



# Customer Identification File (CIF) User Guide



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## Learning about the CIF Application

The Customer Identification File (CIF) application is a web-based tool that enables searching for customer identification information (e.g., name, physical mailing and billing addresses, corporate parent information, and customer ID) as well as submitting requests for adding, modifying, and deleting customer identification information. Railroads use this system to eliminate ambiguity when identifying their customers, to ensure appropriate contract terms apply, and to improve the quality of customer information on bills of lading, waybills, and other documents.

**Note:** CIF is only available to railroad users. Non-railroad entities should contact a railroad to initiate changes to CIF data. Use [FindUs.Rail](#) to locate railroad contact information.

This document describes how to use the CIF application through the following major sections:

- “[Overview](#)” on page 2 provides basic information about the system.
- “[Getting Started](#)” on page 4 describes how to access and log in to the system.
- “[Searching for Existing Customer Records](#)” on page 6 describes how to look up customer information in the system.
- “[Working with Location Details](#)” on page 19 describes how to view and change customer identification information, how to expire and reinstate records, how to view the CIF record hierarchy, how to view and change sub-location information, how to compare CIF and Dun & Bradstreet records, and how to print and export CIF records.
- “[Adding CIF Records](#)” on page 52 describes how to add new customer information to the system.
- “[Working with the Request Queue](#)” on page 57 describes how to view current and completed requests that have been sent to Railinc for action.
- “[Using CIF Reports](#)” on page 65 describes how Railinc can track how many completed, rejected, or submitted requests have been created by users.
- “[Performing Batch Uploads](#)” on page 69 describes how users can complete a template and upload a large number of new or changed records at once.
- “[Viewing the City Alias Table](#)” on page 70 describes how to view and request changes to the table that defines aliases or “vanity names” for cities.

A glossary and index follow the major sections.

# Overview

The Customer Identification File (CIF) is the central repository for information about all Rail customers. It is used daily throughout the North American rail industry to process customer data transactions. Railroads use CIF numbers (also known as CIF IDs) to identify customer locations and to determine where pricing agreements and other contract terms apply. The use of CIF numbers helps to provide accurate delivery instructions and improve the shipment reservation, bookings, and equipment ordering processes. CIF numbers also improve the quality of customer information on bills of lading (BOL's), waybills, and other documents.

**Note:** Companies may choose to access CIF data as a file or through the CIF application. Companies may also interact with CIF via the Electronic Data Interchange (EDI) 838 message type. This user guide describes how to use the CIF application, which is referred to in this document as “CIF”.

CIF contains the name, physical and mailing addresses, corporate parent identification, and a unique identification code for each location of a rail-served customer. The CIF number is used in exchanges of shipment information. Using an identification code (versus name and address) ensures that each participant in a shipment transaction refers to the same physical customer location.

CIF also enables carriers to query, add, change, expire, and reinstate EDI 838 messages with subscribers who receive distribution through EDI.

## How CIF Works

CIF contains the name, physical mailing and billing addresses, corporate parent information, and a unique 13-character identification code for each location and sub-location of a rail-served customer. This 13-character identifier is referred to as a CIF ID or CIF number.

Railroads use CIF numbers to accurately identify customers and their locations, ensuring each party in a transaction is referencing the same physical customer location. Railroads can submit requests to modify the CIF data of customers and add new customer records, ensuring accurate customer information and eliminating confusion over ambiguous customer location data that can stall shipments.

**Note:** When railroads submit a request to modify CIF data, they must email supporting documentation with a total weight of 10 points or greater as described in the [CIF Name Verification Matrix](#) to the CIF Product Support team at [cif@railinc.com](mailto:cif@railinc.com).

Railinc updates the CIF database daily with new information sent in by the Railroads and receives monthly updates from Dun & Bradstreet.

A CIF record can include three different types of sub-locations—a bill-to location (BT), a delivery address (DA), and a doing-business-as (DBA) name. CIF also enables users to view corporate parent identification and historical data.

Railinc confirms a customer's information by using the Matchbook look up tool that is provided by Dun & Bradstreet (D&B). Matchbook searches for an exact or partial match using the information provided. If a match is found, Railinc uses the Data Universal Numbering System

(DUNS) number provided by D&B. When a search does not have a match, Railinc assigns a temporary alphanumeric ID and works with D&B to investigate the creation of a new DUNS record. Railinc also synchronizes its CIF file with D&B data monthly; thereby ensuring that the most up-to-date information is in CIF.

## Benefits of CIF

CIF enables users to accurately identify customers and their locations, which reduces costs, eliminates re-work, and improves customer satisfaction. The primary benefits of CIF are:

- **Accuracy:** Users can be certain CIF data is current and accurate. Railinc synchronizes the CIF file with D&B data to ensure data matches. When railroads submit changes or new records, Railinc reviews the documentation provided to verify the accuracy of the requests. This information is then stored on a SharePoint site, which is accessible by users.
- **Data Quality:** The combination of user-provided updates, Railinc verifications, and D&B resources ensures that CIF provides the highest quality customer data available to the industry.
- **Visibility of Parent Structure:** Users can select links to expand their view of a company's organizational structure, which can help with the identification of related branch facilities and shipping locations and help carriers negotiate better rates.

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## System Requirements

For information about the system requirements of Railinc web applications and for information about downloading compatible web browsers and file viewers, refer to the [Railinc UI Dictionary](#).

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## Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to [csc@railinc.com](mailto:csc@railinc.com).

You can also contact CIF personnel directly at [cif@railinc.com](mailto:cif@railinc.com) or [AAR\\_PS@railinc.com](mailto:AAR_PS@railinc.com).

