



# Customer Identification File (CIF) Business Manual



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## Introduction

This document provides information about Customer Identification File concepts, conventions, and business rules. For instructions on how to use the CIF web application, refer to the [Customer Identification File User Guide](#).

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## What is the Customer Identification File?

The Customer Identification File (CIF) is an industry reference file developed for the freight transportation industry. CIF also refers to the CIF web-based application that 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 codes are used in exchanges of shipment information. The unique identification codes (versus name and address) ensure that each participant in a shipment transaction is referencing the same physical customer locations. Any party can obtain the same name and address information by using the identification codes to reference a copy of the file. This avoids ambiguous communications and enables users to provide an enhanced level of service to their customers.

The purpose of CIF is to accurately identify transportation company customers and the customers' locations. While CIF facilitates successful business transactions by providing accurate customer identification, it is not a means for storing or transmitting commercially sensitive information.

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## What are CIF's Primary Applications?

Freight transportation carriers use technology extensively to exchange customer information on documents such as bills of lading, waybills, contracts and invoices. By using CIF, carrier systems can:

- Exchange freight bills and shipping information between carriers via Electronic Data Interchange (EDI), using the CIF ID to reference customer locations.
- Provide accurate name and address information on printed documents by referencing their copy of the CIF using the CIF ID.
- Determine which locations in a corporate structure qualify for rates and other terms under negotiated contracts.

CIF is also used to support business processes and applications such as: SteelRoads, Rate EDI Network (REN), Serving Carrier Reciprocal Switch (SCRS), Embargo, RailSight, Forward & Store (F&S), Switching Settlement Data Exchange (SSDX), and the Interline Settlement System (ISS).

## CIF Benefits

- Accurately match incoming data to customer files
- Improve the quality of customer information on bills of lading, waybills and other documents by providing accurate name and address information from a common reference file shared throughout the industry
- Improve the quality of pricing information and the rating process. A carrier's system can use the CIF ID and its corporate hierarchy provided by CIF, to identify all locations to which a price and other contract terms apply
- Allow entry of records in the SCRS Industry Reference Files (IRF)The foundation of the SCRS Reference File.

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## Basic Concepts

### CIF ID

The CIF ID is a 13-character ID that uniquely identifies each customer location and sublocation. The CIF ID is for primary customer locations and consists of the 9-digit D&B D-U-N-S ® Number (Duns ID) for that location followed by 4 zeroes. If a Duns ID cannot be assigned, then an ALPHA/NUMERIC 9-digit number is created. The code for sublocations consists of the 9-Duns ID or ALPHA/NUMERIC for the primary location followed by a - 4-digit suffix which uniquely identifies a sublocation for the primary customer.

### Location

A CIF location is any physical location where a customer resides. CIF locations are established for all customers that participate in rail transportation in some way (Payors of Freight, Shippers, Consignees, Brokers, etc.). Therefore, not all locations registered in the CIF industry reference file are directly served by rail. To identify which CIF locations in North America are rail served, consult the SCRS industry reference file.

## Sublocation

Sublocations are assigned the same Duns ID or ALPHA/NUMERIC 9-digit as the primary location and a unique 4-digit suffix. Sublocation numbers are not registered at D&B.

There are 3 types of sublocations:

- 1) **Doing Business As (DBA).** A registered name, other than the primary record company name, under which a company conducts business and expects billing documents (waybills, shipping instructions) to refer to that name. For example, a trade style name registered with D&B could be a DBA sublocation. Refer to the [CIF Name Verification Matrix](#). (9000 series suffix.)

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**Note:** Synonyms should not be requested as DBA sublocations and should be handled by each carrier internally within their application.

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- 2) **Bill To Address.** A customer may, in addition to their physical and mailing addresses, have additional addresses for invoicing. (7000 series suffix.)
- 3) **Delivery To Address.** A sublocation indicating a rail delivery location for a customer, that does not have a physical address where the tracks are located. Examples include, but are not limited to, a customer leasing a track from a railroad for transloading/storing cars (including storage in transit (SIT) locations), or a customer using a railroad's public team track to transload. (8000 series suffix.)

## Company Name

The name in the standardized format as described in the CIF Name Spelling Convention and Name Standardization Document.

## Geographic Reference

Railinc maintains a Geo-code table that is validated against United States (US), Mexico (MX) and Canada (CA) Postal databases. The table contains the preferred and/or alias city names, state/province codes and country codes. US locations also include the county name for each location in the file.



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## How is the CIF Used?

CIF is one of a series of Industry Reference Files (IRFs) created to promote continuous, seamless, error-free customer service. It is designed to include information regarding customer name, physical and mailing locations, phone number, current business status, and relationships to other companies within its corporate family. Significant benefits in the form of reduced costs, eliminated rework and increased customer satisfaction have been attributed to consistent and proper use of CIF data.

Subscribers and Participants must complete several activities to use the CIF effectively:

- Submit their customer files to Railinc to obtain a CIF ID for each customer location. This topic is covered in [How to Become a User of CIF](#) on page 6.
- Obtain a copy of the CIF and develop systems and procedures to store and apply updates from Railinc. [Start-Up and Maintenance](#) on page 11, covers these topics in detail.
- Modify applications to use CIF ID's as a customer location reference, and to use the CIF demographic information for displaying and transmitting customer names and addresses. They may elect to cross-reference the CIF ID to their internal customer identifier rather than modifying their application databases.

## Integrating CIF with Subscriber's and Participant's Applications

There are two main approaches to integrating CIF with internal applications. Under the first approach, the CIF ID becomes an additional field in the application's database. The application uses its existing logic to access a customer record. The application then uses the CIF ID to access the corresponding record in the Subscriber's or Participant's CIF copy. The second approach uses an intermediate file to provide two-way linkages between an application file and the Subscriber's or Participant's CIF copy. This file contains two fields: the customer ID code known to the application, and the corresponding CIF ID. This approach enables an application to access the CIF using its internal customer ID code, and to access its own file using the CIF ID.

Both approaches are enabled by the Railinc File numbering process, which returns each submitted Subscriber or Participant customer record with the corresponding CIF ID inserted. A similar service is provided through Inquiry and Add requests. ***The Subscriber or Participant must provide reliable update mechanisms to maintain these linkages, because Railinc has no way of associating Subscriber or Participant customer numbers with CIF ID's once the numbering process is complete.*** When an update to a CIF record consists of a CIF ID change (Delete/Replace), the Subscriber's or Participant's update software must update each application record or intermediate file record as well as the corresponding record in the CIF copy.

When creating linkages among application and CIF records, Subscribers and Participants should keep in mind that the CIF references physical locations. If the application is referencing freight pick-up or delivery locations, there can be a direct correspondence between the application's record and a corresponding CIF record. If the application is referencing a billing address, this address may be for the same location if the administrative offices for the company are located at that physical location. However, in many cases the administrative offices are at a different physical location. The cross-reference should then be to the CIF record for the billing location rather than to the pick-up or delivery location. If the application record contains both a reference to physical and billing addresses, this situation could result in a reference to two different CIF records.

## CIF ID's and EDI

The preceding discussion regarding the association of CIF ID's for specific purposes are particularly important when the CIF ID's are used with EDI. Most EDI segments which carry the CIF ID also contain another code to define what is being referenced. For example, the N1 segment has a code that specifies "Physical Address", "Mailing Address", etc. The CIF mailing address for a location should not be confused with the billing address for that location. They are frequently not the same. Make certain that the CIF ID inserted in an EDI transaction, references the desired location.

## CIF Disaster/Business Recovery

Railinc has a Business Recovery Plan (BRP) in place that identifies an alternate site for recovery should CIF be unavailable for a period of time. The Plan includes specific procedures for notifying all Users of the outage, where CIF processing will be performed, and when operations will resume. If you wish to review this Plan, please contact Railinc.

## How to Become a User of CIF

This section describes how Subscribers and Participants may access CIF and obtain CIF ID's for customer files or records.

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## Process Overview

The first step is to contact Railinc or your railroad's Customer Location Task Force (CLTF) member.

Any railroad can become a CIF User. There are three types of CIF Users. In this manual, any process that applies to all three types of users will be identified as such. If a process is specific to one or two types of users, the type of user(s) will be identified. The three types of CIF Users are:

- **Subscriber**—Any transportation carrier or customer that submits its customer file for incorporation into the CIF and receives an entire copy of the CIF as well as all periodic updates made to CIF information. Subscribers may populate their internal customer files with CIF ID's, make inquiries and use the CIF data in business applications. (i.e., Class 1 transportation carriers)
- **Participant**—Any transportation carrier or customer that submits its customer file for incorporation into the CIF but does not receive an entire copy of the CIF. Participants will in most cases maintain a subset of the CIF and will receive some or all periodic updates made to CIF information as determined by the File Maintainer. Participants may populate their internal customer files with CIF ID's, submit inquiries or request changes and adds to CIF information and use the CIF data in business applications. (i.e., Class 2 & 3 transportation carriers, smaller users)
- **Client**—Any transportation carrier customer that can make CIF inquiries and/or use the CIF data in business applications. In some cases, the File Maintainer may grant a Client the right to populate its customer files with CIF ID's. (i.e., carriers' customers)

Once a CIF User has obtained CIF information, all its business transactions should include the CIF ID for the customers involved.

Any business application using customer data from business transactions should accurately identify the customer and its location by comparing the included CIF ID with the CIF User's copy of the CIF or its own populated customer file.

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## File Preparation Recommendations

The process of associating CIF ID's with your proprietary customer records is complex. Customer files must be submitted in a specific format and must contain certain minimum data fields. In general, proprietary customer records with the most accurate information will require less research and will result in more matches during the initial submission.

Subscribers and Participants may however, find it more cost-effective to submit their proprietary customer records with only the minimum data fields. The initial data match process will result in

a file of good "match" records and a file of "no match" records. This provides a smaller, more manageable file to review.

Implementing the additional file preparation recommendations in this section may be more cost-effective because file clean-up is likely to yield a higher match rate during the initial data match process.

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**Note:** Evaluate the cost of each recommendation versus the alternative of having Railinc match process provide that service.

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## Procedural Overview

To obtain CIF ID's for customer locations, a Subscriber or Participant prepares and submits a file of its customers to Railinc. The following sections describe:

- Customer file preparation recommendations
- How to submit a customer file
- What will be returned

Each proprietary customer record submitted by a Subscriber or Participant for incorporation into the CIF will go through a series of match procedures.

1. Proprietary customer records are matched against the CIF. If a match is found on the CIF, the carrier is sent the CIF ID for that location.
2. Proprietary customer records not found in CIF must then go through a data match process using D&B. This process may be billable by D&B as a separate service using D&B's on-line data match services to identify the locations in question. If an acceptable match record is found, the location is added to the CIF, and the carrier is sent the CIF ID for that location.
3. Proprietary customer records not found during the data match process in D&B will continue to the final process, D&B Investigation. This process may be billable by D&B as a separate service depending on volume. The Investigation process is a manual search of D&B's archive databases by D&B, to find the record in question. Proprietary customer records found during this process will be added to the CIF. Proprietary customer records not found during this process will be submitted to Railinc for further review, and may be assigned an ALPHA/NUMERIC CIF ID. The carrier will be sent all CIF ID's for records added to the CIF during this process.

## Minimum Requirements

The minimum data fields required for a customer file to be processed are:

- Company Name
- Physical Address
- City Name
- State or Province Code (North America only)
- Zip or Postal Code
- County (US only)
- Country Code
- Record Sequence Number – (Customer's data key for linking records to CIF)
- Telephone Number
- Correct record format.

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**Note:** A record missing one or more of these fields cannot be processed by Railinc and will be returned with a request for additional information.

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Contact Railinc if you have any questions or if you require assistance, at (877-RAILINC) or email at [AAR\\_PS@railinc.com](mailto:AAR_PS@railinc.com).

