

### What is Rail Service Finder (RSF)?

Railinc maintains the Serving Carrier Reciprocal Switch (SCRS) system, which is a web application that provides a standardized verification process for determining whether and under what conditions a railroad may serve a specific customer at common service points. SCRS is a permissions-based data file used by railroads. RSF is a dedicated, streamlined version of the search feature within the SCRS industry reference file. Use this module to identify customer information and the rail carriers that serve them.

# Why did Railinc change the name of the website to Rail Service Finder?

Railinc changed the name of the old Freight Rail 411 website to Rail Service Finder to accurately reflect the website's use as a dedicated, streamlined version of the search feature within the SCRS industry reference file.

#### Who uses Rail Service Finder?

The primary customer stakeholders for the Rail Service Finder website are rail shippers and other freight-rail users.

#### Can I export data from Rail Service Finder?

No, export capabilities are not available through Rail Service Finder.

## What is the minimum of fields required to perform a search?

Two fields must be populated at a minimum to perform a valid search.

#### How do I access Rail Service Finder?

Access to the Rail Service Finder website is available at https://irfs.railinc.com/railservicefinder/#/home.

### What permissions do I need to search and view data using Rail Service Finder?

No special permissions are needed to access the Rail Service Finder website. However, an email address is required before accessing the home page and beginning a search. This is only used to analyze the number of users accessing the application.

# What if I have questions about Rail Service Finder?

Railinc customer service is available to answer your questions. For more information about **Rail Service Finder**, contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at csc@railinc.com.

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