## Getting Started

Access CIF by using the Railinc Single Sign-On (SSO), a web application that provides convenient access to a variety of Railinc products. To get started, go to the Railinc portal at <http://www.railinc.com> and log into SSO by selecting the Customer Login field at the top right. Enter your user ID and password in the fields on the resulting page and then select **Sign In**.

### Notes:

1. If you do not already have a Railinc SSO user ID and password, refer to the [Railinc Single Sign-On User Guide](#) for detailed instructions. Once you have access to Railinc SSO, you must request access to CIF within SSO.
2. If you do not have access to CIF, refer to the instructions on requesting application access in the [Railinc Single Sign-On User Guide](#). See “[Learning about User Roles](#)” on page 4 for information about the available levels of access. When you have received e-mail notification confirming your access, you can log in and begin using CIF.

## Learning about User Roles

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your company administrator through the Single Sign-On interface (see [Exhibit 1](#)).

### Exhibit 1. SSO Request Permission

The screenshot shows the 'Request Application Access by Role' page in the Railinc SSO interface. The page is titled 'Request Application Access by Role' and includes a breadcrumb 'Home / Request Application Access by Role'. A user profile bar at the top right shows 'ACTIVE' with a dropdown arrow. The main content area is titled 'CIF' and includes a description: 'This is a web application used to maintain the CIF of businesses. It is also used by external applications to verify that entered CIF numbers are valid.' Below this is a progress bar with three steps: 1. Select Roles, 2. Confirm, and 3. Done. Under '1. Select Roles', there are two checkboxes: 'CIF Query User (MARK required)' and 'CIF Submit User (MARK required)'. Below each checkbox is a description of the role's permissions. At the bottom, there is a 'Comments...' field and a 'Return' button.

Roles applicable for railroad employees:

- **CIF Query User** – Allows users to only perform queries within the application. CIF Query Users can look up locations and sub-locations as well as geolocation codes and Dun & Bradstreet information.
- **CIF Submit User** – Allows users to submit requests for changes, perform batch uploads, and run reports. The CIF Query User role is always granted along with the CIF Submit User role; therefore, a CIF Submit User can also perform all the CIF Query User functions.

## Logging In

To log into CIF:

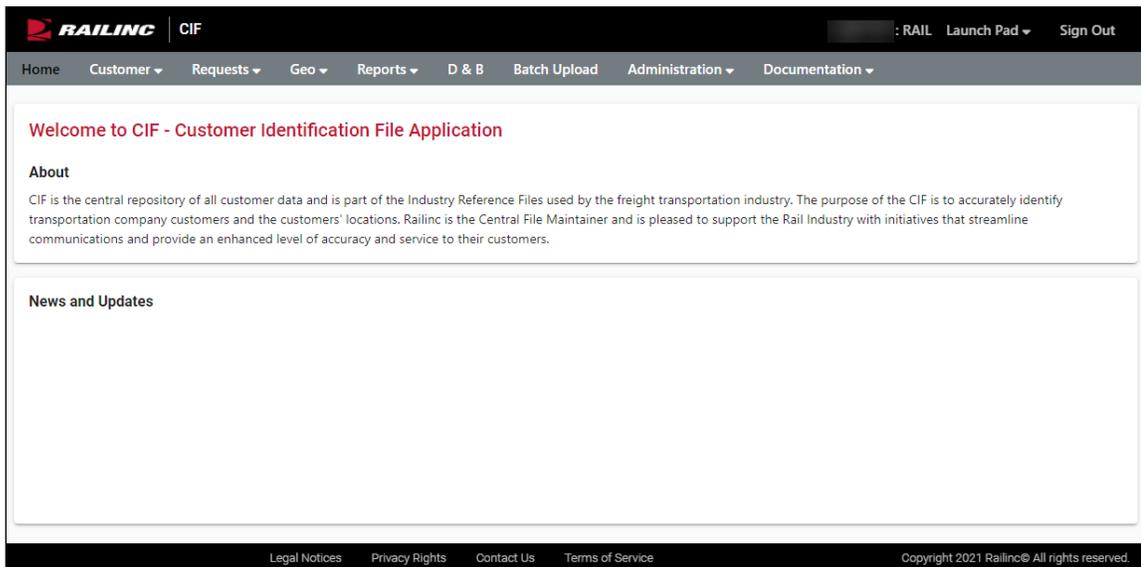
1. Open your internet browser and navigate to the Railinc portal at <http://www.railinc.com>.
2. Select the Customer Login link (at upper right). The SSO Account Access page is displayed.
3. Enter your user ID and password, and select **Sign In**. The Railinc Launch Pad is displayed.
4. Select **CIF** from the My Applications list. The CIF Home page is displayed (see [Exhibit 2](#)).

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## Viewing the CIF Home Page

The CIF Home page is displayed immediately following a successful login to CIF (see [Exhibit 2](#)).

**Exhibit 2. CIF Home Page**



From the Home page, you can access the different CIF functions by selecting the application menu items.

- If you are a CIF Query User, you can only query CIFs, which you can do by selecting the **Customer** menu item and then selecting **Search**.
- If you are a CIF Submit User, in addition to querying CIFs, you can also add or modify CIFs. To add or modify a CIF, select the **Customer** menu item, and then select **Add**.

You can return to the Home page at any time by selecting the **Home** menu item.

Continue by selecting a CIF application menu item.

## Searching for Existing Customer Records

Select **Search** from the Customer menu item to search for existing customer records when you want to find current customer information. The Location Search page is displayed (see Exhibit 3).

Use the radio buttons to choose the record type for which to search and then specify a search string. You can enter text into one or more fields and then select **Search**. When searching for records, you do not need to have information for every field to be able to search the application.

