

# **Best Practices For The Use Of Railinc Systems**

**Angela Buccigrosse - Railinc  
Latrell Jefferson Kellon - Railinc**

**NARMO – March 20, 2014**



**ASSOCIATION OF  
AMERICAN RAILROADS**



# Who We Are



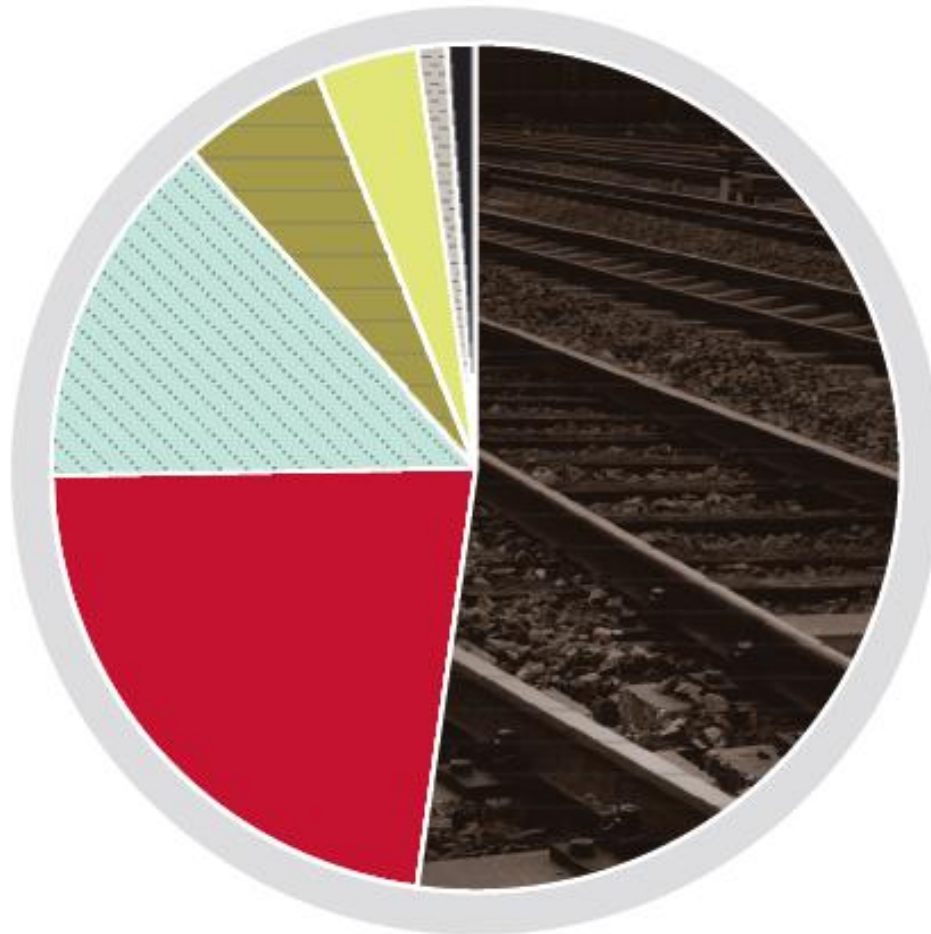









# Who We Are

- Integral part of the rail industry
- Originally an IT department within AAR
- Now a wholly-owned subsidiary of the AAR located in Cary, North Carolina



# Railinc Creates Valued Solutions For A Variety of Industry Customers



	<b>51.9%</b>	Class I
	<b>21.9%</b>	Private Car Owner
	<b>14.6%</b>	Third Party
	<b>5.4%</b>	Other Railroad
	<b>4.1%</b>	Shipper
	<b>1.0%</b>	Government
	<b>1.0%</b>	Other Customers



# What We Value



## Collaboration

Focus on getting job done with our external and internal teams

## Results

Deliver on our promise to create industry value  
Implement enhancements, new products

## Service

Adapt to industry and customer needs  
Create tools that meet customer needs



# Railinc Helps You Do Business

- Support and provide business processes through online software applications
  - To increase productivity
  - Achieve operational efficiencies
  - Keep assets moving
- Collaborate with industry committees and customers to prioritize new work
- Data steward for the rail industry
  - Industry's central source for real-time rail data and industry standards



