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<td>Exhibit 23</td>
<td>Route Search Tool</td>
<td>22</td>
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<tr>
<td>Exhibit 24</td>
<td>Route Search Results</td>
<td>22</td>
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<tr>
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<td>30</td>
</tr>
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<td>CIF Details</td>
<td>31</td>
</tr>
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<td>32</td>
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<td>Exhibit 36</td>
<td>Rail Service Finder Search Results</td>
<td>33</td>
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<td>Exhibit 37</td>
<td>Rail Service Finder Search (no results)</td>
<td>34</td>
</tr>
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<td>Exhibit 38</td>
<td>Rail Service Finder Details</td>
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<td>Exhibit 39</td>
<td>Freight Rail 411 Support Documentation</td>
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<tr>
<td>Exhibit 40</td>
<td>Freight Rail 411 User Guide PDF</td>
<td>36</td>
</tr>
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</table>
Welcome to Freight Rail 411

Overview

The Freight Rail 411 website provides railroads and related businesses real-time access to currently active reference information. The following modules are available through the Freight Rail 411 website.

Stations
The Stations module contains the Centralized Station Master (CSM) and Junction Interchange File (JUNC). Use this module to search for station and junction interchange information to help plan efficient freight movements from origin to destination.

Mark
Marks are equipment identifiers for all electronic interfaces between railroads, their customers and Railinc systems and files. Marks identify the names of railroads and private companies. Use this module to find the Mark you need.

Route
The Route File identifies valid routes by combining station location codes for the origin and destination. ROUTE data can be used to request prices from the Rate EDI Network.

Commodity
The Commodity module contains Standard Transportation Commodity Codes. Search for commodities by STCC, Product Description, or Product Group. Use this module to get the right STCC code for your shipment.

Customer Identification File (CIF)
The CIF module allows users to identify customer physical locations to provide accurate delivery instructions.

Rail Service Finder (RSF)
Railinc maintains the Serving Carrier Reciprocal Switch (SCRS) system. The industry reference file is a web application that provides a standardized verification process of determining whether a railroad may serve, or under what conditions a railroad may serve, a specific customer at common service points. SCRS is a permissions-based data file used by railroads. The new RSF tool is a dedicated, streamlined version of the search feature within the SCRS industry reference file. The RSF tool was designed and optimized for searching.

FindUs.Rail
FindUs.Rail is a web-based centralized database that allows users to review and manage their company's contact information. It helps railroad departments, private car owners, and leasing companies stay connected. Users are able to query contacts and agency relationships for industry functions and roles.

Support Questions, issues or concerns should be directed to Railinc Customer Support at 1-877-RAILINC (1-877-724-5462), or contact Railinc CSC at csc@railinc.com.
User Guide Structure

This document has been organized to reflect the application menu order of Freight Rail 411. It describes use and interpretation of interface elements in Freight Rail 411.

Access rights and account administration details are found in the Railinc Single Sign On (SSO) User Guide. The SSO User Guide is available as a PDF download at www.railinc.com. Click the icon in the Account Access window.

System Requirements

Here are some basic computer requirements for Freight Rail 411.

Exhibit 1. Freight Rail 411 Computer Requirements

<table>
<thead>
<tr>
<th>Supported Browser Types:</th>
<th>Internet Explorer, Mozilla Firefox and Chrome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browser Versions:</td>
<td>Internet Explorer 7x; Firefox 3x; Chrome 10x</td>
</tr>
<tr>
<td>Screen Resolution:</td>
<td>1024 × 768 or larger (optimal)</td>
</tr>
</tbody>
</table>

Web Browser

Freight Rail 411 requires a web browser to display its data. Most computers have Internet Explorer or Mozilla Firefox installed. To ensure optimum performance of Freight Rail 411, use a recommended version of Internet Explorer or Firefox. Here are the two download sites:


Flash Player

Freight Rail 411 requires an updated version of Flash Player. Here is where the Flash Player can be downloaded:


