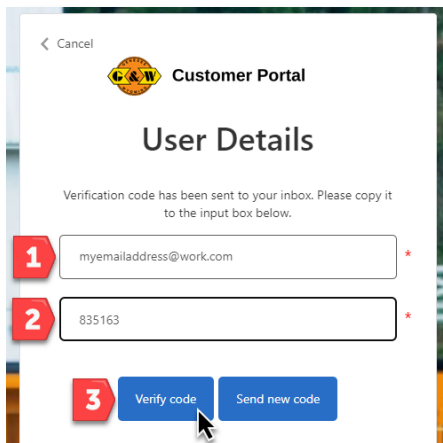
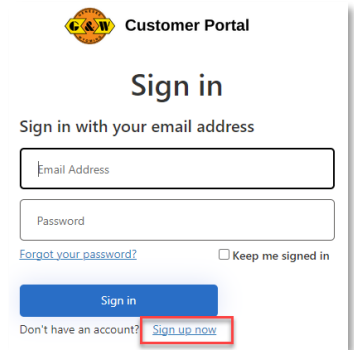




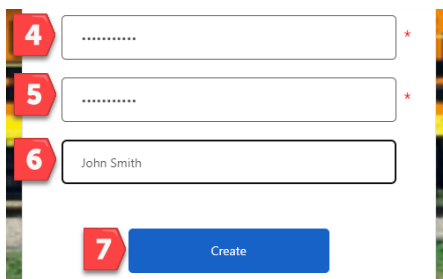
Genesee & Wyoming Railroad Services, Inc. Customer Portal

Signing Up for Access to the Customer Portal

- Navigate to the Customer Portal at <https://gwrrportal.com>
- At the welcome screen, select "Click Here To Log In"
- On the next screen, under the blue Sign in button, click "Sign up now"

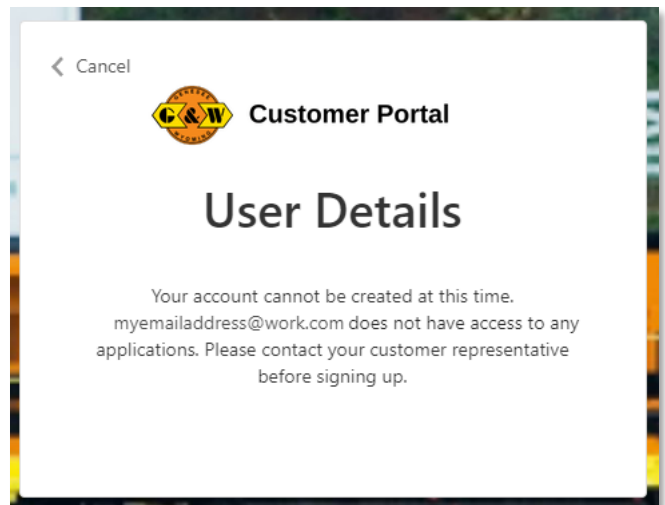


1. Enter the email address you are signing up to access the Customer Portal and select "Send verification code"
2. Enter the code sent to your email into the "Verification Code" field
3. After entering the code, select "Verify code"
4. Enter a password
 - The password must be between 8 and 64 characters
 - The password must have at least 3 of the following:
 - A lowercase letter
 - An uppercase letter
 - A number
 - A symbol
5. Repeat the password
6. Enter a display name (This is now your name will appear in the system header)
7. Select "Create" to create the Customer Portal profile



If you have not previously been set up with the appropriate access to the Customer Portal, you will receive the error message that appears to the right, asking you to contact your Customer Representative.

Please verify your access with this person at this time. You will not see this message if your point of contact has already set you up with access.