# Customer Focused Interaction

- Provide beneficial software applications to the end user (you)
- User flexibility
  - Direct User Interaction (websites and web-based applications)
  - Business-to-Business Integration (B2B)
    - File-based integration (MFT/FTP, TRAINII, EDI, etc.)
    - Message-based integration (MQ)
    - Web services
- High-quality data that is easily accessible and consistent



# Railinc Applications at a Glance

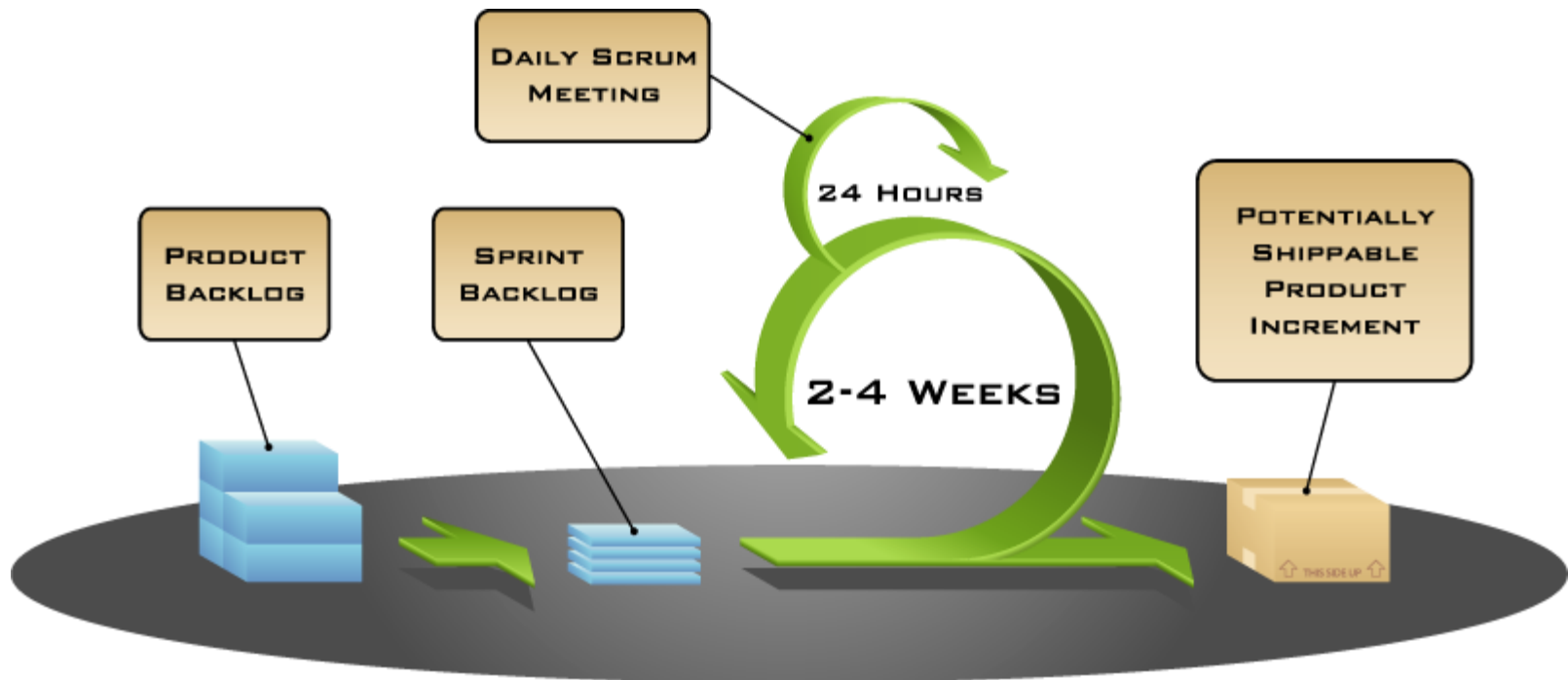






# Customer Focused Development

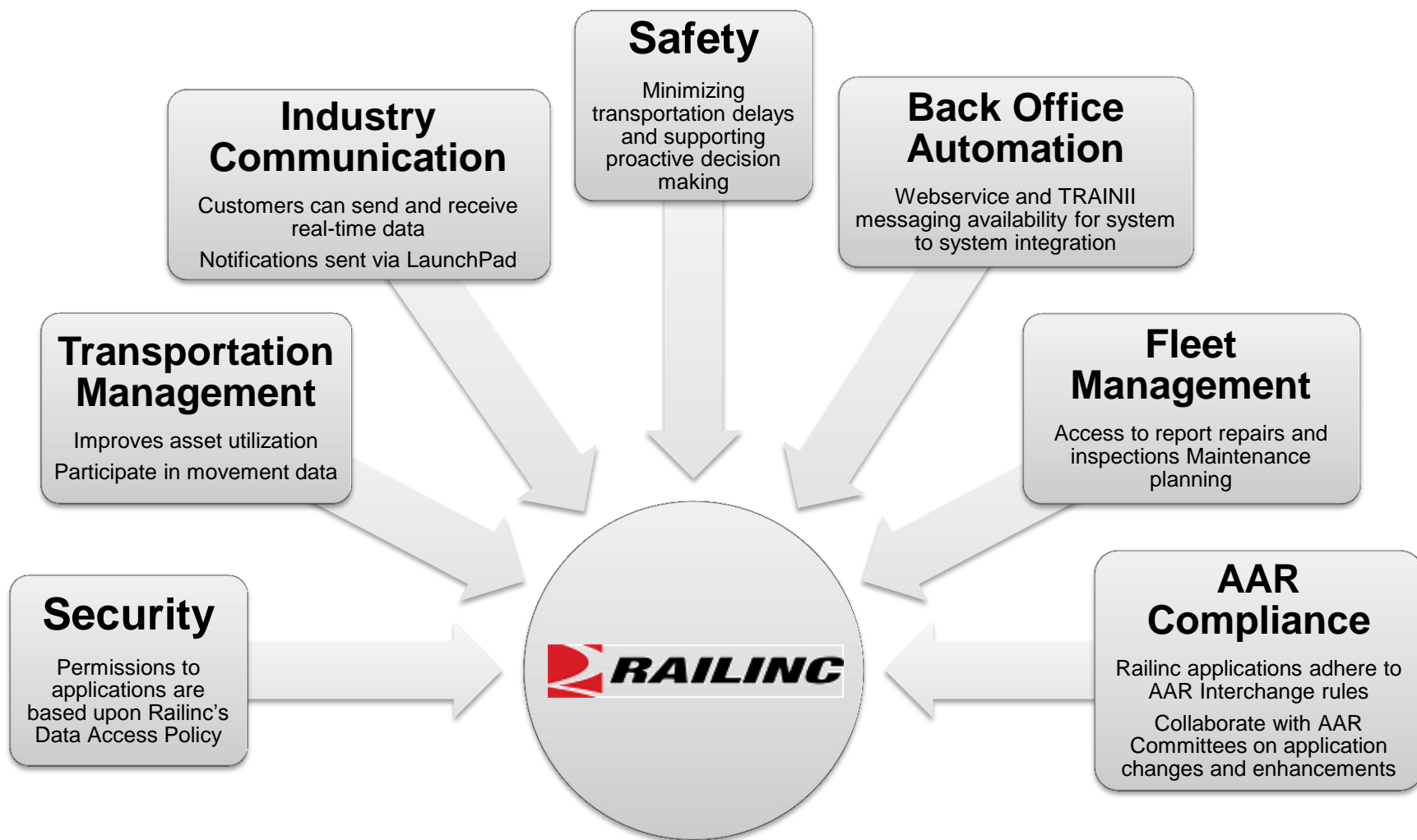
- Railinc uses Agile Methodology for enhancing and developing applications



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# Benefits of Railinc





# Benefits of Railinc

## Benefits

Safety

AAR Compliance

Security

Back Office Auto.

Industry Comm.

Transportation Mgmt.

Fleet Management

	Umler	Component Registry	Early Warning	EHMS	DDCT	Equipment Health View	CRB	FindUs.Rail
Safety	✓	✓	✓	✓	✓	✓	✓	
AAR Compliance	✓	✓	✓	✓	✓	✓	✓	✓
Security	✓	✓	✓	✓	✓	✓	✓	✓
Back Office Auto.	✓	✓	✓	✓	✓	✓	✓	✓
Industry Comm.	✓	✓	✓	✓	✓		✓	✓
Transportation Mgmt.	✓	✓	✓	✓	✓	✓	✓	
Fleet Management	✓	✓	✓	✓	✓	✓	✓	



## Benefits

Safety



AAR Compliance



Security



Back Office Auto.