PDF Viewer

Some functions of Freight Rail 411 require Adobe Acrobat Viewer to view Portable Document Format (PDF) documents. For example, updates to this manual are available in PDF. Here is the download site for a free and current version of Acrobat Reader:


Excel Viewer

Freight Rail 411 provides Excel file format downloads. This format is supported by Microsoft Excel versions 97 and higher. Users that do not have Excel 97 or higher installed on their
machine or have a compatible spreadsheet application may download a free Microsoft Excel Viewer from Microsoft Corporation:


---

**Web Interface**

The Freight Rail 411 interface provides the same navigational tools found in most Windows applications and Internet sites. This section provides basic explanations of select elements and components that assist in moving through the various pages of the application to complete tasks.
Getting Started

The Freight Rail 411 application is accessed using the Railinc Single Sign On (SSO), which can be accessed from the Railinc portal at http://www.railinc.com. The SSO login is located at the upper right of the page.

Register to Use Railinc SSO

Each Freight Rail 411 user must register to use Railinc Single Sign On. It is beyond the scope of this document to describe the use of Railinc Single Sign On. Refer to Railinc Single Sign On User Guide.

Once SSO registration is complete, the user must request access to Freight Rail 411 within SSO.

Role-Based Application

Access and authorization for Freight Rail 411 is determined when requesting access through Railinc Single Sign On. Refer to Exhibit 2 for a complete list of Freight Rail 411 roles as seen in SSO.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freight Rail 411 CIF User</td>
<td>CIF Module User</td>
</tr>
<tr>
<td>Freight Rail 411 Commodity User</td>
<td>Role permits user to access Commodity IRF</td>
</tr>
<tr>
<td>Freight Rail 411 Mark User</td>
<td>Role permits user to access Mark IRF</td>
</tr>
<tr>
<td>Freight Rail 411 Route User</td>
<td>Role permits user to access Route IRF</td>
</tr>
<tr>
<td>Freight Rail 411 Station User</td>
<td>Role permits user to access Station and Junction IRF</td>
</tr>
<tr>
<td>Freight Rail 411 Company Admin</td>
<td>Customer personnel responsible for managing internal user permissions</td>
</tr>
</tbody>
</table>
Requesting Freight Rail 411 Access

After authorization to use Railinc SSO is received, the user must request general access to Freight Rail 411 following instruction in the Railinc Single Sign On User Guide.

Exhibit 3. Freight Rail 411 Request Permission

When e-mail notification of access to Freight Rail 411 is received, the user can log on and begin using Freight Rail 411.

Note: Access to certain functions within Freight Rail 411 is handled by the user’s local Freight Rail 411 administrator who has the SSO rights to specify local Freight Rail 411 user’s tasks. When a user has been assigned a subscription to a portion of the application, then it appears in the menu as a green shaded item. Before being granted, the item appears in light red (see Exhibit 4).

Exhibit 4. Freight Rail 411 Menu (showing items without permission granted)
Logging In

To log into Freight Rail 411:

1. Open the browser.

2. Enter the following URL: [http://www.railinc.com/freight rail 411](http://www.railinc.com/freight-rail-411). The Freight Rail 411 Welcome page is displayed (Exhibit 5).

Exhibit 5. Freight Rail 411 Welcome Page

Continue by selecting a particular Freight Rail 411 reference option to search that selected reference file (refer to Exhibit 6).

Exhibit 6. Available Freight Rail 411 Reference Files

- **Stations**: Provides access to Centralized Station Master (CSM) data. The interface allows user to search, view and extract station and junction information.

- **Mark**: Provides access to Mark Register data. The interface allows user to search, view and extract Mark information.

- **Route**: Provides access to Route data. The interface allows user to search, view and extract Route information.

