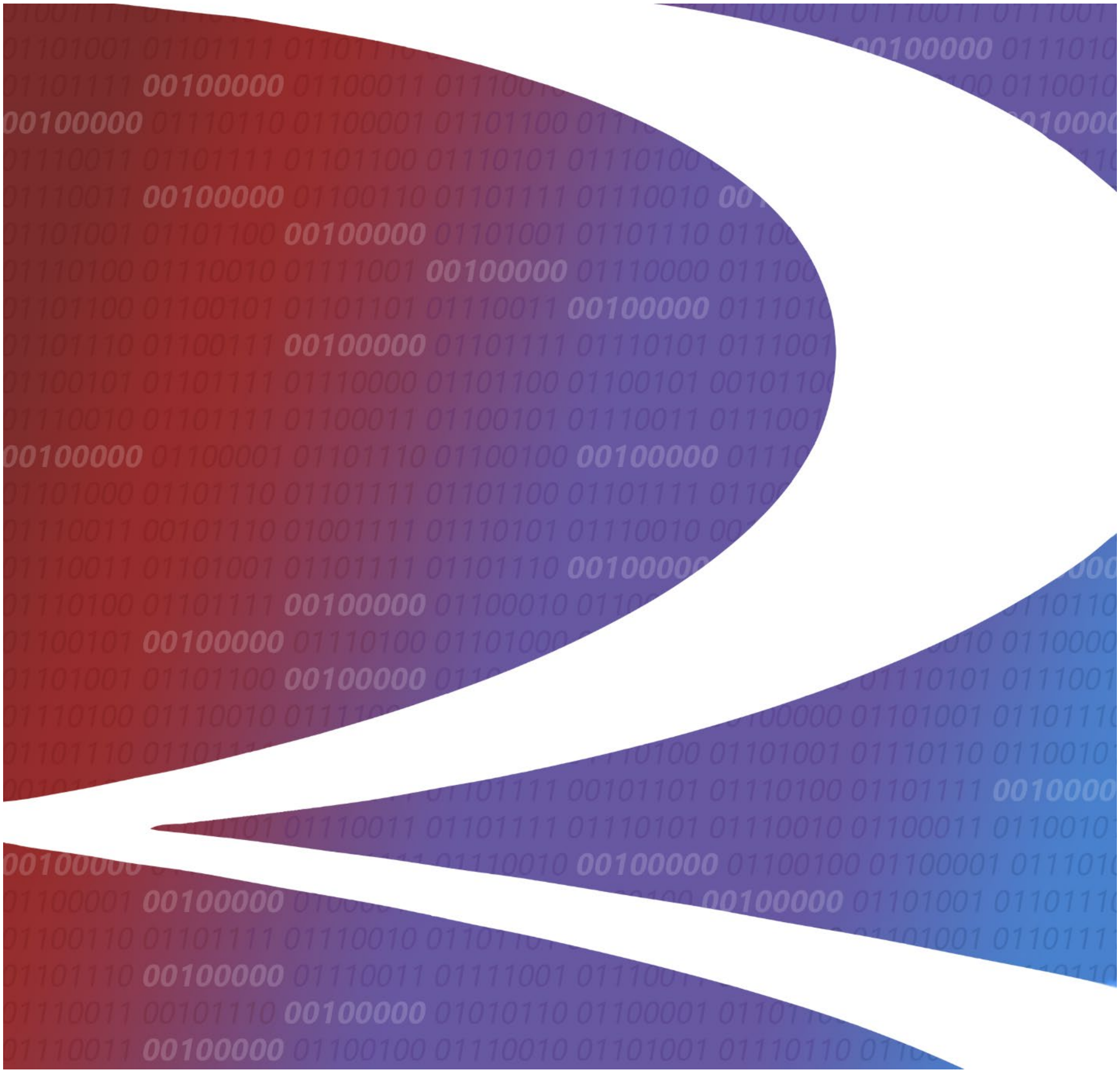

FindUs.Rail User Guide

Last Updated: April 2024

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List of Exhibits

Learning about FindUs.Rail

Overview

FindUs.Rail is a web-based application that stores company contact information in a centralized database. Public users can query FindUs.Rail and browse basic information. Authorized users can review and change their company's contact information. This centralized repository of contact information benefits railroad departments, private car owners, and leasing companies across the rail industry.

Any public user can use the FindUs.Rail free look-up tool on the Railinc portal at https://findusrail.railinc.com/.

- Search for railroad industry contacts and browse the results.
- Search for relationships affiliated with the railroad industry and browse the results.
- Search for MARKs and browse the results. Users receive results from the MARK IRF and Company MARKs sourced from the Umler database. Users can view the hierarchy of "parent" and "child" MARKs.

Users who are *registered with Single Sign-On* can perform the following FindUs.Rail function:

- Subscribe to receive email change notifications for contacts specified by category and/or company.

Users who are registered with Single Sign-On and have the *Contact Company Admin for MARK* role (referred to as Contact Company Administrators) can perform the following FindUs.Rail functions:

- Manage contact information for their company (or the company they represent) and add, edit, and delete contacts in FindUs.Rail. Historical modifications to contact data are maintained in a version history and in the audit log (the latter of which is only visible to Application Administrators). When a contact modification occurs, the old contact version is expired, and a new contact version is created. Contacts can be applied to one or more categories.
- Designate the primary contact for a category and their company (all contacts not designated as primary are considered secondary contacts for the category and company). FindUs.Rail supports the retrieval of a primary and a secondary contact (as a backup) for a category and a company through a search facility.
- Periodically review contacts for accuracy. The review period is configurable and may be specified for each category.

  Each category has a category review period, which defaults to 90 days. Once the review period is reached, the system emails a list containing the information for each contact requiring review to the Contact Company Administrators and Company Agents.
- Download lists of contacts, categories, relationships, and MARKs as a comma-separated-values (CSV) file.
- Print selected MARKs, categories, and contacts from the browser.

Users who are registered with Single Sign-On and have the FindUs.Rail Company Admin role (referred to as Company Admins) can perform the following FindUs.Rail functions:

- Assign FindUs.Rail rights to other users within their company.
- Clone contacts from one MARK to another if they have access to multiple MARKs.

Note: FindUs.Rail does not offer web services.

System Requirements

For information about the system requirements of Railinc web applications and for information about downloading compatible web browsers and file viewers, refer to the *Railinc UI Dictionary*.

Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to csc@railinc.com.

Getting Started

Access the FindUs.Rail application by using Railinc Single Sign-On (SSO), a web application that provides convenient access to a variety of Railinc products. To get started, go to the Railinc portal at https://public.railinc.com, select the **Customer Login** link in the top right and log into SSO by entering your **User ID** and **Password** in the fields at the top right of the page and then select **Sign In**.

Access Requirements:

1. If you do not already have a Railinc SSO user ID and password, go to the Railinc portal at https://public.railinc.com, select the **Customer Login** link in the top right and select the **Need help signing in?** and **Don't have a Railinc Account? Create an account now** links and follow the prompts. Once you have access to Railinc SSO, you must request access to FindUs.Rail within SSO.

2. If you do not have access to FindUs.Rail, request access by following instructions in the *Railinc Single Sign-On User Guide*. See Learning about User Roles below for information about the available levels of access. When you have received e-mail notification confirming your access, you can log on and begin using FindUs.Rail.

Learning about User Roles

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your Company Admin through the Single Sign-On interface (Exhibit 1).

Exhibit 1. FindUs.Rail Request Permissions

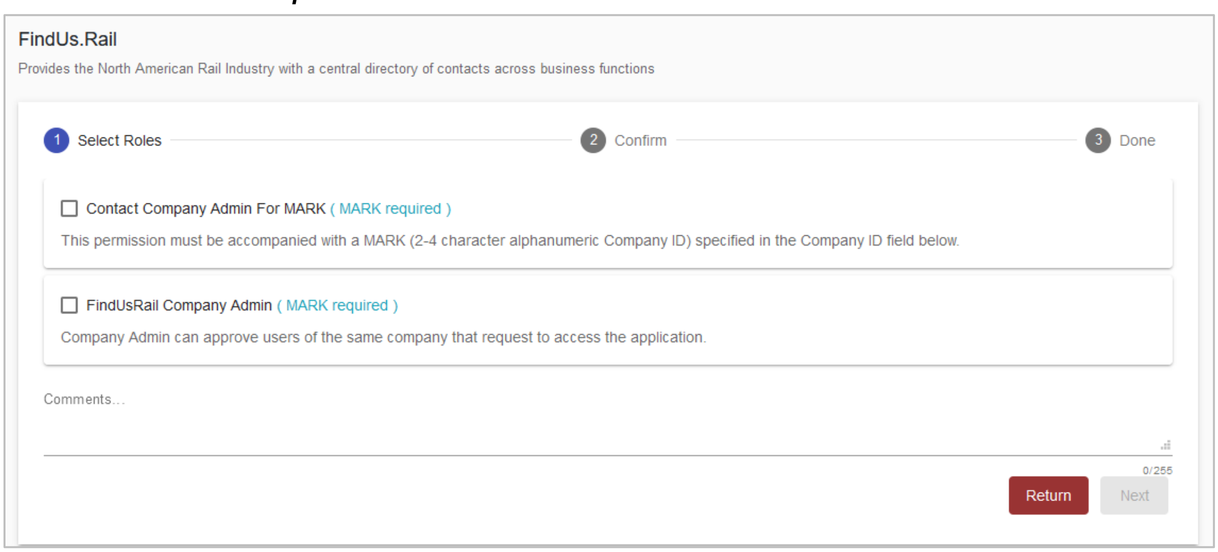


Exhibit 2 identifies the user roles that can be assigned to users of FindUs.Rail:

Exhibit 2. User Roles and Tasks

User Role	Task
Contact Company Admin For MARK	This permission can manage and review company contacts. This permission must be accompanied by a MARK (2-4 alphanumeric Company ID) specified in the Company ID field.
FindUs.Rail Company Admin	This permission can approve FindUs.Rail access for users from the same company. This permission also has rights to specify local FindUs.Rail users' tasks and menu items.

Logging In

To log into FindUs.Rail:

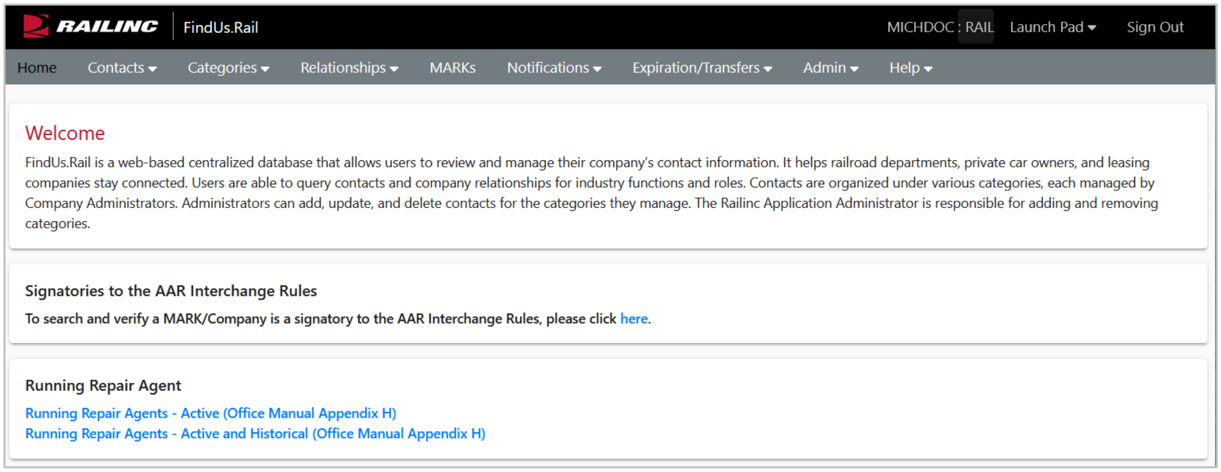
1. Open your internet browser and enter https://public.railinc.com to open the Railinc website.
2. Select the **Customer Login** link in the upper right of the page. The Account Access page is displayed.
3. Enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed.
4. Select **FindUs.Rail** in the **Your applications** list at the top left of the page. The initial FindUs.Rail page that appears varies based on assigned access. See either Login: Managing a Single Company below or Login: Managing More than One Company.

Login: Managing a Single Company

The following login sequence applies if you manage a single company in FindUs.Rail:

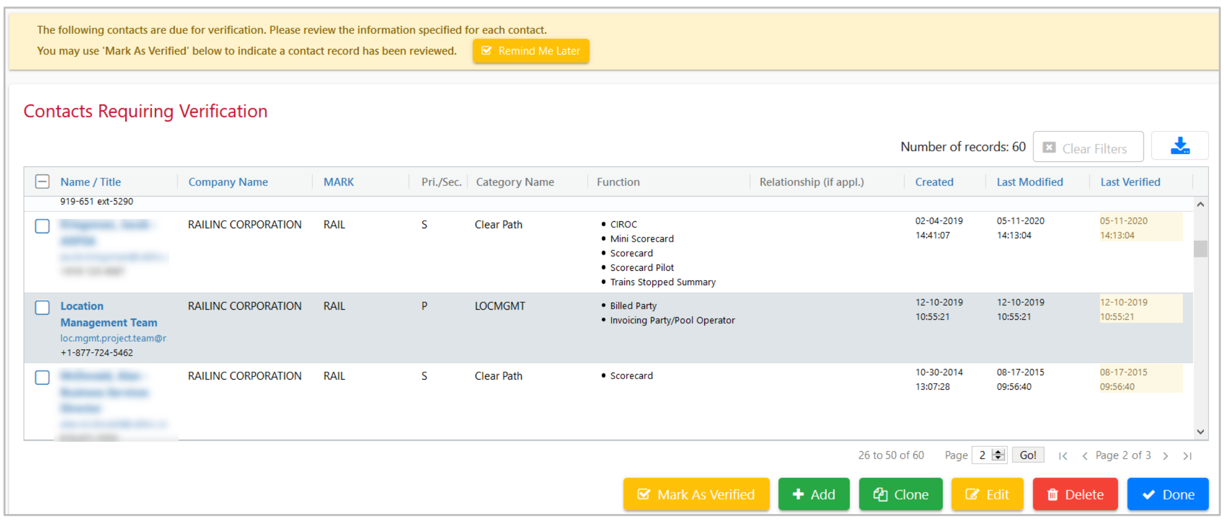
1. If you manage a single company, then following a successful login the FindUs.Rail Welcome/Home page appears with the company identified in the page header (Exhibit 3). Continue by selecting a FindUs.Rail application menu item.

Exhibit 3. FindUs.Rail Home Page—Single Company



2. If you have contacts that require verification, then the Contacts Requiring Verification screen appears first (Exhibit 4).

Exhibit 4. Contacts Requiring Verification Displayed at Login



3. You can either opt to verify the continued accuracy of these displayed contacts (see Editing Contacts) or select **Remind Me Later** to verify contacts later.