Industry Comm.



Transportation Mgmt.



Fleet Management



- Register equipment for interchange and fleet management
- Allows for reporting of inspections
- Manage internal access rights
- Access via website or system integration
- Ability to update and manage changes to equipment
- Access to historical changes



# Component Registry

## Benefits

Safety



AAR Compliance



Security



Back Office Auto.



Industry Comm.



Transportation Mgmt.



Fleet Management



- Improve recall efforts by industry
- Reduce costs associated with recall efforts
- Visibility to current health status at component level
- Use of bar code system with access to manufacturer details
- Better planning of fleet maintenance
- History of components



# Early Warning

## Benefits

Safety



AAR Compliance



Security



Back Office Auto.



Industry Comm.



Transportation Mgmt.



Fleet Management



- Improves visibility to potential mechanical problems
- Facilitates repair/inspection reporting to remove cars from a notice
- Supports safe movement and handling of equipment
- Access via website or system integration



# Damaged Defective Car Tracking System (DDCT)

## Benefits

Safety



AAR Compliance



Security



Back Office Auto.



Industry Comm.



Transportation Mgmt.



Fleet Management



- Supports reporting of damaged and defective scenarios
- Allows for timely communication throughout lifecycle
- Access to respective contacts for scenario
- Real-time notification when actions are needed
  - For example, sending to home shop, reporting repairs or settlement for destroyed equipment



# Equipment Health Management System (EHMS)

## Benefits

Safety



AAR Compliance



Security



Back Office Auto.



Industry Comm.



Transportation Mgmt.



Fleet Management



- Captures wayside detector data
- Access to view alert level detector data by component
- Ability to report repairs and view historical repair data
- Reduce costs by averting incidents
- Enhances maintenance with visibility to hidden problems
- Data summaries provide aggregate view of detector data to aid in fleet maintenance planning





# Equipment Health View (EHV)

## Benefits

Safety



AAR Compliance



Security



Back Office Auto.



Transportation Mgmt.



Fleet Management



- Centralized dashboard with visibility to Asset Health products
- Real-time reporting to multiple applications from one screen
- Allows user to report repairs or inspections
- Mileage and location information
- Fleet reports to aid in management of maintenance



# Car Repair Billing (CRB)

## Benefits

Safety



AAR Compliance



Security



Back Office Auto.



Industry Comm.



Transportation Mgmt.



Fleet Management



- Centralized access to invoices
- Sort and send invoices to billed party
- Real-time validation minimizes re-work
- Allows AAR and non-AAR Price Master Job Codes
- Website access to submit invoices
- Supports system integration for invoices



# FindUs.Rail

## Benefits

AAR Compliance



Security



Back Office Auto.



Industry Comm.



- Industry phone book for railroads and car owners
- Governed by AAR Interchange Rule 114
- Utilized to distribute application specific notifications



# Getting Started



# Accessing Railinc

- Railinc Company ID required to access applications
- Assigned by AAR or Railinc
- Companies that do not have an ID can request one
- Ensures security throughout Railinc's site

**ACCOUNT ACCESS**

User ID:

Password:

**Sign In**

[Register Here](#)  
[Forgot User ID?](#)  
[Forgot Password?](#)

**RAILINC** Launch Pad RAIL - RAILINC CORPORATION [Contact Us](#) | [Sign Out](#)

**Your Applications**

- Car Accounting Self Service
- Car Repair Billing
- Committee Site
- CRB User Group Site
- CustomerMaster
- DDCT User Group Site
- DDCTS
- DDCTS Committee Site

**Your Notifications**

[Current Notifications](#) [Past Notifications](#)

Date	Type	Subject
No Notifications		

**My Support Cases**

[Your Open Cases](#) [All Your Cases](#) [Search Your Cases](#)

