



### Frequently Asked Questions

- Q. Do I need a User Id to use Unit Inquiry or Unit Spec?**  
**A. No. These functions are available for anyone to use.**
- Q. What functions can I get if I have a User Id?**  
**A. This depends. If you are a Customer, you can get access to Clearance, Booking, Availability, Estimate Search/Approval and Unit Movement/ History Search. If you are a Depot, you can have access to our EDI entry screens.**
- Q. I am an agent for multiple companies. Can I have one User Id to view and process data for all my companies?**  
**A. No. Our User Id's are unique per Customer/Company, which is how we protect the data so that Customers only see their own data.**
- Q. How do I get a User Id?**  
**A. Click on *Customer Tools* and then *Apply for an ID*. Fill out the form and an email will be sent back to you with your User Id and initial password.**
- Q. I forgot my password. How can I find it?**  
**A. Click On *Customer Tools* then *Request Password*. Enter your User Id. Your password will be sent to you by email.**
- Q. I forgot my User Id. How can I find it?**  
**A. Click on *Contact Us* then *Feedback*. Fill out the request. We will research your query and revert with your User Id and password by email.**
- Q. I would like to know what port you have depots in. Where can I find this information on your site?**  
**A. Click on *Contact Us* then *Depots*. Select to view all depots in a region or a port.**
- Q. Do you have a user guide for your On-line functions?**  
**A. Yes. The below links will take you to the appropriate section.**  
**Clearance    Booking    Estimate    Availability    Movement**  
**WEBEDI**
- Q. Can I get Depreciated Values on your website?**  
**A. This function is not currently available online. Requests should be emailed to our Global Operations Team at [GOT@Talinternational.com](mailto:GOT@Talinternational.com)**
- Q. Can I process Direct Interchange Requests Online?**  
**A. This function is not currently available online. Requests should be emailed to our Global Operations Team at [GOT@Talinternational.com](mailto:GOT@Talinternational.com)**