Login: Managing More than One Company

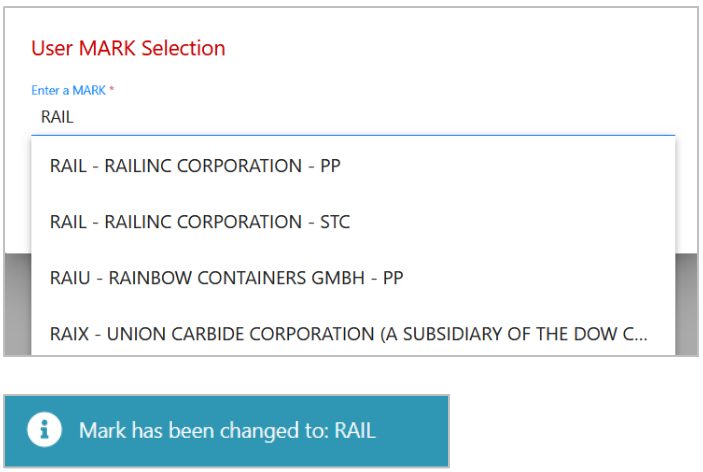
The following login sequence applies if you manage more than one company in FindUs.Rail:

1. If you manage more than one company, the FindUs.Rail Welcome page appears with no company to manage indicated ("manage company" appears in the header; see Exhibit 5).

Exhibit 5. FindUs.Rail Home Page—No Company Selected

2. Begin typing a mark for the company and select from the list (Exhibit 6).

Exhibit 6. Enter a MARK



3. In the **Company to Manage** field, select the MARK for the company that you have been granted access to manage and then select **OK**. The FindUs.Rail Home page appears with the selected company indicated at the top next to the Launch Pad link (Exhibit 3).

   Note: If the selected company has contacts that require verification, then the Contacts Requiring Verification screen appears first (Exhibit 4). You can either opt to verify the continued accuracy of these displayed contacts (see Editing Contacts) or select **Remind Me Later** to verify contacts later.

   Note: If at any point you need to switch to manage another company:

   Select the link of the currently managed company (Exhibit 7). The User MARK Selection pop-up appears again (Exhibit 6).

Exhibit 7. Company Selected

   a. Select the appropriate MARK and select the **Select** button. You must have assigned permissions to manage any selected MARK.

4. Continue by selecting a FindUs.Rail application menu item.

Logging Out

Select the **Sign Out** link to end a FindUs.Rail session and return to the SSO Login Page.

If multiple SSO applications are open (in separate browser tabs or windows), and you want to close only one, close the unwanted session window by **X**ing out or pressing **Ctrl +F4**. **Do not** select the **Sign Out** link—it ends the entire Single Sign On session (and any open SSO applications).

If your user session has been idle for more than 30 minutes, a warning message panel appears. To resume working, you must log back in.

Viewing the FindUs.Rail Home Page

The Home page appears once you successfully log in to FindUs.Rail (Exhibit 3).

The Application Menu, shown at the top of each FindUs.Rail page, provides access to the following functions (Exhibit 8):

Exhibit 8. Application Menu Items and Descriptions

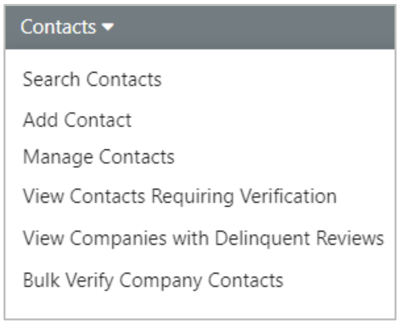
Menu Item	Description
Home	Navigates to the FindUs.Rail Home page (Exhibit 3).
Contacts	Opens the Contacts menu, enabling you to search contacts, and, depending on your permissions, manage contacts, add contacts, and view contacts requiring verifications. See Working with Contacts.
Categories	Enables you to look up the kinds of requests a contact handles. You can view categories of functions as well as the names of people and companies associated with those functions. See Working with Categories.
Relationships	Opens the Relationships menu, which enables you to search all types of relationships. See Searching Relationships.
Search MARKs	Enables you to look up MARKs. See Searching MARKs.
Notifications	Opens the Notifications menu, which enables you to manage your subscriptions and category notifications. See Working with Notifications.
Help	Provides a link to this user guide.

Note: For detailed instructions about using the Railinc interface elements such as menus, calendar tools, and drop-down text boxes, refer to *Railinc UI Dictionary*.
Certain screens support the use of asterisks (*) as wildcard characters. Screen fields marked with the number one (1) support wildcard (*) searches.
(For example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson)

Working with Contacts

The Contacts menu appears when you select **Contacts** on a FindUs.Rail page (Exhibit 9).

Exhibit 9. Contacts Menu



The Contacts menu provides access to the following functions (Exhibit 10):

Exhibit 10. Contacts Menu Items and Descriptions

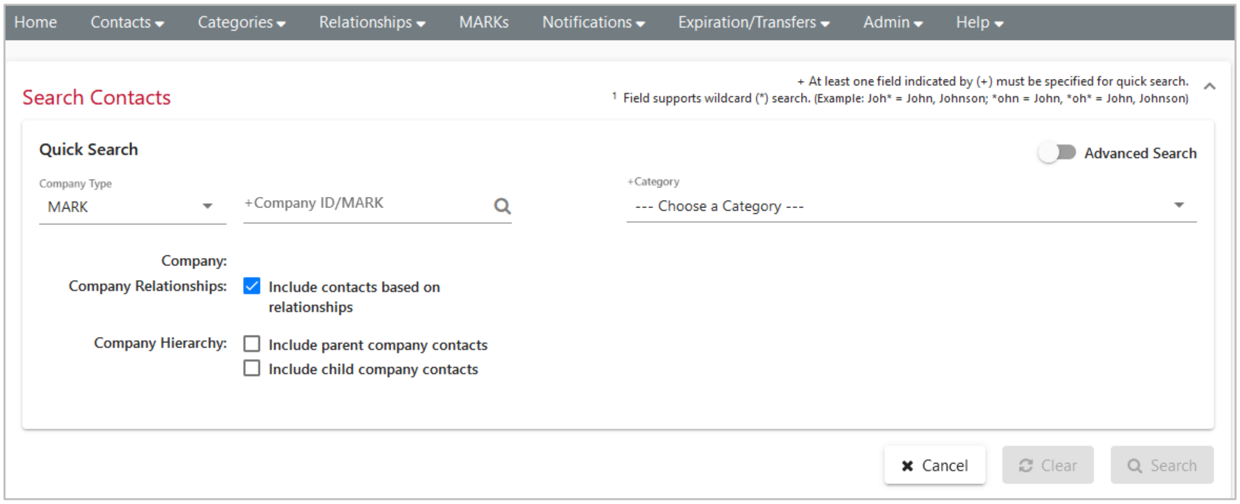
Menu Item	Description
Search Contacts	Perform either a quick or advanced search for registered contacts. See Searching Contacts.
Add Contact	Add a new contact. See Adding Contacts.
Manage Contacts	Edit, clone, or delete existing contacts. See Managing Contacts.
View Contacts Requiring Verification	Verify the accuracy of existing contacts. See Viewing Contacts Requiring Verification.

Searching Contacts

Use the following procedure to search for contact information:

1. Select **Contacts > Search Contacts**. The Search Contacts page appears (Exhibit 11).

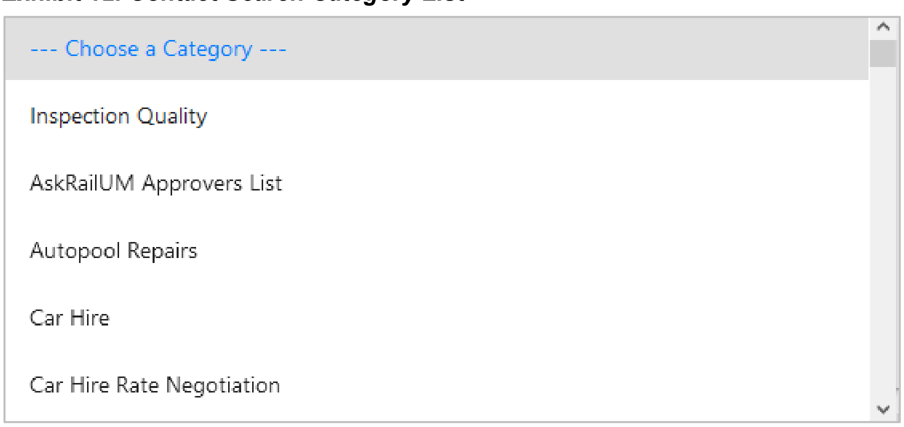
Exhibit 11. Search Contacts



2. Complete the available described fields:

- **Company ID/MARK**— Use the drop-down field to select either MARK or CIF. Use the field next to the drop-down to enter either a MARK or a CIF number (based on your selection in the previous drop-down). If needed, select the search icon to search for MARKs or CIF numbers. See Looking up MARKs or Looking up CIF Numbers for details.
- **Category**— Select a listed category for the specified MARK or Company ID (Exhibit 12). Scroll down to see all categories.

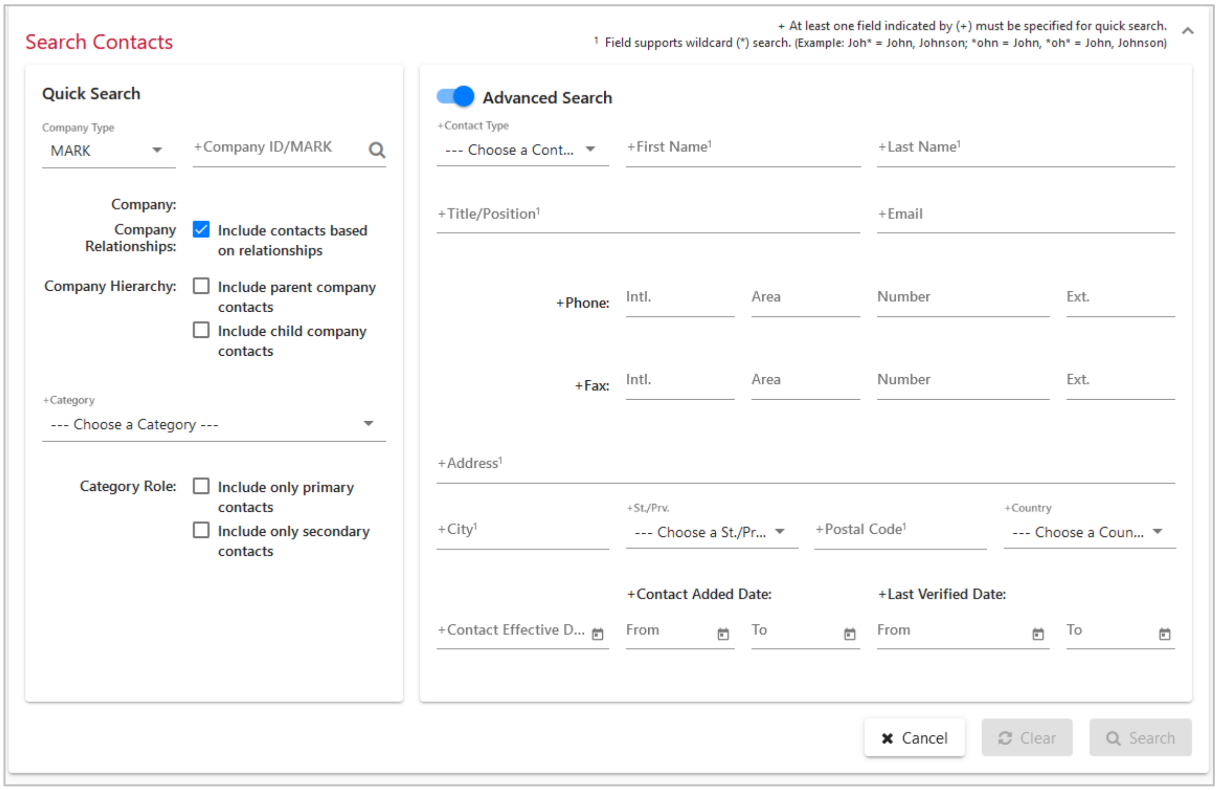
Exhibit 12. Contact Search Category List



3. **Company Relationships** – Search Contacts provides the option of searching based on any relationship. This option is automatically selected.

4. **Advanced Search** – Select the **Advanced Search** switch in the right corner for additional search options to filter your results. The Advanced Search input fields appear (Exhibit 13). Enter the required fields.

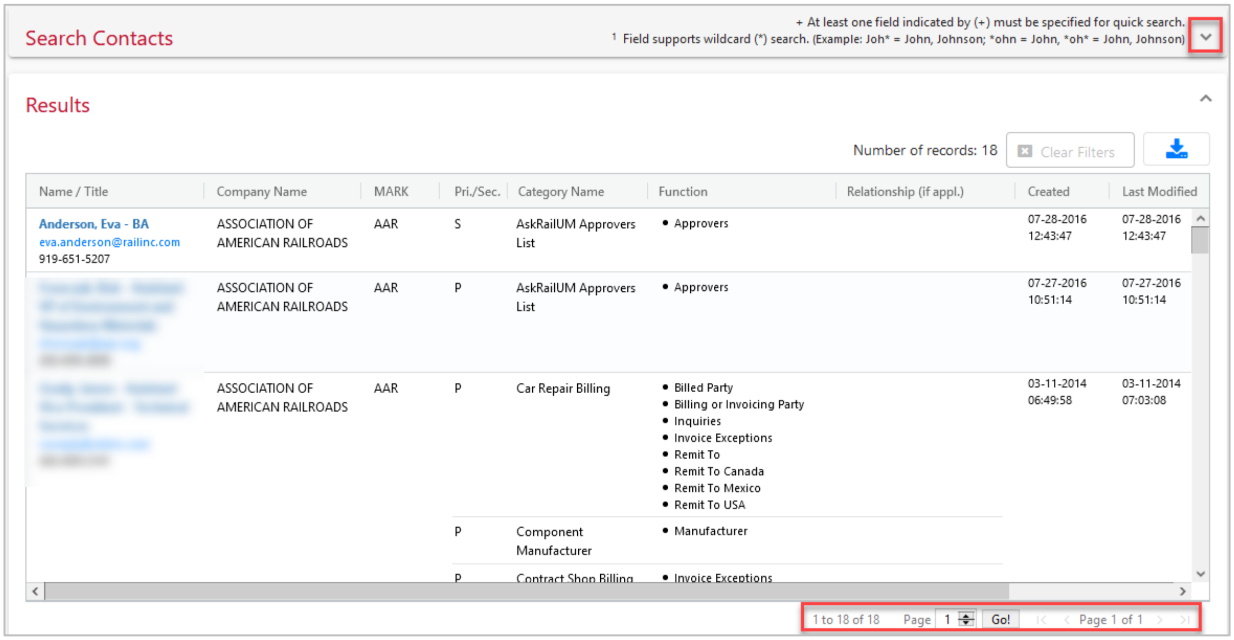
Exhibit 13. Search Contacts—Advanced Search



5. Perform one of the following actions:
   - Select **Search** to initiate the records search. Go to next step.
   - Select **Clear** to clear all input fields.
   - Select **Cancel** to cancel the search.

