End of Train Self Service (EOTSS) User Guide

RAILINC

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Learning about EOT Self Service

Overview

EOTSS enables railroad EOT managers and car accountants to customize event searches and EOT liability file searches and in-transit file searches by common carrier and manage railroad relationships to apply liability and exception management for end of train devices.

This document describes how to use EOTSS through the following major sections:

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

- Dashboard describes how to use the EOTSS dashboard components on the Home page.

- Event Search describes how to query EOT movement events.

- File Search describes how to query the Monthly Liability File, Daily In-Transit File and the Daily Estimation File.

- Utilization Query describes how to the Life Movement Query and the Non-Subscriber Query.

- Exceptions describes show to bulk upload exceptions and how to manage exceptions submitted by and to my company.

- Messages describes how to create interchange messages.

- Settlements describes how to run settlement reports.

- Map describes how to use the map to find EOT devices.

- Admin describes how to manage railroad relationships and various device requests.

Exhibit 1. Settlement and Exception Timeline Example

Service Month	January	February	March	April	May	June	July	August	September	October	November	December
							Current Month					
January		Create Exceptions		Approve	Rebuttals	RCH						
February			Create Exceptions		Approve	Rebuttals	RCH					
March				Create Exceptions		Approve	Rebuttals	RCH				
April					Create Exceptions		Approve	Rebuttals	RCH			
May						Create Exceptions		Approve	Rebuttals	RCH		
June							Create Exceptions		Approve	Rebuttals	RCH	
July								Create Exceptions		Approve	Rebuttals	RCH
August	RCH								Create Exceptions		Approve	Rebuttals
September	Rebuttals	RCH								Create Exceptions		Approve
October	Approve	Rebuttals	RCH								Create Exceptions	
November	Create Exceptions	Approve	Rebuttals	RCH								Create Exceptions
December	Create Exceptions		Approve	Rebuttals	RCH							

Create Exceptions
Approve Exceptions
Submit Rebuttals
Settle via RCH

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

The EOTSS application uses Railinc Single Sign-On (SSO) which is accessed from the Railinc portal at https://public.railinc.com. Select the **Customer Login** link in the upper right corner of the page.

Registering to Use Railinc SSO

Each EOTSS user must register to use Railinc Single Sign-On. If you are not already registered, refer to the *Railinc Single Sign-On User Guide* for more information. Once you have completed SSO registration, request access to EOTSS within SSO.

Requesting Access to EOTSS

After you receive authorization to use Railinc SSO, you must request general access to EOTSS by following instructions in the *Railinc Single Sign-On User Guide*.

Your level of access and authorization for EOTSS is determined when you request access through Railinc Single Sign-On. Exhibit 2 shows a complete list of EOTSS roles as seen in SSO.

Exhibit 2. User Roles and Tasks

Task	Description
EOTSS Company Administration	This role is for the Carrier to assign permissions to the End of Train Self Service system for their company. This role will also allow the ability to query EOT events and create Liability Acceptance Message (If Railroad).
EOTSS Event Query	This role allows the user to query EOT events only.
EOTSS Maintenance	This role allows the user to create EOT Liability Acceptance Messages (LAM), Package Event Tracking Messages and Exception Management.
EOTSS Map User	This role is for access to the EOT Map function.

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your company administrator through the Single Sign-On interface (see Exhibit 3).

Exhibit 3. EOTSS Request Permission

Once you receive e-mail notification of access to EOTSS, you can log on and begin using EOTSS.

Logging In

Use the following procedure to log into EOTSS:

1. Open your internet browser.

2. Enter the following URL: https://public.railinc.com/. Select the **Customer Login** link in the upper right corner of the page.

Exhibit 4. Railinc Login Link
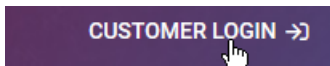
3. In the Account Access panel, enter your User ID and Password. Select **Sign In**. The Railinc Launch Pad is displayed.

Exhibit 5. Railinc Launch Pad

4. In the **My Applications** section, select **End of Train Self Service (EOTSS)**. The EOT Self Service Home page is displayed.

Exhibit 6. EOT Self Service Home Page
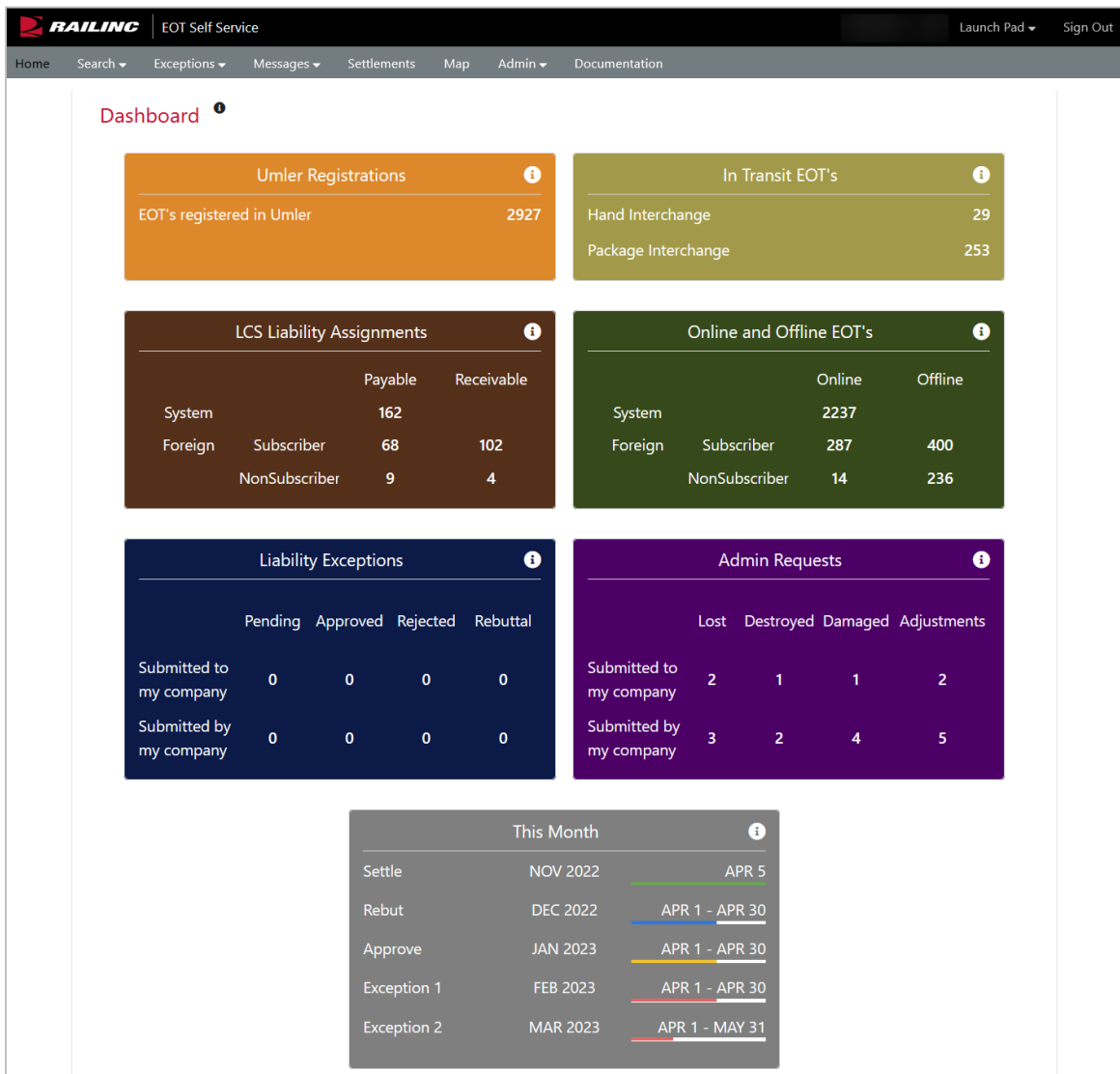
Continue by selecting one of the following EOTSS menu options:

Dashboard	Umler registrations, in-transit EOTs, liability assignments and online/offline EOTs
Search > Event Search	Search for events
Search > File Search	Search for monthly liability files, daily in-transit files and daily estimation files
Utilization Query	Query last movements and non-subscribers.
Exceptions	Functions to be added at a later date
Reports	Functions to be added at a later date
Documentation	Retrieve EOTSS support documentation.

Logging Out

Select the **Sign Out** link to end an EOTSS session.

Dashboard

The EOTSS dashboard is divided into four sections as seen in Exhibit 6:

- Umler Registrations – provides a total of the EOTs registered in Umler by subscribed users for the logged in railroad.

- In-Transit EOTs – includes the ability to select listed roads to view details (Exhibit 7)

- Liability Assignments – includes the ability to select listed roads to view details (Exhibit 7)

- Online and Offline EOTs – includes the ability to select listed roads to view details (Exhibit 7)

- Liability Exceptions – includes the ability to select exception totals by status for a rolling 4-month window of time from the current date such as November thru February or December thru March.

- Admin Requests – provides a summary of Adjustment, Lost, Disable, and Adjustment/Damaged/Destroyed requests submitted to and by my company, categorized by status. Viewable only by company administrators.

- Settlement Timeline – provides the action items for the current month, the settlement month for those actions and the range and due date for the action.

Exhibit 7. Dashboard Details of Listed Roads

Umler Registrations

The Umler Registrations section of the EOTSS Dashboard provides a total of the EOTs registered in Umler by subscribed users for the logged in railroad. In this example, the user has logged in with access to KCS. 521 EOTs are registered in Umler for KCS.

Exhibit 8. Umler Registered EOTs

In-Transit EOTs

The In-Transit EOTs section of the EOTSS Dashboard provides the number of EOTs sent by you through hand or package delivery and EOTs sent to you through hand or package delivery.

Clicking on a number in the In-Transit EOTs section opens the details. Selecting a listed road in the pop-up provides further details (Exhibit 7).

- **Hand Interchange** are OTs with a reported hand delivery expected to be received and delivered. None, one or several railroads may appear with the number of EOTs being sent.

    o **Pending Receipt** are your hand delivered EOTs to be received, the railroad and the number of EOTs your railroad can expect to receive. For example, BNSF - 1 means that BNSF is sending you 1 EOT by hand delivery. In the example below, other railroads are listed for a total of 4 EOTs (pending receipt and delivered).

    o **Delivered** are EOTs that your railroad has reported for hand delivery, showing the railroads you are sending to and the number of EOTs to be delivered. For example, KCSM – 1 means that you have sent KCSM 1 EOT by hand delivery. In the example below, a total of 4 EOTs are listed (pending receipt and delivered).

Exhibit 9. In-Transit Hand Interchange EOTs

- **Package Interchange** are EOTs with a reported package interchange expected to be received and delivered. None, one or several railroads may appear with the number of EOTs being sent.

  o **Pending Receipt** are your package EOTs to be received, the railroad and the number of EOTs your railroad can expect to receive. In the example below, BNSF – 6 means that BNSF is sending you 6 EOTs by package interchange. Several other railroads are listed for a total of 44 EOTs (pending receipt and delivered).

  o **Delivered** are EOTs that your railroad has reported for package interchange, showing the railroads you are sending to and the number of EOTs to be delivered. In the example below, BNSF – 16 means that you have sent BNSF 16 EOTs by package interchange. Several other railroads are listed for a total of 44 EOTs (pending receipt and delivered).