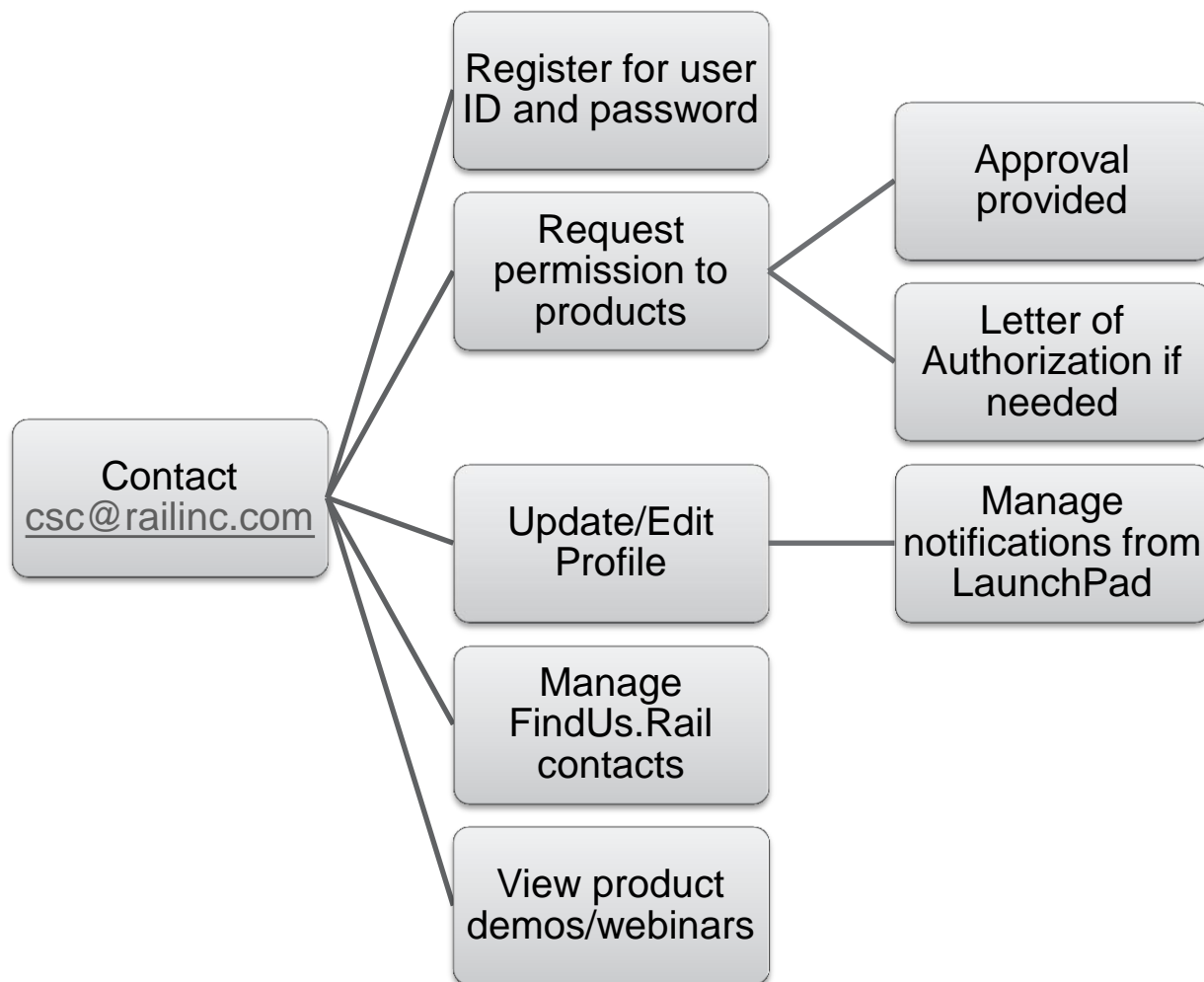
Case #	Last Updated	Title	Status
There are no matching cases.			