6. When **Search** is selected, the search results appear (Exhibit 14).

Exhibit 14. Contact Search Results

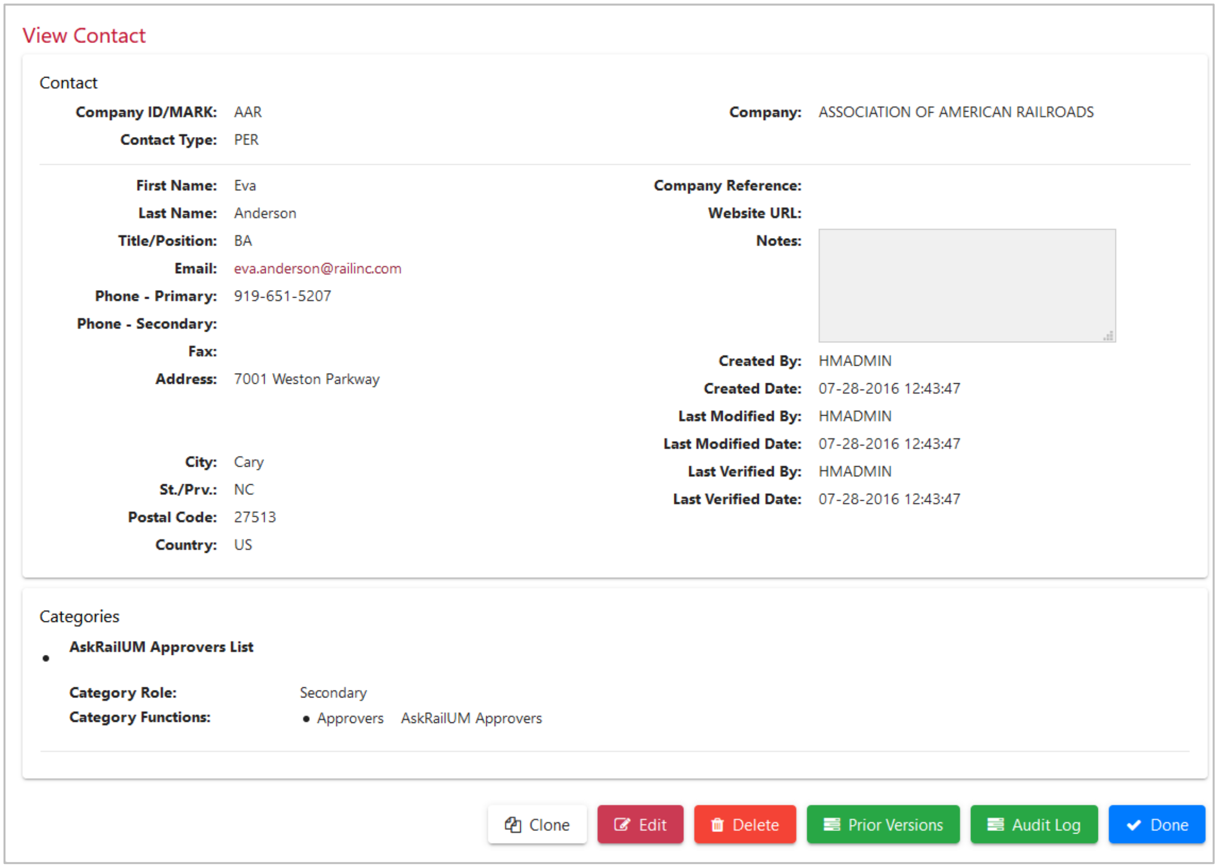


Note: If your search results in more than 25 records then an additional navigational option appears (as indicated in Exhibit 14). Move to other pages of results by entering the desired page number and then select **Go!**. Select the arrow (>) to move to the next page or select the end arrow (>|) to move to the last page of records.

7. Perform one of the following actions:

- Select the export icon:  to save the results as a CSV file (see Exporting CSV Files).
- FindUs.Rail automatically hides your search criteria. Select the arrow in the Search Contacts section to unhide your search criteria. Select **Search** again to initiate a new contacts search.
- Select **Done** to exit the search results screen.
- Enter criteria in either the **Quick Search** section or the **Advanced Search** section (Exhibit 13) to modify your existing search criteria.
- Select the hyperlinked name of a contact to view details of that contact (Exhibit 15). The View Contact screen appears (Exhibit 15).

Exhibit 15. View Contact



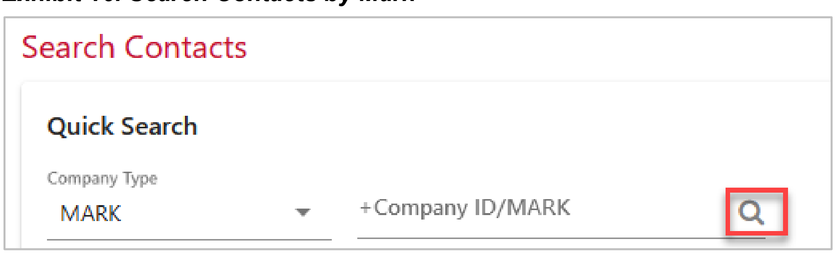
Select **Done** to exit the View Contact screen.

Looking up MARKs

Use the following procedure to search for MARKs from the search field (Exhibit 16):

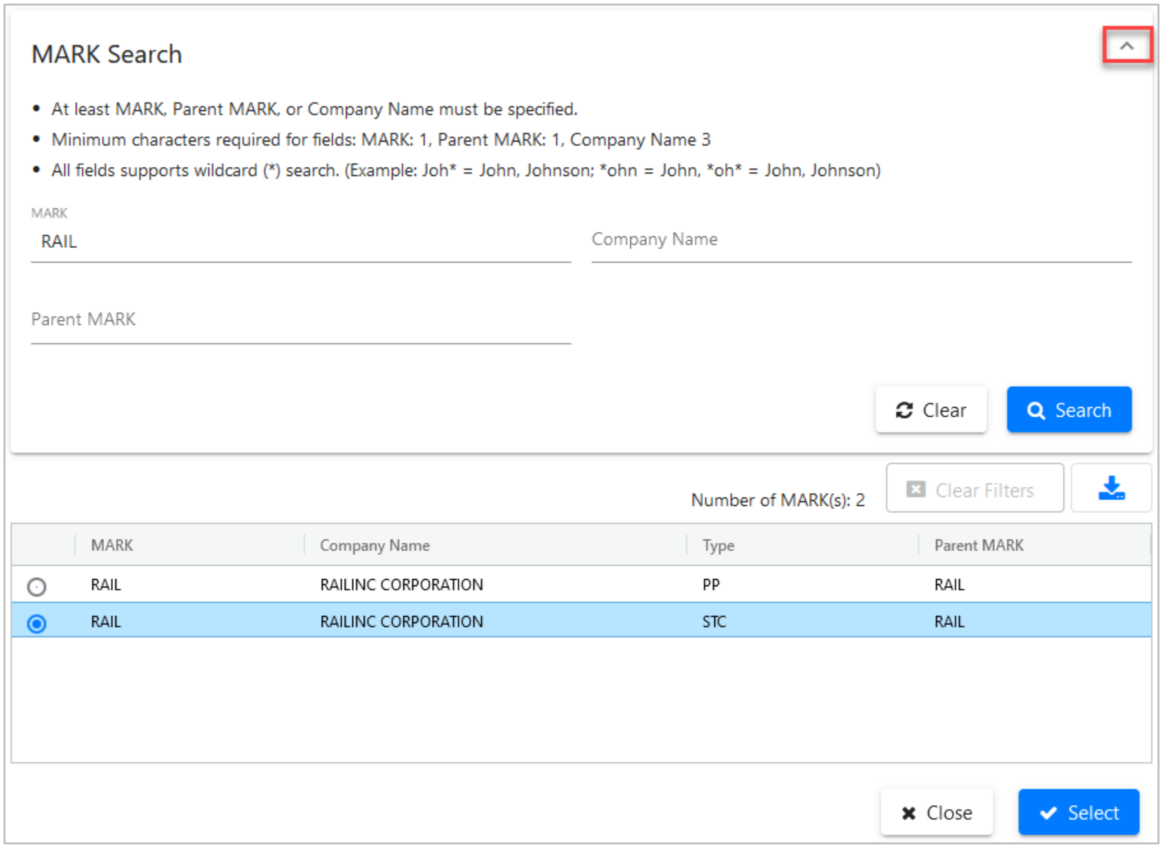
1. From any of the Company ID/MARK fields in the application, select the search icon at the right of the field.

Exhibit 16. Search Contacts by Mark



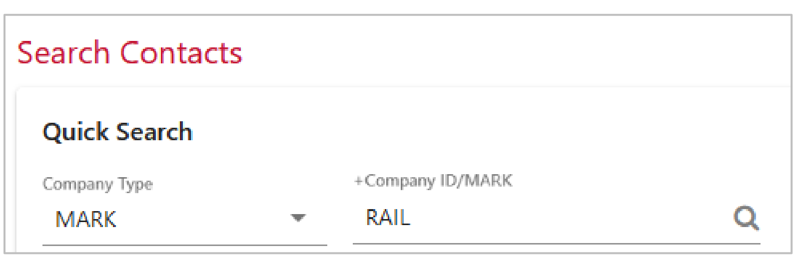
The MARK Search page appears (Exhibit 17).

Exhibit 17. MARK Search



2. Complete one or more of the available search input fields for MARK, Company Name, or Parent MARK. Please observe the following rules:
   - At least MARK, Parent MARK, or Company Name must be specified.
   - Minimum characters required for fields: MARK: 1, Parent MARK: 1, Company Name 3.
   - All fields support wildcard (*) search. (Example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson).
   - Select **Search** to initiate the search. The results appear at the bottom of the screen. FindUs.Rail automatically hides your search criteria. Select the arrow in the MARK Search section to unhide your search criteria. Select **Search** again to initiate a new MARK search.
3. Select the specific MARK that you want added to your search and then the **Select** button. That MARK is added to the search field on the screen (Exhibit 18).

Exhibit 18. Search Contacts with MARK Selected

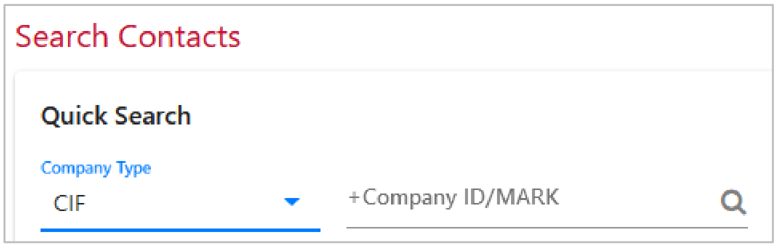


Looking up CIF Numbers

Use the following procedure to search for CIF Numbers from the search field (Exhibit 19):

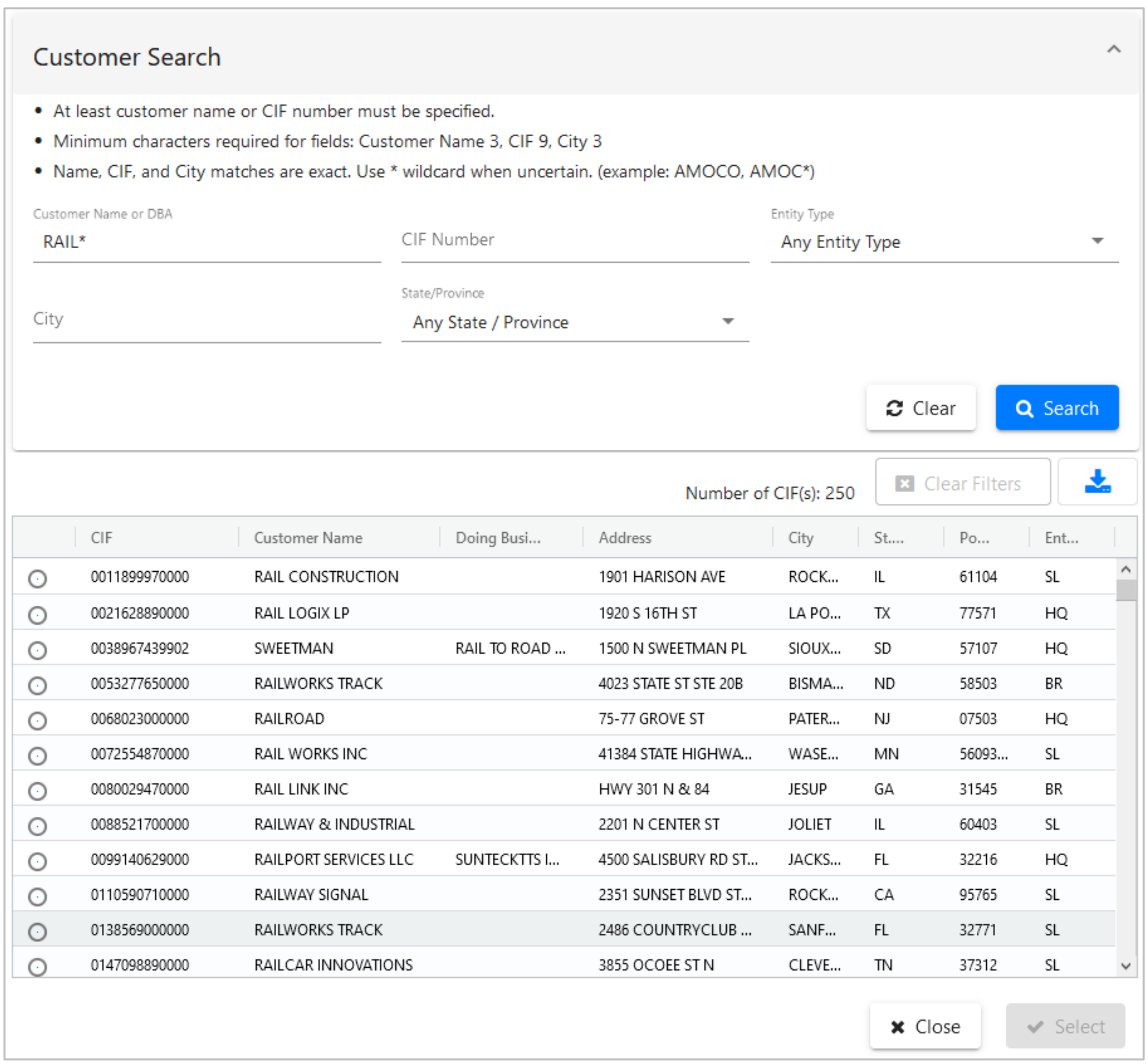
1. From any of the Company ID/MARK search fields in the application, select **CIF** from the drop-down and then select the search icon to the right of the field.