Exhibit 10. In-Transit Package Interchange EOTs

Liability Assignments

The Liability Assignments section of the EOTSS Dashboard provides a high-level view of your railroad's EOT Hire Payables and Receivables. This section is broken into two columns:

- Payables – the EOTs that you are liable for
- Receivables – the EOTs that you own

Payables represents the number of EOTs that your railroad is liable for based on EOT LCS decisions. These numbers are based on data from your production file each day after 11am. None, one or several railroads may appear in these columns with the number of EOTs for which you are liable.

Clicking on a number in the Liability Assignments section opens the details. Selecting a listed road in the pop-up provides further details (Exhibit 7).

- **System** EOTs are your EOTs where liability is assigned back to you via LCS decisions. In the example below, 2 of your EOTs are liable to you because of LCS Code-D decisions, and 9 of your EOTs are liable to you because of LCS Code-G decisions.

Exhibit 11. System Payable Liability EOTs

- **Foreign** EOTs are other subscriber EOTs where liability is assigned to you via one or more LCS decisions.

  - **Subscribers** are participants to *Circular OT-18*, the Operating Practices For Control of End of Train (EOT) Devices.

  - **Non-Subscribers** are not participants to Circular OT-18.

Receivables represents the number of EOT liabilities the owner is receiving from other railroads. These numbers are based on data from your production file each day after 11am. None, one or several railroads may appear in these columns with numbers of EOTs for which you are liable.

- **Foreign** EOTs are your EOTs where liability is assigned to another subscriber via LCS decisions.

  - **Subscribers** are participants to *Circular OT-18*, the Operating Practices For Control of End of Train (EOT) Devices. In the example below, there are a total of 29 EOT receivables due to LCS decisions. Clicking on the number opens the details of the decision types. LCS-B, -D, -G, -O, -R, -V, -W are categorized with

the railroad (BNSF, CN, KCSM, UP, CPRS, UP and NS) and number of EOTs and the name of the railroad liable, under each corresponding decision.

- o **Non-Subscribers** are not participants to Circular OT-18.

Exhibit 12. Foreign Subscriber Receivable Liability EOTs

Online and Offline EOTs

The Online and Offline EOTs section of the EOTSS Dashboard provides the number of EOTs on your railroad and on another railroad's tracks.

Online is the number of EOTs on your railroad. **Offline** is the number of your EOTs on another railroad. These numbers are based on data from your production file each day after 11am. None, one or several railroads may appear in these columns.

Clicking on a number in the Online and Offline EOTs section opens the details. Selecting a listed road in the pop-up provides further details (Exhibit 7).

- **System** EOTs are your railroad's EOTs moving on your tracks. They appear as a total number in the **Online** column. In the example below, KCS has 301 EOTs moving on their tracks.

Exhibit 13. System Online EOTs

- **Foreign** EOTs are other **Subscriber** or **Non-Subscriber** EOTs.

  - o The **Subscriber Online** column shows the total number of subscriber EOTs moving on your railroad. Clicking on the number opens the details. In the example on the left, 30 of BNSF's EOTs are moving on your track, along with

several other railroads and their number of EOTs for a total of 154. The **Subscriber Offline** column shows the total number of your EOTs moving on another subscriber's tracks. In the example on the right, 16 of your EOTs are moving on BNSF, along with several other railroads for a total of 101.

Exhibit 14. Foreign Online and Offline Subscriber EOTs
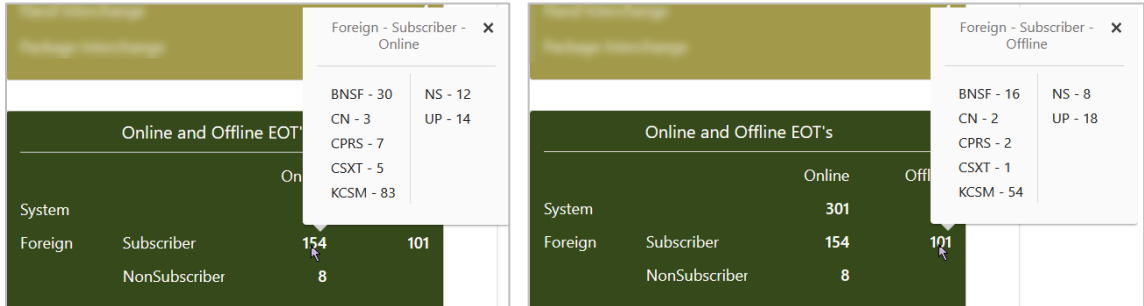
o The **Non-Subscriber Online** column shows the total number of non-subscriber EOTs moving on your railroad. Clicking on the number opens the details. For example, IAIS – 1 means that 1 of IAIS's EOTs is moving on your railroad. In the example pictured above, the total number of EOTs is 8. The **Non-Subscriber Offline** column shows the total of your EOTs moving on a nonsubscriber's railroad. For example, ABS – 2 means that 2 of your EOTs are moving on ABS.

Liability Exceptions

The Liability Exceptions section of the EOTSS Dashboard provides the number of exceptions by status for the previous 4 months from the current date either submitted to my company or submitted by my company.

Exhibit 15. Liability Exceptions

Clicking on a number in the Liability Exceptions dashboard takes you to the list of records for the selected row and status. Mostly likely you'll need to change the **Service Month** to find all the counted records, because the number represents the number of exceptions within the past four months.

Exhibit 16. Liability Exceptions – Selecting Service Month

For more information about these exceptions and statuses, see <u>Submitted to my Company</u> and <u>Submitted by my Company</u>.

Admin Requests

The Admin Requests section is a summary of Adjustment, Lost, Destroyed, Damaged and Adjustments requests submitted to and by my company, categorized by status. Only Company Administrators have access to this section of the dashboard.

Clicking on a number in the Admin Requests section opens a pop-up of the breakdown for that category and the number of requests in each status.
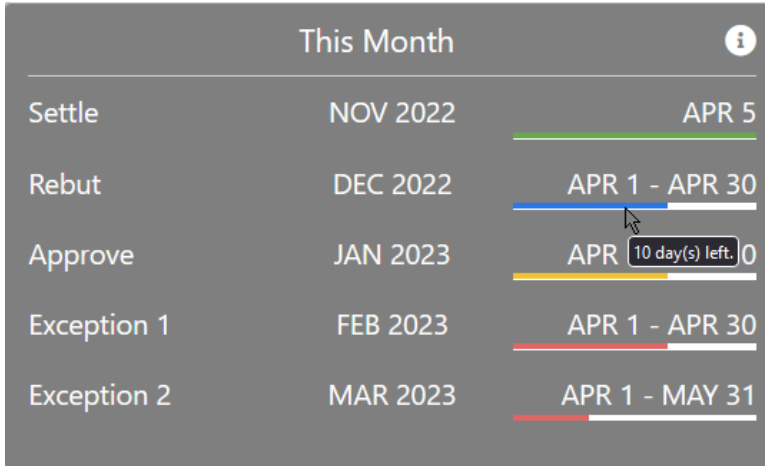
Exhibit 17. Admin Requests

Settlement Timeline

The Settlement Timeline section provides the action items for the current month, the settlement month for those actions and the range and due date for the actions. Hovering over of the progress bar on the right with your mouse shows the specific number of days remaining for that action.

Exhibit 18. Settlement Timeline

This Month		
Settle	NOV 2022	APR 5
Rebut	DEC 2022	APR 1 - APR 30
Approve	JAN 2023	APR [10 day(s) left.] 0
Exception 1	FEB 2023	APR 1 - APR 30
Exception 2	MAR 2023	APR 1 - MAY 31

Event Search

Similar to Car Accounting Self Service, EOTSS enables users to search for EOT events by entering an EOT and a start and end date range into search criteria. A search returns all events for up to a 90-day date range.

Once the initial search criteria are entered, EOTSS allows users to perform a search for the records either 90 days before or after the entered **From/To Dates**, using the arrows on either side of the **Search** button as pictured below.

Exhibit 19. Event Search Previous/Next 90 Days

From a successful search results screen, additional options exist to view full record details, to download a CSV version of displayed events and filter on each column.

Use the following procedure to search for events:

1. From the main menu, select **Search** > **Event Search**. The Event Search page is displayed.

Exhibit 20. Event Search Page

2. Complete the following fields:

    - EOT Initial
    - EOT Number
    - Choose a From Date (MM/DD/YYYY)
    - Choose a To Date (MM/DD/YYYY)

3. Select **Search** or the **Enter key** to initiate the search. If results are found, they are displayed below the criteria ([Exhibit 21](#)). Select **Clear** if the search fields and results need to be cleared.

Exhibit 21. Event Search Results

4. Optionally, filter results by using the available spaces above appropriate column headings. Type in all or part of a filter criteria and results are dynamically updated. You can filter on multiple values using a comma. Click the **Clear Filters** button to clear all filter data.

5. If when performing a search, no results are returned for the specified search parameters, a message appears (Exhibit 22). Select **Yes** to search for events within three years of current date using the From Date of the original search.

Exhibit 22. Message: No records found for search criteria provided

6. To view the legend, click **Toggle for Legend**. This will help you better understand EOT event types by matching the colors in the results page with the colors in the legend. Click it again to toggle off the legend to hide it.

Exhibit 23. EOT Event Types Legend

7. To download the displayed EOT events as a CSV, select the **Export to CSV** button. Select to either open or download the events to a file.

8. To view event details, click the link in the **Event** column for the appropriate EOT event. The **Event Details** box is displayed. For PKGD events, the posting road will have the option to enter the tracking number and carrier within 120 hours of the original event timestamp. When a tracking number exists, select the tracking number link to view tracking history.

Exhibit 24. View Event Details

File Search

File Search enables users to search for the following files:

- [Monthly Liability File](#)

- [Daily In-Transit File](#)

- [Daily Estimation File](#)

Exhibit 25. File Search Page

Monthly Liability File

The Monthly Liability File search provides a user interface view of your monthly liability file for the month. Each file will be available after the file is delivered on the 10th of the month. Files are available as far back as July 2018.

Use the following procedure to search Monthly Liability Files:

1. From the main menu, select **Search** > **File Search**. The **File Query** page is displayed.

2. In the **EOT File** field, select **Monthly Liability File**, and **Service Month** from the drop-down lists. Both are required fields.

3. The **Duration** field is added when Monthly Liability File is selected and is optional.

    a. When a Duration is selected, at least one search criteria must be selected in the **Toggle** area.

    b. The Service Month is the last month of the duration. For example, when September is the Service Month and the **Last 3 Months** is selected, the duration covers July, August, September.

4. Click on the **Toggle** to enter additional search options. Depending on the EOT File selected, additional fields are available to narrow your query. For each of the fields on the last row, you can enter one value or a range of values (as pictured below). The query returns data equal to the criteria selected (i.e., equals Start Date and/or End Date, this is not a range of dates).