**Exhibit 3. Location Search Page**

You can use one of the following methods to search CIF for existing customer information records:

- Location Search**      A location search is a general search function. Use a location search when you are looking for a main address of a customer, or when you are looking for an address when you only have partial customer information. See Searching for Locations on page 7 for more information.
- Sub-location Search**      Sub-locations identify a customer using a different name, address, or billing location from their main corporate address (such as bill-to location, delivery address, or doing-business-as – DBA name). Use a sub-location search when you are looking for a sub-location and not the main corporate address. See Searching for Sub-locations on page 10 for more information.

## Searching for Existing Customer Records

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**Note:** The following search options are also available, but in most cases the location search and sub-location search yield the desired results.

### Independent Location and Sub-location Search

Use this search when you are looking for *any* usage of your search parameters. See Searching for Independent Locations and Sub-locations on page 12 for more information.

### Location and Related Sub-location Search

Use this search to find all locations of a customer and all sub-locations related to those locations. **Tip:** Ensure your search parameters do not exclude your location. See Searching for Locations and Related Sub-locations on page 14 for more information.

### Alphanumeric Locations Only

Use this search to find locations that don't have a DUNS number (for example, a new location). You can also use this function to find old records that need to be sent to Railinc for updating. See Searching by Alphanumeric Location Records on page 16 for more information.

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## Searching for Locations

A CIF location is any physical location where a customer conducts business. CIF contains an entry for each customer location. Each location is referenced by a unique CIF ID (CIF number).

This search only returns location records that match all of the specified criteria.

Use the following procedure to search for locations:

1. From the application menu, select the **Customer** menu item and then select **Search**. The Location Search page is displayed (see [Exhibit 4](#)).

**Exhibit 4. Location Search**

The screenshot shows a 'Location Search' form with the following fields and options:

- Search Type:** Radio buttons for Location (selected), Sub-location, Independent Location & Sub-location, Location & Related Sub-location, and Alphanumeric Locations Only.
- CIF ID:** Input field.
- Name:** Input field with a 'Starts with' dropdown.
- Tran Type:** Dropdown menu (None).
- Address:** Input field with a 'Starts with' dropdown and an 'Address Codes/Types' dropdown (All).
- HQ Indicator:** Dropdown menu (None).
- City:** Input field with a 'Starts with' dropdown.
- State/Province:** Input field.
- Postal Code:** Input fields for Zip Main and Zip Ext.
- Country:** Dropdown menu (North America).
- Expiration Date:** Date range selector with 'To' and calendar icons.
- Phone Number:** Input fields for Area Code, Prefix, and Postfix.
- Last Maintained Date:** Date range selector with 'To' and calendar icons.
- REN Flag:** Dropdown menu (Any).
- Include Active Records Only:** Dropdown menu.
- SCRS Flag:** Dropdown menu (Any).
- Buttons:** Clear and Search.

2. Enter your search criteria in the input fields (see Exhibit 5). You can complete as few or as many of the search criteria fields as you need to locate the records for which you are searching.

**Exhibit 5. Location Search Fields**

Field	Description
<b>CIF ID</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric. CIF IDs are also referred to as CIF numbers.
<b>Name</b>	Name of the business (partial match option).
<b>Tran Type</b>	Search by the type of CIF database transaction.
<b>HQ Indicator</b>	Drop-down list to indicate whether the location is a branch, headquarters, or a single location.
<b>Address</b>	Customer's actual business street address (partial match option).
<b>City</b>	Customer's actual city of business (partial match option).
<b>State/Province</b>	Customer's actual state/province of business.
<b>Country</b>	Customer's actual country of business.
<b>Postal Code</b>	Customer's actual postal code of business.
<b>Phone Number</b>	Customer's phone number.
<b>Expiration Date</b>	Search within a range of Expiration Dates. Use the calendar icon to assist with the entry of dates.
<b>Last Maintained Date</b>	Search within a range of Last Maintained Dates. Use the calendar icon to assist with the entry of dates.
<b>Include Active Records Only</b>	Search for records that are currently active.

## Searching for Existing Customer Records

Field	Description
<b>REN Flag</b>	Search for the existence of CIF numbers assigned to a patron group or docket.
<b>SCRS Flag</b>	Search for the existence CIF numbers that have associated SCRS records.

3. Select the **Search** button to initiate a search based on the provided search criteria. The Customer Search Results page is displayed (see Exhibit 6).

### Exhibit 6. Customer Search Results

**Location Search**

**Results**

Rows returned for search criteria: 27

CIF ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date	Expiration Date
00002842737	A LUNDY'S PREMIUM STANDARD INC	424 E RAILROAD ST	CLINTON	NC	03-28-2016	12-31-9999
00024502122	BJ WILLIAMSON INC	820 ELIZABETH ST	CLINTON	NC	02-14-1996	12-31-9999
00A00110664	CLINTON TERMINAL RAILROAD CO	200 W RAILROAD ST	CLINTON	NC	10-26-2015	12-31-9999
00050405125	CLINTON TRUCK & TRACTOR CO	107 NE BLVD	CLINTON	NC	02-14-1996	12-31-9999
00024500076	DAUGHTRY N L FERTILIZER CO	621 LISBON ST	CLINTON	NC	02-14-1996	12-31-9999
00029715898	DIVERSIFIED RECYCLING & WASTES	100A FONTANA ST	CLINTON	NC	05-30-2000	06-29-2020
00A00148164	DIVERSIFIED RECYCLING & WASTES	100A FONTANA ST	CLINTON	NC	06-29-2020	12-31-9999
00196692557	DUBOSE INDUSTRIES INC	825 INDUSTRIAL DR	CLINTON	NC	04-11-2005	12-31-9999
00003192721	DUBOSE STRAPPING INC	906 INDUSTRIAL DR	CLINTON	NC	02-14-1996	09-24-2018
00A00134314	DUBOSE STRAPPING INC	906 INDUSTRIAL DR	CLINTON	NC	09-24-2018	11-06-2018
00626091938	DUBOSE STRAPPING INC	906 INDUSTRIAL DR	CLINTON	NC	10-29-2018	12-31-9999
00088568134	GARLAND FARM SUPPLY INC	1209 LISBON ST	CLINTON	NC	02-14-1996	12-31-9999
00964790794	NUTRIEN AG SOLUTIONS INC	345 PUGH RD	CLINTON	NC	10-26-2006	04-30-2020
00789578176	NUTRIEN AG SOLUTIONS INC	345 PUGH RD	CLINTON	NC	04-27-2020	12-31-9999
00809342350	PRESTAGE FARMS INC	735 MOLTENVILLE RD	CLINTON	NC	10-01-2012	12-31-9999