Exhibit 19. Search Contact by CIF



The Customer Search screen appears (Exhibit 20).

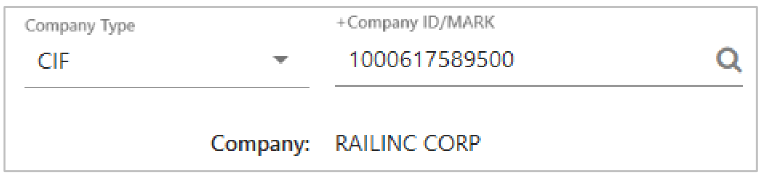
Exhibit 20. CIF Search



CIF	Customer Name	Doing Busi...	Address	City	St....	Po...	Ent...
0011899970000	RAIL CONSTRUCTION		1901 HARISON AVE	ROCK...	IL	61104	SL
0021628890000	RAIL LOGIX LP		1920 S 16TH ST	LA PO...	TX	77571	HQ
0038967439902	SWEETMAN	RAIL TO ROAD ...	1500 N SWEETMAN PL	SIOUX...	SD	57107	HQ
0053277650000	RAILWORKS TRACK		4023 STATE ST STE 20B	BISMA...	ND	58503	BR
0068023000000	RAILROAD		75-77 GROVE ST	PATER...	NJ	07503	HQ
0072554870000	RAIL WORKS INC		41384 STATE HIGHWA...	WASE...	MN	56093...	SL
0080029470000	RAIL LINK INC		HWY 301 N & 84	JESUP	GA	31545	BR
0088521700000	RAILWAY & INDUSTRIAL		2201 N CENTER ST	JOLIET	IL	60403	SL
0099140629000	RAILPORT SERVICES LLC	SUNTECKTTS I...	4500 SALISBURY RD ST...	JACKS...	FL	32216	HQ
0110590710000	RAILWAY SIGNAL		2351 SUNSET BLVD ST...	ROCK...	CA	95765	SL
0138569000000	RAILWORKS TRACK		2486 COUNTRYCLUB ...	SANF...	FL	32771	SL
0147098890000	RAILCAR INNOVATIONS		3855 OCOEE ST N	CLEVE...	TN	37312	SL

2. Complete one or more of the available search input fields for Customer Name, CIF Number, Entity Type, City, or State/Province. Please observe the following rules:
   - At least customer name or CIF number must be specified.
   - Minimum characters required for fields: Customer Name 3, CIF 9, City 3.
   - Name, CIF, and City matches are exact. Use * wildcard when uncertain (example: AMOCO, AMOC*).
3. Select **Search** to initiate the search. The results appear at the bottom of the screen.
4. Select the specific CIF listing that you want added to your search and then select the **Select** button. The CIF value is added to the search field on the screen (Exhibit 21).

Exhibit 21. Search Contacts with CIF Selected

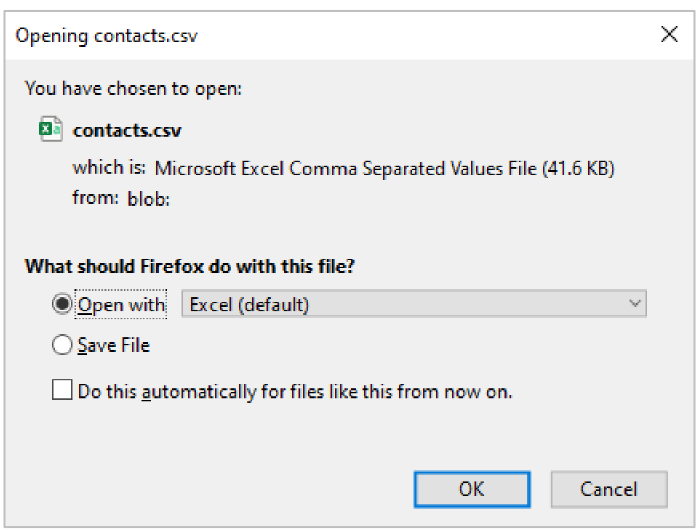


Exporting CSV Files

Use the following procedure to export search results to a CSV file:

1. From a contact, category, agency, or MARK search results screen, select the export icon: 
2. A dialog box appears asking if you want to open or save the file (Exhibit 22).

Exhibit 22. CSV Open/Save Dialog Box

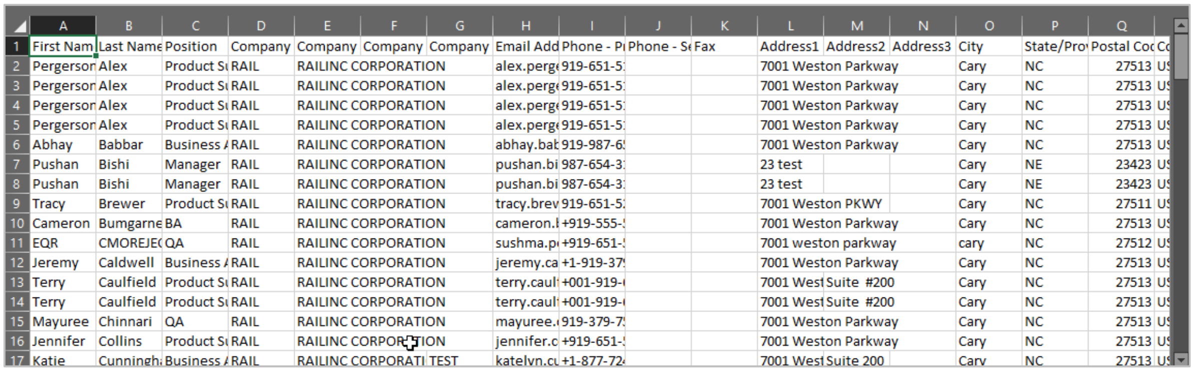


3. Perform one of the following actions:
   - Select **Open with** to immediate view the CSV file in the application associated with that file type on your computer (typically Microsoft Excel®).

- Select **Save File** to save the file to your computer. A confirmation dialog appears which allows you to open or locate the downloaded CSV file.

This is an example of a CSV file opened in Excel:

Exhibit 23. CSV Output Example in Excel



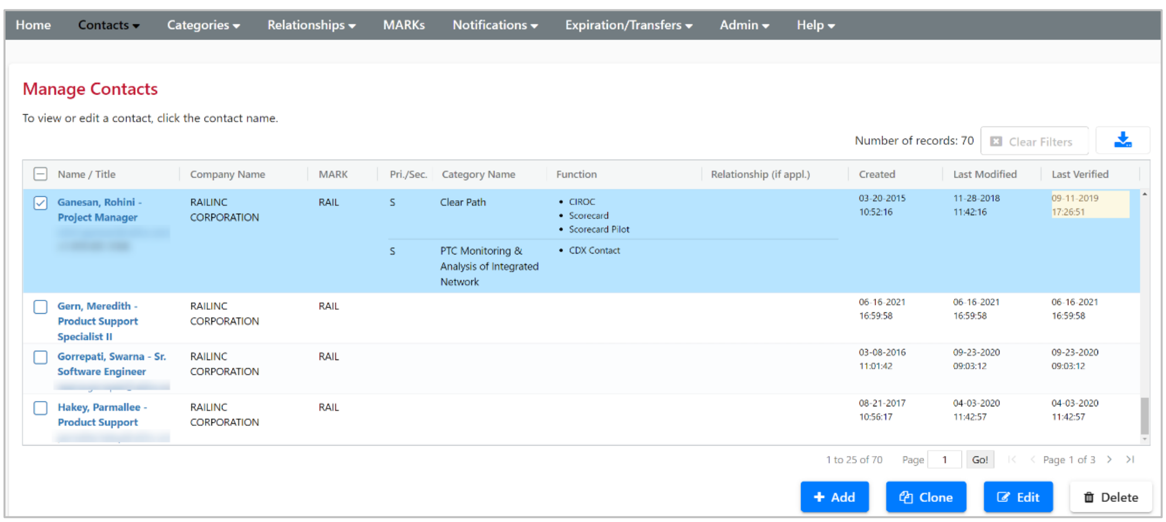
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	First Nam	Last Name	Position	Company	Company	Company	Company	Email Add	Phone - Pı	Phone - Se	Fax	Address1	Address2	Address3	City	State/Pro	Postal Coc	Cc
2	Pergerson	Alex	Product Sı	RAIL	RAILINC CORPORATION			alex.perge	919-651-5:			7001 Weston Parkway			Cary	NC	27513	US
3	Pergerson	Alex	Product Sı	RAIL	RAILINC CORPORATION			alex.perge	919-651-5:			7001 Weston Parkway			Cary	NC	27513	US
4	Pergerson	Alex	Product Sı	RAIL	RAILINC CORPORATION			alex.perge	919-651-5:			7001 Weston Parkway			Cary	NC	27513	US
5	Pergerson	Alex	Product Sı	RAIL	RAILINC CORPORATION			alex.perge	919-651-5:			7001 Weston Parkway			Cary	NC	27513	US
6	Abhay	Babbar	Business /	RAIL	RAILINC CORPORATION			abhay.bab	919-987-6!			7001 Weston Parkway			Cary	NC	27513	US
7	Pushan	Bishi	Manager	RAIL	RAILINC CORPORATION			pushan.bi	987-654-3:			23 test			Cary	NE	23423	US
8	Pushan	Bishi	Manager	RAIL	RAILINC CORPORATION			pushan.bi	987-654-3:			23 test			Cary	NE	23423	US
9	Tracy	Brewer	Product Sı	RAIL	RAILINC CORPORATION			tracy.brev	919-651-5:			7001 Weston PKWY			Cary	NC	27511	US
10	Cameron	Bumgarne	BA	RAIL	RAILINC CORPORATION			cameron.l	+919-555-!			7001 Weston Parkway			Cary	NC	27513	US
11	EQR	CMOREJE(	QA	RAIL	RAILINC CORPORATION			sushma.p	+919-651-!			7001 weston parkway			cary	NC	27512	US
12	Jeremy	Caldwell	Business /	RAIL	RAILINC CORPORATION			jeremy.ca	+1-919-37!			7001 Weston Parkway			Cary	NC	27513	US
13	Terry	Caulfield	Product Sı	RAIL	RAILINC CORPORATION			terry.cault	+001-919-(			7001 West	Suite #200		Cary	NC	27513	US
14	Terry	Caulfield	Product Sı	RAIL	RAILINC CORPORATION			terry.cault	+001-919-(			7001 West	Suite #200		Cary	NC	27513	US
15	Mayuree	Chinnari	QA	RAIL	RAILINC CORPORATION			mayuree.(	919-379-7!			7001 Weston Parkway			Cary	NC	27513	US
16	Jennifer	Collins	Product Sı	RAIL	RAILINC CORPORATION			jennifer.c	+919-651-!			7001 Weston Parkway			Cary	NC	27513	US
17	Katie	Cunningh:	Business /	RAIL	RAILINC CORPORATI		TEST	katelyn.cu	+1-877-72			7001 West	Suite 200		Cary	NC	27513	US

Managing Contacts

Use the following procedure to manage contact information:

1. Select **Contacts > Manage Contacts**. The Manage Contacts page displays.

Exhibit 24. Manage Contacts



Note: If your search results in more than 25 records then an additional navigational option appears (as indicated in Exhibit 24). Move to other pages of results by entering the desired page number and then select **Go!**. Select the arrow (>) to move to the next page or select the end arrow (>|) to move to the last page of records.

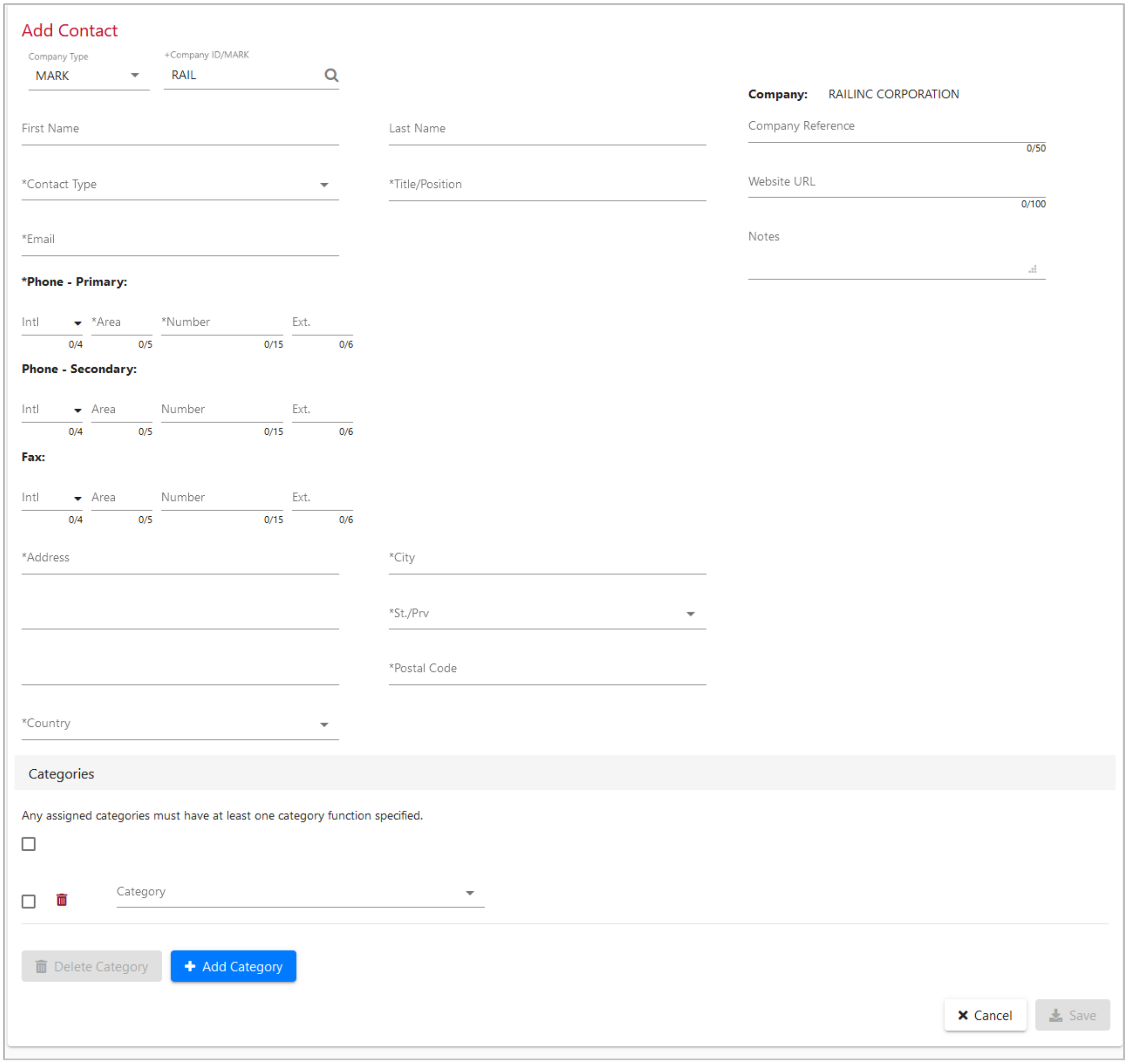
2. Perform one of the following actions:
   - Select **Add** to add a new contact (see Adding Contacts).
   - Select an existing contact's checkbox and select **Clone** to create a new contact based on the selection (see Cloning Contacts).
   - Select an existing contact's checkbox and select **Edit** to edit that contact (see Editing Contacts).
   - Select an existing contact's checkbox and select **Delete** to delete that contact. A confirmation message appears. Select **OK** to confirm your decision.
   - Select the hyperlinked name of a listed contact to view/manage that contact. The View Contact screen appears (Exhibit 15).
     - Select **Edit** to edit that contact (see Editing Contacts).
     - Select **Delete** to delete the contact. A confirmation message appears. Select **OK** to confirm your decision.
     - Select **Clone** to create a new contact based on the selection (see Cloning Contacts).
     - Select **Prior Versions** to display a list of prior versions of the displayed contact information (see Reviewing Prior Versions).
     - To view the contact's audit log, select **Audit Log**.
     - Select **Done** to exit the View Contact screen. The Manage Contacts screen appears again (Exhibit 24).

