

## Frequently Asked Questions (FAQ)

This document lists questions and answers for Standard Transportation Commodity Codes (STCC's). For additional information, refer to the [Standard Transportation Commodity Code web page](#).

### ***How can I order the Standard Transportation Commodity Code (STCC) Tariff?***

Go to the [Railinc Publications web page](#) and complete the [Railinc Publications Order Form](#).

Then, make your payment using [Railinc's PayPal form](#).

### ***How can I order the Directory of Hazardous Materials Shipping Descriptions?***

Go to the [Railinc Publications web page](#) and complete the [Railinc Publications Order Form](#).

Then, make your payment using [Railinc's PayPal form](#).

### ***How can I propose a new Standard Transportation Commodity Code?***

Complete the [STCC Request Form](#). For faxed form requests, contact Railinc's Customer Success Center at (877) 724-5462 or [csc@railinc.com](mailto:csc@railinc.com).

### ***Who do I talk with about changing the wording of a STCC description?***

Contact Railinc's Customer Success Center at (877) 724-5462 or [csc@railinc.com](mailto:csc@railinc.com) to obtain information regarding the addition/deletion or updating of STCC Codes.

### ***I did not receive my copy of the latest STCC (or HazMat) supplement. What is the process to ensure receipt?***

Contact Railinc's Customer Success Center at (877) 724-5462 or [csc@railinc.com](mailto:csc@railinc.com) to confirm placement on the subscriber list.

### ***Where can I obtain documentation regarding file layout and STCC product class definitions?***

Go to the [Standard Transportation Commodity Code web page](#) and open [STCC File Layout](#).