When you receive initial CIF results, it is recommended that you keep track and mark each processed record received from CIF as "CIF process verified".

As a carrier, it is recommended that you flag each record submitted within your customer file with a "CIF Submitted" flag.

## Cleaning Your Customer File

Use the following criteria to clean your proprietary customer records for CIF processing. You should determine which steps are cost-effective.

### Active Locations

Omit records of customers that are no longer in business or that were one-time-only customers. If you no longer do business with these customers, eliminating them from the submission saves you time and money.

### Accuracy

Verify the accuracy of company name, address line 1, address line 2, city, state/province, country information and phone number. These fields are used in the initial machine match, which is the fastest and most cost-effective means of matching your customers in CIF. Suggestions for improving these fields are:

- Examine the city name and address fields, and remove any data that does not belong, such as special characters and/or non-standard abbreviations.
- Verify the spelling of city names and state/province codes. The U.S. Postal Service and other service companies can supply a file of ZIP Codes, city names and state/province codes.
- Verify country codes.

### Duplicates

Eliminate duplicates to reduce processing time and costs. Two types of duplicates to look for are:

- Intentional duplicates, such as multiple accounting codes assigned to the same company.
- Unintentional or real duplicates which are referred to as records that have the same preferred customer name and physical address.

Identify potential duplicates, then determine which duplicates to eliminate. Identify potential duplicates by creating the following reports, listing all entities that include the same:

- Phone number
- First characters of the company name and first characters of the postal code
- First 5 characters of the physical address and first 4 characters of the postal code
- First 5 characters of the mailing address and first 4 characters of the postal code

Examine:

- The duplicates in each of the 4 reports
- Duplicates across the 4 reports

All records reported to be duplicates may or may not be duplicates.

*Example:* Two entities with the same phone number may be reported as potential duplicates, but 1 may be a non-staffed warehouse, or ship-to location, and the other may be an administrative office or bill-to location.

The CIF is a database which identifies a physical location with a unique CIF ID (based on a Duns ID or ALPHA/NUMERIC). A physical location is the actual piece of real estate on which the business entity exists. The mailing address is not necessarily the same. There are 3 categories of mailing addresses:

- Same as the physical address
- Off-site mail delivery site, such as a row of mailboxes along a highway or a PO Box in a post office
- A separate physical location of the business, such as an administrative office located elsewhere

Perform these checks on address fields:

- Scan physical address fields for PO Box and similar spellings. This indicates a mailing, not a physical, address. Such an occurrence should be removed from the physical address field and placed in the mailing address field.
- Compare the first 3 digits of the postal code for the physical and mailing addresses. If they differ, the mailing address may be another location.

## Start-Up and Maintenance

### Establishing Your CIF Copy

CIF Users must first determine which level of participation best suits their business needs. There are 3 levels of CIF Users: Subscribers, Participants and Clients. Once the level of CIF User is determined, the following will need to be performed:

To obtain a copy of the CIF, Subscribers and Participants must first submit a customer list for matching as described in [How to Become a User of CIF](#) on page 6. When the matching process is complete, proprietary customer records with CIF ID's inserted in them will be returned and if you are a Subscriber, a full copy of the CIF will also be sent. The file containing your proprietary customer records with corresponding CIF ID's is the only source you initially have for associating your customer numbers with the CIF ID's.

A full copy of the CIF may be stored and maintained on your system, subject to the terms of the CIF Subscriber and Participant Agreement, which you will be requested to sign as a condition of becoming a CIF Subscriber or Participant. Updates will be transmitted to each Subscriber and Participant via EDI Monday through Sunday, 9am-6pm. (Eastern Time). Subscribers and Participants are responsible for providing hardware and software to store, maintain and access their copy of the CIF.

### Full File vs. a Subset

Subscribers and Participants must decide whether to store and maintain the entire CIF file, or only those records which were matched to their proprietary customer records. There are benefits and drawbacks to each approach.

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**Note:** Requesting a subset of CIF records, rather than the full file, may incur additional charges.

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### Guidelines for Creating your CIF Copy

- Only authorize certain individuals within your company to maintain your CIF copy. These authorized individuals should be familiar with the CIF, its purpose and operation.
- If you add a field in your proprietary customer file for the CIF ID Code, be certain to label it as a CIF ID Code. This field should not refer to the DUNS ID, even though it is a component of the CIF ID Code. It is too easy to confuse this field with a DUNS ID used for credit reporting, which may be a different number than that used for this location.

### Synchronizing with the Industry

Keeping Subscriber and Participant CIF copies synchronized to the full file at Railinc is critical to the successful use of the CIF ID. When all copies are synchronized, any user referencing a given location will have the same CIF ID and the same spelling of name and address for a given location.



***Subscribers and Participants should only apply updates received from Railinc during a routine distribution of updates.*** They should not make any changes on their own or apply a change as a result of receiving a Maintenance Response, for such action will make their copy different from their trading partners. Standard synchronization rules require that if a problem is found in the Railinc database, Railinc will make the appropriate changes/corrections to the records in question and re-distribute. Subscribers and participants must be able to accept the corrected data despite having to bypass normal business edits.

Updates will be distributed to each Subscriber and Participant via EDI or FTP. EDI updates will be transmitted to each Subscriber and Participant daily (Monday through Sunday between 9am and 6pm, Eastern Time). To remain current, each Subscriber and Participant must apply these updates before they begin their business day. Subscribers and Participants will need software to automatically apply these updates upon receipt. They may develop software to preview the incoming changes to determine which, if any, of their proprietary customer records should be modified as a result of the updates.

## Receiving and Applying CIF Maintenance

Railinc may generate several hundred changes per day. These changes include name and address updates, new locations and sublocations, expires, business status changes and CIF ID delete/replace. Updates will include a "before" and an "after" image that will help you understand what has changed. Here is a list of information provided by these changes:

### Demographic Changes

Corrections or changes to:

- Preferred Company Name
- Doing Business As (DBA) Name(s)
- Physical and Mailing Address changes
- Phone Number changes

### New Locations and Sublocations

- Full CIF records to be added to your CIF copy
- New sublocations to be added to an existing CIF record

### Expires

- Records to be removed or flagged as Expired on your CIF copy (not the same as "Out-of-Business", which is a business status change)

### Business Status Changes

Conveys that a CIF location:

- Has gone Out-of-Business ('OB').
- Is in Error ('E'). If there are duplicate records in the CIF, every attempt will be made to find out which CIF ID is the correct one to use, and which one should be "expired" [will contain the entity's new CIF ID]. See [Delete/Replace](#) on page 13.

## Delete/Replace

This process is used to eliminate duplicate customer entries when Dun & Bradstreet or Railinc CIF Maintainer erroneously assigns two or more CIF IDs for the same location. The CIF ID identified as the duplicate will remain on the CIF as an Expired record for three years. It will contain the CIF ID of the "Replace" record in the Merge CIF ID field. This provides a way to reference the correct CIF record if another Subscriber passes you the expired CIF ID. When processing a delete/replace situation, the duplicate CIF ID should be expired, with the Transaction Type set to "ER" (Current CIF Record in Error), and the correct CIF ID listed in the Merge CIF ID field. The Business Status may also be set to 'E', meaning the record is in *Error*, but this is not required to process this type of update (see [Exhibit 1](#) on page 14).

**Ongoing Maintenance** Once you have received your copy of the CIF, it is important to maintain it, keeping it synchronized with the full file at Railinc and other subscribers/participants.

In order to keep your copy of CIF in sync with the full file at Railinc, here are some suggestions you may wish to incorporate into your internal CIF maintenance application:

- When a change to demographic information or a business status change is received for a CIF customer location that is also your proprietary customer file, you should make the update to your copy of CIF and may wish to flag this change for review to determine if a corresponding change needs to be made to your proprietary customer file as well.
- When a new location or sublocation is received, you should make the update to your copy of CIF and may wish to flag the new entry to later determine if it corresponds to an entry in your proprietary customer file but is not currently linked to the CIF.
- When a delete/replace is received, remember to update each occurrence of the changed CIF ID in your copy of CIF and potentially also in your proprietary file. You may also need to update the CIF ID in other downstream systems (price publication, spotting instructions, etc.), if not done automatically.

## Obtaining CIF IDs

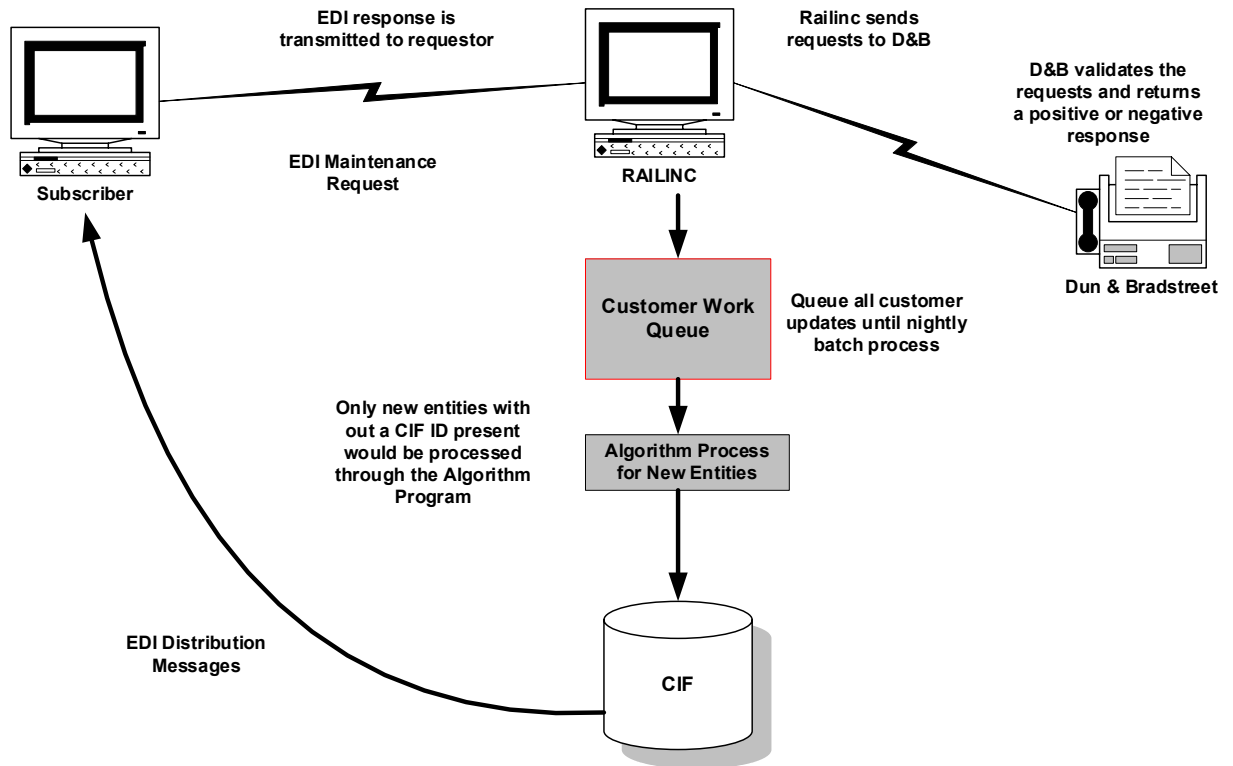
Circumstances may arise that would require you to obtain a new CIF ID. For example, when you acquire a new customer, and neither you nor any Subscriber or Participant has submitted the customer for CIF numbering.

You may obtain a new CIF ID using either an automated or manual procedure. To use the manual procedure, send a Maintenance Add Request to Railinc via CIF web application or e-mail with the required documentation for validation. To successfully obtain a CIF, the supporting documentation you provide must have a total weight of 10 points or greater. Any request that does not have sufficient supporting documentation will be rejected and sent back to the carrier. (Refer to the [CIF Name Verification Matrix](#).)