Adding Contacts

Use the following procedure to add contact information to an available MARK:

1. Select **Contacts > Add Contact**. The Add Contact page appears (Exhibit 25).

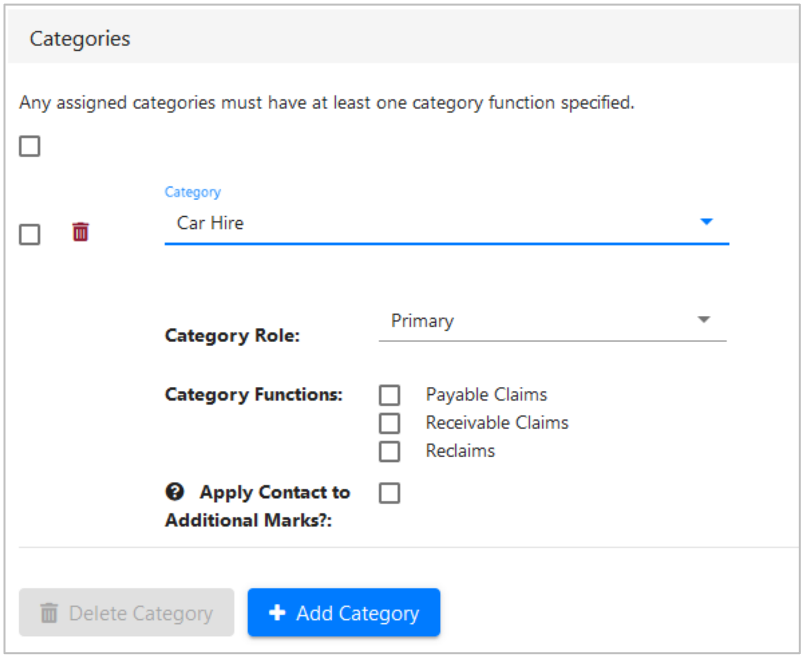
Exhibit 25. Add Contact



2. Complete the available input fields. Fields marked with an asterisk (*) are required.

3. In the Categories section, select the appropriate category for the contact, for example Car service/Car Hire Voting Subscribers (Exhibit 26). Depending on the selection, additional details appear regarding the category role. Any relationship or agency applies for any category.

Exhibit 26. Adding Categories—Car Hire Example



For this example, under the **Category Role** drop-down, select either **Primary** or **Secondary**.

Apply Contact to Additional Marks: Select this checkbox to identify additional MARKs to represent. The list of additional MARKs is populated by your **Relationships** (Parent-Child MARK Hierarchy, Holding Parent-Child Hierarchy and Agencies granted in active Letters of Authorization-LOA). When users search for a contact on the **Search Contacts** page, your contact will display for your MARK and all the additional MARKs you select.

4. Select **Save** to save the new contact record.

Cloning Contacts

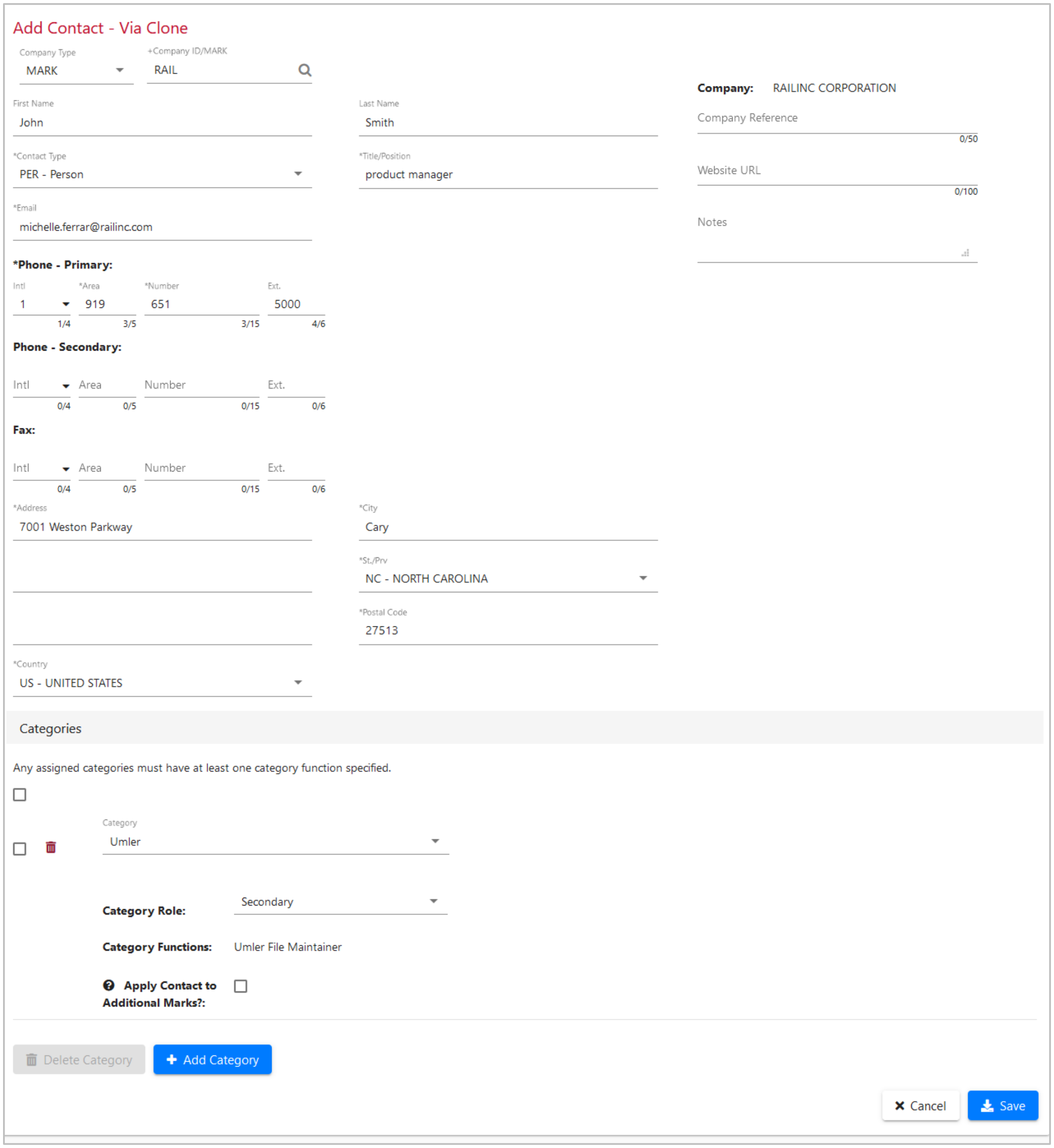
You can clone a contact to make a new contact for the same MARK, or you can clone a contact for use with an additional MARK. See either Cloning a Contact for the Same MARK below or Cloning a Contact to an Additional MARK.

Cloning a Contact for the Same MARK

Use the following procedure to clone the fields of an existing contact to set up a new contact for the same MARK:

1. From either the View Contact page (Exhibit 15), the Manage Contacts page (Exhibit 24) or the Contacts Requiring Verification pages (Exhibit 4 and Exhibit 32), select a listed contact and select **Clone**. The Add Contact by Cloning page appears (Exhibit 27).

Exhibit 27. Add Contact—Via Clone



2. Complete/modify the available input fields as necessary.

3. Perform one of the following actions:
   - Select **Save** to save the cloned contact record.
   - Select **Cancel** to cancel the addition of the clone.

Cloning a Contact to an Additional MARK

Use the following procedure to clone the fields of an existing contact and set up a new contact for use with an additional MARK:

Note: To clone a contact to an additional MARK, you must have FindUs.Rail Contact Company Admin permissions to multiple MARKs: the one you are cloning from and the one you are cloning to.

1. From either the View Contact page (Exhibit 15), the Manage Contacts page (Exhibit 24) or the Contacts Requiring Verification pages (Exhibit 4 and Exhibit 32), select a listed contact and select **Clone**. The Add Contact—Via Clone page appears (Exhibit 27). Note the Company ID/MARK drop-down list at the top.

2. In the Company ID/MARK field, select the MARK to which you want to clone the contact (Exhibit 28).

Exhibit 28. Add Contact—Via Clone Changing the Company ID/MARK

3. Complete/modify any additional available input fields as necessary.

4. Perform one of the following actions:

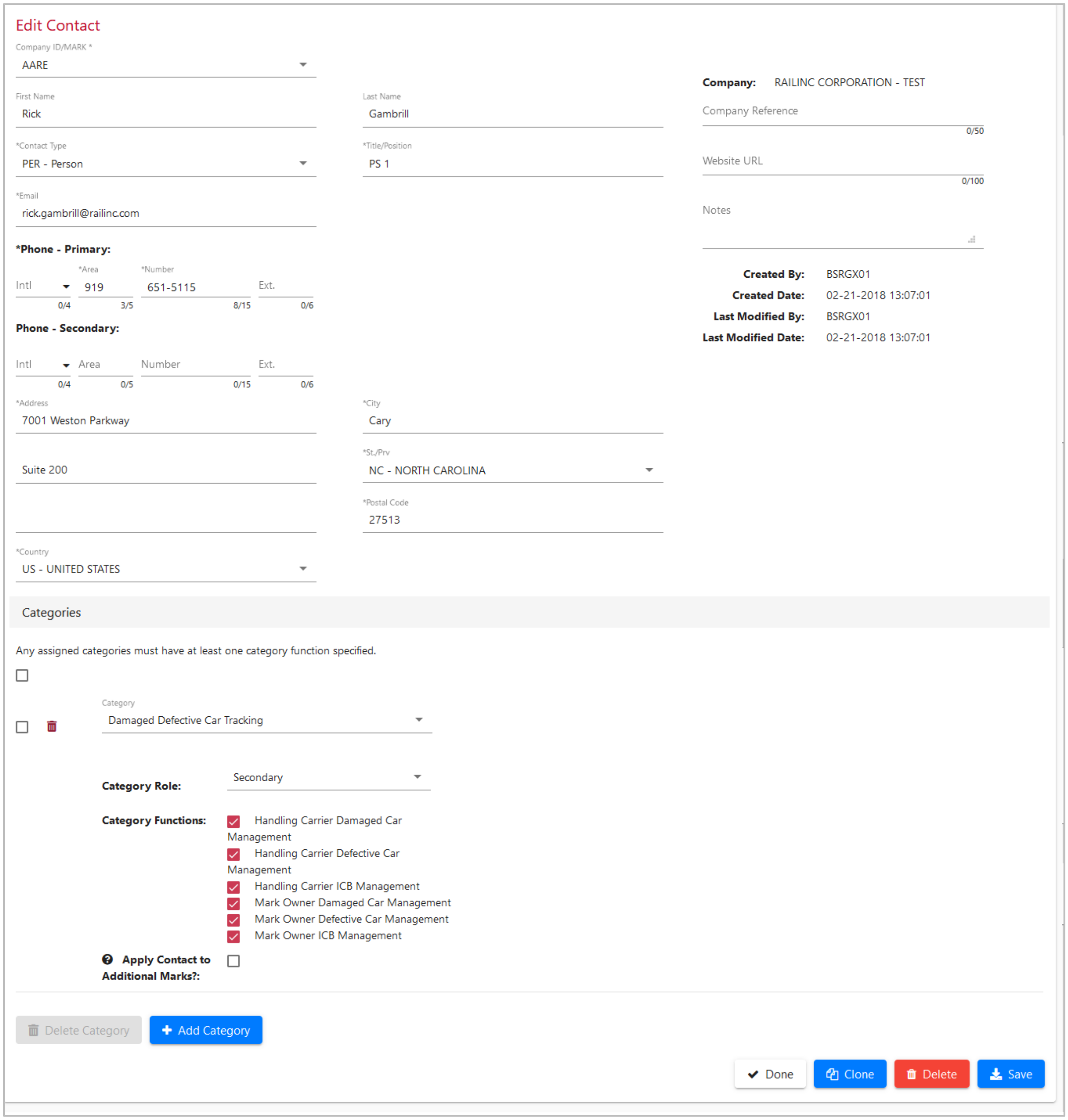
   - Select **Save** to save the cloned contact record for use with the additional specified MARK.
   - Select **Cancel** to cancel the addition of the clone.

Editing Contacts

Use the following procedure to edit an existing contact:

1. From either the View Contact page (Exhibit 15), the Manage Contacts page (Exhibit 24), or the Contacts Requiring Verification pages (Exhibit 4 and Exhibit 32), select a listed contact and select **Edit**. The Edit Contact page appears (Exhibit 29).

Exhibit 29. Edit Contact



2. Edit the available contact information input fields as needed.

3. The bottom portion of the screen allows you to specify a category assignment for the displayed contact. As needed, use the category drop-down to select an appropriate category. Options allow you to specify the details of an agency relationship for categories to which you have been assigned permissions. Use the **Add Category** and **Delete Category** buttons to add or delete categories for the displayed contact.

4. Perform one of the following actions:
   - Select **Save** to save any completed edits.
   - Select **Clone** to create a new contact based on the displayed record (see Cloning Contacts).
   - Select **Delete** to delete that contact. A confirmation message appears. Select **OK** to confirm your decision.
   - Select **Done** to exit the Edit Contact screen. You are returned to the page from which you selected the contact.

