Rail Service Finder
User Guide

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Learning About Rail Service Finder

This document describes how to use Rail Service Finder (RSF) through the following major sections:

- Getting Started describes how to access and log into the system.

- Searching Rail Service Records describes how to filter, search and view Rail Service records.

- Downloading the User Guide describes how to view and save the Rail Service Finder User Guide.

- FindUs.Rail provides details about the FindUs.Rail repository.

Overview

RSF gives rail customers and railroads convenient access to data required for shipping by rail through a single, easy-to-use tool. RSF's primary benefits are:

Convenience: RSF gives rail shippers, railroads and car owners convenient access in a single application to search and view critical information for shipping freight by rail. With RSF, you can:

- Access company contact information (including full mailing address) through a single application

- Identify serving and connecting carriers for their own or their customers' location(s)

- View a list of summary results for companies by location

- View a detailed result for each company location and its serving carriers

- View switch status

- Verify customer name, rail station names and receiving party address

- Access a company's ship-to locations in North America

Productivity: RSF provides the ability to identify and view company contact data and their serving carriers in a single tool, improving productivity and enabling rail shippers to make shipping decisions quickly.

Time Savings: RSF saves time by eliminating the need to search many resources and contacts to execute tasks that are routine but required for shipping by rail.

RSF data comes from the Railinc-maintained industry Serving Carrier/Reciprocal Switch (SCRS) file. Updated by railroads, this file requires special permissions and is geared toward a railroad audience. RSF uses the same robust data found in SCRS to provide rail shippers and other interested parties with an easy-to-use and easy-to-understand, single resource for shipping freight by rail.

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*.

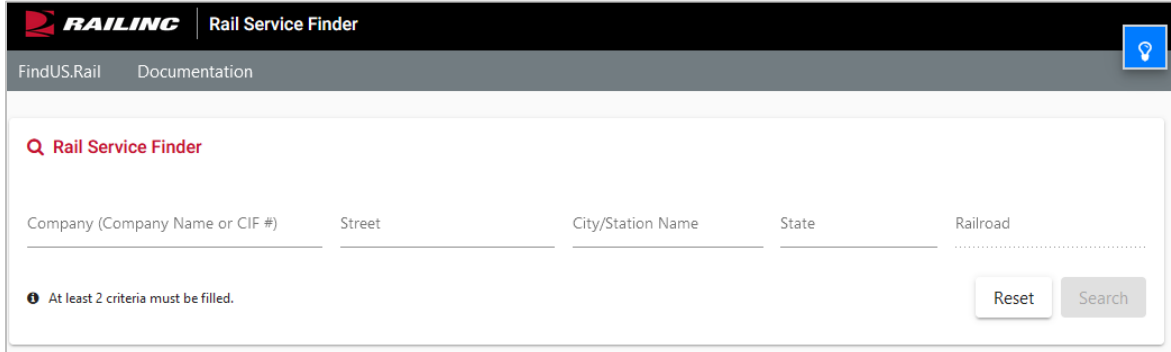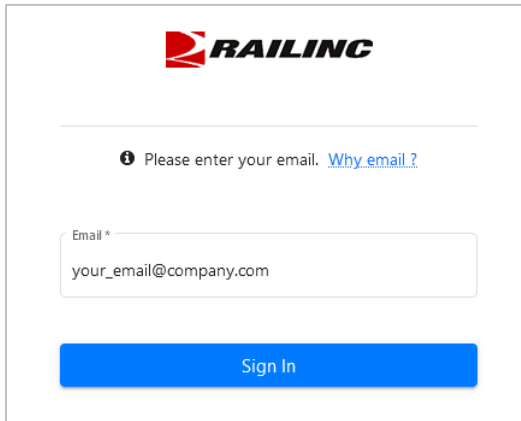# Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable and timely 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

The Rail Service Finder application is accessed directly via the following link: https://irfs.railinc.com/railservicefinder/#/home. See the Rail Service Finder product page on Railinc.com for more information.

While Rail Service Finder is publically available without a login, it nows requires you to enter your email address before using the application. This information is collected for analytical purposes only.