5. Select **Download** to automatically download the search results to your computer and there is no cap on the number of records that can be downloaded. Or, select **Search** to show the results on the screen.

Exhibit 26. Monthly Liability File Query

6. When **Search** is selected, **Search Results** for the selected file are displayed. The **Search Criteria** is hidden, but you can be open it by clicking on the down arrow in the upper right corner of the page (highlighted).

Exhibit 27. Monthly Liability File Results

7. Select a checkbox in the first column for one or more rows for results from the previous two months with values that can be exceptions. When rows are selected for exception, select the **Create Exceptions** button to create exceptions. Then select the **Manage Exceptions** button to open exceptions Submitted by my Company.

8. Select the arrow in the **EOTLF Key** column to open a view of the events and event source data that led to the liability decision for that row. Select the arrow again to hide the view of events.

9. The **Expand All** and **Contract All** buttons allow you to expand or contract each category in the first row of the table: **Liability**, **Start**, **End**, **Rate**, **Prior** and **Tracking**. Within these

categories, Expand All shows and Contract All hides the availability of some of the columns listed in the second row. Scroll to the right to view all categories and their columns.

10. Optionally, filter results by using the available spaces above appropriate column headings. Type in all or part of a filter criteria and results are dynamically updated. You can filter on multiple values using a comma. Click the **Clear Filters** button to clear all filter data.

11. Queries that return valid search results can be saved. To save your query, select **Save Query**.

    a. Enter the query name and description and select **Save**.

Exhibit 28. Monthly Liability File Save Query

    b. Find your list of saved queries by selecting **Search** > **Saved Queries**.

12. To download the displayed Monthly Liability events as a CSV file, select the **Export to CSV** button. Select to either open or download the events to a file.

Daily In-Transit File

The Daily In-Transit File search provides a user interface view of your EOTs that are in-transit as of that day. Each file will be available after the file is delivered each morning. Files can be queried as far back as 7 days.

Use the following procedure to search Daily In-Transit Files:

1. From the main menu, select **Search** > **File Search**. The **File Query** page is displayed.

2. In the **EOT File** field, select **Daily In-Transit File** and select a **File Date** from the drop-down list.

3. Click on the **Toggle** to enter additional search options. Depending on the EOT File selected, additional fields are available to narrow your query.

4. Select **Download** to automatically download the search results to your computer and there is no cap on the number of records that can be downloaded. Or, select **Search** to show the results on the screen.

Exhibit 29. Daily In-Transit File Query

5. When **Search** is selected, **Search Results** for the selected file are displayed. The query date is hidden, but you can open it by clicking the down arrow in the upper right corner of the page (highlighted).

Exhibit 30. Daily In-Transit File Results

Equipment Initial	Equipment Number	Possession Road	Liable Road	Start Event Type	Start Date	Start Road	Start Location	Start Location City	Start Location State	Start Day	No. of Days in Transit
BNQ	0000001373	BNSF	BNSF	4060	2020-10-01 00:0...	BNSF	538460000	OTTUMWA	IA	0	33
BNQ	0000001381	BNSF	BNSF	4060	2020-10-21 11:4...	BNSF	517224000	EDRLN	ND	21	443
BNQ	0000001382	BNSF	BNSF	4062	2020-10-01 00:0...	BNSF	061200000	WINPG	MB	0	211
BNQ	0000001443	CSXT	CSXT	4060	2020-10-21 01:2...	CSXT	605153000	MARION	AR	21	6
BNQ	0000001481	BNSF	BNSF	4060	2020-10-20 11:0...	BNSF	748521000	AVNDL	CO	20	7
BNQ	0000001497	BNSF	BNSF	4062	2020-10-07 09:2...	BNSF	428880000	CHATT	TN	7	20
BNQ	0000001541	BNSF	BNSF	4062	2020-10-01 00:0...	BNSF	684800000	HOUSTON	TX	0	189
BNQ	0000001546	BNSF	BNSF	4062	2020-10-01 00:0...	BNSF	556554000	NORTH PLATTE ...	NE	0	78
BNQ	0000001563	BNSF	BNSF	4062	2020-10-01 00:0...	BNSF	191560000	CROXT	NJ	0	61
BNQ	0000001592	BNSF	BNSF	4062	2020-10-15 09:0...	BNSF	566900000	KANSAS CITY	MO	15	12
BNQ	0000001599	BNSF	BNSF	4062	2020-10-08 14:0...	BNSF	380000000	CHGO	IL	8	19
BNQ	0000001627	BNSF	BNSF	4062	2020-10-01 00:0...	BNSF	381248000	PROVI	IL	0	32
BNQ	0000001647	BNSF	BNSF	4062	2020-10-14 12:3...	BNSF	684711000	HUFFMAN	TX	14	13
BNQ	0000001660	BNSF	BNSF	4062	2020-10-01 00:0...	BNSF	883716000	LNGBC	CA	0	89
BNQ	0000001739	BNSF	BNSF	4062	2020-10-14 13:1...	BNSF	684800000	HOUSTON	TX	14	13
BNQ	0000001740	BNSF	BNSF	4060	2020-10-22 02:2...	BNSF	093900000	VANCOUVER	BC	22	5
BNQ	0000001748	BNSF	BNSF	4062	2020-10-01 00:0...	BNSF	689100000	CORPU	TX	0	40
BNQ	0000001803	BNSF	BNSF	4060	2020-10-01 00:0...	BNSF	684800000	HOUSTON	TX	0	64
BNQ	0000001807	BNSF	BNSF	4060	2020-10-02 18:4...	BNSF	380000000	CHGO	IL	2	25
BNQ	0000001818	BNSF	BNSF	4062	2020-10-01 00:0...	BNSF	581520000	KANCY	KS	0	43

Number of records: 426

6. Optionally, filter results by using the available spaces above appropriate column headings. Type in all or part of a filter criteria and results are dynamically updated. You can filter on multiple values using a comma. Click the **Clear Filters** button to clear all filter data.

7. To download the displayed Daily In-Transit events as a CSV, select the **Export to CSV** button. Select to either open or download the events to a file.

Daily Estimation File

The Daily Estimation File provides you with an estimation of your liabilities for the month. For example, if today is the last day of the month, querying this file will provide an estimate of what your liabilities will be for the month. The Daily Estimation File search provides a user interface view of your daily estimation file.

Use the following procedure to search Daily Estimation Files:

1. From the main menu, select **Search** > **File Search**. The **File Query** page is displayed.

2. In the **EOT File** field, select **Daily Estimation File** and select a **File Date** from the drop-down list.

3. The **Duration** field is added when Daily Estimation File is selected and is optional.

    a. When a Duration is selected, <u>at least one search criteria must be selected</u> in the **Toggle** area.

    b. The Duration days available in the drop-down list are dependent to fall within the current Service Month selected.

4. Click on the **Toggle** to enter additional search options. Depending on the EOT File selected, additional fields are available to narrow your query. For each of the fields on the last row, you can enter one value or a range of values (as pictured below). The query returns data equal to the criteria selected (i.e., equals Start Date and/or End Date, this is not a range of dates).

3. Select **Download** to automatically download the search results to your computer and there is no cap on the number of records that can be downloaded. Or, select **Search** to show the results on the screen.

Exhibit 31. Daily Estimation File Query

File Query:

Select EOT file*	Service Month*	Duration
Daily Estimation File ▼	11/18/2021 ▼	Last 11 Days ▼

🔵 Toggle for more Search Criteria (Optional)

Equipment Initial	Equipment Numbers	Owner Mark	Liable Road ▼	Possession Road
Start Source Code ▼	Start Source Type ▼	Start Event Type	Start Location City	Start Date 📅
End Source Code ▼	End Source Type ▼	End Event Type	End Location City	End Date 📅
Total Days	Cumulative Total Amount	Total Amount Rate 1	Total Amount Rate 2	Total Amount Current Month
15-30	225-1000			225

Clear   🔍 Search   ⬇ Download

4. When **Search** is selected, **Search Results** for the selected file are displayed. The **Search Criteria** is hidden, but you can be open it by clicking on the down arrow in the upper right corner of the page (highlighted).

Exhibit 32. Daily Estimation File Results

5. The **Expand All** and **Contract All** buttons allow you to expand or contract each category in the first row of the table: **Liability**, **Start**, **End**, **Rate**, **Prior** and **Tracking**. Within these categories, Expand All shows and Contract All hides the availability of some of the columns listed in the second row. Scroll to the right to view all categories and their columns.

6. Optionally, filter results by using the available spaces above appropriate column headings. Type in all or part of a filter criteria and results are dynamically updated. You can filter on multiple values using a comma. Click the **Clear Filters** button to clear all filter data.

7. Queries that return valid search results can be saved. Daily Estimate File queries can also be scheduled to run and be emailed out daily for up to a year or less. To save your query, select **Save Query**.

   a. To just save the query, enter the **Query Name** and **Description** and select **Save**.

   b. To set up a schedule to email the query results to up to 6 email addresses, select **Daily** and adjust the **Recurrence Effective Date** for up to one year (default). Enter one or more Email Addresses with commas only (and no spaces) between each email address. If there are any spaces in the Email Addresses field, the Save button will not be available. Select **Save**.

Exhibit 33. Daily Estimation File Save Query

c. Find your list of saved queries by selecting **Search** > **Saved Queries**.

8. To download the displayed Daily Estimation events as a CSV, select the **Export to CSV** button. Select to either open or download the events to a file.

Utilization Query

Utilization Query enables users to run the following pre-determined queries:

- Last Movement Query

- Non-Subscriber Query

Last Movement Query

Last Movement Query allows you to query a current or historical version of your liability based on last movement of 7, 14, or 28 days, or less than or greater than 1 year. These results assist with the management of a fleet based on last movement.

Use the following procedure for Last Movement Query:

2. From the main menu, select **Search** > **Utilization Query**. The **Utilization Query** page is displayed.

5. In the **Select Query Type** field, select **Last Movement Query**.

Exhibit 34. Last Movement Query

6. When query type is selected, the form automatically updates to show the appropriate fields for the form selected. **Category 1** defaults to **Current** with today's date in **Category 2**, but **Historical** can be selected.

a. **Category 1** as **Current**: When Category 1 is Current, the search is for the current day's Daily Estimate File and Category 2 defaults to today's date.

b. **Category 1** as **Historical**: When Category 1 is Historical, you can query historical Monthly Liability Files based on the date you select in Category 2.

7. Selections made to Category 3, 4 and 5 will further narrow your search.

a. Use Category 3 to customize your query to last movement events of **Online**, **Offline** or **Both**.

b. Use Category 4 to query **Subscriber** events, **Non-Subscriber** events or **Both**.

c. Use Category 5 to query last movements within the last 7, 14, 21, 28 days, or EOTs that haven't moved in less or greater than 1 year.

6. Select **Search** to run the query or select **Clear** to clear your search criteria and start a new query.

Exhibit 35. Last Movement Query Results

7. The Last Movement Query results are displayed. The following options are available:

a. Select **Export to CSV** to export the results to a CSV/Excel file.

b. Select the top right arrow in the Search Criteria section to unhide your search criteria.

c. Select column headers to display columns in ascending or descending order (as shown in Online/Offline column).

d. Hover over the column header and select ≡ to filter the column. Enter filter criteria in the form. Select the **Clear Filters** link to clear your filters.

