

# **RAILINC** | CRB Data Exchange FAQs

## **What is the Car Repair Billing Data Exchange?**

The [Car Repair Billing Data Exchange \(CRBDX\)](#), maintained by Railinc, is a monthly data exchange of repair bills for foreign freight equipment. Repairing entities submit bills of car repairs in a single 500-byte format file. These files include all billing information related to labor and materials used in connection with the repair of freight cars and are sorted and sent to the billed party for the equipment. The data serves as detail support for paper billing documents. Selected elements of the exchanged data are retained for use in equipment failure trend analysis.

## **Who participates in CRBDX?**

Railroads, equipment owners, repair shops, running repair agents and third-party agents participate in CRBDX. These organizations use CRBDX to submit invoices to a billed party for completed repairs or receive invoices for repairs completed by a billing party.

## **Do industry rules require that companies use CRBDX?**

Yes. Rule 113 of the AAR Interchange Rules mandates participation in CRBDX. The 500-byte format requires the electronic submission and receipt of invoices. Information on file layout, submission and receipt of a 500-byte format file, and other business guidelines are available in the [Car Repair Billing \(CRB\) Procedures Manual](#).

## **Why are CRBDX participants required to use FindUs.Rail?**

[FindUs.Rail](#) is the official centralized industry database of contact information for activity pertaining to AAR Interchange Rule 114. Car Repair Billing (CRB) participants must submit to FindUs.Rail the contact information for the Billed Party (BP), Billing/Invoicing Party (IP), Inquiries (IQ), Remit To (RT) and Billing/Invoicing Party Exception Handling (EX). CRBDX validates the existence of this information in FindUs.Rail. Additionally, this contact information must be verified in FindUs.Rail every 90 days. Submitted invoices will be rejected if this information is not in FindUs.Rail or is not verified. Refer to the [FindUs.Rail User Guide](#) for instructions on managing FindUs.Rail contacts and subscribing to verification reminders.

## **Is there a fee to participate in CRBDX?**

Car owners pay an annual fee as described in Field Manual Rule 113.1.b. Billed Parties can download their data without additional fees. The [Railinc Price List](#) includes costs for other special services.

## **What documentation will help users with submitting and receiving CRBDX files?**

The [CRB Procedures Manual](#) provides CRBDX participants with requirements for submitting and receiving files to and from CRBDX. The manual also includes high-level business rules and technical specifications for the file layout of the 500-byte format file. Submitters should refer to the [CRB Procedures Manual](#) for questions related to informational or mandatory error codes. Also, the AAR Interchange Rules provides industry requirements on repairs and repair reporting. You can purchase the AAR Interchange Rules at [AAR Publications](#).

### **Are there different formats for the detailed report?**

The Car Repair Billing Detailed report is available in two formats which are outlined below:

- **500-byte file format** - This is the industry standard way of receiving the information. The AAR determined that this is the format that would be made available. Viewing does require additional steps and software. Railinc is not able to advise on what other software/applications you would need to properly view/use this format. You could check with your internal IT people regarding it.
- **PDF File Format** - This format is viewable with free software such as Adobe Reader. For customers who did not wish to or were not able to convert their internal systems to view the 500-byte file format, Railinc can do the conversion process for you. We can convert and send the information in a PDF format. This conversion, however, takes extra steps and time for us to do, so there is a fee for doing so. We offer this report (PDF format) on a fee basis for the year (up to 12 monthly reports). Refer to the [Railinc Price List](#) for pricing information.

If you wish to be set up to receive the PDF file format, please submit an email to [CSC@Railinc.com](mailto:CSC@Railinc.com).

### **How do I become a CRB submitter or receiver?**

You must have a valid CRB profile to participate in CRB. To register as a submitter or receiver to CRBDX, please email Railinc at [csc@railinc.com](mailto:csc@railinc.com) and provide the following information with your request:

- Primary Billing/Invoicing Party
- Identification of other Billing Parties that may be included in data submitted for input to CRBDX
- Name
- Title
- Phone number
- Address
- Email address of the person(s) responsible for CRBDX activities

Note: Letter of Authorization (LOA) may be required to satisfy Railinc's data access policy requirements.