- **Commodity**: Provides access to Standard Transportation Commodity Code (STCC) data. The interface allows user to search, view and extract STCC information.
<table>
<thead>
<tr>
<th>CIF</th>
<th>Provides access to the Customer Identification File (CIF). The interface allows authorized users to search and view CIF information.</th>
</tr>
</thead>
<tbody>
<tr>
<td>FindUs.Rail</td>
<td>FindUs.Rail is a web-based centralized database that allows users to review and manage their company's contact information. It helps railroad departments, private car owners, and leasing companies stay connected. Users are able to query contacts and agency relationships for industry functions and roles.</td>
</tr>
<tr>
<td>Rail Service Finder</td>
<td>The SCRS file provides a standardized verification process of whether a railroad may serve, or under what conditions a railroad may serve, a specific customer at common service points.</td>
</tr>
</tbody>
</table>

## Logging Out

Select the Launch Pad link to end a Freight Rail 411 session. The user returns to the Launch Pad Page.
Subscription Access

The Railinc Freight Rail 411 website provides free look-ups for users and is available for use by subscribers on a modular basis. This means that you can subscribe annually to only the specific reference files that you need to access, rather than paying for full access to all of them. Each module subscription gives your company unlimited look-up access for that module throughout the current calendar year (January – December). Reference data downloads from the site into an Excel file are available for a per-record charge.

The Freight Rail 411 Welcome page has details on subscription access (see Exhibit 7), including a link to initiate a subscription which includes the current pricing.

Exhibit 7. Freight Rail 411 Subscription Details
Stations Overview

The Stations option provides access to Centralized Station Master (CSM) and Junction (JUNC) IRF data. The interface allows user to search and view station data. The Centralized Station Master (CSM) is a geographic location file which contains data about rail and motor carrier points for North America and international areas. This file is primarily used by railroads to help plan freight movements from origin to destination in an efficient and timely manner.

Once the station option is selected from the Freight Rail 411 Welcome page the Station and Junction interface is displayed. Refer to Exhibit 8.

Exhibit 8. Station and Junction Interface

Station and Junction Interface

The station and junction interface allows users to search for stations and junctions or to navigate directly to their locations by using the available mapping tools. The interface consists of the Station Search Tool and the Search Results Window.

Station Search Tool

The search tool allows users to find a station or junction by entering details directly into the available input fields. The search tool appears in Exhibit 9.
Exhibit 9. Station and Junction Search Tool

The input fields allow user to specify a Location (actual name); State/Province (drop-down contains US, Canadian and Mexican locations, in that order); SPLC (Standard Point Location Code); R260 (Rule 260 Code). The radio buttons at the right allow users to specify if the search should return stations or junctions. The Search button initiates a search.

Note: The Search button is disabled until at least one search criterion is entered.

Search Results Window

The search results window displays the results of a search. The search results window appears in Exhibit 10.

Exhibit 10. Station and Junction Search Results Window

The results window allows users to perform two functions: filter results and display details of displayed stations or junctions.
Searching Stations and Junctions

This section describes how to perform searches for stations and junctions. It additionally describes how to filter search results, how to view result details, and how to export results to Excel.

Here is how to search for stations or junctions:

1. Using the stations and junctions search tool (Exhibit 9), complete one or more of the available fields:
   - **Location** (enter all or part of the actual name of location)
   - **State** (select state from the drop-down)
   - **SPLC** (enter all of a Standard Point Location Code)
   - **R260** (enter all or part of a Rule 260 code)

2. In the Show Me section of the search tool, select to restrict the results to either stations or junctions (using the available radio buttons).

3. Select the Search button. The search results window (Exhibit 10) is updated with the results (see sample results in Exhibit 11).

**Note:** The Search button is disabled until at least one search criterion is entered.

4. Perform one of the following actions:
   a. Use the filter option to filter the displayed data (see Filtering Data).
   b. Select the download button to download the displayed data into an Excel spreadsheet (see Exporting Freight Rail 411 Data).
Filtering Data

Following a successful search, the filtering option can be used to narrow search results (see Exhibit 12).

**Exhibit 12. Station Filtering Option**

![Station Filtering Option]

Here is how to filter search result data.