The automated procedure requires that you be equipped to send and receive EDI transactions. Your system will generate an EDI Maintenance Request transaction set and send it to Railinc. After the request has been processed as either accepted or rejected, Railinc will return a Maintenance Response transaction set to your system.

For a Maintenance Add Request transaction, Railinc will first perform a search to determine if the customer location already exists in CIF. If a matching entry is found, Railinc will send a reject maintenance response. If no matching entry is found, Railinc will create a new entry. The Maintenance Response will either contain the new entry or the rejection reason. This new entry will be sent out in the hourly distribution of CIF updates following completion of Railinc processing.

**Exhibit 1. Assignment of CIF ID**



## Updating CIF Entries

When you learn of a change in the name, address, business status or corporate structure of a customer, submit a Maintenance Change Request to Railinc. You may use either an automated EDI or manual procedure (CIF web application). To use the manual procedure, log on to the CIF web application and submit a Maintenance Change Request by editing the existing record. Using either method, the required documentation from the [CIF Name Verification Matrix](#) should be provided.

The automated procedure to send and receive Maintenance Requests to change CIF entities requires that you be equipped to send and receive EDI transactions. Your system would generate a Maintenance Request transaction set and send it to Railinc. After the request has been processed, Railinc will return a Maintenance Response transaction set to your system. If the request resulted in a change to a CIF entry, that entry will also be sent in the next hourly distribution of CIF updates. If Railinc determined that the requested change should not be made, the Maintenance Response transaction set will indicate the reason for not making the change.

## Distribution of CIF Changes

Updates will be sent to each Subscriber via EDI or FTP on a daily/hourly basis. EDI updates will be transmitted to each Subscriber hourly (Monday through Sunday between 9am and 10pm Eastern Time). Updates will include all changes, adds and expires to the CIF since the last distribution.

CIF updates include:

**Adds**—New CIF locations and sublocations.

**Changes**—Changes to existing CIF information such as customer name, physical and/or mailing address, telephone number and sublocations.

**Delete/Replace**—One CIF ID is being expired and replaced with another CIF ID. This resolves a duplicate on the CIF.

**Expire**—. Expirations of CIF locations and sublocations.

**Business Status Change**—The CIF entity has gone out of business, merged with another, has been bought out or has changed its parent company information.

## Maintaining Your CIF Copy

Once you have received your copy of the CIF, it is important to maintain it, keeping it synchronized with the full file at Railinc and other subscribers/participants.

In order to keep your copy of CIF in sync with the full file at Railinc, here are some suggestions you may wish to incorporate into your internal CIF maintenance application:

- When a change to demographic information or a business status change is received for a CIF customer location that is also your proprietary customer file, you should make the update to your copy of CIF, you may wish to flag this change for review to determine if a corresponding change needs to be made to your proprietary customer file as well.
- When a new location or sublocation is received, you should make the update to your copy of CIF, you may wish to flag the new entry to later determine if it corresponds to an entry in your proprietary customer file but is not currently linked to the CIF.
- When a delete/replace is received, remember to update each occurrence of the changed CIF ID in your copy of CIF and potentially also in your proprietary file. You may also need to update the CIF ID in other downstream systems (price publication, spotting instructions, etc.), if not done automatically.

## The Expire, Reinstate and Purge Process

### Expiration

Active CIF records default to an expiration date of 9999-12-31. If a primary CIF ID is expired, the sublocations attached to that record are also expired. If the sublocations were active when the primary record was expired in error (ER) and merged to another CIF ID, the sublocations are automatically attached to the merged CIF ID, only when the transferred sublocations do not create duplicates.

### Reinstatement

The file maintainer may reinstate an expired record by choosing Reinstate, updating the SPI comments and then Submit. The Maintenance Reason codes for primary record reinstatement (96) and sublocation reinstatement (97) will be transmitted on the 838-transaction set.

### Parent/Sub Edits

Routine edits prevent the expiration of any CIF record whose ID number populates the immediate or ultimate parent fields of another record, until those fields are reconciled.

### Purge

CIF records with expiration dates at least 3 years in the past are programmatically deleted (purged) from the Railinc database on a yearly basis. There is no distribution when a record is purged. At the request of Subscribers, Central Site will provide a report of what CIF IDs were purged. Users may want to create their own processes to delete records with expiration dates five years in the past from their CIF copy. An archive of purged CIF records will be maintained on Railinc's SharePoint site.

## Conventions

### CIF ID Assignment

Railinc will assign a CIF ID according to the following rules:

1. A CIF ID will only be assigned to the following entities:
  - A sole proprietorship with a physical presence at the location
  - A partnership with a physical presence at the location
  - The headquarters (HQ), division, subsidiary, branch, or other entity in a corporate structure with a physical presence at the location
  - Self-employed individuals with a physical presence at the location
  - A holding company with a physical presence at the location
  - Any of the above entities having an appropriate agreement with the serving carrier to conduct business as if they did have a physical presence at the location (these would be Delivery Address sublocations)
2. The first 9 characters of the CIF ID will uniquely identify the physical location of those entities listed above. The trailing 4 characters will be zeros (0000). Every attempt will be made to avoid introducing a new CIF ID for an entity which already exists in the file.
3. Two or more entities as described above, whether they are part of the same or different corporations, which share the same facility, will each be assigned a unique CIF ID.
4. When a business is sold, merged, moved, or consolidated with another business, retention of its CIF ID is dependent on D&B rules or ALPHA/NUMERIC rules on whether a new Duns ID or ALPHA/NUMERIC is created or not.

### Sublocation Guidelines

A sublocation is a Delivery Address (DA) or a Bill To (BT) Address for freight or mail that is associated with a physical location. A sublocation can also identify a DBA. Sublocations are used primarily to pass customer data from a carrier to its connecting carriers electronically.

#### Exhibit 2. Sublocation Example

Company	Location	CIF ID Number	+4 Suffix	Type	Code	Value
Ford Motor Co.	123 Main St Dearborn, MI <i>Note: (7000/8000) Sublocations are not always necessarily at the same city/st/zip as primary address</i>	456738837	7000	BT	Address 1	PO Box 7511
		A12345678	8000	DA	Address 1 Address 2 Address 3	C/O Ford Motors Attn Jim Sparks 123 Railroad Ave
			9000	DB	--	Taurus Division

## Determining Sublocations

Railinc will create a CIF sublocation according to the following rules:

1. A sublocation will be created for the following:
  - A freight pick-up or delivery point within the CIF entity's physical location.
  - An organizational entity (e.g., department) within the CIF entity requiring addressability on shipping documents.
  - A billing point at the postal facility which serves this CIF entity.
  - DBA Name for the CIF entity.
2. The CIF will identify each sublocation with a specific TYPE. The 3 types of valid sublocations are:
  - BT
  - DA
  - DBA
3. A sublocation entry in the CIF consists of 3 TYPES and up to 3 Address lines of free form text which details the information for the sublocation.

- Bill To Addresses must consist of at least) Address line:

	<b>RIC Code</b>	<b>EDI Code</b>
==> Line 1	A1	53
==> Address Line 2	A2	54
==> Address Line 3	A3	55

- Delivery Addresses must consist of at least one (1) Address line:

	<b>RIC Code</b>	<b>EDI Code</b>
==> Address Line 1	A1	53
==> Address Line 2	A2	54
==> Address Line 3	A3	55

- DBA Names may not have any CODES associated with them.
4. Sublocation TYPES BT and DA must contain valid GEO information in the EDI N4 segment.
  5. Each CODE associated with a sublocation TYPE may be used only once and each Address Line associated with a sublocation TYPE must have a corresponding VALUE. For example, if the sublocation TYPE is BT and the CODES used are A1 and A2, there must be a different VALUE (i.e. ATTN Accounts Receivable) for each code (i.e. PO Box 54).

6. Railinc will not phone verify DBA Name sublocation TYPES. Railinc is not responsible for phone verifying BT or DA sublocation information. The user which submits the request to have a sublocation established must pre-validate all information.
7. Railinc will determine if requested sublocation is already present in the file.

## Sublocation Best Practices

### Sublocation Do's

1. Sublocations are uniquely identified by a Duns ID +4 or ALPHA/NUMERIC Number +4.
2. Railinc is the sole CIF authority to assign +4 sublocation numbers thereby preventing the possibility of Users assigning different numbers to the same sublocation.
3. Sublocations will use effective and expiration dates and will remain on the file even when expired. Sublocations will align with the purge process of the primary record. This will support historical analyses and provide reference for transactions which extend past the existence of the sublocation.
4. Sublocation identification numbers are numeric and scheme will be based on the following:
  - BTA 7000-7999
  - DA 8000-8999
  - DBA 9000-9999
5. A mailing address can be established as a sublocation if it is not the primary mailing address for the location.
6. A mailing address (i.e., Post Office Box) may be in a different City, State/Province and Postal Code as the primary CIF record.

### Sublocation Don'ts

1. Do not use customer contact names. This information is too fluid.
2. Do not use information which is only needed when exchanging information via paper documents.
3. Do not use user-specific internal information that does not need to be shared with other carriers.
4. Do not use sublocations for name misspellings and synonyms. These aliases should be established on the user's internal customer support tables.
5. "Not located" customers (customers without a physical presence at the location) will not be assigned as a sublocation for the primary location.



## Examples

1. When a plant is made up of a group of buildings, and one building is located across the street from the others, are the buildings across the street a sublocation of the plant or another location?

*The building across the street is another location if it has a different physical address.*

2. When several companies are all shipping from the same pick-up and drop-off points within the same warehouse, what kind of CIF ID's would be used?

*A separate CIF ID would be created for the warehouse company, and each company doing business there would be identified by their own CIF ID at their location.*

---

## Lease Track/Team Track

### Lease Track

A track or portion of track leased by a customer for the use of loading, unloading, and/or storing railcars to allow customers to control their inbound or outbound shipments. A customer can lease track from a rail carrier or track can be leased from one customer to another. These sublocations will be assigned a 4 digit 8000 sublocation suffix.

### Team Track

A track on which cars are placed for use by multiple customers for loading and unloading railcars. These sublocations will be assigned a 4 digit 8000 sublocation suffix.

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## Corporate Tree Structures D&B D-U-N-S ®

The CIF contains extensive parent company information. These family structures are helpful for establishing rate information for entire corporate organizations. For purposes of the CIF, a "parent" company is one that owns at least 50% of the voting stock of the "child" company. Each entity in the CIF has 3 different fields which are used to communicate corporate family information:

The **Headquarter Indicator(HQ)** field provides an indicator that tells the "type" of location for the CIF entity. This indicator identifies whether a location is deemed a Single/Stand Alone, a Branch, a Partnership, or a HQ location.

The **Immediate Parent** field provides the CIF ID of the corporate location, which is the immediate Headquarter parent of the customer location.

The **Domestic Parent** field provides the CIF ID of the corporate location, which is an entity within the family tree, which is the highest-ranking member within a specific country. There can be several domestic Ultimates within a given country for one corporate family.

The **Ultimate Parent** field provides the CIF ID of the corporate location, which is the top most responsible entity within the global family tree. The Global Ultimate may have branches and/or subsidiaries reporting directly or indirectly to it. If the entity is the top of its corporate tree, its own CIF ID will be in the Immediate, Domestic, and Ultimate Parent fields.

These 3 fields only provide upward linkage in the corporate tree structure. Your internal applications can follow the Immediate Parent fields to determine the parent lineage of a given customer location through the corporate structure. It does not directly enable your application to identify all the child entities of a customer location. If you require that ability, you will need to write an application to build a table, or employ a relational database, scanning the CIF for entities that have parent CIF ID's and creating downward many-to-one or one-to-many linkages.