### **How do I access Railinc's Billing Repair Card application?**

You must have an active Railinc Single Sign-On (SSO) account to use the [Billing Repair Card \(BRC\) application](#). To create an SSO account, go to [www.railinc.com](http://www.railinc.com). The SSO login is located at the top, right of the page. Click Register Here and follow the prompts to establish your account. You will receive an email confirmation of your profile, which you must verify within 14 days to unlock your account. If you already have an SSO account, you do not need to create a new one.

Once you have established an SSO account, you can request permission to access the BRC application after you have logged on with your SSO account at [www.railinc.com](http://www.railinc.com).

Note: A Letter of Authorization (LOA) may be required to satisfy Railinc's data access policy requirements.

**What happens after Railinc receives my CRB request?**

During the submitter setup process, prospective CRBDX participants must email to Railinc two test files in the CRB 500-byte format. Railinc processes the files through its test environment to verify that the data meet requirements specified in the [CRB Procedures Manual](#). After Railinc verifies that the files meet CRB requirements, it will provide the customer with FTP credentials and instructions for submitting or receiving CRB files.

**What happens after I submit my CRB file?**

Submitters will receive an Inbound Data Exchange File Process Status Report (Inbound Status Report) by email after CRBDX processes the uploaded file. This is a real-time process. Submitters must review this report for informational and mandatory errors, status, and file name verification. Appendix C of the [CRB Procedures Manual](#) includes an overview of informational and mandatory errors.

After the monthly CRBDX process is complete, submitters will receive the Billing Road Log for Data Distributed by Railinc (Billing Party Report). This report provides a summary of invoices distributed to billed parties by submitters. Refer to Section 1.5 of the [CRB Procedures Manual](#) for additional information on the CRBDX email notification process.

**What do the errors mean on my Inbound Data Exchange File Process Status Report?**

The Inbound Data Exchange File Process Status Report sent to submitters shows the status of the submitted file as Accepted, Partially Accepted or Rejected. An Accepted 500-byte file refers to all the submitted invoices that will be sent to registered billed parties. A Partially Accepted 500-byte file means one or more invoices had critical (mandatory) errors that must be corrected. A Rejected 500-byte file means several invoices have mandatory or file format errors that prevent the processing of the file. No invoices are sent when the status is Rejected.

Each Inbound Data Exchange File Process Status Report is included as a PDF attachment with the email notification and contains a link to a high-level list of error codes (Error Codes Reference). The CRBDX Error Codes document will provide specific guidance on the rejection reason. Refer to Appendix C.3 of the [CRB Procedures Manual](#) for additional information on errors and error codes.

**How do I receive CRB invoices for my mark?**

Railinc distributes CRBDX data to the Billed Party according to [this schedule](#). Receivers must have a defined CRB participant profile to receive the 500-byte format files. After the CRBDX process is complete, Receivers will receive an email with the Outbound Data Exchange Log Report and notification that the file is available for download via FTP. The Outbound Data Exchange Log Report includes high-level information on invoices contained in the file noted in the email. Receivers are responsible for downloading their files from their assigned FTP mailbox within 10 days of the CRBDX process running (see schedule [here](#)). Contact [csc@railinc.com](mailto:csc@railinc.com) for more information on this process.

**What if I can't download my CRBDX file?**

Contact [csc@railinc.com](mailto:csc@railinc.com) if you cannot download your CRBDX file from your FTP mailbox.

**Can I submit and receive files for more than one mark?**

Yes. CRBDX allows companies to submit or receive files for multiple marks. To submit or receive Car Repair Billing data, companies with more than one mark must notify Railinc of their intent by contacting [csc@railinc.com](mailto:csc@railinc.com). Third-party agents that represent multiple marks must submit requests for the addition of marks to their existing profile and use Railinc's [LOA application](#).

**Why did I receive a duplicate invoice in my CRBDX file?**

CRBDX users should submit one file per month. Occasionally, a user will submit multiple files by accident. If you receive duplicate invoices, please contact the billing party to determine your next steps. Refer to Section 1.4 of the [CRB Procedures Manual](#) for guidelines on the submission and receipt of files.

**Why are invoices missing from my Billing Party Log report?**

The Billing Party Log report is only for invoices that were distributed. If a Billed Party is a non-participant in the CRB Data Exchange, then their invoice will be HELD and the associated invoice details will not be included in the report.

**What if I have questions about CRBDX?**

The Railinc Customer Success Center is available to answer your questions. For more information about CRBDX, contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at [csc@railinc.com](mailto:csc@railinc.com).

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