q: I just received a lease invoice from UTC. Who do I contact regarding questions on paying the invoice?

A: You can contact our Accounts Receivable Department directly at 312-431-5021 or at Receipts@utlx.com.

Q: I just received a lease invoice from UTC. To whom and where do I send my payment when it is due?

A: Please remit your payment to Union Tank Car Company through the following methods:

1) If paying electronically, pay to Union Tank Car Company
Banking Institution: Bank of America
ACH/EFT ABA #: 071923284
Wire Transfer ABA #: 026009593
Account #: 87652-16841
Swift Code: BOFAUS3N

2) If paying by check, pay to Union Tank Car Company
P.O. Box 91793
Chicago, Illinois 60693

The payment information is also available on the first page of the UTC lease invoice.

Q: To whom and where do I send my remittance advice?

A: You can send your remittance advice to our Accounts Receivable Department by e-mail to Receipts@utlx.com, or by fax to 312-431-5008.

Q: I sent a payment to G.E. for a UTC lease invoice in error. What should I do?

A: Please contact G.E. Railcar Services immediately to discuss how the payment error should be resolved. You should also notify UTC's Accounts Receivable Department. It is important that you pay any outstanding invoice amount to the corresponding invoicing party.

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A: Please contact our Accounts Receivable Department immediately to discuss how the payment error should be resolved. You should also notify G.E. Railcar Services. You can contact our Accounts Receivable Department at 312-431-5021 or at Receipts@utlx.com. It is important that you pay any outstanding invoice amount to the corresponding invoicing party.