## Parent Company Definition

Parent Company refers to the reporting relationship of entities within a corporate structure. Each entity within the corporate structure will have its own CIF ID. An Immediate Parent is the company in a corporate structure which is the immediate corporate parent of the CIF entity in question. A Domestic Parent is the company in a corporate structure which is the highest ranking Headquarter within a specific country. An Ultimate Parent is the company which is at the top of the corporate structure for the CIF entity in question.

Each entity record within a corporate structure will contain Immediate Parent, Domestic Parent and Ultimate Parent CIF IDs:

- Entities that are not part of a corporate structure will have the Immediate, Domestic, and Ultimate Parent fields point to itself and the HQ Indicator will identify the location as a Single Location.
- An Ultimate Parent will have its own CIF ID in the Immediate, Domestic, and Ultimate Parent fields, and the HQ Indicator will identify the location as a HQ.
- Entities that are an Immediate Parent within their corporate structure, with a Domestic and Ultimate Parent above them; and one or more branches below them will have the same Immediate, Domestic and Ultimate Parent CIF IDs, and the HQ Indicator will identify the location as a HQ.
- Entities that are part of a corporate family, but are neither an Immediate, Domestic or an Ultimate Parent will have their Immediate Parent's CIF ID and their Domestic and Ultimate Parent's CIF ID listed in the appropriate fields, and the HQ Indicator will identify the location as a Branch.
- Linkage between different companies or specific sites within a corporate family will be supplied and updated by D&B for any active CIF IDs that have a D-U-N-S® Number.
- All active CIF ID's that are ALPHA/NUMERIC will be maintained by the rail industry and Railinc. No D&B verification is made to ensure the parent linkage associated to an alphanumeric CIF ID is accurate..

Please refer to the example shown below to see how corporate information would be communicated in the CIF:

1. **Branch Location:**

	<b>CIF ID</b>	<b>Company Name</b>
<b>Entity:</b>	0444226810000	MAERSK INC
<b>Imm Parent:</b>	0016653220000	MAERSK INC
<b>Dom Parent:</b>	3053910540000	AP MOLLER-MARSK A S
<b>Ult Parent:</b>	3086212590000	AP MOLLER OG HUSTRU CHASTINE MC-KINNEY MOLLERS FOND TIL ALMENE FORMAAL

2. **Immediate Parent Location:**

	<b>CIF ID</b>	<b>Company Name</b>
<b>Entity:</b>	001665322 0000	MAERSK INC
<b>Imm Parent:</b>	3053910540000	AP MOLLER-MARSK A S
<b>Dom Parent:</b>	0016653220000	MAERSK INC
<b>Ult Parent:</b>	3086212590000	AP MOLLER OG HUSTRU CHASTINE MC-KINNEY MOLLERS FOND TIL ALMENE FORMAAL

3. **Domestic Parent Location:**

	<b>CIF ID</b>	<b>Company Name</b>
<b>Entity:</b>	3053910540000	AP MOLLER-MARSK A S
<b>Imm Parent:</b>	3053910540000	AP MOLLER-HOLDING A S
<b>Dom Parent:</b>	3086212590000	AP MOLLER OG HUSTRU CHASTINE MC-KINNEY MOLLERS FOND TIL ALMENE FORMAAL
<b>Ult Parent:</b>	3086212590000	AP MOLLER OG HUSTRU CHASTINE MC-KINNEY MOLLERS FOND TIL ALMENE FORMAAL

4. **Ultimate Parent Location:**

	<b>CIF ID</b>	<b>Company Name</b>
<b>Entity:</b>	3053910540000	AP MOLLER OG HUSTRU CHASTINE MC-KINNEY MOLLERS FOND TIL ALMENE FORMAAL
<b>Imm Parent:</b>	3053910540000	AP MOLLER OG HUSTRU CHASTINE MC-KINNEY MOLLERS FOND TIL ALMENE FORMAAL
<b>Dom Parent:</b>	3053910540000	AP MOLLER OG HUSTRU CHASTINE MC-KINNEY MOLLERS FOND TIL ALMENE FORMAAL
<b>Ult Parent:</b>	3053910540000	AP MOLLER OG HUSTRU CHASTINE MC-KINNEY MOLLERS FOND TIL ALMENE FORMAAL

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## Mass Changes

Railinc performs routine maintenance on the CIF database. Periodically, a large number of records may change, due to such factors as area code reassignments, company-wide name changes, geopolitical changes that affect zip/postal codes and county designations, or periodic cleanup of CIF IDs no longer in use. These changes may result in an unusually large distribution of updates. When this occurs, Railinc will provide advanced notice so that you can prepare for this large volume of maintenance activity. Mass changes will not exceed ten thousand records and can be broken down into smaller batches as needed by the freight rail industry.

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## CIF Monthly Sync Process

Railinc receives monthly updates from D&B for all active numeric CIF IDs and any Alpha/Numeric IDs created within the prior month. The monthly D&B file provides a mirror image of all CIF records and their corresponding D&B information that is available when performing both a number match and a data match. The monthly sync process includes D&B updates to the following fields:

- Customer Name
- Physical Address
- Telephone number
- Parent Company Information including HQ, Immediate, Domestic and Ultimate Parent IDs.
- Out of Business Status
- D&B Change Indicator

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## Physical vs. Mailing Addresses

The physical address of a CIF entity is a critical set of data, for it represents the physical location where freight is to be picked up or delivered. In contrast, the mailing address is the address where the primary location's mail is delivered.

***The mailing address should not be confused with the address where administrative matters of the location are handled.*** In many cases, the administrative office for a shipping location will be another location (office, building, etc.), perhaps even in another city or state/province. In such a case, this office will have a separate CIF ID and a separate record in the CIF.

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## Geographic References

The CIF includes a Geo Code Table which contains an entry for each city, along with its state or province code and its country code (US locations will also include county names). Because many city names have alternate spellings (e.g., New York City, NYC, NY City, etc.), CIF is using the US, MX and CA Postal Services to validate the correct combination of city name spellings, State/Province codes, and ZIP/Postal information.

The actual CIF record for each primary location and sublocation does not contain the city, state/province code and country code for the physical or mailing addresses. Rather, each record contains a pointer to the Geo-code table record for the physical city and a pointer to the Geo-code table record for the mailing city. This ensures that all references to a city will have a uniform spelling of its name and other geographic information. When Railinc distributes records to CIF Users, it retrieves the actual city name and other abbreviations from the Geography Reference table to create the distribution record.

## CIF Name and Address Standards

### Background

Each CIF record will include a CIF ID and demographic information that identifies the physical location of freight transportation carrier customers. To ensure the highest possible CIF match, it is necessary to develop and implement standards on how company name and address information is spelled throughout the entire database. This section documents the standards for company name, DBA name, physical and mailing address information, English, French and other foreign spellings are included. Also, refer to [Appendix C. CIF Business Rules for CIF Name/Phrase/Address Standards/Abbreviations](#) on page 42.

In the United States, name standardization is relatively simple due to the existence of one primary language (English) and the published United States Postal Service (USPS) standards. In Canada, however, French and English are dually spoken and used for business purposes. These standards are published in the Canadian Addressing Standard, of the Canada Post Publication. In Mexico, there are no published standard rules from the Postal Service known by the CIF Name/Address Standards Committee. Therefore, where the CIF is crossing international boundaries, it is necessary to identify standards for handling foreign names and spelling differences.

### Special Characters

Neither the CIF system nor UNEDIFACT recognizes foreign characters or punctuation. The extended character set of this graphic-character oriented standard consists of the following:

- Uppercase letters from A to Z
- Lowercase letters from a to z
- Digits from 0 to 9
- Special characters: & ' - ( ) + .
- The space character: \_
- Foreign characters that include accent marks such as (i.e., à, ê, ñ, etc.) are not recognized.

All EDI transmissions, inquiries, etc. must comply with this character set standard.

The following data fields should use all capital letters:

- Company Name
- DBA name
- Physical and Mailing Address information

## Verified Legal Company Name

In all cases, the verified legal company name is the name that will be included on the CIF.

If a trade style name, alternate name, or a DBA name is used regularly for buying, selling and/or advertising, that name is eligible to be listed in the CIF as a DBA name. Other corporate affiliations will be referenced by the immediate and ultimate parent CIF ID's for that location.

If the name starts with the word "The", "A", "An", "Le", "La", or "Les" it may be dropped.

For the initial file creation, each company name in CIF will be programmatically standardized by Railinc according to the rules described here.

In general, as corporate families are identified, Company Names will be manually standardized across the corporate family. Some exceptions may be required. (NOTE: This may be an issue for Canadian locations that have both French and English Names.) For example, if ABC Incorporated has three locations using Preferred Company Names of ABC Inc (ABC Inc and ABC) respectively, the Preferred Company Name for the third location would be changed to ABC Inc.

### *Exhibit 3. Standard CIF Abbreviations for Company Names*

Phrase	Abbreviation
<b>English</b>	
Company	CO
Corporation	CORP
Incorporated	INC
Limited	LTD
Limited Liability Corporation	LLC
Limited Partnership	LP
Limited Liability Partnership	LLP
Manufacturing	MFG
Unlimited Liability Corporation	ULC
<b>French</b>	
Enregistree	Enrg
Limitee	Ltee
Societe en Commerce	SEC
<b>Other</b>	
Gesellschaft mit beschränkter Haftung	GMBH
Besloten Vennootschap met beperkte aansprakelijkheid	BV
Sociedad Anónima de Capital Variable	SA de CV
Sociedad de Responsabilidad Limitada de Capital Variable	S. de R.L. de C.V

## Physical Address

For initial file creation, the CIF will include the demographics submitted by the carrier unless D&B provided more complete information. Once the record is approved via the [CIF Name Verification Matrix](#) it will adhere to the language native to its physical location.

## Canadian Delivery Address Information

The following information has been reproduced from The Canadian Addressing Standard publication, January 1, 2019

**Civic Address**—A civic address includes such information as the street name, number and type. Where an address does not have civic numbering or a street name, it is a delivery installation address.

The sequence in which address elements appear will depend on whether the address is written in English or French.

**Civic Number**—The official number assigned to an address by the municipality.

OPTIMUM FORMAT: 1165 MCLEAN ST

**Civic Number Suffix**—If an alpha character or fraction is part of the civic address (i.e., 140A or 91 ½ KING ST) it must be included as a suffix to the civic number. If the suffix is an alpha character, there must be no space between the number and the suffix.

OPTIMUM FORMAT: 11D JESSOME ST

**Street Name**—The street name is the official name recognized by the municipality and must not be translated. If the street is a number followed by an ordinal such as "ST", "ND", "RD", "TH", (1ST, 2ND, 3RD, 4TH AVE etc.), there will be no space between the number and the ordinal. If the street name is alphanumeric, there should be no space between the numeric and alpha portion (i.e., 36A ST instead of 36 A ST).

OPTIMUM FORMAT: 10542 BEAUMARIS RD  
2041 1ST ST

When the street name is a number (i.e., 1 AVE), the civic number and street name must be separated by a space, never a hyphen.

OPTIMUM FORMAT: 10110 1 AVE NW

**Mode of Delivery Designator**—The mode of delivery designator identifies the type of service a customer receives: Rural Route, Post Office Box or General Delivery.

OPTIMUM FORMAT: RR 2

**Mode of Delivery Identifier**—The mode of delivery identifier should be separated from the mode of delivery designator by one space. Neither the number symbol (#) nor the equivalent French abbreviation "no" are to be used before the mode of delivery identifier.

OPTIMUM FORMAT: GD

In municipalities with multiple delivery facilities, Canada Post needs both delivery installation and mode of delivery information to identify the facility which serves the delivery address. It would be wise to always use the delivery installation information even if only one facility exists today so that no change is required to addresses serviced by this installation should Canada Post open another installation in the area.

The installation designation and mode of delivery should appear on the same line, separated by a single space. If all the required information will not fit on the same line, the mode of delivery information should be placed on a line by itself above the delivery installation information.