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4. Continue with one of the following steps:
  - Select the hyperlink of a CIF ID to view the complete details of the record. The CIF Details page is displayed (see Working with Location Details on page 19).
  - Select the **Print** button to print the search results.
  - Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see Performing Batch Uploads on page 69 for more information).
  - Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 51).

## Searching for Sub-locations

A sub-location is a specific place within a customer's primary location (i.e., not the main corporate name, address, or billing location for a customer). Sub-locations are assigned under the Primary CIF number and are categorized by assigning a specific number for sub-location type. Sub-location numbers are assigned by Railinc and are not registered at D&B.

This search only returns sub-location records that match all of the specified criteria.

Use the following procedure to search for sub-locations:

1. From the application menu, select the **Customer** menu item and then select **Search**. The default Location Search page is displayed. Select **Sub-location** to display the Sub-location Search page (see Exhibit 7).

**Exhibit 7. Sub-location Search**

Enter your search criteria in the input fields (see Exhibit 8).

**Exhibit 8. Sub-location Search Fields**

Field	Description
<b>CIF ID</b>	Unique 9-digit ID referencing a customer in CIF; either alpha numeric or all numeric.
<b>Sub-location ID</b>	Must be a 4-digit number. Allowed sub-location ID Ranges: (BT) Bill To Location      7000 – 7999 (DA) Delivery Address      8000 – 8999 (DB) Doing Business As    9000 – 9499 and 9700 – 9999 (TR) Tradestyle Name      9500 – 9599

## Searching for Existing Customer Records

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Field	Description
<b>Name</b>	Name of the business (partial match option)
<b>Sub-location Type</b>	Valid sub-location types are: <b>BT</b> – Bill To <b>DA</b> – Delivery Address <b>DB</b> – Doing Business As <b>TR</b> – Tradestyle (For Railinc purposes only)
<b>HQ Indicator</b>	Drop-down list to indicate whether the location is a branch, headquarters, or a single location.
<b>Tran Type</b>	Search by the type of CIF database transaction.
<b>City</b>	Customer’s actual city of business (partial match option).
<b>State/Province</b>	Customer’s actual state/province of business.
<b>Country</b>	Customer’s actual country of business.
<b>Postal Code</b>	Customer’s actual postal code of business.
<b>Expiration Date</b>	Search within a range of Expiration Dates. Use the calendar icon to assist with the entry of dates.
<b>Last Maintained Date</b>	Search within a range of Last Maintained Dates. Use the calendar icon to assist with the entry of dates.
<b>REN Flag</b>	Search for the existence of CIF numbers assigned to a patron group or docket.
<b>SCRS Flag</b>	Search for the existence CIF numbers that have associated SCRS records.
<b>Address Codes/Type</b>	Search according to the address line of a DB or BT sub-location.
<b>Address</b>	Search according to address details of a DA sub-location.
<b>Include Active Records Only</b>	Search for records that are currently active.

2. Select the **Search** button to initiate a search based on the provided search criteria. The Sub-location Search Results page is displayed (see Exhibit 9).

### Exhibit 9. Sub-location Search Results

Sublocation Search

Results

Rows returned for search criteria: 155

CIF ID	Subloc ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date
00122112394	9901	UNION EQUITY DIV				02-14-1996
00081327822	9901	UNION CARBIDE CHEMICALS & PL				06-07-2006
00A00051056	9000	UNIONTOWN GRAIN ELEVATOR				05-29-2007
00006968655	9902	UNION ELECTRIC CO				05-14-2004
00069998078	9000	UNION CARBIDE CORP				10-06-2011
00616388898	9903	UNION CARBIDE CORP				10-02-2007
00037794716	9000	UNION STEEL AMERICA CO				03-18-2004
00249065392	9901	UNION CARBIDE ETHYLENE OXIDE GLYCOL				06-21-2001
00249065392	9901	UNION CARBIDE CANADA LTD				06-11-1997
00249065392	9903	UNION CARBIDE ETHYLENE OXIDE/GLYCOL				03-26-1999
00249065392	9904	UNION CARBIDE CORP				07-11-2003
00103261087	9901	UNION AIR TRANSPORT				10-11-1996
00127757482	9901	UNION PACIFIC CORPORATION				02-14-1996
00006903199	9903	UNION SALVAGE				02-14-1996
00557413742	9000	UNION CAMP CORP				05-21-2007

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### 3. Continue with one of the following steps:

- Select the hyperlink of a CIF ID to view the details of that CIF record. The Sub-location Details page is displayed (see Working with Sub-location Details on page 45).
- Select the **Print** button to print the search results.
- Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see Performing Batch Uploads on page 69 for more information).
- Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 51 for more information).