Customer Support 1-877-RAILINC  
Support Hours: Monday - Friday, 0700 - 1900 Eastern Time

**Create a New Case**



# Engaging with Railinc





# LaunchPad

- Customer homepage that lists applications, product notifications, and open cases with CSC
- Ability to manage notifications by type
- Visibility to current notifications and access to prior notifications
- Easy communication to CSC for support cases
- Company administration of access rights



# Accessing LaunchPad

- Accessible from Railinc.com
- Displays applications, open cases and customer notifications

**ACCOUNT ACCESS**


User ID:

Password:

**Sign In**

[Register Here](#)  
[Forgot User ID?](#)  
[Forgot Password?](#)



 Launch Pad iplaj01: RAIL - RAILINC CORPORATION [Contact Us](#) [Sign Out](#)

**Your Applications**

- Asset Health Strategic Initiative
- Car Accounting Self Service
- Car Repair Billing
- CEPM(Committee Site)
- CRB Committee Site
- CRB User Group Site
- CustomerMaster
- DDCT User Group Site
- DDCTS
- DDCTS Committee Site
- Depre Market Reports
- Early Warning
- EHMC Committee Site
- EHMS
- EHMS Community Site

**Your Notifications**


[Current Notifications](#) [Past Notifications](#)

Date	Type	Subject
No Notifications		

**My Support Cases**

[Your Open Cases](#) [All Your Cases](#) [Search Your Cases](#)

Case #	Last Updated	Title	Status
There are no matching cases.			

Customer Support 1-877-RAILINC  [Create a New Case](#)

Support Hours: Monday - Friday, 0700 - 1900 Eastern Time

**Your Subscriptions**

Application	Type	
Loading Authority (OT-5)	Planned Maintenance	<a href="#">[unsubscribe]</a>
Car Repair Billing	Planned Maintenance	<a href="#">[unsubscribe]</a>
Depre Market Reports	Planned Maintenance	<a href="#">[unsubscribe]</a>
EHMS	Planned Maintenance	<a href="#">[unsubscribe]</a>
Umler	Planned Maintenance	<a href="#">[unsubscribe]</a>
Umler	Maintenance	<a href="#">[unsubscribe]</a>
Early Warning	Planned Maintenance	<a href="#">[unsubscribe]</a>





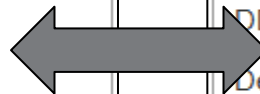
# Access Your Applications

- Lists applications which you have permission to access
- Ability to request permission to applications
- Manage your customer profile information

**User Services**

**My Profile Management**

- [Edit My Profile](#)
- [Change Password](#)
- [View/Request Permissions](#)
- [Check Status of Permission Requests](#)
- [User Guide](#)



**RAILINC**

**Your Applications**

Asset Health Strategic Initiative

Car Accounting Self Service

Car Repair Billing

CEPM(Committee Site)

CRB Committee Site

CRB User Group Site

CustomerMaster

DDCT User Group Site

DDCTS

DDCTS Committee Site

Depre Market Reports

Early Warning


EHMC Committee Site

EHMS



# Subscribe to Product Notifications


- Customer-driven subscription to notifications
  - Includes options to subscribe to release, maintenance or product info emails

Your Subscriptions 		
Application	Type	
Loading Authority (OT-5)	Planned Maintenance	<a href="#">[unsubscribe]</a>
Car Repair Billing	Planned Maintenance	<a href="#">[unsubscribe]</a>
Depre Market Reports	Planned Maintenance	<a href="#">[unsubscribe]</a>
EHMS	Planned Maintenance	<a href="#">[unsubscribe]</a>
Umler	Planned Maintenance	<a href="#">[unsubscribe]</a>
Umler	Maintenance	<a href="#">[unsubscribe]</a>
Early Warning	Planned Maintenance	<a href="#">[unsubscribe]</a>
FindUs.Rail	Planned Maintenance	<a href="#">[unsubscribe]</a>
Freight Rail 411	Planned Maintenance	<a href="#">[unsubscribe]</a>
Locomotive Repair Billing	Planned Maintenance	<a href="#">[unsubscribe]</a>



# Manage Your Notifications

- Access to current and previous notifications for products
- Supports operational planning

Your Notifications 		
Current Notifications		Past Notifications
Date	Type	Subject
03/05/2014 1200 EST	System Wide	<a href="#">Reminder: Web Services Access Changes</a>
02/23/2014 2200 EST	System Wide	<a href="#">Scheduled Maintenance Events</a>
02/23/2014 1800 EST	System Wide	<a href="#">Maintenance Notification</a>
02/11/2014 1100 EST	Release	<a href="#">RAMP-ED System Update</a>
02/11/2014 1000 EST	Release	<a href="#">Umler 4.8.2 Release</a>
02/06/2014	System Wide	<a href="#">Asset Health Data Summaries Update</a>



# 24 X 7 Customer Support

- Create Railinc cases for questions or assistance with applications
- Options to view or search your open and closed cases

**My Support Cases**

Your Open Cases

All Your Cases

Search Your Cases

Showing 1 - 5 of 11 results.

