

Event: Circular OT-5 Application Enhancement Notification

Date: June 15, 2010

Dear Circular OT-5 Customers:

We are pleased to announce the next release of our Circular OT-5 application. This release will take place from **13:30 EDT through approximately 15:00 EDT on Monday, June 28, 2010**. The Circular OT-5 application will be available throughout this time.

**Circular OT-5 Scheduled Enhancement Release Highlights:**

**Email Enhancements:**

- Update to the Circular OT-5 system email notifications to show the full link to the referenced application. This will enable non-HTML email customers to use the link to access the referenced application as well. Additionally, if logged in to the Circular OT-5 system, the link is enabled to open the application directly for the user.
- Enhancement to the Circular OT-5 system email notifications to include the submitter mark within the email.

**UI and Usability Enhancement:**

- Update to the system to resolve issue(s) with Part 2 tab access when the last Loading Location has an empty blank Carrier line within draft or pre-authorization applications.
- Enhancement to carrier lookup function to include all classes of railroads (Class III specifically).

**Internal Enhancements:**

- Enhancement of internal support tools for the Railinc Service Delivery team. The new enhancements will increase customer satisfaction by reducing response times for customer data requests/issue resolution.

If you have any questions, please contact the Railinc Customer Support Center at 1-877-RAILINC (1-877-724-5462) or [csc@railinc.com](mailto:csc@railinc.com).