Exhibit 36. Column Filters
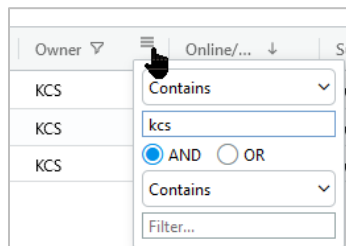
e. Select the separating line between columns to widen or narrow a column's width.

f. Move columns around by selecting the column header, then move the column header to the left or to the right.

Non-Subscriber Query

Non-Subscriber Query allows you to query a current or historical version of your liability for a device when the possession road is <u>not</u> a subscriber to Circular OT-18.

Use the following procedure for Last Movement Query:

1. From the main menu, select **Search** > **Utilization Query**. The **Utilization Query** page is displayed.

2. In the **Select Query Type** field, select **Non-Subscriber Query**.

Exhibit 37. Non-Subscriber Query

4. When query type is selected, the form automatically updates to show the appropriate fields for the form selected. **Category 1** defaults to **Current** with today's date in **Category 2**, but **Historical** can be selected.

   a. **Category 1** as **Current**: When Category 1 is Current, the search is for the current day's Daily Estimate File and Category 2 defaults to today's date.

   b. **Category 1** as **Historical**: When Category 1 is Historical, you can query historical Monthly Liability Files based on the date you select in Category 2.

5. Select **Search** to run the query or select **Clear** to clear your search criteria and start a new query.

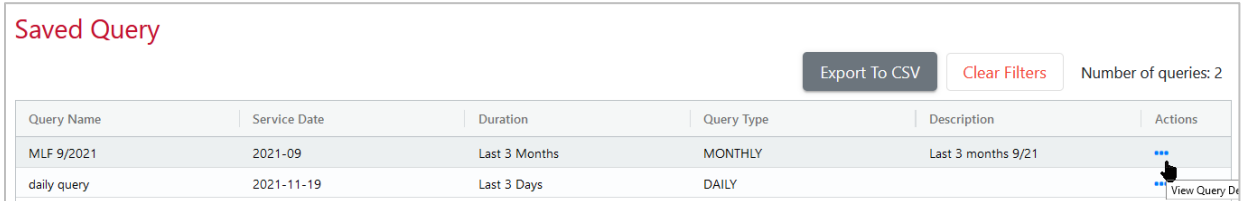*Exhibit 38. Non-Subscriber Query Results*

6. The Non-Subscriber Query results are displayed. The following options are available:

    1. Additional columns are available to view in the Liability row by selecting **Start >**, **End >** and **Rate >**. To hide these additional columns, select the arrow again, or select the **Expand/Collapse All** link.

    2. Select **Export to CSV** to export the results to a CSV/Excel file.

    3. Select the top right arrow in the Search Criteria section to unhide your search criteria.

    4. Select column headers to display columns in ascending or descending order.

    5. Hover over the column header and select ≡ to filter the column ([Exhibit 36](#)). Enter filter criteria in the form. Select **Clear Filters** to clear your filters.

Saved Queries

Use the following procedure for find your saved queries:

1. From the main menu, select **Search** > **Saved Queries**. The Saved Query page is displayed.

2. Select a query by selecting the three dots in the **Action** column on the right side of the table.

Exhibit 39. Saved Queries

Query Name	Service Date	Duration	Query Type	Description	Actions
MLF 9/2021	2021-09	Last 3 Months	MONTHLY	Last 3 months 9/21	•••
daily query	2021-11-19	Last 3 Days	DAILY		••• View Query De

3. The Query Details page is displayed. For Daily Estimation Files, ten days of history will rotate in the **Query Recurrence History** section with a link to the report in the **Actions** column (blue icon). If you receive an email notification saying your query is too large to email, you can open the report here.

Exhibit 40. Query Details

Query Details

Query Name: BNSF Liability for my devices

Service Date: 2021-11-15

Duration:

Description: CSXT devices where BNSF is liable

Query Type: DAILY

Query Creation Date: 2021-11-17

Query Created By: tddlr01

Recurrence Frequency: DAILY

Recurrence Effective: 2021-11-17 - 2022-11-17

Emails: doni.reece@railinc.com

Criteria: { "fileType": "DAILY", "liableRoad": "BNSF", "fileMonth": "11", "fileDay": "15", "fileYear": "2021", "selectedMark": "CSXT"

Query Recurrence History

Run Date	Actions
2021-11-23	
2021-11-24	
2021-11-25	
2021-11-26	

Cancel   View Query   Delete Query

4. Select **View Query** to automatically run and open the query results (example in Exhibit 27).

5. Select **Delete Query** to delete the query. This action cannot be undone. When a query is deleted, it will no longer be available in the list of saved queries.
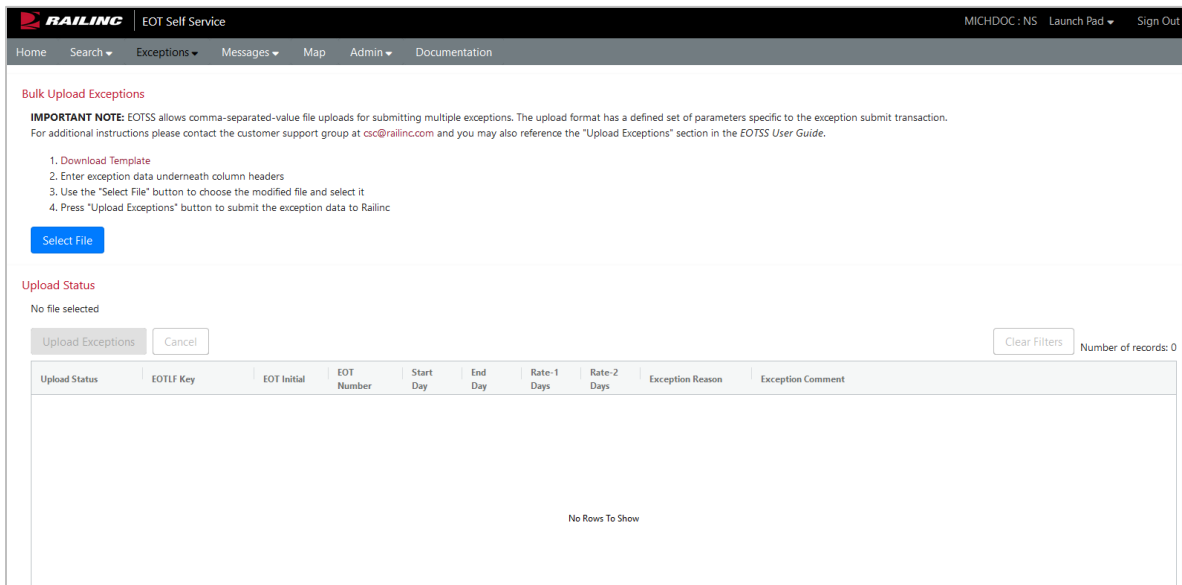
Exceptions

Bulk Upload Exceptions

EOTSS allows .CSV (comma-separated-value) file uploads for submitting multiple exceptions.

Use the following procedure to upload exceptions:

1. From the main menu, select **Exceptions** > **Bulk Upload Exceptions**. The **Bulk Upload Exceptions** page is displayed.

2. Download the template file by clicking the **Download Template** link. Save it to your local machine.

3. Enter the appropriate exception data underneath the column headers.

4. Use the **Select File** button to choose the modified file and select it.

5. Review the details of the file and select the **Upload Exceptions** button to upload the file or **Cancel** to clear the data.

Exhibit 41. Bulk Upload Exceptions

After the upload, the **Upload Status** appears in the first column. Exceptions successfully loaded appear with status of "Successfully Loaded" (pictured below). To submit exceptions, select the **Draft** tab of exceptions Submitted by my Company.

Exhibit 42. Bulk Upload Exceptions Successful

Submitted to my Company

Once exceptions are submitted from another company, they appear in your company's **Pending** folder. Access exceptions by selecting **Exceptions** > **Submitted to my Company** from the menu and then select the **Pending** folder.

All statuses of exceptions can be expanded or contracted, depending on the amount of detail you want to view. Select **Expand All** to show all column details and **Contract All** to show less. Columns can be moved by dragging the column header. The details of each tab can be exported to a CSV file by selecting the **Export to CSV** button.

Approved
Select the **Approved** tab. These are exceptions approved by your company. This information is read-only.

Rejected
Select the **Rejected** tab. These are exceptions rejected by your company. They may include supporting documentation for the rejection. This information is read-only.
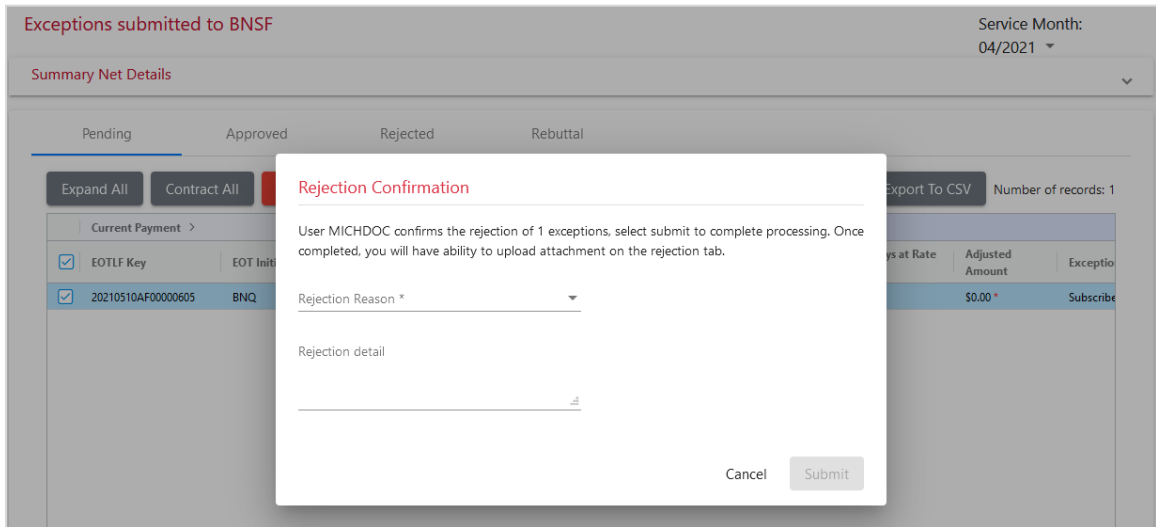
Pending
Select the **Pending** tab. These are exceptions that your company needs to approve or reject. The system automatically approves any pending exceptions that have not been approved or rejected at the end of the third month, and they will move to the **Approved** tab.

Approve exceptions by selecting the appropriate row(s) and then select the **Approve Exceptions** button. Select **Submit** to confirm approval.

Reject exceptions by selecting the appropriate row(s) and then select the **Reject Exceptions** button. Select a reason and any detail you want to include, then select **Submit**. You have the option to include attachments once the rejection is submitted.