Page 1 of 3

First

Previous

5

Next

Last

Case #	Last Updated	Title	Status
144466	5/14/13 2:30 PM	Duplicate RI 27743	Closed
91945	7/16/12 8:03 AM	CCH SSO item	Closed
99349	3/29/12 12:32 PM	EHMS and FTP	Closed
79975	12/19/11 3:19 PM	EHMS: CRB DX records	Closed
85482	12/6/11 8:17 AM	CRB Web file rejected by the	Closed

Customer Support 1-877-RAILINC

Support Hours: Monday - Friday, 0700 - 1900 Eastern Time

Create a New Case




# FindUs.Rail


## Two Ways to Access Contacts

Free look-up option on Railinc.com page

**ACCOUNT ACCESS**

Launch Pad

**PRODUCTS & SERVICES**  
**RailSight**  
Greater visibility. Better tracking. Learn more here.

**REFERENCE FILES**  
**FindUs.Rail**  
Quickly find critical contacts from across the rail industry.

## LaunchPad Access

FindUs.Rail

## User Friendly Search Options

**Search Contacts**

☐ Quick Search ☐ Advanced Search

+ At least one field indicated by (+) must be specified for quick search.

Company ID/MARK

Category

Company

Company Agents ☒ Include agent contacts

Company Hierarchy ☐ Include parent company contacts

☐ Include child company contacts

Name / Title	Company Name / ID	Pri. / Sec.	Category Name / Function / Agency (if appl.)	
<a href="#">Buccigrosse, Angela - Business Analyst</a> <a href="mailto:angela.buccigrosse@railinc.com">angela.buccigrosse@railinc.com</a> 919.651.5376	RAILINC CORPORATION RAIL	S	Damaged Defective Car Tracking	<ul style="list-style-type: none"><li>Mark Owner Damaged Car Management</li><li>Mark Owner Defective Car Management</li></ul>
		S	Equipment Quality Reporting	<ul style="list-style-type: none"><li>Car Mark Owner Reject Contact</li><li>Handling Carrier Reject Contact</li></ul>
<a href="#">Summey, David - Business Analyst</a> <a href="mailto:david.summy@railinc.com">david.summy@railinc.com</a> 919.651.5241	RAILINC CORPORATION RAIL	P	Damaged Defective Car Tracking	<ul style="list-style-type: none"><li>Handling Carrier Damaged Car Management</li><li>Handling Carrier Defective Car Management</li><li>Mark Owner Damaged Car Management</li><li>Mark Owner Defective Car Management</li></ul>



## Letter of Authorization (LOA)

- A web-based application that allows users to electronically manage letters of authorization
  - Approvals based upon Railinc's Data Access Policy
- Centralized database of customer and agency relationships
- Encourages user to maintain LOA annually
- Visibility to active LOA for your company



# Letter of Authorization (LOA)

- Access from LaunchPad
- Complete workflow to create and request approval by grantor


Letter of Authorization



**RAILINC** Letter of Authorization LOAAGTE: RAIL - RAILINC CORPORATION Launch Pad Contact Us Sign Out

Home Create LOA Search LOA Reference  Go to LOA Id:  Go!

### LOA Home

 **Letter of Authorization**

Railinc uses Letters of Authorization to ensure that appropriate data is sent only to authorized parties. Third-party logistics providers (3PLs) are commonly used in the rail industry. These companies provide different services, including shipment management, asset management, and related application services to companies that are shippers, consignees, or equipment owners. A 3PL must inform Railinc that a Letter of Authorization has been granted in order to receive rail shipment data. The Letter of Authorization document can be uploaded using the Railinc LOA Application, and the 3PL can provide the details outlining the type of data they are authorized to receive.

#### Getting Started

Choose the task you would like to begin from the list below.

Create an LOA - Click here to create a new LOA.

Search for LOAs - find your LOAs

View the User Guide

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# Questions?

Railinc Customer Support

P: (877) 724-5462

E: [csc@railinc.com](mailto:csc@railinc.com)

W: [www.railinc.com](http://www.railinc.com)



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