Genesee & Wyoming Railroad Services, Inc. Customer Portal

Signing Into the Customer Portal

To sign into the Customer Portal:

1. Enter the email address you used when you created the account
2. Enter the password you selected when you created the account
3. Check "Keep me signed in" to prevent needing to sign in on each visit from the same browser
4. Select the "Sign in" button
5. On the next screen, select "Send Verification Code"
6. Enter the verification code
7. Select "Verify Code"
8. On the next screen, after you see the message, "E-mail verified. You can now continue," press "Continue"

Customer Portal

Sign in

Sign in with your email address

- 1 myemailaddress@work.com
- 2
- 3 Sign in

[Forgot your password?](#) Keep me signed in

Don't have an account? [Sign up now](#)



NOTE! If you don't see the verification code email within a few minutes, please check your spam folder.

Additional Info Required

Your legal name is required before you can begin using the customer portal. You will be redirected to the profile page where you can update your legal name

OK

Adding Legal Name to Your Profile

Upon your initial sign-in to the Customer Portal, you will see the notice included to the left, instructing you to enter your legal name.

When you select the "OK" button, you will be brought to the profile page where you can enter your legal name as it appears on your government documentation.

Customer Portal John Smith

Profile Settings (myemailaddress@work.com)

Legal Name
John W. Smith

SAVE LEGAL NAME

Your name as it appears on government documentation

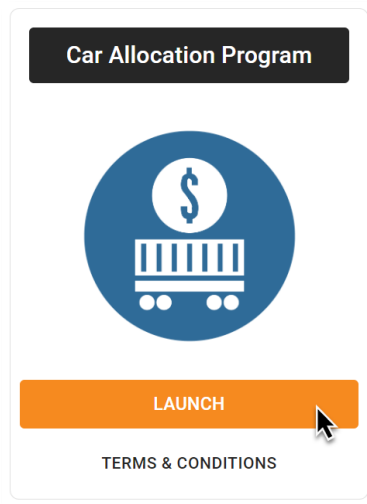
Once you enter your legal name, select the "SAVE LEGAL NAME" button. A green pop-up will appear in the top-right corner of the screen indicating your profile was saved successfully. Once you see that message, click the orange button pointing to the left (to return to the Customer Portal's main screen).



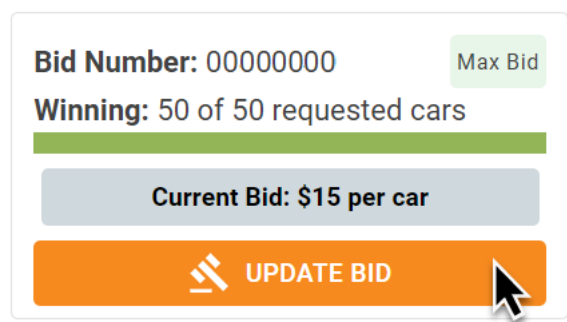
Genesee & Wyoming Railroad Services, Inc. Car Allocation Program (CAPs)

What is the Car Allocation Program (CAPs)?

Our customers have requested a way to guarantee they will be provided covered hopper railcars during certain times of the year based on their business. CAPs is the response to this in the form of a web application experience offering auctions with real-time updates and notifications. **We believe that this application can offer better service and transparency to our customers** by giving customers an opportunity to not only bid to reserve covered hopper railcars during a specific time, but also see where they stand real-time during the auctions, so that they can adjust and plan accordingly. **Participation in CAPs will be by invitation only and may not be available for all railroads.**



Acceptance of the CAPs application's terms and conditions and then accessing the CAPs application signifies that the user is authorized to submit a Bid and bind their Company through the use of their electronic signature. The CAPs application offers customers a way to log in securely, view past and present auctions, and bid on or update the bid for a currently open auction. Bids are processed first come, first served with the highest price per car bidders winning their requested quantity of cars first. If two bids are placed for the same price per car, the bidder who placed a bid first, wins their cars first.



Only a portion of a G&W subsidiary railroad's covered hopper fleet will be auctioned off during auctions. You may work with your railroad contacts as you do today to request cars as available outside of auctions.