1. Select the drop down arrow to display the available filtering options.

2. Select the desired filtering option (For stations: Station Name, SCAC, FSAC or SPLC).

3. Use the available input field to enter the desired filtering criteria. Partial input is acceptable. The list is automatically updated to reflect the filtering input.

**Exhibit 13. Filtering Results**

![Filtering Results]

Exporting Freight Rail 411 Data

Following a successful search for Freight Rail 411 data, the download button can be used to export search results as an Excel file (see Exhibit 14).
Here is how to export search result data into Excel.

1. Select the download button (see Exhibit 14) to initiate the process of exporting displayed search results. A confirmation message is displayed calculating the cost to download the detail records (see Exhibit 15).

2. Select Download to continue or Cancel to cancel.

3. The export dialogue box is displayed.
4. Select the available option to either open the exported information or to save the file. When opened, the exported information appears in an Excel spreadsheet.

5. Use the tools within Excel to manage the exported data as desired.

**Displaying Station or Junction Details**

From a successful search for station or junction records, details can be viewed from the list of search results or by clicking a station.

Here is how to display the details of a found station or junction.

1. Select a found record in the search results window to display its details. The Station Detail window is displayed (Exhibit 16).
2. Use the available scroll bar to view details that extend beyond the visible window.

3. Select the OPSL Notes tab to view any OPSL Notes associated with the displayed station.

4. Full text descriptions of the associated OPSL Notes are available by selecting the hyperlink of a listed note number.
The Mark option provides access to Mark Register IRF data. The interface allows user to search, view and extract Mark information. Reporting Marks are stenciled on owned and leased equipment. Marks are used as equipment IDs for all electronic interfaces between railroads, their customers, and Railinc systems and files. Equipment Marks identify the names of railroads or private companies, junction points, stations, and interchange points. In addition, they are used for revenue accounting purposes like car hire and car repair billing.

Once the Mark option is selected from the Freight Rail 411 Welcome page the Mark interface is displayed. Refer to Exhibit 18.

Exhibit 18. Mark Search Interface
Searching Marks

This section describes how perform searches for Marks. It additionally describes how to view result details.

Here is how to search for Marks:

1. Using the Mark search tool (Exhibit 19), complete the available field for the Roadmark.

   Exhibit 19. Mark Search Tool

2. Select the Search button to initiate the search. Search results are displayed (Exhibit 20).

   Note: The Search button is disabled until a Roadmark is entered.

   Exhibit 20. Mark Search Results
3. Perform one of the following actions:
   a. Use the **filter** option to filter the displayed data (see Filtering Data).
   b. Select the **download** button to download the displayed data into an Excel spreadsheet (see Exporting Freight Rail 411 Data).
   c. Select a listed Mark to display its details (see Displaying Mark Details).

**Displaying Mark Details**

From a successful search for Mark records, details can be viewed from the search results window (see Exhibit 20).

Here is how to display the details of a found Mark.

1. Select a found Mark in the search results window. The Mark Details window is displayed (Exhibit 21).

**Exhibit 21. Mark Details**

<table>
<thead>
<tr>
<th>Mark Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Roadmark</td>
<td>NCOA</td>
</tr>
<tr>
<td>Mode</td>
<td>RLRA</td>
</tr>
<tr>
<td>Carrier</td>
<td>NCOA</td>
</tr>
<tr>
<td>Name</td>
<td>NORTH CAROLINA &amp; VIRGINIA RAILROAD CO INC</td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State/Prov</td>
<td></td>
</tr>
<tr>
<td>Zip Code</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>R200 #</td>
<td>531</td>
</tr>
<tr>
<td>Type</td>
<td>RR_3</td>
</tr>
<tr>
<td>Effective Date</td>
<td>01/01/1991</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>12/31/1999</td>
</tr>
</tbody>
</table>

2. Use the available scroll bar to view details that extend beyond the visible window.
The Route option provides access to Route IRF data. The interface allows a user to search, view and extract Route information. The Route File (ROUTE) was initially designed to support the Rate EDI Network (REN). The route code is an amalgamation of two Standard Point Location Codes (origin and destination) with a sequential 4-digit number which identifies revenue routes. Routes in this file may also be utilized to request prices from the REN.