## Searching for Independent Locations and Sub-locations

This search returns all location and sub-location records that independently match all the fields specified in the search request. For example, you could use this search if you wanted to search for “Dow Chemical” and independent sub-locations that also match that criteria.

Use the following procedure to search for independent location and sub-location records:

1. From the application menu, select the **Customer** menu item and then select **Search**. The default Location Search page is displayed. Select **Independent Location & Sub-location** to display the Independent Location & Sub-location Search page (see Exhibit 10).

**Exhibit 10. Independent Location & Sub-location Search**

2. Enter your search criteria in the input fields (see Exhibit 11).

**Exhibit 11. Independent Location & Sub-location Search Fields**

Field	Description
<b>CIF ID</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Name</b>	Name of the business (partial match option)
<b>HQ Indicator</b>	Drop-down list to indicate whether the location is a branch, headquarters, or a single location.
<b>Tran Type</b>	Search by the type of CIF database transaction.
<b>REN Flag</b>	Search for the existence of CIF numbers assigned to a patron group or docket.
<b>SCRS Flag</b>	Search for the existence CIF numbers that have associated SCRS records.
<b>Include Active Records Only</b>	Search for records that are currently active.

3. Select the **Search** button to initiate a search based on the provided search criteria. The Independent Location & Sub-location Search Results page is displayed (see Exhibit 12).

### Exhibit 12. Independent Location & Sub-location Search Results

Independent Location & Sublocation Search

Results

Rows returned for search criteria: 45

CIF ID	Subloc ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date	Expiration Date
00A00073335		DOW CHEMICAL	10 S ELECTRIC ST	WEST ALEXANDRIA	OH	01-14-2011	12-31-9999
00A00074116		DOW CHEMICAL CANADA INC	PRENTISS SITE	RED DEER	AB	02-02-2011	12-31-9999
00201788366		DOW CHEMICAL CANADA ULC	3025 NOTRE DAME PLANT 56	TROIS-RIVIERES	PQ	01-21-2003	12-31-9999
00A00033625		DOW CHEMICAL CANADA ULC	1 WESTMOUNT SQ STE 300	MONTREAL	PQ	04-28-2006	12-31-9999
00A00049854		DOW CHEMICAL CANADA ULC	980 ADELAIDE ST S	LONDON	ON	11-27-2006	12-31-9999
00200858033		DOW CHEMICAL CANADA ULC	HWY 15 BLDG 248	FORT SASKATCHEWAN	AB	02-14-1996	12-31-9999
00249065392		DOW CHEMICAL CANADA ULC	RR 4 STN MAIN HWY 597 & PRENTISS RD	LACOMBE	AB	05-02-1997	12-31-9999
00201489580		DOW CHEMICAL CANADA ULC	215 2 ST SW STE 2400	CALGARY	AB	02-14-1996	12-31-9999
00200473748		DOW CHEMICAL CANADA ULC	18210 109 AVE NW	EDMONTON	AB	11-20-2014	12-31-9999
00243556487		DOW CHEMICAL CANADA ULC	4445 BOUL MARIE VICTORIN	VARENNES	PQ	02-14-1996	12-31-9999
00138604009		DOW CHEMICAL CO	2800 LOOP 197 S	TEXAS CITY	TX	12-18-2015	12-31-9999
00A00076371		DOW CHEMICAL CO	140TH & HALSTED	RIVERDALE	IL	06-28-2011	12-31-9999
00A00085550		DOW CHEMICAL CO	355 HWY 3142 GATE 1	HAHNVILLE	LA	11-22-2012	12-31-9999
00020040036		DOW CHEMICAL CO	106 JIRANI ST	HILLSDALE	MI	03-14-2013	12-31-9999

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#### 4. Continue with one of the following steps:

- Select the hyperlink of a CIF ID to view the details of that CIF record. Depending on the type of record, either the Location Details or the Sub-location Details page is displayed (see [Working with Location Details](#) on page 19 or [Working with Sub-location Details](#) on page 45).
- Select the **Print** button to print the search results.
- Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see [Performing Batch Uploads](#) on page 69 for more information).
- Select the **Download CSV** button  to download the search results to a CSV file (see [Downloading CIF Records](#) on page 51 for more information).

## Searching for Locations and Related Sub-locations

This search returns all location records that match all of the specified criteria and all of their sub-location records that match all the sub-location fields of the search request. For example, if a company is being acquired by another company and changing names, you could use this search to find their locations and all their related sub-locations to change the company name.

Use the following procedure to search for locations and related sub-locations:

1. From the application menu, select the **Customer** menu item and then select **Search**. The default Location Search page is displayed. Select **Location & Related Sub-location** to display the Location & Related Sub-location Search page (see Exhibit 13).

**Exhibit 13. Location & Related Sub-location Search**

2. Enter your search criteria in the input fields (see Exhibit 14).

**Exhibit 14. Location & Related Sub-location Search Fields**

Field	Description
<b>CIF ID</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Name</b>	Name of the business (partial match option).
<b>Tran Type</b>	Search by the type of CIF database transaction.
<b>HQ Indicator</b>	Drop-down list to indicate whether the location is a branch, headquarters, or a single location.
<b>Address</b>	Customer’s actual business street address (partial match option).
<b>City</b>	Customer’s actual city of business (partial match option).
<b>State/Province</b>	Customer’s actual state/province of business.
<b>Country</b>	Customer’s actual country of business.
<b>Postal Code</b>	Customer’s actual postal code of business.
<b>Phone Number</b>	Customer’s phone number.
<b>Include Active Records Only</b>	Search for records that are currently active.
<b>REN Flag</b>	Search for the existence of CIF numbers assigned to a patron group or docket.
<b>SCRS Flag</b>	Search for the existence CIF numbers that have associated SCRS records.