OPTIMUM FORMAT :     PO BOX 37100  
                             RPO CENTREPOINT

Please note that the mode of delivery information must be followed by the delivery installation information.

## Physical City Name

The actual CIF record for each primary location does not contain the city name for each physical or mailing address. Rather, each CIF record contains a pointer to the Geo-code table for the physical city and a pointer to the Geo-code table record for the mailing city. This ensures that all references to a city will have a uniform spelling of its name and other geographic information. When Railinc distributes records to CIF Users, it retrieves the actual city name and other codes from the Geo-code table to create the distribution record.

CIF naming standards adhere to the city spelling and abbreviation standards in the Canadian and US Postal Services publications. Railinc uses US, MX and CA Postal Services to validate the correct city names, spellings, and State/Province information. In addition, Railinc uses a Vanity Name table when processing inbound and online maintenance requests. The Geo Code table will be maintained at Railinc to allow submitted requests with commonly used vanity names, unique spellings, and/or certain punctuation that may or may not be considered as the preferred or alias postal city name. In such cases, the maintenance request will be allowed in CIF, but the correct postal city name will be used when the record is processed for distribution. However, please note, there will be some exceptions during the validation process for Mexico City names that exceed the 30 characters.

## Physical State/Province

The CIF uses a two-letter abbreviation for state/possession and province identification.

## Physical Country

The CIF uses the standard 2 letter abbreviations for country identification.

## Postal/ZIP Codes

- Canadian Postal Codes in the CIF will be maintained in accordance with the CA Postal Code Directory. The format is listed as follows:

Letter Number Letter \_ Number Letter Number

Example:            N9C 4G9

Canadian Code Directory, refer to [canadapost.ca](http://canadapost.ca).

- United States ZIP codes contain 5 numeric digits or 9 numeric digits. The United States ZIP codes in the CIF will be maintained in accordance with the United States ZIP + four standards. When the "+ four" digits are not available, those positions will be left blank.

Examples:            53202 or 532023166



- Mexican postal codes contain 5 numeric digits. This postal code is a sequenced number for each city/town within that postal code (1 is for the primary city/town, 2 is the secondary, etc.). The next 2 fields contain the colony and/or city names. In the major cities, the first of these fields will begin with 'COL.', which stands for 'colonia' (colony), and the second of these fields will be the city name. In the rural areas, the first of these fields will be blank and the second of these fields will be the city name.
- Example: 93080 - The ZIP Code belongs to el Pueblo Mecatlan in Mecatlán, state of Veracruz.

The Postal Codes National Catalog is prepared by the Mexican Postal Service.

## Telephone Number

The telephone number is stored in the CIF as a 10-position number; first 3 positions are the US/CA area code, followed by the 7-digit telephone number.

MX and International telephone numbers can vary in Length but cannot exceed 25 characters.

International prefix codes should be included with all foreign telephone numbers. Consult any telephone directory to obtain the international prefix dialing codes.

## Railinc

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**Note: Internal Railinc process:**

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The Railinc operating site is located at:

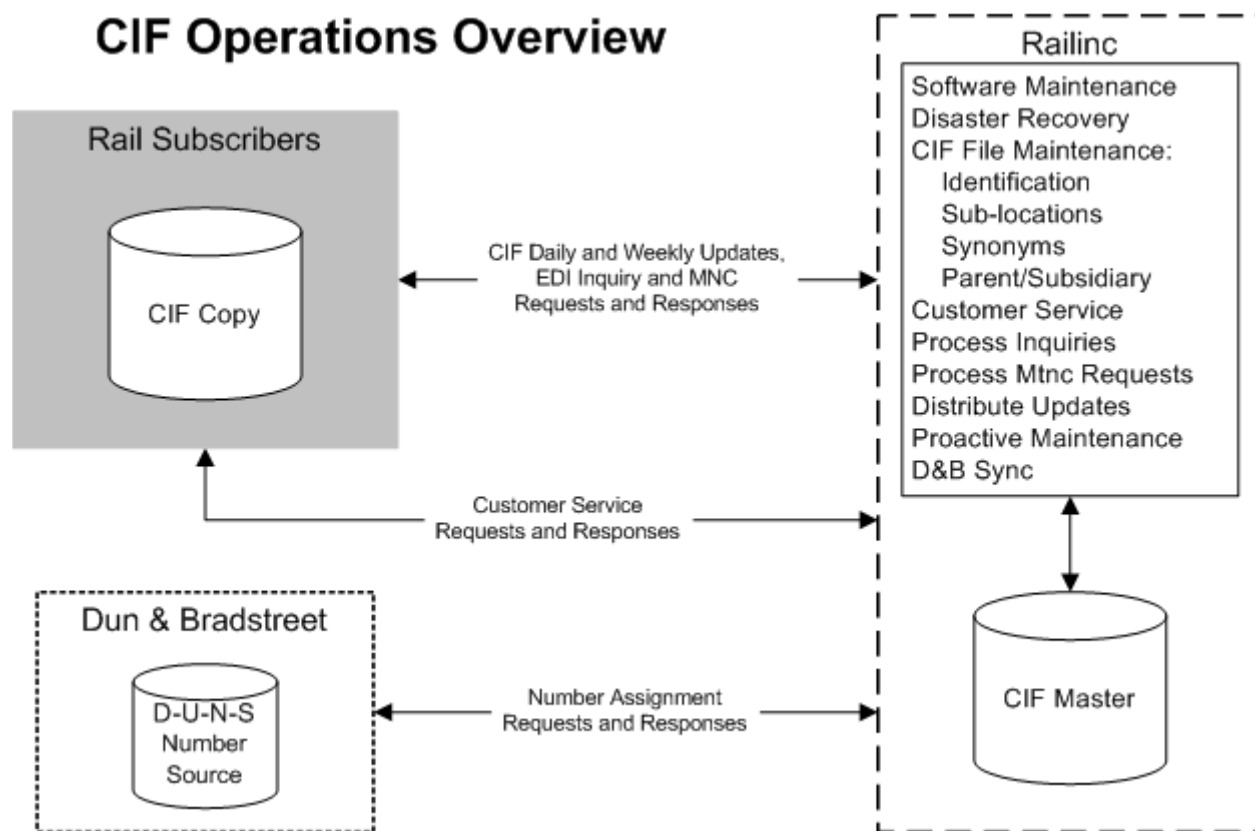
Railinc  
7001 Weston Parkway, Suite 200  
Cary, NC 27513  
FAX Number: (919) 651-5301

Railinc serves as the CIF File Maintainer. As the File Maintainer, Railinc provides the following services:

- Processes all inquiries and maintenance requests from CIF users.
- Performs proactive maintenance including but not limited to area code updates, postal code changes and updates, sublocation identification, parent-company identification, and company name and geographic synonym maintenance.
- Provides customer service, training, and support to all CIF users.
- Maintains the Master CIF Copy.
- Works closely with D&B to process monthly batch add requests and to assign unique CIF ID's to valid locations.

Railinc is the CIF System Software Maintainer of the CIF for disaster/business recovery purposes. Railinc will also distribute updates to all CIF users. See [Exhibit 4](#).

Exhibit 4. CIF Operations Overview



## Inquiry

An inquiry to the CIF can be submitted by CIF users via EDI, WEB or email. An inquiry request results in an automated machine search of the CIF. It does not include a manual search. Inquiry responses will be returned via the method submitted. All inquiry responses are independent of daily distribution. CIF users can inquire against their own copy of the CIF File on line. Although Railinc encourages users to query their own copy of the file you can still inquire of Railinc.

## Maintenance Request to "Change/Update"

A maintenance change request to update an entity in the CIF can be submitted by CIF users via EDI, WEB or email. CIF users can request updates or changes to a location's or sublocation's physical or mailing address, telephone number, company name, business status or parent company information. Maintenance request responses will be returned via the method submitted. All EDI maintenance requests that result in a change to the CIF will generate two responses back: 1) Maintenance Response of the change request to the requesting user, and 2) Daily distribution.

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## Maintenance Request to "Add"

A maintenance request to add an entity to the CIF can be submitted by CIF users via EDI, WEB or email. Add Request responses will be returned via the method submitted. All EDI Add Request responses that result in an Add to the CIF will generate two responses back: 1) Maintenance Response of the add request to the requesting CIF user, and 2) Daily distribution.

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## Batch Request to "Add"

A batch request to add entities to the CIF can be submitted by CIF users via the batch upload process. See Section D, Batch Upload Templates. All batch Add Request responses that result in an add to the CIF will generate two responses back: 1) Response to the add request to the requesting CIF user, and 2) Daily distribution. Maximum response turn-around times are based on standard business hours per entity requested.

Batch Requests will take from 4 days to 4 weeks depending on the file size, the % match to the CIF and whether Railinc or D&B does the processing.

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## Rejected Requests

Maintenance or Add Requests will be rejected if any of the following apply:

- Users are responsible for the quality of data submitted.
- Update request reflects 2 separate locations. Railinc determines that the update does not describe a change to a single location; instead it describes 2 different locations.
- Incomplete or incorrect information is submitted.
- Location requested to be added does not qualify to be added.
- CIF already reflects the change requested.

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## Service Level Standards

Updates, changes, and adds to the CIF come from 3 sources:

- Input from Users
- Input from D&B
- Input from proactive maintenance at Railinc

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**Note:** The Railinc Customer Success Center (CSC) is available for all users: 1-877-724-5462.

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## Hours of Operation

### **Railinc Customer Success Center**

The Railinc Customer Success Center (CSC) is available for all Inquiries, Maintenance Requests, User training, questions, and concerns:

8:00 AM–5:00 PM (Eastern Standard Time) Monday–Friday

### **Daily Update Distribution**

Every hour starting at 9:00 AM (Eastern Standard Time) Monday–Sunday

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**Note:** For those carriers EDI capable and not EDI capable, Railinc can provide distribution via FTP transmission of the Quarterly Master File.

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### **Railinc Message Switch System**

24-hour availability except during monthly maintenance outages. Railinc Maintenance notifications are sent out to the industry several weeks prior to the outage. Most scheduled outages take place in the evenings or during the weekend. During such time, CIF messages will be held in the suspense table until the following day.

## CIF Business Rules

Railinc will process all maintenance requests based on the following assumptions and business rules.

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### I. Assumptions

1. The initial D&B Sync project was implemented into production in April 2006. Subsequent maintenance activities to existing Duns IDs could take the CIF records 'Out of Sync' with D&B.
2. CIF users will query the CIF database before submitting new add/or change requests in an attempt to reduce the number of rejected and/or duplicate requests.
3. CIF users will do their due diligence in obtaining accurate and up to date information before submitting any new add/change requests.
4. CIF users will not submit 'Not Located' customers to CIF as primary records.
5. CIF users will not submit 'Third Party Billing' customers to CIF as primary records.
6. CIF users will provide documentation per the [Name Verification Matrix](#) for all new adds, DBAs, name changes, and corrections.
7. CIF users can provide SPI comments on change/expire requests. This is not a mandatory field and is limited to 30 characters.
8. CIF users may not request Headquarter locations to be expired as long as there are any active branches.
9. CIF users will not submit name changes before the effective date of the change through EDI or Web application. However, carriers can submit emails in advance to notify the group that a name change is scheduled to occur.
10. CIF users will not submit maintenance requests with disconnected phone numbers.
11. CIF users agree that certain business rules will be automated in CIF (see [Appendix A](#) on page 39).

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### II. Researching Primary Add Requests

- a. The Railinc team will query the CIF database on all new Add requests before searching the D&B website.
- b. If add request has a customer name that is different than D&B, Railinc will create an Alpha CIF.
- c. If an add request has a name and/or address that is different than D&B, but the customer name and City are the same, Railinc will create an Alpha CIF and then send the request to

D&B for investigation. If the D&B investigation returns a Duns ID with a different name and/or address, Railinc retains the Alpha CIF.