Exhibit 43. Rejection Reason

Rebuttal

Select the **Rebuttal** tab. A rebuttal exception can be created when a subscriber chooses to provide additional information to support a rejected exception request for reconsideration. These are rebuttals that your company needs to approve or reject for another company. The system automatically approves any rebuttals that have not been approved or rejected on the fifth day of the fifth month (when files are settled), and they will move to the **Approved** tab.

Once you've reviewed them, select one or more rebuttals and select the **Reject Rebuttals** button to reject or the **Approve Rebuttals** button to approve them. Rejected rebuttals move to the **Rejected** tab and Approved rebuttals move to the **Approved** tab (example pictured below).

Exhibit 44. Rebuttal Approved

Submitted by my Company

Once exceptions are bulk loaded successfully, they appear in your company's **Draft** folder. Access exceptions by selecting **Exceptions** > **Submitted by my Company** from the menu. All statuses of exceptions can be expanded or contracted, depending on the amount of detail you want to view. Select **Expand All** to show all column details and **Contract All** to show less. Columns can be moved by dragging the column header. The details of each tab can be exported to a CSV file by selecting the **Export to CSV** button.

Approved

Select the **Approved** tab. These are approved exceptions submitted by your company. This information is read-only.

Rejected

Select the **Rejected** tab. These are exceptions submitted for approval by your company that have been rejected by the other company. They may include supporting documentation for the rejection. This information is read-only.

Pending

Select the **Pending** tab. These are exceptions that are awaiting the other company to approve or reject them. Pending exceptions can be canceled by selecting the appropriate row(s) and then select the **Cancel Exceptions** button. The system automatically approves any pending exceptions that have not been approved or rejected at the end of the third month, and they will move to the **Approved** tab.

Rebuttal

To view rebuttals, select the **Rebuttal** tab. A rebuttal exception can be created when a subscriber chooses to provide additional information to support a rejected exception request for reconsideration. The system automatically approves any rebuttals that have not been approved or rejected on the fifth day of the fifth month (when files are settled), and they will move to the **Approved** tab.

Use the following procedure to create a rebuttal to an exception rejected by the other company:

1. Select the **Rejected** tab. Exceptions in this status have been rejected by the other company.

2. Choose one or more exceptions to rebuttal by selecting the checkbox in the first column. Selecting one or more exceptions enables the **Submit Rebuttals** button.

3. Select **Submit Rebuttals**.

Exhibit 45. Create Rebuttal

4. Enter the **Rebuttal Description**. This is required.

Exhibit 46. Enter Rebuttal Description

Exception Rebuttal

You are submitting 1 exception(s) for rebuttal.

Enter Rebuttal description here
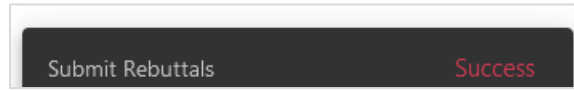
Sorry, adding details that are included in the $450 amount:
Details 1, Details 2
Please approve.

96/200

Cancel   Submit

5. A success message appears at the bottom of the screen and the exception no longer appears in the Rejected tab.

6. Select the **Rebuttal** tab to view the submitted rebuttal. Toggle Rebuttal Details on/off by selecting the **Rebuttal Details** arrow in the column header. Toggle Rejection Details on/off by selecting the **Rejection Details** arrow in the column header. Arrows pointing left mean the details have been contracted and arrows pointing right mean the details are expanded. To view all records, use the scroll bar on the right to scroll down to the bottom of the page. Use the scroll bar at the bottom of the page to scroll over to the right.

Exhibit 47. Submitted Rebuttal

7. Add rebuttal attachments by expanding **Rebuttal Details** (see step #6).

8. Select inside the **Rebuttal Attachment** column for the appropriate rebuttal.

9. Select the **Upload File** button.

10. Select and open a file from your local computer.

11. When a file has been attached, you'll see **Download** and **Delete** buttons.

- Select **Download** to the download the file.
- Select **Delete** to delete the file.

Exhibit 48. Rebuttal Attachments
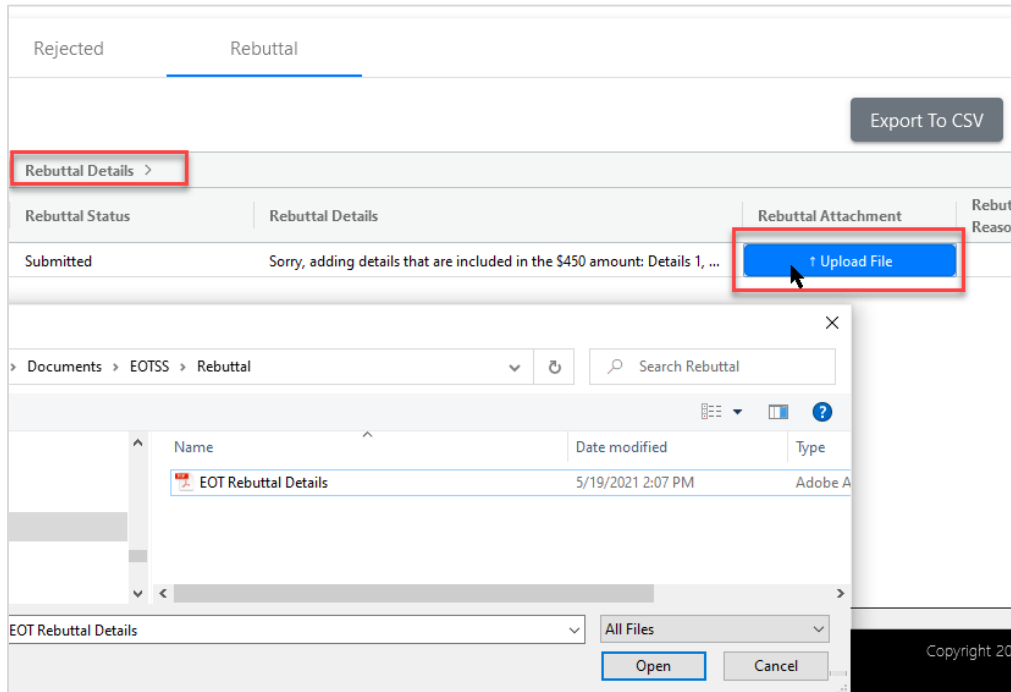
Draft

Select the **Draft** tab. These are exceptions waiting to be submitted.

- A checkbox displays in the first column for results from the previous two months for values that can be exceptions. Use this checkbox to select appropriate exceptions for canceling, submitting or creating exceptions.

- To create an exception, select <u>one</u> EOT, then select the **Create Exception** button to create an exception. A copy of the exception is created. Click inside the fields of the copied row to make appropriate updates to it or remove it by selecting the red **x** next to the EOTLF Key.

- Draft exceptions can be canceled by selecting the appropriate row(s) and then select the **Cancel Exceptions** button.

Exhibit 49. Exceptions Submitted by my Company - Draft

Add Attachments

You have option to add attachments that support your submission. Most file types are supported, but it is recommended that you select a standard image or document file (e.g., .gif, .png, .jpg, .jpeg, .pdf, .docx).

Use the following procedure to attach a file to an exception:

1. Find the EOT and hover over the **Attachment** field of the exception. The **Upload File** button appears.

2. Select **Upload File**.

3. Select and open a file from your local computer.

4. When a file has been attached, hover over the file name to see **Download** and **Delete** buttons.

- Select **Download** to the download the file.

- Select **Delete** to delete the file.

Exhibit 50. Exceptions Submitted by my Company – Add Attachment

Submit Draft Exceptions

Use the following procedure to submit one or more exceptions to another company:

1. From the main menu, select **Exceptions** > **Submitted by my Company**. **Exceptions** submitted by my company are displayed.

2. Select one or more exceptions by clicking inside the checkbox in the first column.

3. Select the **Submit Exceptions** button. The exceptions move from **Draft** to **Pending** status.

4. Select the **Pending** tab to see the submitted exceptions. Pending exceptions are added to the payable amounts as seen in the expanded **Summary Net Details** section. The amount is added because it is assumed the pending exception will be approved. If the exception is rejected by the other company, the amount will no longer be part of the payable amounts.

Exhibit 51. Pending Exception Added to Summary Net Details

Messages

Create Interchange

LCS has a 120-hour window to evaluate an event, so you have 5 days to report an event.

Use the following procedure to create an interchange message:

1. From the main menu, select **Messages** > **Create Interchange**.

2. Choose the **Interchange Type** and enter the other required fields marked with an asterisk.

   a. The **Date/Time** cannot be in the future. Select the arrows or clock icon to adjust the hour and minutes.

   b. When a **Tracking Number** is entered, the **Shipping Carrier** is required.

3. Once all required fields are entered, select **Submit** to submit the interchange message.

*Exhibit 52. Create Interchange Message*

Settlements

EOTSS provides the ability to run four types of **Estimated** and **Settled** Settlement reports:

- **Net Summary** – provides the overall summary of monthly Net amounts for multiple months
- **Net Details** – provides the details of monthly Net amounts for multiple months
- **Receivable Details** – provides details of the monthly receivable amounts due to your company by other subscribers
- **Payable Details** – provides details of the monthly payable amounts due by your company to other subscribers

Use the following procedure to query settlement reports:

1. From the main menu, select **Settlements**. The **Settlement Reports** page is displayed.

2. Select the **File Type**, **From Service Month** and **To Service Month**. **File Type** and **From Service Month** must be selected for the **Search** button to become available. **From Service Month** shows all available months, and months that have settled are marked.

Note: If a range is selected that includes an estimated month, keep in mind that search results may change once the month is settled.
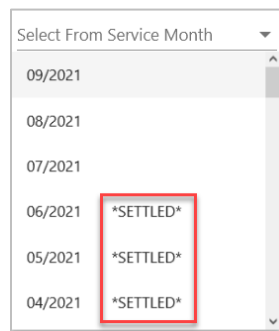
3. Select **Search**.

4. All reports can be exported and saved on your local computer. For exporting the Net Summary and Details reports, select the **Export to PDF** link on the right above the results. For exporting the Receivable and Payable Details reports, select the **Export to CSV** link on the right above the results.

5. Select the **Clear** button to clear the search criteria for a new search.

Exhibit 53. Net Summary Settlement Reports

The **Net Summary** results provides an overview of:

- The **Subscriber** and whether or not they are an **RCH** participant (No = not a participant, Yes = participant).

- **Amount Payable** due to other subscribers by your company. Credits appear in red inside parentheses.

- **Amount Receivable** due to your company by other subscribers. Credits appear in red inside parentheses.

a. **Net Amount** by company for the date range and net totals at the bottom.

When a range is queried, the PDF title includes the range:

Exhibit 54. Net Details Settlement Reports

The **Net Details** results provides original and exception amount details for the selected month by subscriber. Adjustment, Lost & Damaged Receivable Total will display your approved Admin Requests.

Exhibit 55. Receivable Details Settlement Reports

The **Receivable Details** results provides original record, reversal and exception amount details for the selected month by owner. For this report, be sure to scroll all the way down to view all the available rows. Exporting this report to CSV will allow you to sort or filter on any of the columns.