3. Select the **Search** button to initiate a search based on the provided search criteria. The Location & Related Sub-location Search Results page is displayed (see Exhibit 15).

### Exhibit 15. Location & Related Sub-location Search Results

Location & Related Sublocation Search							
Results							
Rows returned for search criteria: 500 + (Please refine search) <input type="button" value="Clear Filters"/> <input type="button" value="Print"/> <input type="button" value="Export for Mass Update"/> <input type="button" value="Download"/>							
CIF ID	Subloc ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date	Expiration Date
00A00042477		UNION AGRICOLA CERRO DE EN MEDIO SPR DE RL	AVENIDA CENTRAL NUMERO 3	SALTILLO	CU	04-26-2006	01-15-2016
00A00042931		UNION AGRICOLA REGIONAL DE FRUTICULTORES DE CHIHUAHUA	CALZ 16 DE SEPTIEMBRE Y MARIANO	CUAUHTEMOC	CI	04-28-2006	12-31-9999
00A00067950		UNION AGRICOLA REGIONAL DE PRODUCTORES DE MAIZ AMARILLO ASI COMO OTROS GRANOS Y SEMILLAS D	CARR ALVARO OBREGON KM 28 5	CUAUHTEMOC	CI	02-01-2010	12-31-9999
00811768670		UNION ASOCIACIONES AVICOLAS DEL ESTADO DE SONORA A C	SERDAN Y CALLE 22-75	GUAYMAS	SO	03-09-2000	12-31-9999
00130610678		UNION BAY SPORTSWEAR	21216 72ND AVE S	KENT	WA	02-14-1996	12-31-9999
00012665378		UNION BEER DISTRIBUTORS	1213-65 GRAND ST	BROOKLYN	NY	02-26-1996	12-31-9999
00A00068627		UNION BEVERAGE CO	2600 W 35TH ST	CHICAGO	IL	03-29-2010	12-31-9999
00A00150240		UNION BONDED WAREHOUSE	817 N PINCKNEY ST	UNION	SC	09-26-2020	12-31-9999
00003511573		UNION BONDED WAREHOUSE	817 N PINCKNEY ST	UNION	SC	02-26-1996	09-28-2020
00782873488		UNION CARBIDE CHEMICAL & PLASTICS	2020 DOW CTR	MIDLAND	MI	02-25-2019	12-31-9999

1 to 25 of 501 Page 1 of 1 Go! Page 1 of 21

#### 4. Continue with one of the following steps:

- Select the hyperlink of a CIF ID to view the details of that CIF record. Depending on the type of record, either the Location Details or the Sub-location Details page is displayed (see [Working with Location Details](#) on page 19 or [Working with Sub-location Details](#) on page 45).
- Select the **Print** button to print the search results.
- Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see [Performing Batch Uploads](#) on page 69 for more information).
- Select the **Download CSV** button  to download the search results to a CSV file (see [Downloading CIF Records](#) on page 51 for more information).

## Searching by Alphanumeric Location Records

An alphanumeric location is a location that doesn't have a DUNS number (for example, a new location).

Railinc creates Alphanumeric locations as needed for new locations and then submits them to Dun and Bradstreet for consideration for a DUNS number. You can use this function to find new locations that don't yet have a DUNS number or to find old records that need to be sent to Railinc for updating.

**Note:** This search returns only location records that match all of the specified criteria.

## Searching for Existing Customer Records

Use the following procedure to search by alphanumeric location:

1. From the application menu, select the **Customer** menu item and then select **Search**. The default Location Search page is displayed. Select **Alphanumeric Locations Only** to display the Alphanumeric Locations Search page (see Exhibit 16).

**Exhibit 16. Alphanumeric Locations Search**

2. Enter your search criteria in the input fields (see Exhibit 17).

**Exhibit 17. Alphanumeric Locations Only Search Fields**

Field	Description
<b>Name</b>	Name of the business (partial match option).
<b>Tran Type</b>	Search by the type of CIF database transaction.
<b>Address</b>	Customer's actual business street address (partial match option).
<b>City</b>	Customer's actual city of business (partial match option).
<b>State/Province</b>	Customer's actual state/province of business.
<b>Country</b>	Customer's actual country of business.
<b>Postal Code</b>	Customer's actual postal code of business.
<b>Phone Number</b>	Customer's phone number.
<b>Expiration Date</b>	Search within a range of Expiration Dates. Use the calendar icon to assist with the entry of dates.
<b>Last Maintained Date</b>	Search within a range of Last Maintained Dates. Use the calendar icon to assist with the entry of dates.
<b>Include Active Records Only</b>	Search for records that are currently active.
<b>REN Flag</b>	Search for the existence of CIF numbers assigned to a patron group or docket.

## Searching for Existing Customer Records

Field	Description
SCRS Flag	Search for the existence CIF numbers that have associated SCRS records.

- Select the **Search** button to initiate a search based on the provided search criteria. The Alphanumeric Locations Search Results page is displayed (see Exhibit 18).