Exhibit 1. Email Prompt and Rail Service Finder Home

Searching Rail Service Records

This section describes how to perform searches for Rail Service records and how to view result details.

Note: Only public records with both a CIF and SCRS record are displayed in RSF.

Use the following procedure to search for companies with Rail Service records:

1. Go to Rail Service Finder. Enter your email address at the prompt and select **Sign In**. The Rail Service Finder home page is displayed (Exhibit 1).

2. View these search tips in the application by selecting the blue light bulb icon located in the upper right of the screen to toggle on/off search tips.

   Entering **Company**, **Street**, **City/Station Name**, and **State** fields returns all results that **contain** the search term you enter. Use the asterisk (*) wildcard symbol to refine your results: an asterisk at the **beginning** of your search criteria returns results that **end** with the term, and an asterisk at the **end** of your search criteria returns results that **begin** with the term.

   Use the **Railroad** field in conjunction with one or more of the other fields to filter your results by the railroad that serves or connects to a customer.

   The more specific your search criteria, the faster Rail Service Finder can return your results.

   By default, RSF displays 25 results per page. Adjust the number of records returned in the bottom right to display up to 2,000 records per page.

3. Enter <u>two or more</u> fields to use the search function.

   a. **Company Name** or **CIF #:** Enter full or partial company name or nine-digit Customer Identification Number (CIF).

   b. **Street, City/Station Name or State**: Enter two or more of these fields to return matching results for company and rail stations.

   c. **Railroad:** Enter one or more letters of the carrier for a list of roads that begin with the character(s) or enter the carrier's full abbreviation to get an instant match. Use this field in conjunction with one or both of the other search parameters to further narrow the search results by Railroads that act as serving and/or connecting carriers.

4. Once you've entered two or more fields, select **Search**. Search results are displayed (Exhibit 2). When no search results are found, a page is displayed with links to Class I railroad contact information (Exhibit 3).

Exhibit 2. RSF Search Results

Exhibit 3. RSF Search With No Results

5. Select one of the displayed search results to view its details ([Exhibit 4](#)).

Exhibit 4. Rail Service Finder Details

6. The Company Details page contains information regarding the serving and connecting carriers (when applicable) and describes service restrictions if any exist. This information can be used to identify which carrier(s) to contact for freight rate and routing information.

7. Select the **X** in the upper right to return to the search results.

Downloading the User Guide

Use the following procedure to view, print and save the Rail Service Finder User Guide:

1. From the Rail Service Finder menu (Exhibit 1), select the **Documentation** menu item. The Rail Service Finder User Guide displays in a new browser tab.

Exhibit 5. Rail Service Finder User Guide
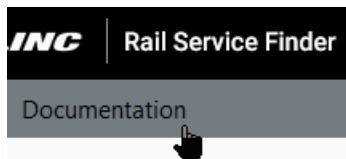
2. Use your browser's tools to print or download the user guide.

FindUs.Rail

FindUs.Rail is a Railinc web-based application that stores company contact information in a centralized database. Public users can query FindUs.Rail and browse basic information without logging in. 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 access the **FindUs.Rail** product page at: https://public.railinc.com/products-services/findusrail and open the free look-up tool directly at: https://findusrail.railinc.com. Public users can perform the following FindUs.Rail functions:

- Search for railroad industry contacts and browse the results.

- Search for agencies affiliated with the railroad industry and browse the results.

- Search for MARKs and browse the results. Results are received from the MARK IRF and Company MARKs sourced through the Umler database. You can view the hierarchy of parent and child MARKs.

Users with a Railinc Single Sign-On account can perform the following FindUs.Rail function:

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

Users with a Railinc Single Sign-On account and 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, agencies, and MARKs as a comma-separated-values (CSV) file.

- Print selected MARKs, categories, and contacts from the browser.

Users with a Railinc Single Sign-On account and the *FindUsRail Company Admin* role (referred to as Company Admins) can perform the following FindUs.Rail functions:

- Assign FindUs.Rail rights to other users within your company.

- Clone contacts from one MARK to another if you have access to multiple MARKs.

Note: FindUs.Rail does not offer web services.