- d. If Railinc verifies that the customer information supplied by the carrier is incorrect, significantly different, or does not exist at the location provided, the Add request will be returned. (SPI comments will be provided)
- e. If carrier submits an Add request that is found to be an exact match to an existing active CIF record, the Add request will be rejected as 'Duplicate'.

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**Note:** New D&B records added in CIF for the purpose of hierarchy will contain D&B data. (Records that are an 'Exact' duplicate will be programmatically expired, except for Headquarter locations.)

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### **III. Primary Maintenance Changes Submitted by Subscribers/Participants**

- a. Official documentation is required for newly reported Name Changes. For acceptable documentation please see the [Name Verification Matrix](#).
- b. Carriers are expected to pull a list of all locations and sublocations related to a customer, regardless of serving carrier and directly ask the customer for a pre-validation of the name and address before submitting it to Railinc to distribute to other carriers
- c. The documentation provided to Railinc must have an effective date of the Name Change and the valid locations that are affected by the change.
- d. Carriers must email the documentation of the name change to [CIF@railinc.com](mailto:CIF@railinc.com).
- e. Railinc will NOT attempt to phone verify or process the Name Change until the official documentation is received from the requesting carrier.
- f. If official documentation is not received within 24 hours, the Name Change request will be rejected with the following SPI comments, "Please Provide Documentation".
- g. Railinc will give advance notice to the carriers of any name changes that affect 25 or more records for a given customer. (i.e. Koch Industries, Georgia-Pacific, Cargill, ConAgra, etc...) Carriers will have two weeks to dispute the Name Change requested and provide additional documentation supporting the dispute.
- h. If carrier submits an address change that does not match the D&B record and no other DUNS ID is found, Railinc will update the new address requested by the carrier and send an email to D&B for investigation
- i. If D&B investigation returns a different Duns ID for the 2nd location, the change request from carrier will be rejected with SPI comments indicating the correct Duns ID of the 2nd location.

- j. Railinc will update the existing CIF record with an address change upon carrier request, despite the D&B record showing an old address.
- k. Railinc will NOT change any immediate parent information on Numeric CIF records until D&B sends an update to Railinc about hierarchy changes. Immediate parents may be added to Alpha CIF records upon carrier request.
- l. D&B records that do not contain a physical address can be considered a match to the CIF record if the customer name, City name and State/Province are the same.
- m. Railinc will use an additional list of hard coded words, name, and address standardizations in CIF that may differ with D&B (see [Appendix B](#) on page 41).
- n. Railinc will apply CIF name standardization rules and proper address abbreviations before accepting adds/changes into CIF (see [Appendix C](#) on page 42).
- o. If City name is not on the Postal or Vanity, the request will be rejected back to the customer indicating the city/state/province/zip combination is invalid unless an alternate combination is provided by the carrier.

---

## **IV. Primary Expire Requests Submitted by Subscribers/Participants**

- a. If carrier submits an expire request for a CIF record that is active in D&B or CIF as a Headquarter location, Railinc will reject the Expire request and include SPI comments. If there are active children, the Headquarter location cannot be expired per system limitations. If there are no active children, the Headquarter location can be expired, but may be reinstated in the system if the record is still active in D&B during the monthly sync.
- b. If carrier submits an Expire request and tries to point the record 'In Error/Merge' to an incorrect CIF location, Railinc will reject the Expire request and include SPI comments.
- c. If carrier submits an Expire request for an Alpha record that has been updated within 30 days by a different carrier, Railinc will contact both carriers to determine if the Alpha record should be expired or not.
- d. If carrier submits an Expire request for an Alpha record, Railinc will Expire the Alpha record without further research.
- e. Both Railinc and the carriers will avoid placing records in 'OB – Out of Business' status if a new or valid CIF ID can be found as a replacement. (In Error/Merge).
- f. All 'OB' Expire requests submitted by carriers should contain SPI comments.



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## V. Primary Reinstate Requests Submitted by Subscribers/Participants

- a. If carrier submits a Reinstate request for a Duns ID that is currently active with D&B and inactive in CIF, the request will be approved.
- b. If carrier submits a Reinstate request for a Duns ID that is inactive in the D&B database, Railinc will reject the Reinstate request and provide SPI comments “Duns ID is inactive, please submit Add request with appropriate documentation for an Alpha ID”.
- c. If carrier submits a Reinstate request for an Alpha ID that already points to the correct Duns ID, Railinc will reject the Reinstate request and provide SPI comments.
- d. If carrier submits a Reinstate request for an Alpha ID that already points to a Duns ID, but carrier disagrees with the Merge ID that the record points to, the carrier will need to provide documentation to substantiate the request.

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## VI. EDI Resend Requests

- a. Resend requests can be made on both active and expired primary CIF IDs.
- b. A resend request will transmit the primary CIF record and any active or expired sublocations.
- c. BT and DA sublocations that were expired prior to September 10, 2006 will not be transmitted on resends.

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## VII. Hierarchy Changes Submitted by Subscribers/Participants

- a. No hierarchy changes will be allowed on existing Duns records, except when the hierarchy change is submitted by D&B.
- b. Hierarchy changes will be allowed on existing Alpha records.
- c. If carrier submits an Add request and provides the immediate parent ID, Railinc will utilize the hierarchy information using D&B only.

---

## VIII. Sublocations Submitted by Subscribers/Participants

### Sublocation Adds

Carriers will continue to submit Adds for sublocations DBA, BT, and DA.

### Sublocation Changes

- a. Carriers will continue to submit changes to existing sublocations DBA, BT, and DA.
- b. [Name Verification Matrix](#)

### **Sublocation Expires**

- a. Any carrier can submit expire sublocation requests for DBA, BT, and DA.
- b. Railinc will transfer the active sublocations (DBA, BT, and DA) upon carrier request whenever a CIF record is expired and merged to a new CIF ID; except when a DBA name already exists under the new CIF ID.

---

## **IX. Monthly Updates Received from D&B**

- a. If D&B reports that an existing Duns ID is now 'Inactive', D&B does not have a replacement ID, and the Forward & Store flag is 'Y', the record will programmatically be changed into an Alpha ID until Railinc can do further research to verify the location is indeed 'Out of Business'
- b. If D&B reports that an existing Duns ID is now 'Inactive', D&B does not have a replacement ID, and the Forward & Store flag is 'N', the record will be programmatically expired as 'Out of Business'.
- c. If D&B reports that an existing Duns ID has changed or merged to a new Duns record, the original record will automatically be expired and pointed to the new Duns record, using original CIF data.
- d. For the initial sync, the match process states that if the customer name is different than D&B and everything else is a match, that the record is 'In Sync'. Consequently, if an update comes in from D&B and after comparing it, only the name is different, the CIF record will remain 'In Sync'. (This rule implies that name changes made by D&B will not be captured monthly for Railinc to initiate proactive name updates.)
- e. If D&B reports that multiple fields on an existing Duns ID have changed, and subsequently, the CIF flag gets changed to 'Out of Sync', the record will be placed in a work queue for manual research.
- f. If D&B reports that only the HQ Indicator, or the Immediate, Domestic, and/or Ultimate parent ID has changed, the CIF record will be programmatically updated with the new hierarchy information. Transaction type 'PI' will be used.
- g. If D&B reports that additional changes have occurred on a record that also has hierarchy changes, the hierarchy changes will be programmatically updated and distributed to the industry. The record will then be placed in a work queue for manual research on the additional D&B changes.
- h. If D&B provides new Add records that are needed for hierarchy purposes, those records will be added programmatically and then distributed to the industry with transaction type 'NE'.

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## **X. D&B Investigations**

- a. Railinc will continue to assign Alpha IDs and send investigation requests to D&B.

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## XI. Ongoing Cleanup of Alpha Records in CIF

- a. Active CIF Alpha records that were created after the last D&B Sync process will be sent to D&B every month for a possible data match.
- b. If D&B returns an acceptable match for any given Alpha record, the Alpha IDs will be expired programmatically and point in error to the correct Duns ID.
- c. If no match results are found, the unmatched Alpha records will be sent to D&B twice a year in an attempt to match with an active Duns ID.
- d. Carriers may also request to have an Alpha record investigated by D&B.
- e. If a newly created Duns ID is returned from investigation, the Alpha record will be expired and pointed to the new Duns ID.
- f. If D&B returns an active ID that was previously inactive, and the location already exists in CIF as expired, Railinc will attempt to reinstate the ID. The Alpha ID will be expired and point to the newly reinstated CIF ID.

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**Note:** Some additional lag time should be allowed for D&B to retransmit the updated ID information through the monthly update process.

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- g. Expired CIF records do not get sent to D&B as part of the monthly sync process; therefore, some updates must be obtained through normal D&B processes. (i.e. internet search or D&B investigation)

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## XII. Rules for Defining Duplicate Records

- a. CIF Duplicates will be referred to as records that have the same preferred customer name and physical address according to CIF.
- b. If D&B reports multiple IDs with the same customer name and address, Railinc will maintain the active record with the highest hierarchy status, and then expire the duplicate. (Unless both records are HQs)
- c. CIF may have multiple headquarter locations with similar names at the same address; however, they will remain in CIF for hierarchy purposes.

## Appendix A. CIF Automated Business Rules

The following business rules were automated for the initial D&B sync process. However, many of the rules will continue to be used during the monthly D&B sync, with the exception of the POL (Percentage of Likeness) match process.

1. The established threshold for POL matching D&B data will be set at 93%. The POL match process will occur on records that fail the predefined match rules.
2. The POL value for name, physical address, physical city, physical State/Province will be equally weighted.
3. If D&B Data Match returns a different Duns ID, the POL match process will be performed.
4. The predefined match process will consist of the following:
  - Find all exact matches without any data alerting
  - Find all exact matches after applying name standards to CIF name only
  - Find all exact matches after applying name standards to Duns name only
  - Find all exact matches after applying address standards to CIF Address line 1 only
  - Find all exact matches after applying address standards to Duns Address line 1 only
  - Find all exact matches after applying name and address standards to CIF name and CIF Address line 1 only.
  - Find all exact matches after applying name and address standards to Duns name and Duns Address line 1 only.
  - Find all exact matches after applying name and address standards to both CIF and Duns Name and Address line 1.
  - All records that fail these edits will run through the POL process to determine additional matches.
5. Any data comparison that fails the predefined match rules and POL process may result in the creation of an alpha record.
6. Programming which identifies cities in close proximity should count as matches. This is zip code matching, preferred city vs. acceptable city or acceptable alias city from zip code/postal file.
7. All records must pass the city/province/zip/postal combination.
8. Telephone numbers will not be used in the D&B matching process.
9. Use programming to identify variations in names/words that are equivalent and should be considered a match. For example, use of 3rd vs. Third.
10. Remove all spaces and special characters and compare data.
11. Convert all spelled out numbers to actual numbers and compare data. For example, we would change 'one' to 1.