### Exhibit 18. Alphanumeric Locations Search Results

Alphanumeric Locations Search							
Results							
Rows returned for search criteria: 137 <input type="button" value="Clear Filters"/> <input type="button" value="Print"/> <input type="button" value="Export for Mass Update"/> <input type="button" value="Download"/>							
CIF ID	Subloc ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date	Expiration Date
00A00042477		UNION AGRICOLA CERRO DE EN MEDIO SPR DE RL	AVENIDA CENTRAL NUMERO 3	SALTILLO	CU	04-28-2006	01-15-2016
00A00042931		UNION AGRICOLA REGIONAL DE FRUTICULTORES DE CHIHUAHUA	CALZ 16 DE SEPTIEMBRE Y MARIANO	CUAUHTEMOC	CI	04-28-2006	12-31-9999
00A00067950		UNION AGRICOLA REGIONAL DE PRODUCTORES DE MAIZ AMARILLO ASI COMO OTROS GRANOS Y SEMILLAS D	CARR ALVARO OBREGON KM 28 5	CUAUHTEMOC	CI	02-01-2010	12-31-9999
00A00068627		UNION BEVERAGE CO	2600 W 35TH ST	CHICAGO	IL	03-29-2010	12-31-9999
00A00150240		UNION BONDED WAREHOUSE	817 N PINCKNEY ST	UNION	SC	09-28-2020	12-31-9999
00A00046398		UNION CARBIDE CORP	120 RIVERSIDE PLZ	CHICAGO	IL	04-28-2006	12-31-9999
00A00049535		UNION CARBIDE CORP	19500 MARINER AVE	TORRANCE	CA	10-23-2006	12-31-9999
00A00049537		UNION CARBIDE CORP	820 GESSNER RD STE 600	HOUSTON	TX	10-23-2006	12-31-9999
00A00080082		UNION CARBIDE CORP	2326 LONGNECKER	GARLAND	TX	02-24-2012	12-31-9999
00A00056069		UNION CARBIDE CORP	STATE RTE 25	INSTITUTE	WV	09-29-2008	03-16-2021
00A00139607		UNION CARBIDE CORP	2007 AUSTIN ST	MIDLAND	MI	04-18-2019	05-27-2019

- Continue with one of the following steps:
  - Select the hyperlink of a CIF ID to view the details of that CIF record. Depending on the type of record, either the Location Details or the Sub-location Details page is displayed (see [Working with Location Details](#) on page 19 or [Working with Sub-location Details](#) on page 45).
  - Select the **Print** button to print the search results.
  - Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see [Performing Batch Uploads](#) on page 69 for more information).
  - Select the **Download CSV** button  to download the search results to a CSV file (see [Downloading CIF Records](#) on page 51 for more information).

# Working with Location Details

Once you have performed a search for existing customer records and selected the hyperlink of a CIF from the search results as described in Searching for Existing Customer Records on page 6, either the Location Details page or the Sub-location Details page is displayed, depending on the type of record.

This section describes tasks you can perform from the Location Details page (see Exhibit 19). See Working with Sub-location Details on page 45 for more information about the Sub-location Details page.

**Exhibit 19. Location Details**

Location Details

← Back
⌂ Prev
11
Next →

Copy Record
Edit/Change
Expire
More Actions

**Customer Information**

CIF ID:	00040027187	<b>Primary Location - Active</b>
Customer Name:	84 LUMBER COMPANY LP	
SPI:		
Physical Address:	Mailing Address:	
Address 1: 6301 OLD WAKE FOREST RD Address 2: Address 3: City: RALEIGH County: WAKE State/Province: NC Country: US Postal Code: 27616	Address 1: 6301 OLD WAKE FOREST RD Address 2: Address 3: City: RALEIGH County: WAKE State/Province: NC Country: US Postal Code: 27616	
Phone Number:	9198726984	

**Additional Information**

FS Flag:	Y	HQ Indicator:	BR
Tax ID Code:		Tax ID Number:	
Immediate Parent:	<a href="#">00610953614</a>	REN Flag:	N
Ultimate Parent:	<a href="#">00610953614</a>	SCRS Flag:	Y
Domestic Parent:	<a href="#">00610953614</a>	Sub-location Ind.:	Y
Business Status:		Alpha:	
Merge CIF ID:		Media Source:	W
Maintenance Code:		Information Source:	S
Transaction Type:	CA	Worker ID:	TERRYCAU
Data Source:	A	Expiration Date:	12-31-9999
LDM:	08-25-2016 12:00:12		
Effective Date:	02-14-1996		
PV:	12-31-9999 00:00:00		
Comments:	8/25/16-UPDATED MAILING ADDRESS.		
417 Waybill LDM:	01-22-2021	Original Requestor ID:	
Waybill Usage Counter:	522	Requestor ID for LDM:	RAIL

**Note:** When you use functions to change a record, you are actually submitting a maintenance request to change the record. Your request may be handled automatically through CIF system logic, or it may be handled manually by Railinc staff.

- If you submit a web request, you are only notified via email if your change request is rejected.
- If you send in an EDI change request, it is either accepted in the database or rejected with no update performed. For accepted changes, Railinc sends a maintenance response. For accepted maintenance responses, Railinc also sends distribution messages to all CIF EDI subscribers. For rejected changes, an EDI 838 Reject message is sent – either programmatically on inbound requests, or manually by the Railinc staff.

You can perform the following tasks from the Location Details page:

Copy CIF Records	Copy an existing CIF record and create a new record based on the information in the first record. See Copying CIF Records on page 21 for more information.
Edit/Change CIF Records	Modify the information in an existing CIF record. See Editing/Changing CIF Records on page 24 for more information.
Expire CIF Records	Change the status of an active CIF record to “expired”. See Expiring CIF Records on page 29 for more information.
Reinstate Expired Records	Change the status of an expired CIF record to “active”. See Reinstating Expired Location Records on page 33 for more information.
View CIF Record Hierarchy	View the parent/child relationship of CIF records. See Viewing CIF Record Hierarchy on page 37 for more information.
Add Sub-locations	Create a new sub-location for an existing location record. See Adding Sub-locations on page 38 for more information.
View Sub-locations	View the sub-locations associated with a location record. See Viewing Sub-locations on page 44 for more information.
Work with Sub-location Details	Perform tasks associated with sub-locations. See Working with Sub-location Details on page 45 for more information.
View the Location History	View the history of changes for a location. See Viewing the Location History on page 47 for more information.
Resend CIF Records	Sends the location and all related sub-location records to all of the railroads that receive EDI updates. See Resending CIF Records on page 49 for more information.
Compare CIF and D&B Records	Displays a comparison page for the CIF record and Dun & Bradstreet information. See Comparing CIF and D&B Records on page 50 for more information.
Print Location Details	Print detailed information for a location. See Printing Location Details on page 50 for more information.