Exhibit 56. Payable Details Settlement Reports

Settlement Reports

Search Criteria

Select File Type	Select From Service Month	Select To Service Month		
Payable Details ▾	07/2021 ▾	Select To Service Month ▾	Clear	🔍 Search

Search Results

🔁 Export To CSV

| EOTLF Key	EOT Initial	EOT Number	Owner	User	Service Month	Settlement Date	Payment Type	RCH Participant	Amount
20210810AF0000...	BNQ	0000001355	BNSF	KCS	202107	202109	Original Record	No	$15.00
20210810AF0000...	BNQ	0000001546	BNSF	KCS	202107	202109	Original Record	No	$975.00
20210810AF0000...	BNQ	0000001556	BNSF	KCS	202107	202109	Original Record	No	$15.00
20210810AF0000...	BNQ	0000001565	BNSF	KCS	202107	202109	Original Record	No	$725.00
20210810AF0000...	BNQ	0000001595	BNSF	KCS	202107	202109	Original Record	No	$15.00
20210810AF0000...	BNQ	0000001687	BNSF	KCS	202107	202109	Original Record	No	$15.00
20210810AF0000...	BNQ	0000001744	BNSF	KCS	202107	202109	Original Record	No	$15.00
20210810AF0000...	BNQ	0000001783	BNSF	KCS	202107	202109	Original Record	No	$60.00
20210810AF0000...	BNQ	0000001858	BNSF	KCS	202107	202109	Original Record	No	$15.00
Total									$185,805.00

The **Payable Details** results provides original record, reversal and exception amount details for the selected month owed by your company. For this report, be sure to scroll all the way down to view all the available rows. Exporting this report to CSV, allows you to sort or filter on any of the columns.

Map

The EOTSS Map helps railroads locate and manage system and foreign devices by providing their location and status information. EOTSS provides a simple view of EOT devices plotted on the map, showing their latest locations by equipment ID. Location data includes Movement, AEI, GPS events and sightings. Devices appear as they are assigned in Umler for the equipment you are authorized to view.
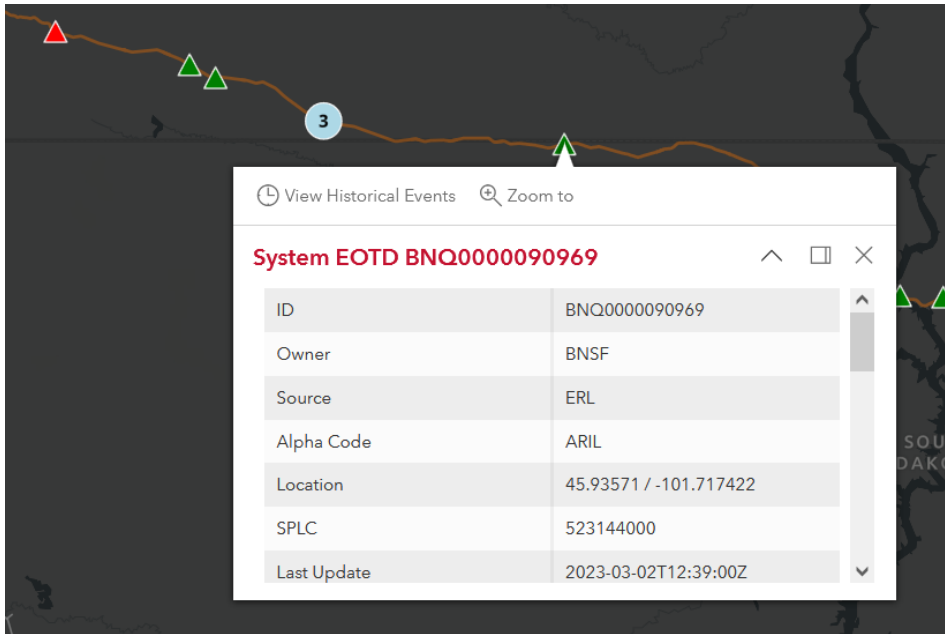
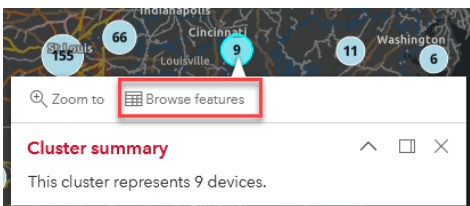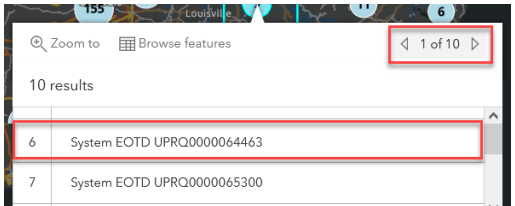- From the main menu, select **Map**.

Exhibit 57. EOTSS Map
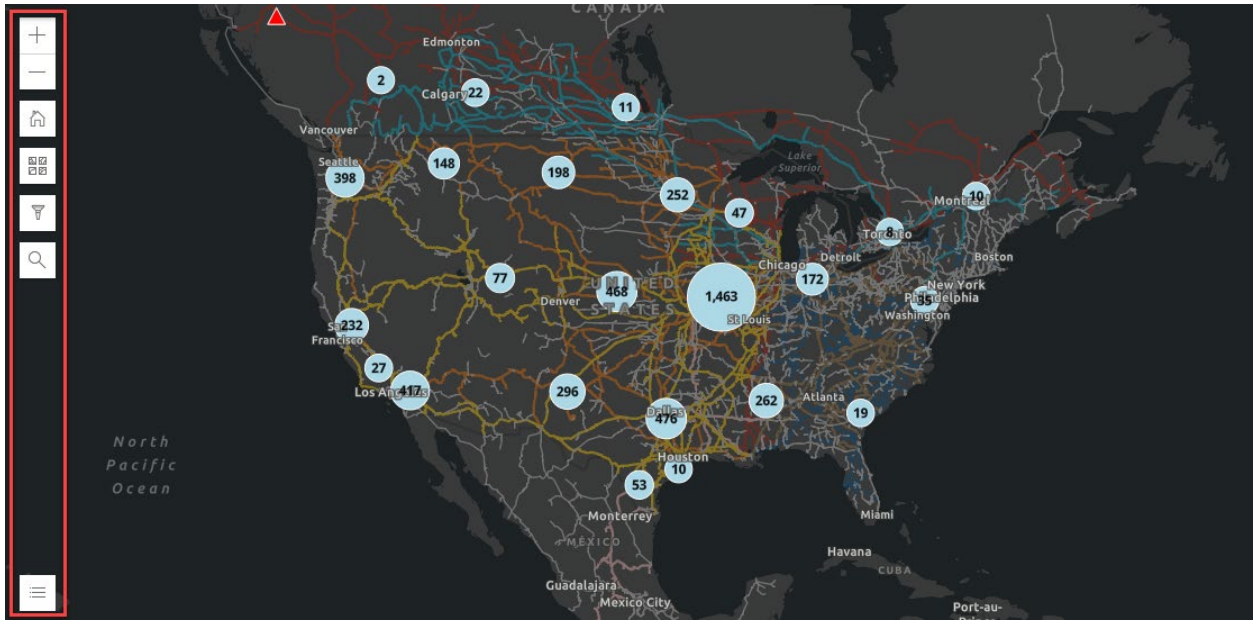
- Select a red or green triangle to display device details, zoom in on the location and [View Historical Events](#).

Exhibit 58. Device Details

Navigating the Map

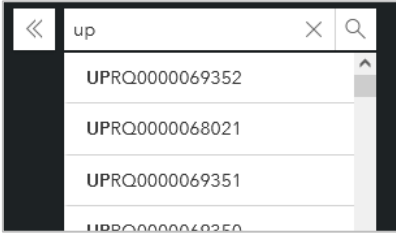|	
47	Select a blue dot to view a cluster of devices known as a Cluster Summary. Zoom in or browse through the details of each device. Each dot shows the number of devices represented in the cluster area. Select **Browse Features** to show the devices included in the cluster and select from the list or click through each using the arrows.
▲ (red)	Select a red triangle to view the details of a <u>foreign</u> device. A foreign device is a device not owned by the railroad.
▲ (green)	Select a green triangle to view the details of a <u>system</u> device. A system device is a device owned by the railroad.
+ −	Select the plus (+) and minus (-) buttons located on the top left of the map to zoom in and out. Other options include: • Double-click on the map to zoom in • Use the scroll wheel of your mouse to zoom in (scroll up) and zoom out (scroll down) • Left-click with your mouse on the map to grab and drag it up/down and left/right

⌂	Select the home icon to reset filters and return the map back to the default map view.
⊞	Select the base map icon to choose from a variety of map views and select the double arrow that appears in its place to close. Some of the options are: • **Imagery** or **Imagery Hybrid** for a satellite imagery view • **Streets** for a basic street map view that displays positions and street names • **Topographic** for a view that shows natural and man-made features
▽	Select the filter icon to filter devices. See [Filters](#) for details.
🔍	Select the search icon to search by equipment ID and begin entering the mark for a list of equipment IDs that match. Select the double arrow that appears in its place to close. ≪ up × 🔍 UPRQ0000069352 UPRQ0000068021 UPRQ0000069351 UPRQ0000069350
≡	Select the list icon located in the bottom left to view the legend. Select the double arrow that appears in its place to close.

Filters

Filters provide ways to narrow or expand the results of your search. Use the filter icon for additional ways to filter the map. By default, all filters are selected. Click on a checked box to deselect it.

Exhibit 59. Filter Options
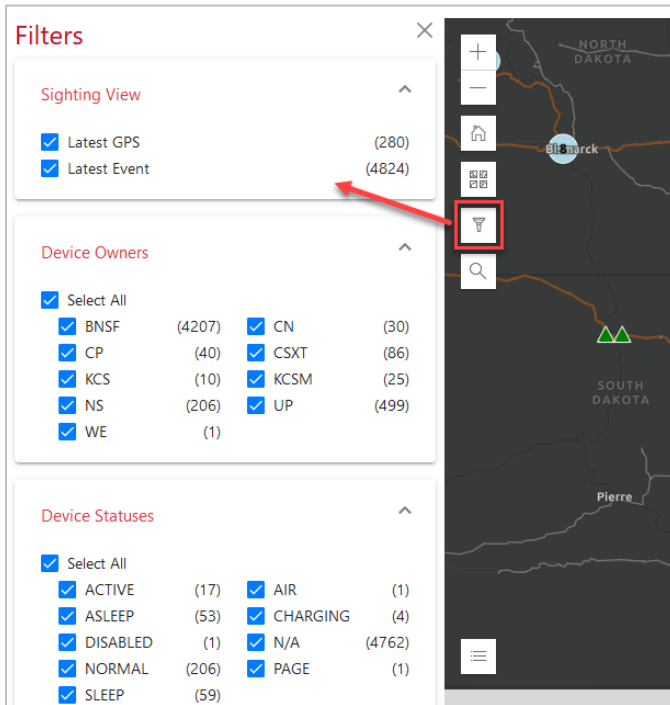
Sighting View

Choose GPS and event locations for the devices.