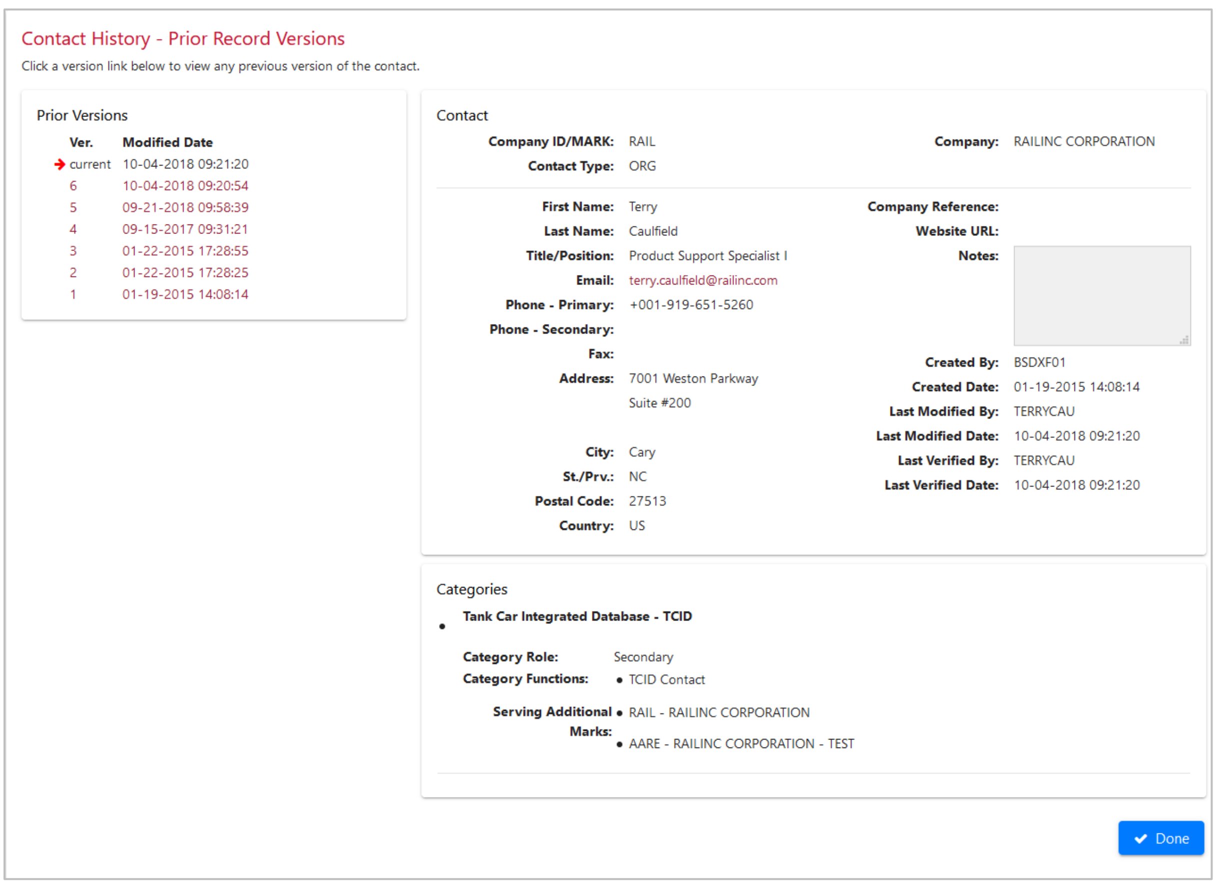
Reviewing Prior Versions

Use the following procedure to review prior versions of modified contact information:

1. Complete the Managing Contacts process.

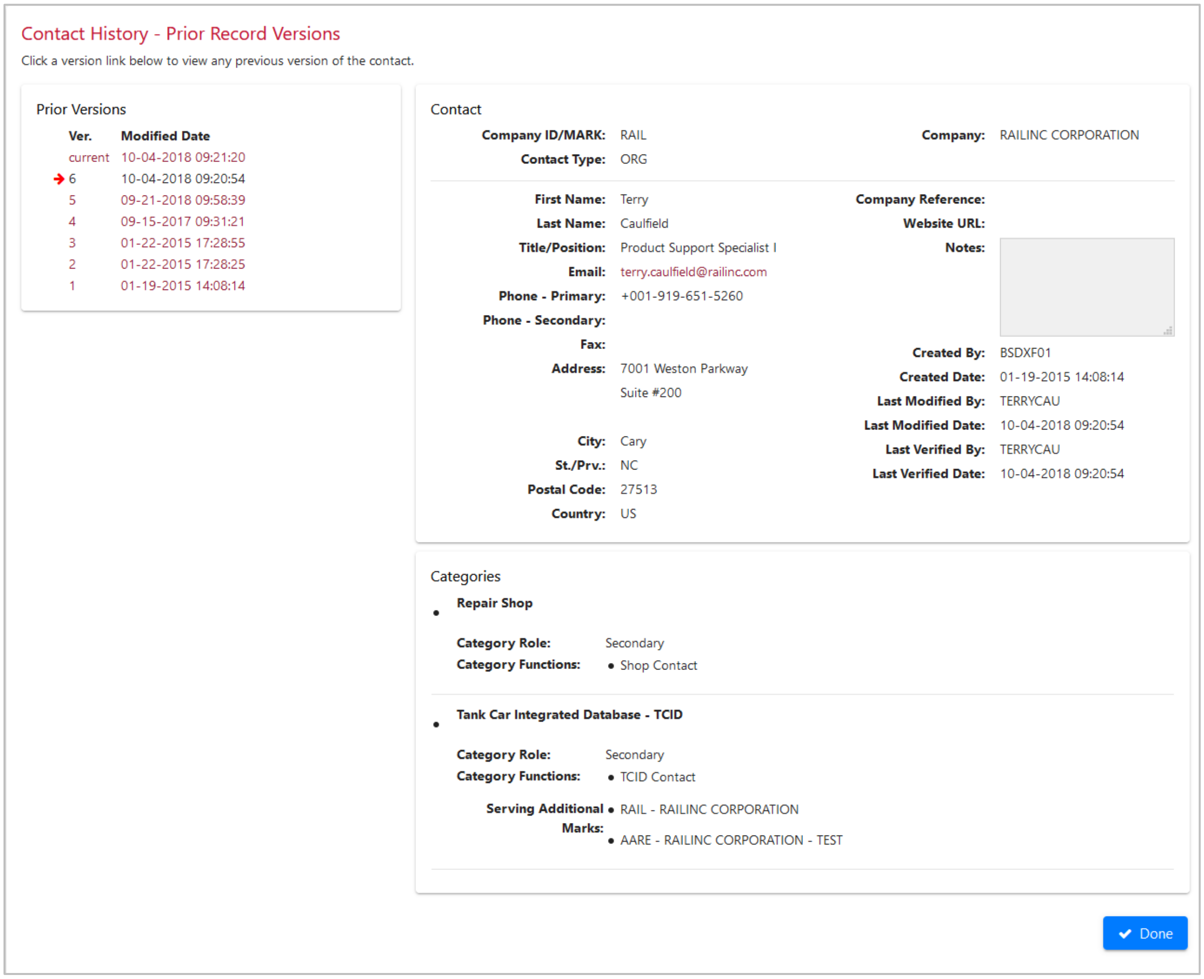
2. From the View Contact page (Exhibit 15), select the **Prior Versions** button. The Contact History - Prior Record Versions screen appears (Exhibit 30).

Exhibit 30. Contact History—Prior Record Versions



3. All prior versions of the selected record are listed under the **Prior Versions** heading. To review a prior version, select the hyperlinked modified date or version number. The Contact History - Prior Record Versions screen is refreshed to show the prior version ([Exhibit 31](#)).

Exhibit 31. Contact History—Prior Record Versions Showing Prior Version



4. Select **Done** to exit the Contact History - Prior Record Versions page.

Viewing Contacts Requiring Verification

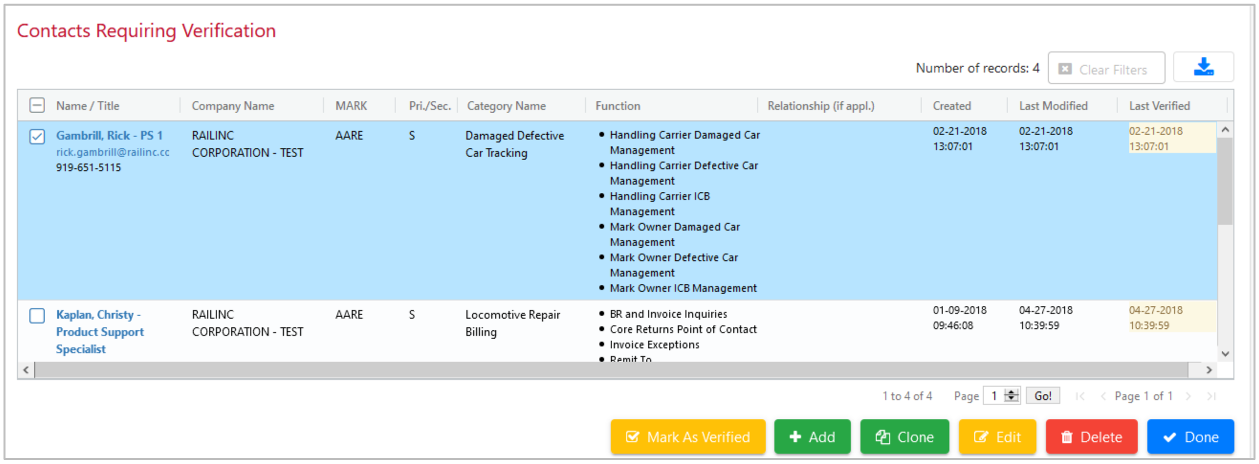
FindUs.Rail periodically prompts Contact Company Administrators to review contacts for accuracy. When Contact Company Administrators log into FindUs.Rail and they have been sent a notification to review one or more of their contacts, they are redirected to a screen that prompts them to verify any outstanding contacts ([Exhibit 4](#)). This screen can also be reached through the menu. Contact Company Administrators have the option to view, edit, and mark each contact as having been reviewed. The system updates the last modified and last verified dates for the contact according to whether an edit and/or verification was performed, respectively. Users can skip this screen, but the system continues to prompt to verify any remaining contacts on subsequent logins until all contacts in the queue have been verified.

This procedure describes how to access the option from the menu; however, the functionality is the same if accessed from the login screen.

Use the following procedure to view and verify contacts:

1. Select **Contacts > View Contacts Requiring Verification**. The Contacts Requiring Verification page appears (Exhibit 32).

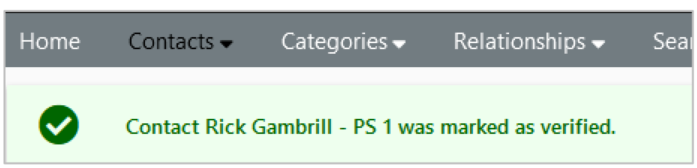
Exhibit 32. Contacts Requiring Verification Using the Menu



3. Perform one of the following actions:

   - To verify that a listed contact is still valid, select the checkbox next to the listed contact. Select multiple contact checkboxes to verify more than one. Select the checkbox above the entire list to select all listed contacts. Next select **Mark As Verified**. A message appears at the top of the page (Exhibit 33) and the contact is removed from the list.

Exhibit 33. Contact Verified



   - Select the **Name/Title** link of a listed contact to view/manage that contact. The View Contact page appears (Exhibit 15). See Managing Contacts.
   - Select **Add** to add a new contact (see Adding Contacts).
   - Select an existing contact and select **Clone** to create a new contact based on the selection (see Cloning Contacts).
   - Select an existing contact and select **Edit** to perform edits (see Editing Contacts).
   - Select an existing contact and select **Delete** to delete that contact. A confirmation message appears. Select **OK** to confirm your decision.
   - Select **Done** to exit the page.

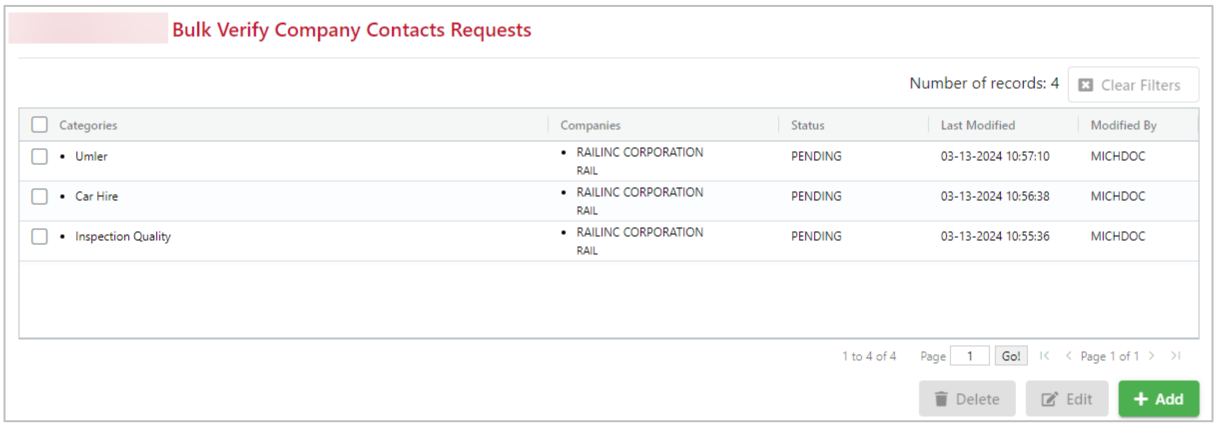
Bulk Verify Company Contacts

Contact Company Administrators can verify their contacts in bulk by adding them to the Bulk Verify Company Contacts page in place of verifying contacts individually. FindUs.Rail Company Admin or Category Admin permissions are required to bulk verify contacts. Admins can set up a subscription to be notified when contacts need verification. See [Adding Subscriptions](#) for details.