12. An additional list of abbreviated names/words from D&B will be added to CIF name standards to facilitate the use of the POL process.
13. Whenever a hierarchy change occurs using the match process use transaction code 'PI'.
14. Data source code 'D' will be used on alphanumeric IDs that are created because the Duns ID/data did not match the original CIF data.
15. All the 100,000 unused records that require an update to the CIF database, will default to transaction code 'CA'.
16. Duns IDs must be active before they can be updated/accepted into CIF.
17. If an existing CIF record is inactive in D&B, the CIF information must be matched to a valid Duns ID or an alphanumeric will be created.
18. If Duns ID is determined to be a different entity or address location, the system will create alphanumeric ID except hold records.
19. If all CIF data matches except for the D&B company name, the system will perform search on CIF sublocation to determine if the D&B name is found as a DBA for that CIF ID and confirm the match is correct.
20. If an alpha ID is created as a result of significant data differences between the CIF location and Duns data match, the new alpha record will include the hierarchy information from the original CIF location.
21. Duns records can only be expired when D&B reports the ID inactive or if it has no children.
22. Alpha records can be expired for any reason by file maintainer or external users.
23. If DUNS number matches and all other match fields except NAME match, then the record will be considered a match.
24. If the COUNTRY is MX and the CIF/D&B number, CITY, STATE and COUNTRY match then overlay CIF data with D&B data.
25. If the COUNTRY is any other than US, CA or MX and the CIF/D&B number and the COUNTRY match, then overlay CIF data with D&B data.
26. If Duns record becomes an alpha ID and the Duns immediate parent was pointing to itself, the newly created alpha record will point to its own alpha ID, instead of pointing to the Duns record that pointed to itself but was expired.
27. If Duns record has a PO Box as the physical address, but the Duns ID, customer name, and city/state information matches to the CIF record, the CIF record will be considered a number/data match with D&B.

## Appendix B. Additional Match Logic

In addition to the business rules specified in the Functional Specification Document (FSD), the following rules were applied to the predefined match logic and are currently used with the monthly D&B sync process:

The following special characters were removed for matching purposes:

"	;	:	,	-	=	`	~	/	>	
<	!	@	#	\$	%	?	_	(	)	&

The following abbreviations were made for matching purposes:

AVENUE	to	AVE
BUILDING	to	BLDG
CIRCLE	to	CIR
COMPANY	to	CO
COURT	to	CT
DRIVE	to	DR
EAST	to	E
HIGHWAY	to	HWY
INCORPORATED	to	INC
LANE	to	LN
LIMITED	to	LTD
MANUFACTURING	to	MFG
NORTH	to	N
PARK	to	PK
PARKWAY	to	PKWY
PLAZA	to	PLZ
ROAD	to	RD
SOUTH	to	S
STREET	to	ST
SUITE	to	STE
WEST	to	W

## Appendix C. CIF Business Rules for CIF Name/Phrase/Address Standards/Abbreviations

This appendix contains a complete list of CIF Name/Phrase/Address abbreviations. The following business rules will be used to apply the correct name/address standards in CIF:

1. Acronyms that appear at the beginning of a company name will automatically be spaced together. (Example: ABF FREIGHT SYSTEM INC)
2. Acronyms appearing in the middle of a company name will not be spaced together unless a name standards override is requested. (Example: GESTION G A LEGAULT INC)
3. US address abbreviations do not apply to MX locations.
4. CA locations have both an English and French list of Name and Address abbreviations.
5. CA records in QUEBEC (PQ) must be spelled in French in order for the abbreviations to appear in French. If PQ records contain English spellings, the abbreviations for those records will have the US abbreviations.
6. The initial numeric in the address line is ignored. (Example: 100 ORCHARD STREET) The first occurrence of numbers is ignored and do not get counted as a word within the address standardization process.
  - a. If there is only one word in the address line, no abbreviation will be used. (Example: 100 ORCHARD)
  - b. If there are only two words in the address line, then the last word would be abbreviated. (Example: 100 ORCHARD STREET would become 100 ORCHARD ST.)

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**Note:** The general rules for 7 a, and b will be applied for all address standardizations, physical and mailing.

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7. If the address line has a geographic direction at the end, then the previous and last word would be abbreviated, depending on the number of words in the address line.
  - a. Example #1: 100 ORCHARD SOUTHEAST would become 100 ORCHARD SE
  - b. Example #2: 100 ORCHARD STREET SOUTHEAST would become 100 ORCH ST SE
8. Fixed phrases will only be applied if the following criteria is met:
  - a. General rules 7 a and b are applied.
  - b. 1st word appears in the abbreviation list, but the abbreviation column is blank
  - c. If abbreviation is blank, the system will check the fixed phrase table for possible match based on the order of words from the abbreviation list.

## Punctuation, Character, and Abbreviation Standards

This section contains standards for punctuation, characters, and abbreviations.

### Punctuation

The following special characters or punctuation are not allowed when entering the full company name:

!	Exclamation point
\$	Dollar sign
%	Percent sign
=	Equals sign
/	Forward slash
\	Back slash
@	At sign
*	Asterisk
?	Question mark
<	Less than
>	Greater than
;	Semi-colon
:	Colon
,	Comma

The following special characters are allowed when entering names:

&	Ampersand
'	Apostrophe
()	Parentheses
-	Hyphen
.	Period
+	Plus

*(This only applies to the Customer Name – not the Physical/Mailing Address)*



## Ampersand (&) Usage

When the company name has initials and the word ‘and’, use the ‘&’ symbol instead of writing the word, and do not put spaces between the initials and the &.

*CIF Example:*

61-192-6643    A&P MOVING INC                      NOVATO CA

When company name has initials and the ‘&’, use the ‘&’ with no spaces between it and the initials.

*CIF Example:*

10-186-1110    AT&T SOLUTIONS CUSTOMER CARE              JACKSONVILLE FL

17-632-6395    P&O NED LLOYD LTD                      RUTHERFORD NJ

When the name has an ‘&’, use the ‘&’ and use spaces between it and the preceding and following words.

*CIF Example:*

07-940-1758    MINNESOTA MINING & MANUFACTURING              HOUSTON TX

When the company name has the word ‘and’, use the ‘&’ symbol instead of writing the word ‘and’. And use spaces between the & and the preceding and following words

*CIF Example:*

06-362-4324    BURLINGTON NORTHERN & SANTA FE RAILWAY COMPANY FORT  
WORTH, TX

## Apostrophe (') Usage

CIF allows apostrophe usage as part of the legal company name.

*CIF Examples:*

01-237-9996    LEE’S TOYOTA INC                      JAMAICA NY

13-765-227    ALBERTSON’S                      ANAHEIM, CA

## Hyphen (-) Usage

If the Company name has a hyphen in it, do **NOT** space between the first word, the hyphen, and the second word. Hyphens will not have preceding or trailing spaces within a customer name.

*CIF Examples:*

00-314-7915    ALBA-WALDENSIAN INC                      VALDESE NC

06-429-5173    CP TEST SERVICES-VALVCO INC              KEARNY NJ

## Parentheses ( ) Usage

The use of parentheses is acceptable as part of the legal company name.

*CIF Example:*

83-254-5586    MITSUI OSK LINES (AMERICA) INC    PORTLAND OR

## Initials Usage

When the company name has initials at the beginning, no periods, commas, hyphens or spaces should be used between the initials.

*CIF Examples:*

00-184-7144	AMKO PLASTICS INC	CINCINNATI OH
94-381-6538	AML HOLDING CO INC	CONLEY GA
04-427-5386	ABF FREIGHT	MONTGOMERY AL

When a company name has initials at the beginning, the name should not be flipped (or reversed).

Example:	PENNEY J C CO INC	(Incorrect)
	JC PENNEY COMPANY INC	(Correct)

## “Company” Abbreviations (LTD, INC, CORP, CO, etc.) Usage

### Limited

The words LIMITED, LIMITED PARTNERSHIP, LIMITED LIABILITY PARTNERSHIP, and LIMITED LIABILITY COMPANY at the end of a company name must always be abbreviated to LTD, LP, LLP, and LLC, respectively – no period at the end.

Likewise, abbreviate ENREGISTREE to ENRG and LIMITEE to LTEE (French abbreviations).

- Never abbreviate any of these words if they appear at the beginning or middle of the company name. If the word is found and it is not the last word of the company name, it will be expanded.
- Allow for supervisor manual override of this edit.

*CIF Examples:*

05-813-5880	NORDIC ENTERPRISES LTD	HUBBARD OR
19-917-7353	NORDIC REFRIDGERATED SERVICES LP	LUMBERTON NC
94-021-8456	AGRILIANCE LLC	BRECKENRIDGE MN

### Incorporated

The word INCORPORATED at the end of a company name must always be abbreviated to INC – no period at the end.

- Never abbreviate any of these words if they appear at the beginning or middle of the company name. If the word is found and it is not the last word of the company name it will be expanded.

*CIF Examples:*

03-790-9975	DEMPSTER INC	TOCCOA GA
00-953-8963	DEN HARTOG INDUSTRIES INC	HOSPERS IA

### Corporation

The word CORPORATION at the end of a company name must always be abbreviated to CORP – no period.

- Never abbreviate any of these words if they appear at the beginning or middle of the company name. If the word is found and it is not the last word of the company name, it will be expanded.

*CIF Examples:*

10-623-8108	FORMOSA PLASTICS CORP	LIVINGSTON NJ
80-992-4343	FORMOSA PLASTICS CORP	LA WARD TX
00-133-9092	BETHLEHEM STEEL CORP	BETHLEHEM PA

**Company**

The word COMPANY at the end of a company name must always be abbreviated to CO – no period at the end.

- Never abbreviate any of these words if they appear at the beginning or middle of the company name. If the word is found and it is not the last word of the company name, it will be expanded.

*CIF Examples:*

11-508-0525	BETSON PACIFIC DISTRIBUTING CO	SAN FRANCISCO CA
00-403-5903	BETTER BLOCK COMPANY INC	SPRINGFIELD TN
02-985-3959	GEORGE C MATTESON COMPANY INC	BLUE SPRINGS MO

**“The” Usage**

When the word THE is at the beginning of the company name, it should be included. Other words that should be treated the same way are: LE, LA, LES, LOS, LAS, and Y.

*CIF Examples:*

24-117-7724	THE CEDAR SHOP	CALGARY AB
24-375-5220	THE SAFETY CENTER	WINNIPEG MB
86-760-3235	THE LD KICHLER CO	SANTA FE SPRINGS CA

## Numbering

Numbering as part of a company name should be included as part of the valid name and entered as numbers, not spelled out.

- Canadian IRS numbering scheme as the company name is valid.

*CIF Example:*

25-290-9411    1133100 ONTARIO INC                      EDMONTON AB

- Examples of numbers in company names that are valid.

*CIF Examples:*

03-184-8666    NORDSTROMS DC 399                      ONTARIO CA

84-502-4298    1 DOLLAR DEPOT                      ORLANDO FL

93-148-8225    10 4 TRANSPORT INC                      LONG BEACH CA

## Directions

Directions as part of a company name should be included as a valid name and spelled out, not abbreviated. Usage: North, South, East, West.

- Check edits on words that are directions (North, South, West, East, Northeast, Northwest, Southeast, and Southwest) and only allow full spelling (no abbreviations) as part of the legal company name. *Currently CIF allows abbreviated directions as part of company name, but should be spelled out using these abbreviation rules.*

*CIF Examples:*

05-211-7546    NORTH AMERICAN PHILLIPS LIGHTING

78-726-5719    NORTHWEST TRANSPORT LTDm

- Words that indicate regions (e.g., Southern, Northern, Western, Northwestern, Southwestern, and Eastern) should be spelled out completely as part of the legal name and not in the address lines.

*CIF Examples:*

06-362-4324    BURLINGTON NORTHERN & SANTA FE RAILWAY COMPANY FORT  
WORTH, TX

06-362-4325    SOUTHERN CALIFORNIA MOTOR DELIVERY

## Other Abbreviations

Abbreviation of some words in a company name causes problems for carriers. Our goal should be to spell out the customer name on the CIF. If a carrier's algorithm manipulates the name for their internal system, they may do so but the CIF should have the full spelling of the customer. There may be other words currently abbreviated in the CIF file (not listed here) that will need to be expanded.

*Examples:*

60-172-3679 DEMOTE MFG INC (MFG should be spelled out as MANUFACTURING)

00-113-1366 S BENT & BROS INC (BROS should be spelled out as BROTHERS)

07-940-1758 MINNESOTA MINING & MANUFACTURING HOUSTON TX

Other examples of abbreviations:

RLWY to RAILWAY, DEPT to DEPARTMENT, BTLNG to BOTTLING

## Mexican Abbreviations

The following are example Mexican abbreviations.

