

Validation of Customer Name (with Attached Spreadsheet)

This document provides guidance for the steps to take when advised of a possible name change or when validating existing customer records.

Step 1:

Below is a template that a carrier can use when validating a customer's legal name. The only mandate is to ask the customer if the change affects all locations or only certain locations. This has been highlighted in bold in the template below.

Note: As the subject line, use: Validation of (insert customer name)

Good morning / afternoon,

Can you please review the attached spreadsheet and advise of any changes (i.e., Name change / correction, address change / correction, location closed, etc.)? There may be some records that do not pertain to your company, but if there was a similar match, it was left in. If a record does not pertain to your company, please mark it as N/A.

Please note that this spreadsheet contains all records within the rail industry whether it is rail served or non-rail served. Exceptions would be any internal record a carrier may have.

Please advise as to whether or not this change affects all locations or only certain locations.

Can you also provide some form of documentation for any changes (i.e., Active SOS, Letter from the IRS with the EIN, etc. / Industry Canada, Business License, etc.)? I have attached our standardized name change questionnaire to assist. Please fill this out and send it back.

If you have any questions or concerns, please do not hesitate to contact me.

Thank you,

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Step 2:

- A. Export an Excel spreadsheet of all locations (parent & child records) no matter which carrier the location is served by (excluding any internal record a carrier may have). It is a good idea to perform an export of the old name as well as the new name if it exists in the database.
- B. Sort the spreadsheet by the following in order as this makes it easy to see any duplicates or similarities:
 - a. ST/PR
 - b. City
 - c. CIF
- C. On the spreadsheet, provide a column for the customer to provide their comments on each location as well as a column for the carrier to add their comments back to Railinc on what should be done with each location.
- D. Attach the standardized name change questionnaire.
- E. Be sure to advise Railinc about what to do with any sub-locations (e.g., 9000, 7000, 8000).

The following columns are required in the spreadsheet:

1. CIF ID
2. CIF ID Suffix (if one exists)
3. Company Name
4. Location Address
5. Location City
6. Location ST/PR
7. Location Phone Number
8. Corp Type- Current
9. Comments – Must advise Railinc what to do with each record (i.e., Expire only, expire & merge, etc.). Leave no room for guessing or miscommunication.

Example spreadsheet:

CIF ID	Sub-location ID	Name	Address	City	St/Prov	Phone	HQ Indicator	SCRS Flag	Carrier Comments	Customer Comments
203690771		ARROW RELOAD SYSTEMS INC	1935-27 AVE NE STE 103	CALGARY	AB					
204200682		ARROW RELOAD SYSTEMS INC	2019 ALYTH CRT SE	CALGARY	AB					
249851481		ARROW RELOAD CALGARY	6380 OGDENDALE RD SE	CALGARY	AB					
250127081		ARROW RELOAD SYSTEMS INC	6040 99 ST NW	EDMONTON	AB					
243740854		ARROW RELOAD SYSTEMS INC	55457 RG RD 210A	FORT SASKATCHEWAN	AB					
00A00054234		ARROW RELOAD SYSTEMS INC	RAILWAY ST & NORTH AVE	FORT SASKATCHEWAN	AB					
203171798		ARROW RELOAD SYSTEMS INC	53309 RG RD 232	SHERWOOD PARK	AB					
203601039		ARROW RELOAD SYSTEMS INC	23016 TOWNSHIP RD 534	SHERWOOD PARK	AB					
00A00161664		ARROW RELOAD ARIZONA INC	13550 W FOXFIRE DR	SURPRISE	AZ					
00A00069489		ARROW RELOAD SYSTEMS INC	44555 S SUMAS RD	CHILLIWACK	BC					
202646170		ARROW RELOAD SYSTEMS INC	970 MCMASTER WAY STE 400	KAMLOOPS	BC					
243288068		ARROW RELOAD SYSTEMS INC	555 W ATHABASCA ST	KAMLOOPS	BC					
247770175		ARROW RELOAD SYSTEMS INC	9805 WHITTNER RD	KAMLOOPS	BC					