Use the following procedure to add and verify contacts in bulk:

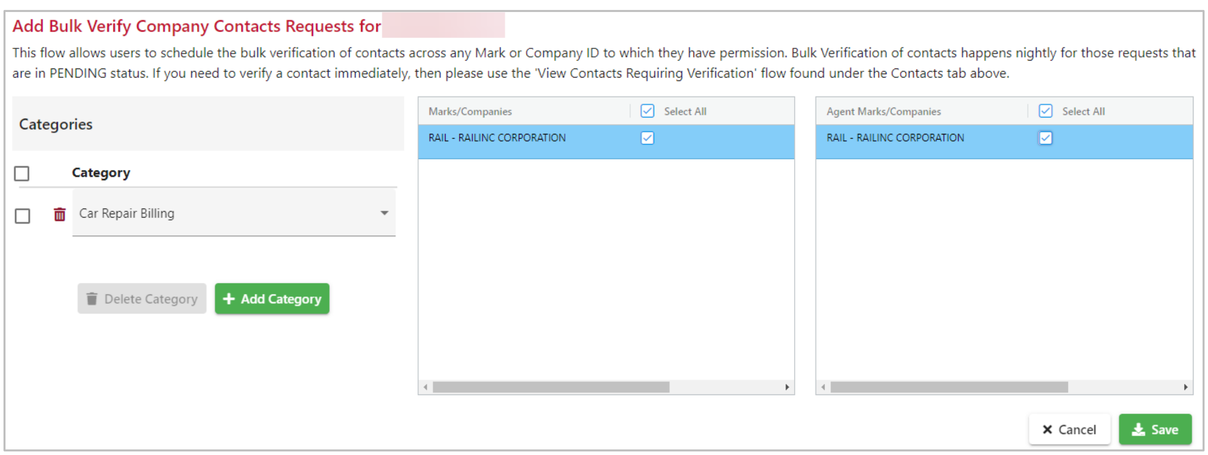
1. Select **Contacts > Bulk Verify Company Contacts**. The Bulk Verify Company Contacts Requests page displays.

Exhibit 34. Bulk Verify Company Contacts Requests



2. Select the **Add** button at the bottom right of the page. The Add Bulk Verify Company Contacts Requests page displays.

Exhibit 35. Add Bulk Contacts



3. Select the **Add Category** button and select a category from the drop-down list appears. One or more categories can be selected per request. Remove a category by selecting the trash icon next to the category that you want to delete.

4. Select the **Marks** and **Agents** for the companies that you want included in this bulk verify request.

5. Select **Save**. The request displays in your list of bulk requests with the PENDING Status. Once the request has run, the **Status** changes to COMPLETED and the **Last Verified Date** is updated. You can create additional requests for different categories/companies as needed.

6. Pending bulk requests run each day at 3:00 AM ET, so the results are not immediately available. If a contact needs to be verified quickly, use the Viewing Contacts Requiring Verification process to manually verify individual contacts.

7. After the request has completed, you can edit and save the request to re-run it again. If one or more contacts do not verify, the next time you login to FindUs.Rail you'll be automatically taken to a page with the contacts to be verified. If all the contacts verify in your bulk request, no notifications will be sent to contacts upon verification.

8. To remove a request, select the check box for the request you want to delete and select **Delete**.

Working with Categories

The FindUs.Rail repository for company contacts is organized under various categories, each managed by Contact Company Administrators. This section explains the options available on the Categories menu (Exhibit 36). Use the **Categories** menu to view existing categories.

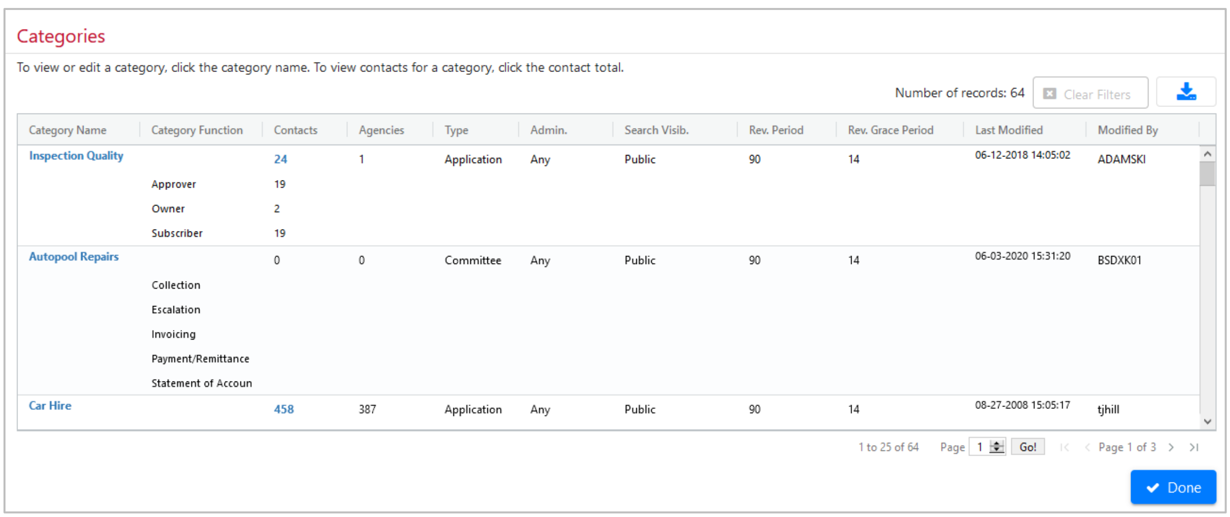
Exhibit 36. Categories Menu

Viewing Categories

Use the following procedure to view the available category types and the contacts that have been assigned to a designated category:

1. Select **Categories > View Categories**. The Categories page appears (Exhibit 37).

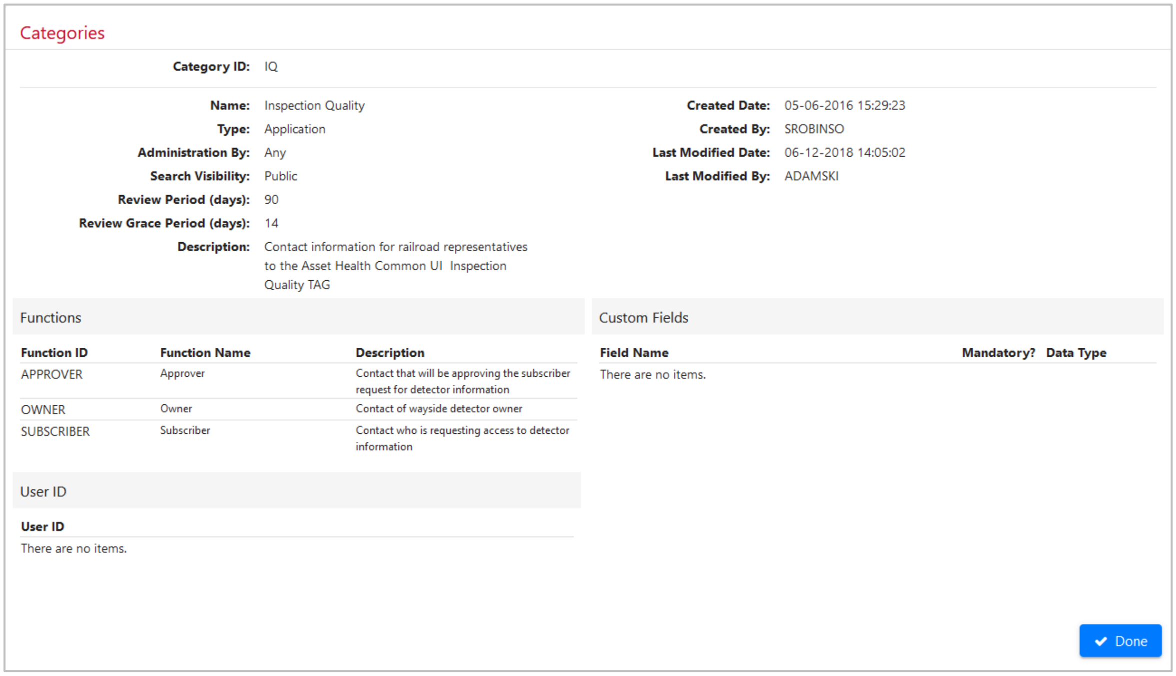
Exhibit 37. View Categories



2. Perform one of the following actions:

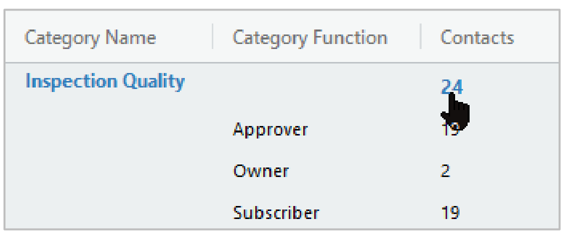
   - Select the **Category Name** link of a listed category to view the details. The Category Details page appears (Exhibit 38). Then, select **Done** to exit the page.

Exhibit 38. Category Details



- Select the number of contacts link for a listed category to view category contacts (Exhibit 39).

Exhibit 39. Select Contacts Total



- The Search Contacts Results page appears. For details, see Searching Contacts starting in step 7.

Searching Relationships

This section explains the options available on the Relationships menu (Exhibit 40). A relationship can be a mark hierarchy (i.e., parent mark to a child mark), holding company hierarchy or an agency granted through Letter of Authorization (LOA) relationship.

To add an agency, create a LOA with the **Rail Industry Contact Information – FindUs.Rail** category. Allow 5 business days after the LOA has been approved for the agency to be implemented in FindUs.Rail. For more information about the LOA application, see the *LOA User Guide*.

An agency relationship is needed when one business or administrative division represents another in FindUs.Rail. An agency relationship is set up between a company and the agent(s) for that company. For example, agents typically manage functions such as Car Repair Billing.

Use the **Relationships** menu to search for relationship information.

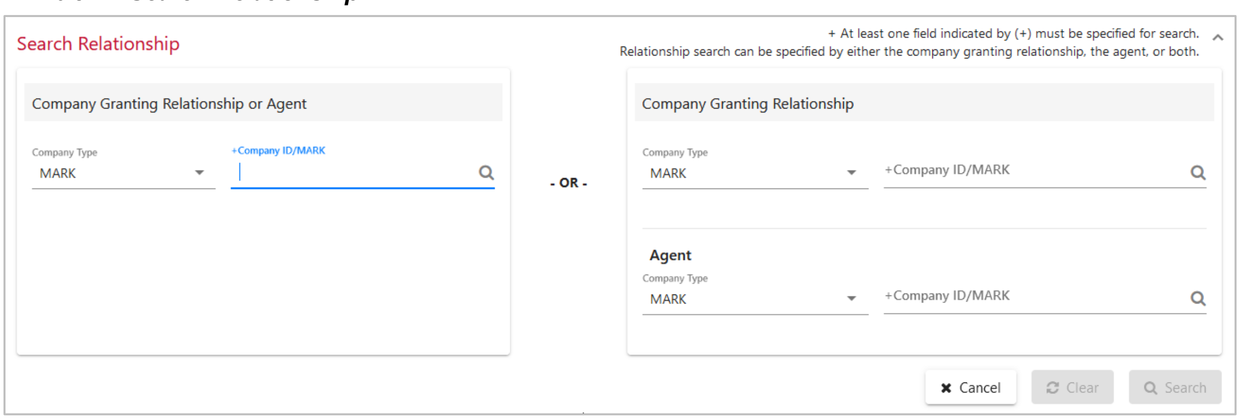
Exhibit 40. Relationships Menu

Searching Relationships

A Relationship search can be specified by the Company Granting Relationship MARK or CIF, Agent MARK or CIF or both. Use the following procedure to search relationship information:

1. Select **Relationships** > **Search Relationships**. The Search Relationship page appears (Exhibit 41).

Exhibit 41. Search Relationship

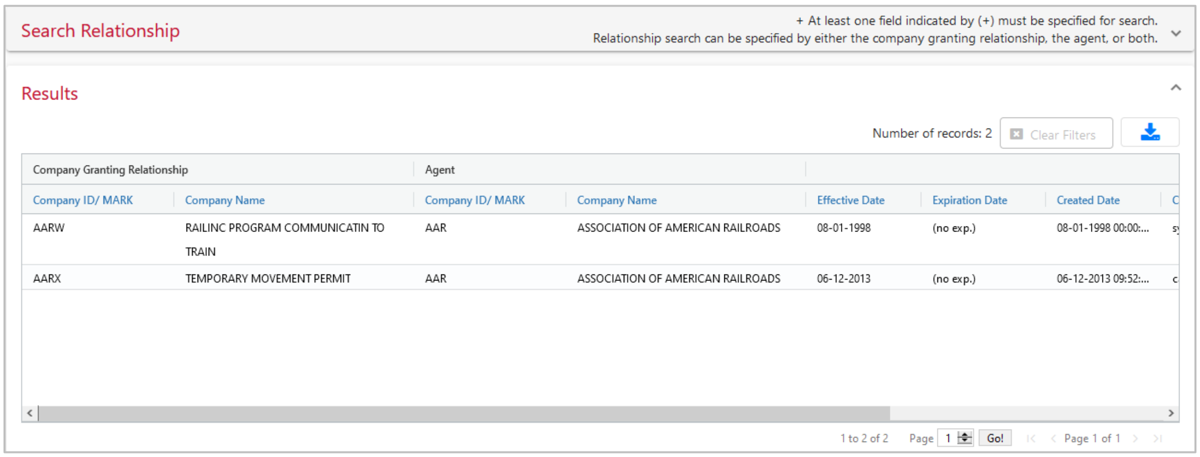


2. Enter the Company ID/MARK/CIF field for the Company Relationship, Agent, or both.
   - Company ID/MARK/CIF—Use the drop-down field to select either MARK or CIF. Use the field next to the drop-down to enter either a MARK or a CIF number (based on your

selection in the previous drop-down). If needed, select the search icon to search for MARKs or CIF numbers. See Looking up MARKs or Looking up CIF Numbers for details.

- Select **Search** to initiate the records search. The search results appear (Exhibit 42).

Exhibit 42. Relationship Search Results



Note: If your search results are more than 25 records then an additional navigational option appears. Move to other pages of results by entering the desired page number and then select **Go!**. Select the arrow (>) to move to the next page or select the end arrow (>|) to move to the last page of records.

Perform one of the following actions:

- Select the export icon:  to save the results as a CSV file (see Exporting CSV Files).
- FindUs.Rail automatically hides your search criteria. Select the arrow in the Search Relationship section to unhide your search criteria. Select **Search** again to initiate a new relationship search.
- Select **Done** to exit the Search Results page.

Searching MARKs

Use the following procedure to search for MARKs:

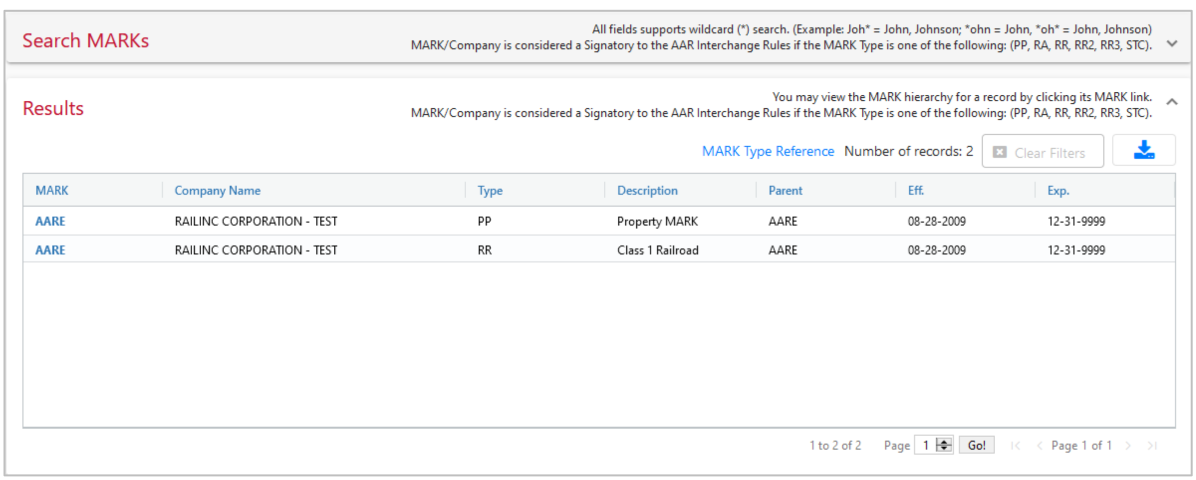
1. Select **Search MARKs**. The Search MARKs page appears (Exhibit 43).