Examples: SA DE CV – Anonymous Society of Variable Capital

CIA – Company

SL – Limited Society

ADMN – Administration

## Example Applications of CIF Naming Standards

### Customer Name before Standardization

M AND M HARRIS!COLLINS COMPANY

### Replace all “AND” with “&”

M & M HARRIS!COLLINS COMPANY

### Word Replacements

M & M HARRIS!COLLINS **CO**

COM	CO		CORPORAITON	CORP		INCOR	INC
COMP	CO		CORPORAT	CORP		INCORP	INC
COMPA	CO		CORPORATE	CORP		INCORPARTED	INC
COMPAINIES	CO		CORPORATED	CORP		INCORPATED	INC
COMPAMY	CO		CORPORATI	CORP		INCORPERATED	INC
COMPAN	CO		CORPORATIN	CORP		INCORPO	INC
COMPANAY	CO		CORPORATIO	CORP		INCORPOR	INC
COMPANY	CO		CORPORATIOIN	CORP		INCORPORA	INC
COMPAY	CO		CORPORATION	CORP		INCORPORAT	INC
COMPN	CO		CORPORATIONS	CORP		INCORPORATE	INC
COMPNAY	CO		CORPORATO	CORP		INCORPORATED	INC
COMPO	CO		CORPORTATION	CORP		INCORPORATION	INC
COR	CORP		CORPORTION	CORP		INCORPORTATED	INC
CORPN	CORP		CORPPORATION	CORP		LIMI	LTD
CORPO	CORP		CORPT	CORP		LIMIT	LTD
CORPOR	CORP		CORPTION	CORP		LIMITE	LTD
CORPORA	CORP		CORRPORATION	CORP		LTEE	LTEE
CORPORAI	CORP		INCOPARATED	INC		MANUFACTURI	MFG
CORPORAION	CORP		INCOPORATED	INC		MANUFACTURING	MFG

**Phrase Replacements**

COMPANY	CO		LIMITED PARTNERSHIP	LP
CORPORATION	CORP		LIMITED PARTNR	LP
INCORPORATED	INC		LIMITED PRTNRSH	LP
LIMITED	LTD		LTD LIABILITY CORP	LLC
LIMITED	LTD		LTD LIABILITY CORPORATION	LLC
LIMITED LIABILITY CORP	LLC		LTD PARTNERSHIP	LP
LIMITED LIABILITY CORPORATION	LLC		LTD PARTNR	LP
LIMITED LIABILITY CORPORATION	LLC		LTD PRTNRSH	LP
LIMITED PARTNERSHIP	LP		MANUFACTURING	MFG

**Fix Special Characters**

Most special characters are changed to a space except for the list below.

**M & M HARRIS COLLINS CO**

X'43'	ä	A		X'66'	Ã	A		X'88'	h	H		X'CB'	ô	O
X'44'	à	A		X'67'	Å	A		X'89'	i	I		X'CC'	ö	O
X'45'	á	A		X'68'	Ç	C		X'91'	j	J		X'CD'	ò	O
X'46'	ã	A		X'69'	Ñ	N		X'92'	k	K		X'CE'	ó	O
X'47'	å	A		X'71'	É	E		X'93'	l	L		X'CF'	õ	O
X'48'	ç	A		X'72'	Ê	E		X'94'	m	M		X'DB'	û	U
X'49'	ñ	N		X'73'	Ë	E		X'95'	n	N		X'DC'	ü	U
X'51'	é	E		X'74'	È	E		X'96'	o	O		X'DD'	ù	U
X'52'	ê	E		X'75'	Í	I		X'97'	p	P		X'DE'	ú	U
X'53'	ë	E		X'76'	Î	I		X'98'	q	Q		X'DF'	ÿ	U
X'54'	è	E		X'77'	Ï	I		X'99'	r	R		X'EB'	Ô	O
X'55'	í	I		X'78'	Ì	I		X'A2'	s	S		X'EC'	Ö	O
X'56'	î	I		X'81'	a	A		X'A3'	t	T		X'ED'	Ò	O



**Appendix C. CIF Business Rules for CIF Name/Phrase/Address Standards/Abbreviations**

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X'57'	ï	I		X'82'	b	B		X'A4'	u	U		X'EE'	Ó	O
X'58'	ì	I		X'83'	c	C		X'A5'	v	V		X'EF'	Õ	O
X'62'	Â	A		X'84'	d	D		X'A6'	w	W		X'FB'	Û	U
X'63'	Ä	A		X'85'	e	E		X'A7'	x	X		X'FC'	Ü	U
X'64'	À	A		X'86'	f	F		X'A8'	y	Y		X'FD'	Ù	U
X'65'	Á	A		X'87'	g	G		X'A9'	z	Z		X'FE'	Ú	U

**Compress Initials**

**M&M** HARRIS COLLINS CO

**Customer Name after Standardization**

M&M HARRIS COLLINS CO

# Glossary of Terms

Association of American Railroads (AAR)

**Bill-to-(BT) Sublocation**—Bill to - In addition to a customer's physical address and main Post Office box associated with the primary CIF id, this BT sublocation provides for additional Post Office Boxes and/or instructions to send a freight bill.

*Example:*

Primary record: ABC Lumber  
123 Pine Street  
Cary, NC 27513  
P O Box 456  
Cary, NC 27513

Bill to Sublocation: P O Box 789  
Attn: Grain dept  
Cary, NC 27513

BT Sublocations will have a +4 number series in the 7000's.

**Batch Upload**—Web Device that allows users to submit/load large quantities of maintenance requests into the Railinc work queue for processing.

**Check Digit Calculation**—The D&B Duns ID Mod 10 calculation for verifying valid Duns ID's.

**Railinc**— operating site.

Railinc  
7001 Weston Parkway, Suite 200  
Cary, NC 27513

**CIF ID**—A 13-character code which uniquely identifies each customer location and sublocation. The CIF ID for customer locations consists of the 9-Duns ID for that location followed by four (4) zeroes. The CIF ID for sublocations consists of the 9-digit Duns ID for that location followed by a 4-character suffix which uniquely identifies the sublocation within that location.

**CIF File Maintainer**—Railinc

**CIF Software Maintainer**—Railinc

**Client**—Any transportation carrier customer that can make CIF inquiries and/or use the CIF data in business applications. In some cases, the AAR may grant a Client the right to seed its customer files with CIF ID's. (i.e., carriers' customers)

**Company Name**—The legal name in the standardized format.

**Customer Identification File (CIF)**— a computer reference file developed for the freight transportation

industry. The CIF contains the name, physical and mailing addresses, phone number, corporate parent identification and a unique identification code (CIF ID) for each location and sublocation of a transportation carrier customer. The identification code is used in exchanges of shipment information.

**Delivery Address (DA)**—a Sublocation indicating specific instructions to deliver a rail shipment. Examples would be a Zone Track Spot or warehouse door number. DA sublocations will have a +4 number series in the 8000's.

**Doing-Business-As (DBA)**—A registered company name, other than the legal company name, under which a company conducts business.

**Domestic Parent**—The domestic parent is an entity within the family tree which is the highest-ranking member within a specific country. There can be several domestic parents within a given country for one corporate family.

**Electronic Data Interchange (EDI)**

**Expiration Date**—The date that a CIF record becomes inactive in the CIF, not the date that the company went out of business.

**Expire**—The date an entity is no longer “active” on the database.

**Geographic Reference**—To provide a uniform reference to towns and cities, the CIF maintains a file containing city name, state/province code and country code. CIF location and sublocation records link to this geo-code table rather than containing those fields.

**Immediate Parent**—The company which is the immediate corporate parent of the entity in question. The parent company can also be a subsidiary of another corporation. If the parent also has branches, then it is a HQ as well as being a parent company. If the entity is not part of the corporate structure, they are considered to be their own immediate parent.

**Initial D&B Sync**—Railinc performed an initial and complete data compare of CIF and D&B in April 2006. At such time, CIF records that were not in synchronization with D&B data were expired and alphanumeric IDs were assigned. Special programming was written to execute the initial sync and existing CIF edits were bypassed during that process.

**Investigation**—Manual search of D&B archive databases by D&B, to identify the CIF ID for the location in question. In the event that D&B cannot find the record on their files, they will create a new Duns ID for the location and if D&B cannot assign a Duns ID for the location, an ALPHA/NUMERIC Number will be assigned by file maintainer.

**Location**—Any physical location where a customer conducts business. The CIF contains an entry for each customer location, and each location is referenced by a unique CIF ID.

**Look-Up**—Manual search of D&B database at Railinc and on-line services to identify the CIF ID for the location in question. Includes a phone verification to obtain the most current information if the record has not already been verified.

**Maintenance Request (Business Status Change)**—Request to change the business status of a CIF location including manual review of the change request compared to the existing CIF record. Business status changes might result in a change to the CIF ID and therefore will be researched by Central Site. Update requests deemed to be correct will be applied to the CIF file, incorrect updates will be sent back as rejects with an appropriate reject code. All updates will be distributed with the daily distribution.

**Maintenance Request (Demographic Update/Change)**—Request to update the demographics of a CIF location including manual review of the update/change request compared to the existing CIF record. Update requests deemed to be correct will be applied to the CIF file, incorrect updates will be sent back as rejects with an appropriate reject code. All updates will be distributed with the daily distribution.

**Merger**—When 2 or more companies consolidate to become one, unified organization.

**Monthly D&B Sync**—On every 5th of the month, Railinc sends a copy of all active CIF records to D&B to obtain both a number match and a data match. Both comparison records are displayed next to the original CIF record and is maintained in the D&B database. On the last Monday of every month the D&B update process takes place. This process retrieves updates from D&B on existing CIF IDs and it also attempts to locate potential data matches for all CIF alpha records. The only D&B data that is entered into CIF without validation is the parent company information, new hierarchy adds, company mergers where one CIF ID is changed to another ID, and the expire of certain CIF IDs that are placed out of business at D&B.

**Participant**—Any transportation carrier or customer that submits its customer file for incorporation into the CIF but

does not receive an entire copy of the CIF. Participants will in most cases maintain a subset of the CIF and will receive some or all periodic updates made to CIF information as determined by the FILE MAINTAINER. Participants may seed their customer files with CIF ID's, submit inquiries or request changes and adds to CIF information and use the CIF data in business applications. (i.e., Class 2 & 3 transportation carriers, smaller users)

**Proprietary Customer Records**—Customer records which are a CIF User's (Subscriber or Participant) own customer records, submitted to Railinc for incorporation into the CIF. The CIF does not contain any commercial information beyond location demographics for these records.

**Purge**—Quarterly programmatic deletion from the CIF records with expiration dates that are over 3 years and a day in the past.

**Standard Carrier Alpha Code (SCAC)** -a code identifier for a transportation-related company

**Sublocation**—A specific place (logical or physical) within a customer's location. Sublocations are assigned the same Duns ID as the primary location, the difference is the sublocation is assigned a unique +4 number within the location. An example of a physical sublocation would be "Building Number 4", "Dock Number 3". An example of a logical sublocation is a DBA for the company at the primary location. The full sublocation description consists of up to three address lines.

**Subscriber**—Any transportation carrier or customer that submits its customer file for incorporation into the CIF and receives an entire copy of the CIF as well as all periodic updates made to CIF information. Subscribers may seed their customer files with CIF ID's, make inquiries or request changes and adds to CIF information and use the CIF data in business applications. (i.e., Class 1 transportation carriers, US Customs Service)

**Ultimate Parent**—The company which is at the top of the corporate structure for the entity in question. The ultimate parent is the top most responsible entity within the global family tree. The global ultimate may have branches and/or subsidiaries reporting directly or indirectly to it. If the entity is not part of a corporate structure, they are considered to be their own ultimate parent.

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