This Quick Guide provides an overview of the Customer Identification File (CIF) process.

CIF contains the name, physical and mailing address, corporate parent identification, and a unique identification code for each location of a transportation carrier customer. Railroads use the identification code in exchanges of shipment information to accurately identify transportation company customers and the customers' locations.

Use the following process to access and use CIF:

1. Refer to the *Access SSO and Railinc Applications Quick Guide* for information about getting set up to use Railinc's Single Sign-On (SSO) application, which provides access to CIF.

2. Once you are able to access CIF, refer to the *CIF User Guide* for information about:

   - Searching for Existing Customer Records – select the **Customer** menu item and then select **Search**. Any CIF user can perform a search.

   - Working with Location Details – this includes tasks such as copying CIF records, editing/changing CIF records, expiring CIF records, reinstating expired CIF records, viewing the CIF record hierarchy, adding sub-locations, viewing and working with sub-locations, viewing the location history, resending CIF records, comparing CIF and D&B records, and printing location details. Access to any functions that initiate changes requires the CIF Submit User permission.

   - Adding CIF Location Records – select the **Customer** menu item and then select **Add**. To add a new CIF record for a customer who may have never before done business with a railroad. This functionality requires the CIF Submit User permission.

3. As needed, refer to the *CIF Business Manual* for business rules and processes associated with CIF.

4. Use the *CIF Name Verification Matrix* to determine the required supporting documentation needed to complete certain CIF Transaction Types, including: New Entity (NE), Name Change (NC), Name Correction (NX), DBA Sub-location Add (SA), and DBA Sub-location Change (SC).

5. As needed, use the following files to learn about the CIF file format, to assist when interacting with CIF via Electronic Data Interchange (EDI), or to help with batch uploads:

   - CIF Fields – describes the format of CIF EDI messages. This document provides a breakdown in a fixed length file for each data element within the CIF database, and identifies the position where each data element is located within the file.

   - CIF File Layout – provides a breakdown of each field within CIF, gives a corresponding description for each field, and provides the field length.

   - CIF Batch Upload Layout – provides a description of how each column should be set up when using a CSV file for batch uploads. Use this file when uploading a spreadsheet of new CIF records.

If you need assistance, contact the Railinc CIF Product Support team directly by email at cif@railinc.com or contact the Railinc Customer Success Center at 1-877-RAILINC (1-877-724-5462) or csc@railinc.com.