Exhibit 43. Search MARKs

2. Complete one or more of the available fields:
   - MARK—Enter the 2 to 4-character MARK.
   - Company Name—Enter the specific company name.
   - Parent MARK—If applicable, enter the Parent MARK of the search record.

3. Select **Search** to continue. The Search MARKs Results tab appears (Exhibit 44).

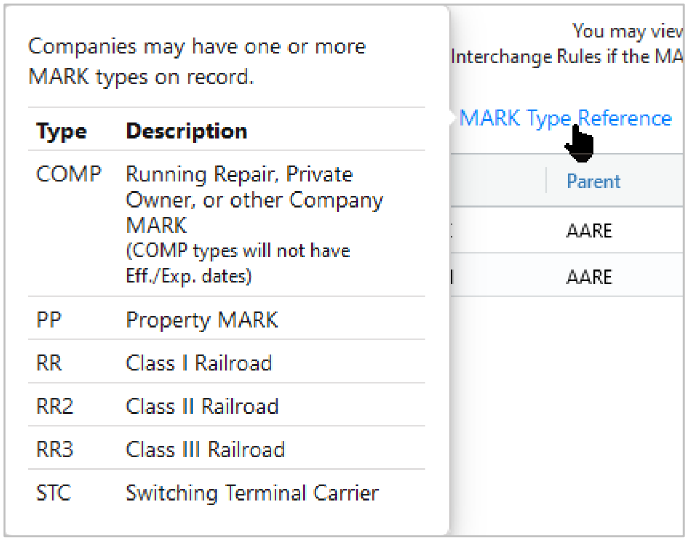
Exhibit 44. Search MARKs Results



Note: If your search results in more than 25 records then an additional navigational option appears. Move to other pages of results by entering the desired page number and then select **Go!**. Select the arrow (>) to move to the next page or select the end arrow (>|) to move to the last page of records.

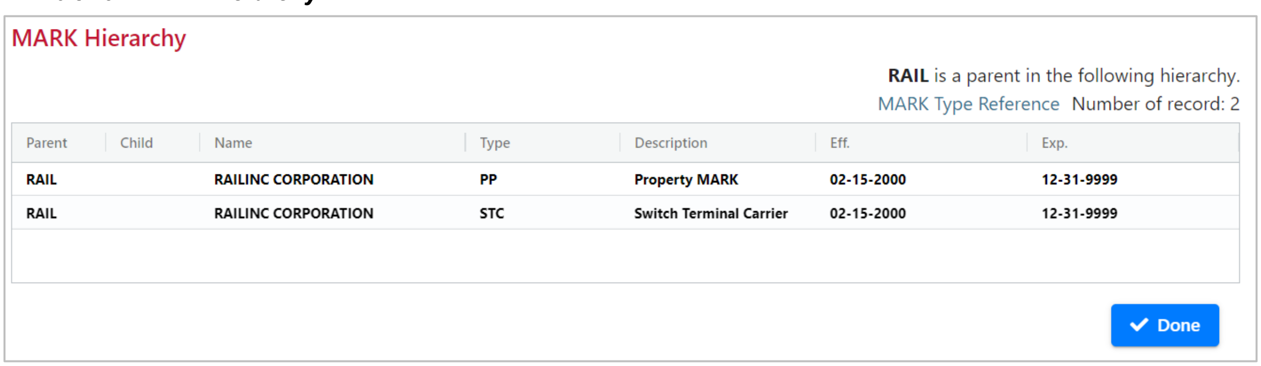
4. Complete one of the following actions:
   - Select the **MARK Type Reference** link to display a quick reference explaining MARK Types (Exhibit 45).

Exhibit 45. MARK Type Reference



- Select the export icon: to save the results as a CSV file (see [Exporting CSV Files]).
- FindUs.Rail automatically hides your search criteria. Select the arrow in the Search MARKs section to unhide your search criteria. Select **Search** again to initiate a new MARK search.
- Select **Done** to exit the search results screen.
- Select the **MARK** link of a listed mark record to view the parent/child hierarchy of that record ([Exhibit 46]).

Exhibit 46. MARK Hierarchy



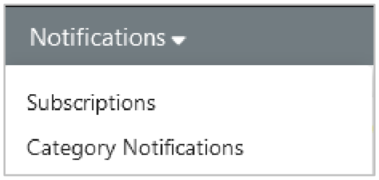
- Select **Done** to exit the MARK Hierarchy page.

Working with Notifications

The Notifications menu allows you to subscribe to email notifications about changes to contact information.

This section describes the options available on the Notifications menu (Exhibit 47). Use the **Notifications** menu to view and manage subscriptions.

Exhibit 47. Notifications Menu

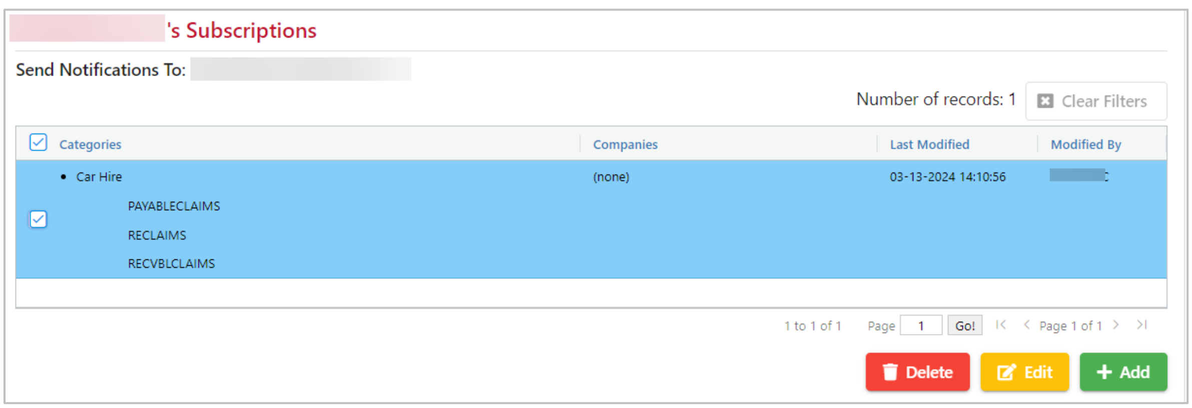


Viewing and Managing Subscriptions

Use the following procedure to view and manage subscriptions:

1. Select **Notifications** > **Subscriptions**. The Subscriptions page appears showing all current subscriptions (Exhibit 48).

Exhibit 48. Subscriptions



2. Perform one of the following actions:
   - Select **Add** to add a new subscription (see Adding Subscriptions below).
   - Select an existing subscription and then select **Edit** to edit that subscription (see Editing Subscriptions).
   - Select an existing subscription and then **Delete** to delete that subscription. A confirmation message appears. Select **OK** to confirm your decision.

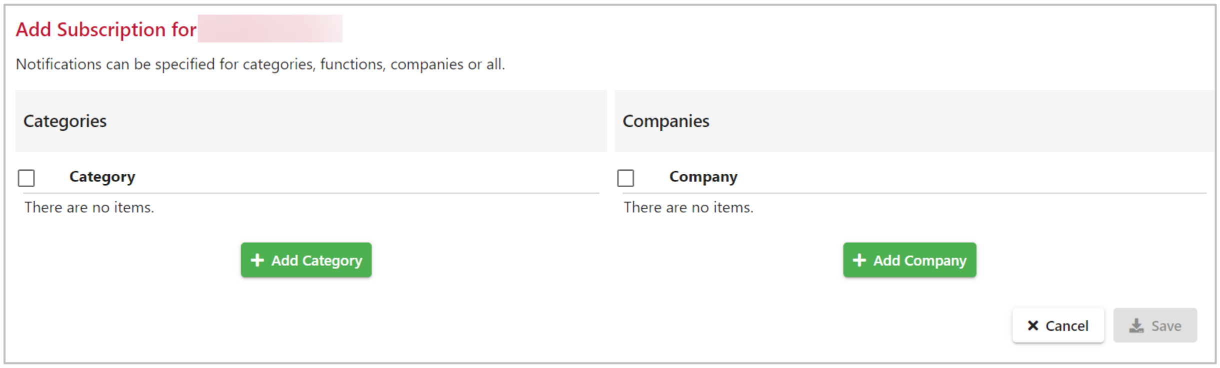
Adding Subscriptions

Use the following procedure to add a subscription:

1. Select **Notifications** > **Subscriptions**. The Subscriptions page appears showing all current subscriptions (Exhibit 48).

2. Select **Add**. The Add Subscriptions page appears (Exhibit 49).

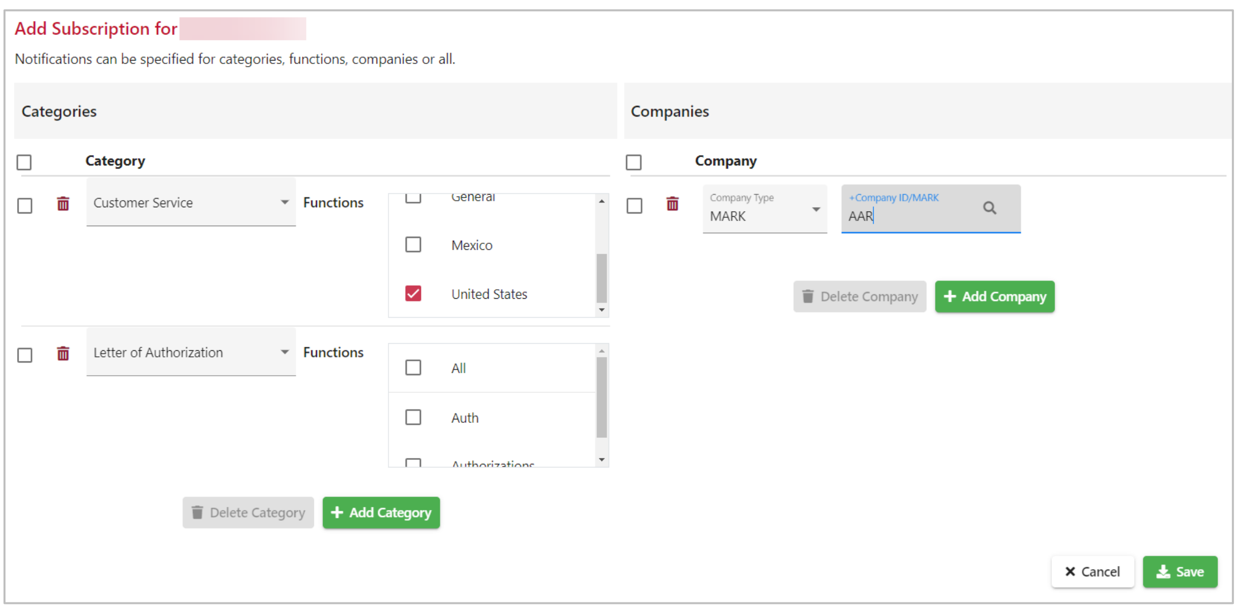
Exhibit 49. Add Subscription



3. You can specify to have the subscription set up for **Categories** or **Companies** by selecting the associated **Add** button underneath either list.

4. Use the input fields to specify either **Categories** or **Companies** to include in the subscription. Select the **Add** or **Delete** buttons to add or remove **Categories** or **Companies** (Exhibit 50).

Exhibit 50. Adding Categories and Companies to a Subscription



Note: If a company is not selected, the default setting is to send changes for **all** companies.

5. Select **Save** to save the created subscription(s).

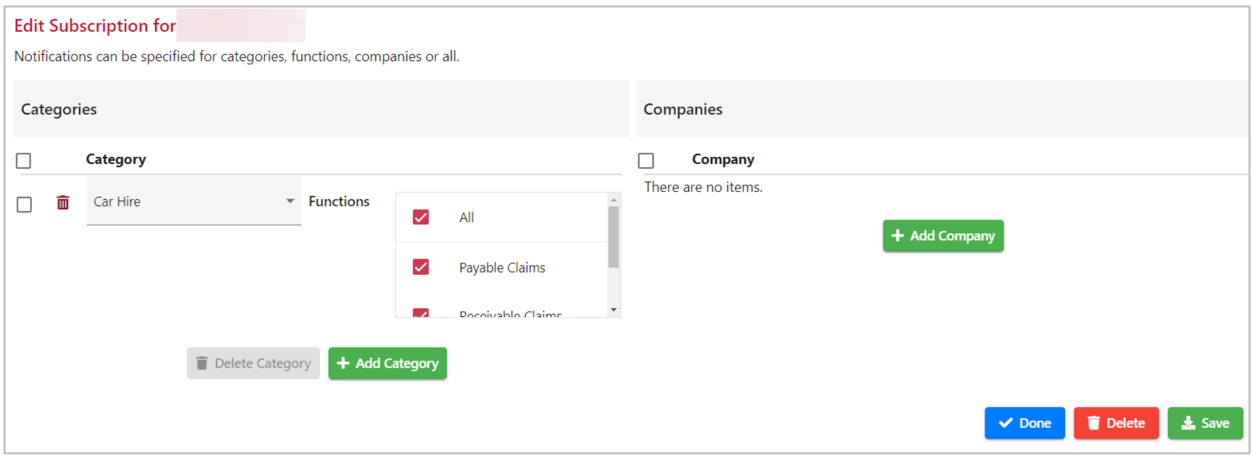
Editing Subscriptions

Use the following procedure to make changes to a current subscription:

1. Select **Notifications** > **Subscriptions**. The Subscriptions page appears showing all current subscriptions (Exhibit 48).

2. Select an existing subscription checkbox and then **Edit**. The Edit Subscriptions page appears (Exhibit 51).

Exhibit 51. Edit Subscriptions



3. Modify the subscription set up for Categories or Companies by selecting one or more Category or Company checkboxes and then select **Add** or **Delete.**

4. Perform one of the following actions:

   - Select **Save** to save any completed edits.
   - Select **Delete** to delete the **entire** subscription. A confirmation message appears. Select **OK** to confirm your decision.
   - Select **Done** to exit the Edit Subscription page without saving changes.