- Select **Latest GPS** for the most recent GPS locations reported.

- Select **Latest Event** for the most recent event locations reported.

- Select both to show the latest locations reported (latest GPS and Event).

Device Owners

Choose the owners of the devices that you want to see on the map. Individually select owners of interest, or:

- To show only **system** devices, select your railroad and deselect other railroads.

- To show only **foreign** devices, select all railroads except your railroad.

- Choose **Select All** to select all (system and foreign) devices on the map.

Device Statuses

Choose the statuses of the devices that you want to see on the map. Each status is described below.

- **Active**: Last reported as awake and communicating
- **Air**: Last reported as paired with a head of train and on air

- **Asleep / Sleep**: Last reported in battery saving mode and not communicating
- **Charging**: Last reported as being charged
- **Disabled**: Last reported as disabled by the owner
- **Normal**: Unit is powered on, may or may not have air pressure, no motion
- **N/A**: The record type is ERL, and status is not reported to Railinc in ERL messages
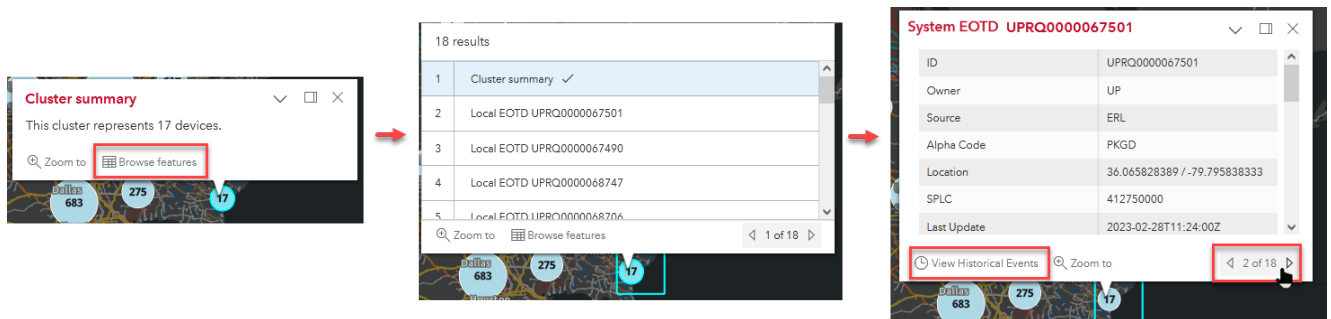- **Page**:

View Historical Events

EOTSS provides a way to view historical events when viewing the details of the device for a specific equipment ID. You can access the **View Historical Events** link by:

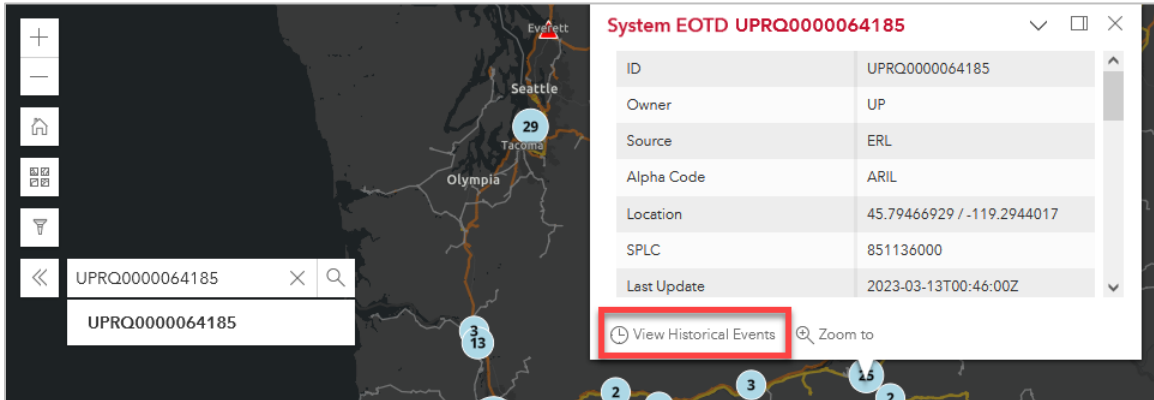***Exhibit 60. View Historical Events Link***

1. Selecting a triangle on the map:
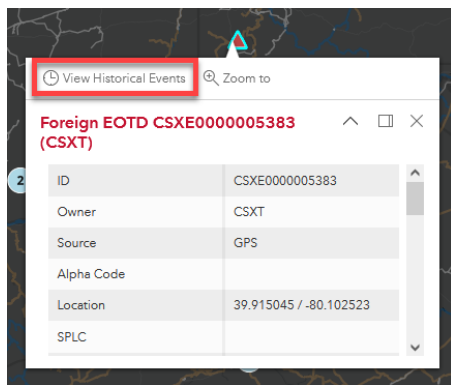
2. Selecting a specific equipment ID from a cluster through the **Browse Features** link:
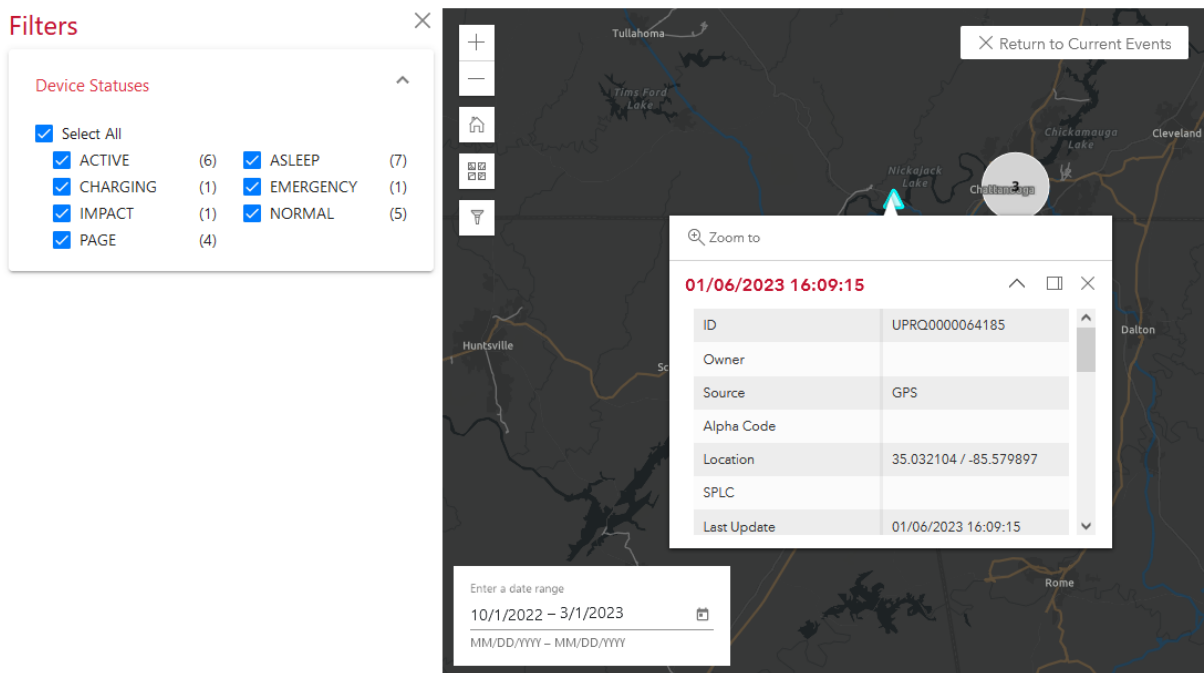
3. Selecting a specific equipment ID using the search icon:

Select the **View Historical Events** link. The Historical Events map displays and defaults to a range of five months in the lower left corner of the page. You can change the date to your preferred date range.

Exhibit 61. Historical Events Map

Since this map is showing the device for one specific equipment ID, the triangles and clusters on this map are white and only the device statuses filtering is available.

Select a triangle or a cluster. Selecting a cluster displays the historical results in that cluster with timestamps for each. Select a timestamp or an individual triangle to display the details.

Select **Return to Current Events** at the top to close the Historical Events map and return to the EOTSS map.

Admin

Manage Railroad Relationships

EOTSS provides the ability to create and expire railroad relationships to customize EOT liability scenarios with class 2/3 railroads, alleviating the need to create exceptions.

From the main menu, select **Admin > Manage Railroad Relationships**.

To create a new railroad relationship, select **Create New Relationship** and enter the roads. **Effective Date** defaults to the next day but can be changed to a future date.

Exhibit 62. Create New Railroad Relationship

To export the list of your company's railroad relationships to a CSV file, select the **Export to CSV** button and save the file to your computer.

To expire existing railroad relationships, select one or more checkboxes of relationships from the table and select the **Expire Relationship** button. The relationship is removed immediately without a prompt.

Exhibit 63. Expire an Existing Railroad Relationship

Manage Shared Locations

EOTSS provides the ability to create and expire shared locations to customize EOT liability scenarios with Class II and III railroads, alleviating the need to create exceptions.

From the main menu, select **Admin > Manage Shared Locations**.

To create a new shared location:

1. Select **Create New Location** and enter the Possession Road.

Exhibit 64. Create New Shared Location

2. Use the calendar icon to select an **Effective Date** which can be set to the next or future month. The **Expiration Date** defaults to ten years from next month but can be changed by selecting the calendar icon and choosing a future date.

3. Enter a SPLC by selecting the search icon to open the SPLC search. Enter a **SPLC**, **Location Name** or **State/Province** for the **Search** button to become active. Select **Search**. Scroll to view all the results and select one or more SPLCs or use the checkbox in the header to select all SPLCs in the list. Select **Add** to add your selected SPLCs.

4. Select **Save Location**. The location is added to Manage Shared Locations.

To export the list of your company's shared locations to a CSV file, select the **Export to CSV** button and save the file to your computer.

You can expire shared locations where your company is the liable road, and you have read-only access to shared locations where you are the possession road (these locations will not have a checkbox as pictured in the example below). To expire existing shared locations, select one or more checkboxes of locations from the table and select the **Expire Relationship** button. The location is removed immediately without a prompt.

Exhibit 65. Expire an Existing Shared Location

Manage Device Requests

EOTSS provides Company Administrators the ability to manage device requests.

From the main menu, select **Admin > Manage Device Requests**. The Manage Device Requests page defaults to the **Submitted Requests** tab.

Exhibit 66. New Request Menu
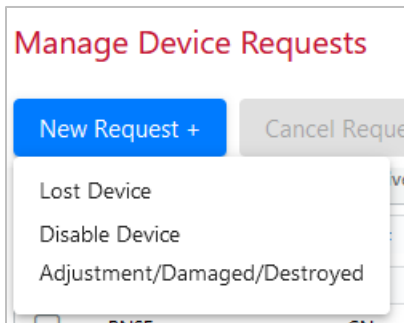
Lost Device Request

EOTSS provides a way to create a lost device request from a list of EOT devices that you are liable for where the **Max Indicator** equals **True**. A lost device is an EOT device that hasn't moved anymore or is presumed lost. These steps will not delete the device from Umler, but this will remove it from your settlement file.