Once the Route option is selected from the Freight Rail 411 Welcome page the Route interface is displayed. Refer to Exhibit 22.

Exhibit 22. Route Search Interface
Searching Routes

This section describes how perform searches for Routes. It additionally describes how to view result details.

Here is how to search for Routes:

1. Using the Route search tool (Exhibit 23), complete the available field for the **Origin Road** and **Destination Road**. Optionally, provide input for the **Route Number**.

   *Exhibit 23. Route Search Tool*

2. Select the **Search** button to initiate the search. Search results are displayed (Exhibit 24).

   **Note:** The Search button is disabled until both an Origin and Destination Road have been entered.

   *Exhibit 24. Route Search Results*

3. Perform one of the following actions:
   
   a. Use the **filter** option to filter the displayed data (see Filtering Data).

   b. Select the **download** button to download the displayed data into an Excel spreadsheet (see Exporting Freight Rail 411 Data).

   c. Select a listed Route to display its details (see Displaying Route Details).
Displaying Route Details

From a successful search for Route records, details can be viewed from the search results window (see Exhibit 24).

Here is how to display the details of a found Route.

1. Select a found Route in the search results window. The Route Details window is displayed (Exhibit 25).

Exhibit 25. Route Details

<table>
<thead>
<tr>
<th>Route Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin Mark</td>
<td>UP</td>
</tr>
<tr>
<td>Destination Mark</td>
<td>BNSF</td>
</tr>
<tr>
<td>Route Number</td>
<td>9</td>
</tr>
<tr>
<td>Effective Date</td>
<td>Fri Jul 4 1997</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>Fri Dec 31 9999</td>
</tr>
<tr>
<td>Segment Road</td>
<td>UP</td>
</tr>
<tr>
<td>Segment Junction</td>
<td>KANCY</td>
</tr>
<tr>
<td>Segment Road</td>
<td>BNSF</td>
</tr>
<tr>
<td>Status</td>
<td>Active</td>
</tr>
</tbody>
</table>

2. Use the available scroll bar to view details that extend beyond the visible window.
Commodity Overview

The Commodity option provides access to Standard Transportation Commodity Codes (STCC) IRF data. The interface allows users to search, view, and extract Commodity information. Standard Transportation Commodity Codes contain specific product information used on waybills and other shipping documents. A STCC code is a seven-digit numeric code representing 38 commodity groupings. Assignment of a STCC code is associated with a commodity description developed to conform to exact descriptions in freight transportation classifications of rail and motor carriers. Accompanying a STCC code are two corresponding codes, Harmonized Commodity Description Coding System (HS) and a Standard Classification of Transported Goods (SCTG) category.

Once the Commodity option is selected from the Freight Rail 411 Welcome page the Commodity interface is displayed. Refer to Exhibit 26.

Exhibit 26. Commodity Search Interface
Searching Commodities

This section describes how perform searches for Commodities. It additionally describes how to view result details.

Here is how to search for Commodities:

1. Use the radio button to select to search by either **Product Code** (see Exhibit 27) or **Product Category** (see Exhibit 28).
2. Complete the search fields for either a search by Product Code or by Product Category.
   a. For a Product Code search, complete the available field for the **STCC/Product Code** and **Product Description**.
   
   **Exhibit 27. STCC Search Tool (by product code)**

   ![STCC Search Tool (by product code)](image)

   b. For a Product Category search, use the drop downs to select the primary and sub product group.

   **Exhibit 28. STCC Search Tool (by product category)**

   ![STCC Search Tool (by product category)](image)

3. Select the **Search** button to initiate the search. Search results are displayed (Exhibit 29).
**Note:** The Search button is disabled until at least one search criterion is entered (i.e. STCC, Product Description, or Product Category/Group).

**Exhibit 29. STCC Search Results**

4. Perform one of the following actions:
   a. Use the **filter** option to filter the displayed data (see Filtering Data).
   
   b. Select the **download** button to download the displayed data into an Excel spreadsheet (see Exporting Freight Rail 411 Data).
   
   c. Select a listed STCC to display its details (see Displaying STCC Details).
Displaying STCC Details

From a successful search for STCC records, details can be viewed from the search results window (see Exhibit 29).

Here is how to display the details of a found STCC.

1. Select a found STCC in the search results window. The STCC Details window is displayed (Exhibit 30).

Exhibit 30. STCC Details

<table>
<thead>
<tr>
<th>Commodity Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STCC Code</strong></td>
</tr>
<tr>
<td><strong>Full Description</strong></td>
</tr>
<tr>
<td><strong>Regulated</strong></td>
</tr>
<tr>
<td><strong>Effective Date</strong></td>
</tr>
<tr>
<td><strong>Expiration Date</strong></td>
</tr>
</tbody>
</table>

2. Use the available scroll bar to view details that extend beyond the visible window.
The Customer Identification File (CIF) contains the name, physical and mailing addresses, corporate parent identification and a unique identification code for each location of a transportation carrier customer. The identification code is used in exchanges of shipment information to accurately identify transportation company customers and the customers' locations.

The CIF facilitates business transactions by providing accurately match incoming documents to customer files and improving the quality of customer information on bills of lading, waybills and other documents. It also improves the quality of pricing information and the rating process. A carrier's system can use CIF codes to identify all locations to which a price and other contract terms apply, to provide accurate delivery instructions to a specific location, and improve shipment reservation, booking and equipment ordering processes.

Once the CIF option is selected from the Freight Rail 411 Welcome page the CIF Search interface is displayed. Refer to Exhibit 31.

**Note:** The CIF Module is only available to railroads and their direct customers as a means to facilitate rail business.

*Exhibit 31. CIF Search Interface*
Searching CIF Records

This section describes how to perform searches for CIF records. It additionally describes how to view result details.

Here is how to search for CIFs:

1. Complete the available search fields for **CIF Number, Customer Name or DBA, City, and State/Province** (see Exhibit 32).

   **Note:** 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 as suffix when uncertain (e.g.: AMOCO, AMOC*).

2. Select the **Search** button to initiate the search. Search results are displayed.

   **Note:** The Search button is disabled until the minimum described search criterion is met.
3. Perform one of the following actions:
   a. Use the **filter** option to filter the displayed data (see Filtering Data).
   b. Select a listed CIF to display its details (see Displaying CIF Details).
Displaying CIF Details

From a successful search for CIF records, details can be viewed from the search results window (see Exhibit 34).

Here is how to display the details of a found CIF.

1. Select a found CIF in the search results window. The CIF Details window is displayed.

Exhibit 34. CIF Details

![Customer Details Table]

2. Use the available scroll bar to view details that extend beyond the visible window.

FindUs.Rail

FindUs.Rail is a web-based centralized database that allows users to review and manage their company's contact information. It helps railroad departments, private car owners, and leasing companies stay connected. Users are able to query contacts and agency relationships for industry functions and roles.

With FindUs.Rail, contacts are organized under various categories, each managed by Company Administrators. Administrators can add, update, and delete contacts for the categories they manage. The Railinc Application Administrator is responsible for adding and removing categories.

The FindUs.Rail free look-up tool lets you conduct first level searches of contacts, agencies and railcar marks at no charge. [https://www.railinc.com/findusrail/pub/homeAction.do](https://www.railinc.com/findusrail/pub/homeAction.do)

Click here to use the FindUs.Rail free look-up tool.
Rail Service Finder Overview

Rail Service Finder (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: With RSF, users have a single tool where they can look up and view critical information for shipping freight by rail.