Use the following procedure to submit a lost device request to the equipment owner:

1. Select the **New Request** + button and select **Lost Device** ([Exhibit 66](#)).

2. The Create Lost Request pop-up opens. Use the scroll bar on the right to scroll through the records.

    a. Select **Export to CSV** to export the results to a CSV/Excel file to open or save to your computer.

    b. Select column headers to display columns in ascending or descending order (as shown in Original Liability Date column). Select once for ascending (arrow up), twice for descending (arrow down) and three times to remove the sort.

    c. Hover over a column header and select ≡ to filter the column ([Exhibit 36](#)). Enter filter criteria in the form.

Exhibit 67. Create Lost Request

3.   Select a row to create the lost request. Only one row can be selected with each request.

4.   Add an **Attachment** and **Request Details**. While these fields are not required, they are recommended.

5.   Select **Create Request** to submit the lost request to the equipment owner or **Cancel** to return to the Manage Request page.

6.   The new lost request appears in the Manage Device Requests table in the Submitted status.

Exhibit 68. Lost Device Request Submitted

Disable Device Request

EOTSS provides a way to create a disable device request from a list of EOT devices for which you are in possession or are liable. A disabled device is an EOT device that can be disabled by the equipment owner, rendering the device unusable. These steps will not disable the device, but this request will alert the owner that you are requesting the device to be disabled so you may capture it and return the device to the equipment owner.

Use the following procedure to submit a disable device request to the equipment owner:

1. Select the **New Request** + button and select **Disable Device** (Exhibit 66).

2. The Create Disable Request pop-up opens. Use the scroll bar on the right to scroll through the records.

   a. Select **Export to CSV** to export the results to a CSV/Excel file to open or save to your computer.

   a. Select column headers to display columns in ascending or descending order (as shown in Original Liability Date column). Select once for ascending (arrow up), twice for descending (arrow down) and three times to remove the sort.

   c. Hover over a column header and select ≡ to filter the column (Exhibit 36). Enter filter criteria in the form.

Exhibit 69. Create Disable Report

3. Select a row to create the disable request. Only one row can be selected with each request.

4. Add an **Attachment** and **Request Details**. While these fields are not required, they are recommended.

5. Select **Create Request** to submit the disable request to the equipment owner or **Cancel** to return to the Manage Request page.

6. The new disable request appears in the Manage Device Requests table in the Submitted status.

Exhibit 70. Disable Device Request Submitted

Adjustment/Damaged/Destroyed Device Request

EOTSS provides a way to create an adjustment/damaged/destroyed device request from a list of EOT devices that you own. This request should be used when an EOT device has been damaged by another subscriber, destroyed by another subscriber, or you need to settle an adjustment amount for a reason outside of any current features or functions in the application, i.e., exception timeline, damaged, destroyed. The amounts contained in these requests will be settled via RCH.

Use the following procedure to submit an Adjustment, Damaged or Destroyed device request:

1. Select the **New Request** + button and select **Adjustment/Damaged/Destroyed** (Exhibit 66).

2. The Create Request pop-up opens.

Exhibit 71. Create Adjustment/Damaged/Destroyed Request

Create Request	
Submitter	Receiver ▼
KCS	
EOT Initial	EOT Number
Request Type	Service Month
Destroyed ▼	05/2023
Total Amount **Calculate DV**	Attachment 📄
Request Details	
Cancel **Create Request**	

3. The **Service Month** defaults to the current liability month.

4. Enter the **Receiver**.

5. Select from one of these **Request Types** and enter any other important information:

   ➢ **Adjustment** is used to settle monies between railroads for many reasons, including but not limited to managing shared assets or settling EOTs outside of predefined timelines listed in OT-18. For Adjustment Requests, an **EOT Initial/Number** is not required.

   Exhibit 72. Adjustment Request – Adjustment Type

Request Type	Service Month
Adjustment ▼	08/2021
Adjustment Type ▼	
Shared Asset	
Railroad Relationship	
Other	

> ➢ **Damaged** is used to settle on an amount for damages made to an EOT device by another railroad.

> ➢ **Destroyed** is used to settle on an amount for an unrepairable (destroyed, not damaged) EOT device caused by another railroad. **Total Amount** is not required if the total amount has already been paid (i.e., Max Indicator equals True).

> For this type of request, the **Calculate DV** button (shown in Exhibit 71) can provide a calculation from the original cost in Umler® and standard calculations based on the AAR Office Manual Rule 107. To use this calculator, enter required fields **EOT Initial** and **EOT Number**. Using the calculator is optional, but when selected, the amount it provides cannot be edited. To change this amount, you'll be required to cancel out of the current request and open a new request (refer back to step 1).

5. Select **Create Request** to submit the request to the Receiver or **Cancel** to return to the Manage Request page.

Exhibit 73. Destroyed Device Request Submitted

Submitter	Receiver	EOT Initial	EOT Number	Request Type	Adjustment ...	Service Mon...	Service Year	Request Det...	Total Amount	Request Att...	Request Stat...
			0000001346	Disable		7	2023	This device is di...	0		Submitted
			0000001000	Disable		7	2023	opened new re...	0		Rejected
			0000001096	Lost		7	2023	opened new re...	0		Rejected
			0000001507	Destroyed		7	2023	opened request...	3100		Submitted
			0000001300	Disable		7	2023		0		Submitted
			0000001506	Damaged		7	2023	opened request...	3100		Submitted
				Adjustment		7	2023	opened request...	36500		Submitted
			0000001002	Damaged		7	2023	opened request...	1550		Submitted

Email Alerts

Email alerts can be sent to the email address that is associated with your Railinc SSO ID when there are pending requests that require your attention, such as requests in the submitted status in the Incoming Requests tab awaiting approval. The email comes from Railinc and provides a list of pending device requests and includes the submitter, request type, service month and year, and the date the request was created.

Use the following procedure to set up email alerts for incoming device requests:

1. From the Manage Device Requests page, select the **Submitted Requests** or **Incoming Requests** tab. You can sign up for alerts from either page.

2. Select the **Email Alerts** button for the selected tab.

Exhibit 74. Schedule Email Alerts

Receive Alerts about Pending Device Requests

Select a recurrence to recieve an email to the email address associated with your Railinc SSO ID when there are pending device requests requiring your attention

Schedule Recurrence ○ Daily ○ Weekly(Mondays) ● No email alerts

Save

3. Select the schedule recurrence. Select **Daily** for daily emails or **Weekly (Mondays)** for weekly emails on Mondays. Or select **No email alerts** to unsubscribe from emails. All request types are included.

4. Select **Save**.

5. Emails are sent early Monday morning when there are requests in submitted status in your Incoming Request tab.

Cancel Requests

You can cancel a request before it has been approved by selecting the request and the **Cancel Request** button. Approved requests cannot be canceled.

Approve/Reject Requests

Any request that has not been approved or rejected when the service month is set to settle will automatically be approved on the 5th day of the month of settlement (e.g., June Service Month will settle November).

When a lost device is approved, the EOT is no longer displayed in the Daily Estimate File beginning the following day and any future Monthly Liability Files.

Use the following procedure to approve or reject incoming requests:

1. From the Manage Device Requests page, select the **Incoming Requests** tab.

Exhibit 75. Incoming Requests

Manage Device Requests

Submitted Requests | Incoming Requests

Approve | Reject   Email Alerts | Export To CSV | Clear Filters | Number of records: 8

	Submitter	Receiver	EOT Initial	EOT Number	Request Type	Adjustment ...	Service Mon...	Service Year	Request Det...	Total Amount	Request Att...	Request Stat...
				0000001319	Disable		7	2023		0		Approved
				0000001623	Disable		7	2023		0		Approved
☑				0000001346	Disable		7	2023	This device is di...	0		Submitted
				0000001000	Disable		7	2023	opened new re...	0		Rejected
				0000001096	Lost		7	2023	opened new re...	0		Rejected
				0000001487	Disable		7	2023		0		Approved
☐				0000001302	Lost		7	2023		0		Submitted
☐				0000001300	Disable		7	2023		0		Submitted

2. The Incoming Requests are displayed. The following options are available:
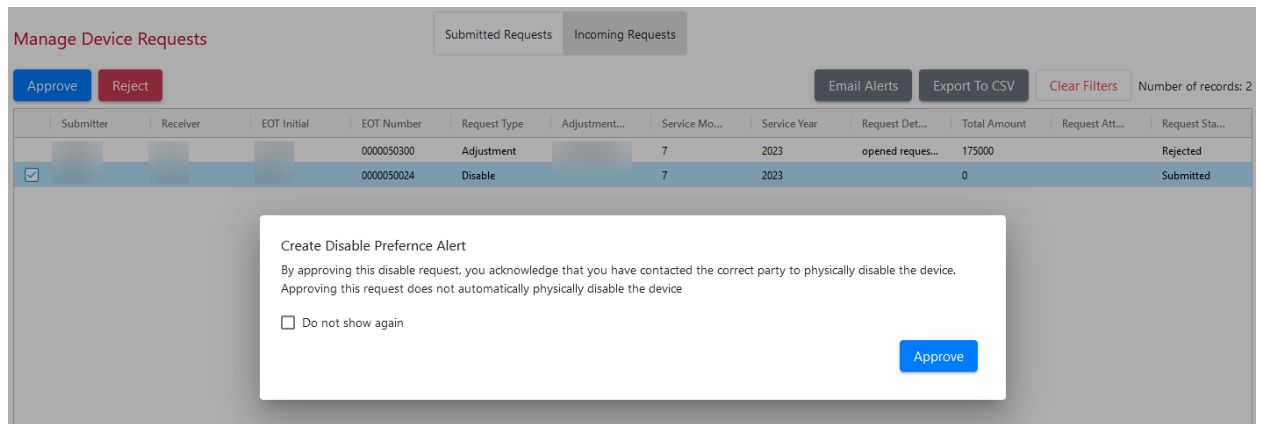
       a.   Select **Export to CSV** to export the results to a CSV/Excel file.

       b.   Select column headers to display columns in ascending or descending order (as shown in **Request Status** column).

       c.   Hover over the column header and select ☰ to filter the column. Enter filter criteria in the form. Select the **Clear Filters** link to clear your filters.

3. Select one checkbox to **Approve** or **Reject** a Submitted request. Only one checkbox can be selected to be approved or rejected.

4. When approving a disable device request, you'll see a reminder to physically disable the device outside of the EOTSS system before approving the request in EOTSS. You can choose to approve and keep getting the reminder or disable future reminders by selecting **Do not show again**.

Exhibit 76. Disable Alert

5. When the request has been approved or rejected, the **Request Status** changes from **Submitted** to **Approved** or **Rejected** without any message pop-up.

Documentation

The Documentation menu item enables users to download the latest version of the *EOTSS User Guide* (this document) and the *FAQ* (a list of frequently asked questions).

From the main menu, select **Documentation** and select the appropriate document links from the drop-down list.

To open a document, select the corresponding link. The document opens as a PDF. Use the tools within your browser to print or save the document.

Exhibit 77. EOTSS User Guide PDF