Productivity: The ability to identify and view company contact data and their serving carriers via a single tool will improve productivity by enabling rail shippers to make shipping decisions quickly.

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

RSF gives rail shippers, railroads and car owners convenient access to required data for shipping by rail through a single application. With RSF, users can:

- Access company contact information (including full mailing address) through a single location
- 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
- View the shortline railroads that serve a particular customer

Rail customers and others interested in shipping by rail previously had to log in to an increasing number of applications to access the required shipping data. RSF gives rail shippers, in particular, convenient access to data required for shipping by rail through a single source, enabling them to save time and enhance productivity. 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.

Once the Rail Service Finder option is selected, the RSF interface is displayed (Exhibit 35).

Exhibit 35. Rail Service Finder Interface

Rail Service Finder is a web application that enables rail shippers, railroads and other users who are seeking to ship freight by rail a quick and easy way to identify rail-served customer facilities in North America, the railroads that serve them and the railroads with access to those facilities.

Looking for more information to help you ship freight by rail? Visit Railinc’s dedicated resource for freight-rail shipping. FreightRail 411

Search for marks, stations, routes and more.
Searching Rail Service Records

This section describes how to perform searches for Rail Service records. It additionally describes how to view result details. Only public records that have both a CIF and SCRS record are displayed.

Here is how to search for companies with Rail Service records:

1. Complete one of the available search fields (see Exhibit 35). The Railroad field requires providing input in one of the other fields first. Follow these search tips, which are available through the Search Tips link. In the Company, Street, City and State fields, your search will return all results that contain the search term you enter. To narrow your results, use an asterisk (*) at the front of your search term to get the results that end with the term. Use the asterisk at the end to get results that begin with the term.
   a. **Company Name** or **CIF #**: Enter full or partial company name or nine digit Customer Identification Number (CIF). CIF numbers can be found by searching the CIF module by company name or searching for company name if the CIF is unknown (see Searching CIF Records).
   b. **Street, City or State**: City and State searches return results for Company and Rail Stations that match.
   c. **Railroad**: This is a type-ahead field. Begin by entering the first letter of the carrier for a list of roads that begin with the character. Enter 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.

2. Select the **Search** button to initiate the search or select Enter/Return on the keyboard. Search results are displayed (Exhibit 36). Note, if no search results are found, a page is displayed with links to contact information for Class 1 railroads (Exhibit 37).

*Exhibit 36. Rail Service Finder Search Results*
3. Select one of the displayed search results to view its details (Exhibit 38).

Exhibit 38. Rail Service Finder Details

<table>
<thead>
<tr>
<th>Details</th>
</tr>
</thead>
</table>
| **UNION PACIFIC RAILROAD COMPANY INC**  
**DBA:**  
**CIF #: 006591590-0000**  
**1400 DOUGLAS MAIL, STOP 0700**  
**OMAHA, NE - 681790002.** |

<table>
<thead>
<tr>
<th>Serving Carrier</th>
<th>Connecting Carrier</th>
<th>Station Name</th>
<th>State</th>
<th>Status</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UP</td>
<td>COUNCIL BLUFFS</td>
<td>IA</td>
<td>Closed</td>
<td></td>
<td>Customer is served by UP. UP must be in the linehaul route. Contact UP for freight rates and routing information.</td>
</tr>
</tbody>
</table>

4. 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.

5. Select the X to close the details page and return to the search results.
The Documentation menu item allows users to download the latest version of this user guide.

Once the Documentation option is selected from the Freight Rail 411 Welcome page the Documentation—User Guide download is displayed (Exhibit 39).

**Exhibit 39. Freight Rail 411 Support Documentation**
Downloading the User Guide

Here is how to download the Freight Rail 411 User Guide:

1. From the Freight Rail 411 Support Documentation page (see Exhibit 39), select the User Guide link. The User Guide PDF opens in Adobe Acrobat (see Exhibit 40).

Exhibit 40. Freight Rail 411 User Guide PDF

2. Use the tools within Acrobat to print or save the User Guide.