# Copying CIF Records

You may want to copy a record to create a new location record that is similar to the current record. Railinc also uses this function to convert an alphanumeric record to a D&B-backed location record.

Use the following procedure to copy an existing CIF record and add a new location based on that record:

1. From the Location Details page, select the **Copy Record** button. The Add Location page is displayed and is pre-populated with information from the copied location (see Exhibit 20).

**Exhibit 20. Add Location (for Copy Record)**

Validate
 Submit

**Customer Information**

CIF ID *	Customer Name *
Alpha: N	84 LUMBER COMPANY LP
Tax ID Code Select One...	Tax ID Number
HQ Indicator *	Name Std Ind
BR - Branch	Y - Yes
Physical Address:	Std Ind
Address 1 *	Address 2
6301 OLD WAKE FOREST RD	
Address 3	City *
	RALEIGH
Country *	State/Province *
WAKE	NC
(US-Only)	
Country *	Postal Code *
US - UNITED STATES	27616
	(US and CA only)
Mailing Address <input type="checkbox"/> Mailing address same as Physical address:	Std Ind
Address 1 *	Y - Yes
6301 OLD WAKE FOREST RD	
Address 3	City *
	RALEIGH
Country *	State/Province *
WAKE	NC
(US-Only)	
Country *	Postal Code *
US - UNITED STATES	27616
	(US and CA only)
Phone Number *	Sub Location *
9198726984	N - No

**Additional Information**

IMM CIF ID *	ULT CIF ID:
00610953614	00610953614
DOM CIF ID:	Merge CIF ID
00610953614	
Tran Type:	Comments:
NE - New Entity	8/25/16-UPDATED MAILING ADDRESS.
Batch ID:	Change Date
412071518	
Expiration Date:	Effective Date:
12-31-9999	04-12-2021
LDM:	417 Waybill LDM:
04-12-2021 19:15:18	01-22-2021
Original Requestor ID:	Waybill Usage Counter:
Requestor ID for LDM:	522
RAIL	

**Requestor Information**

Requestor ID:	Requestor Company:
RAIL	RAILINC CORPORATION
SPI	User Return Key
Maint Code:	Media Source:
A - Add	W - Web/Internet

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2. Make the required changes to the record to identify the new location (see Exhibit 21 for field descriptions). For example, if there is another business at the same location as the copied location, you may only need to modify the Customer Name field with the name of the second business. It is also a good practice to use the SPI field to enter a comment that describes your request. Required fields are identified with an asterisk (\*).

**Exhibit 21. Add Location Fields (for Copy Record)**

Field	Description
<b>Customer Information:</b>	
<b>CIF ID *</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Customer Name *</b>	Name of the business
<b>Alpha</b>	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
<b>Tax ID Code</b>	Qualifier code that identifies if the customer is located in the US, CA, or MX.
<b>Tax ID Number</b>	Tax ID used by the customer of waybills.
<b>HQ Indicator *</b>	Describes the business structure of the CIF location.
<b>Name Std. Ind.</b>	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
<b>Physical Address *</b>	Multiple fields for the customer’s actual business address.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
<b>Mailing Address</b>	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
<b>Phone Number *</b>	Customer’s phone number.
<b>Sub Location *</b>	Identifies whether the record is a sub-location (Y–Yes, N–No).
<b>Additional Information:</b>	
<b>IMM CIF ID *</b>	CIF ID of the immediate parent; the main headquarters location of the record.

Field	Description						
<b>ULT CIF ID</b>	CIF ID of the ultimate parent; the highest level of a given corporation.						
<b>DOM CIF ID</b>	CIF ID of the highest level of the headquarters within the same country.						
<b>Merge CIF ID</b>	CIF ID of a merged “In Error” record. Use this to expire a location and replace it with an existing CIF record. See “Expiring CIF Records” on page 29 for more information.						
<b>Tran Type</b>	Used to describe the type of maintenance performed on a CIF record. ‘NE’ is the only applicable code. <table border="1" data-bbox="696 627 1385 747"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>NE</td> <td>New Entity</td> <td>42</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	NE	New Entity	42
CIF Code	Maintenance Code Description	EDI Code					
NE	New Entity	42					
<b>Comments</b>	General comments entered by Railinc staff.						
<b>Batch ID</b>	Unique identifier assigned when a change request is initiated.						
<b>Change Date</b>	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.						
<b>Expiration Date</b>	Date when the displayed record expires.						
<b>Effective Date</b>	Date when the displayed CIF record was effective.						
<b>LDM</b>	Last date maintenance was performed on this CIF record.						
<b>417 Waybill LDM</b>	Last Date Maintained on 417 Waybill. <i>When copying, this information is copied from the previous record.</i>						
<b>Original Requestor ID</b>	SSO ID of Original Requestor. <i>When copying, this information cannot be changed.</i>						
<b>Waybill Usage Counter</b>	Number of uses on Forward and Store submitted 417 Waybill. <i>When copying, this information is copied from the previous record.</i>						
<b>Requestor ID for LDM</b>	SSO ID of Requestor for the Last Date Maintained. <i>When copying, this information cannot be changed.</i>						
<b>Requestor Information:</b>							
<b>Requestor ID</b>	Marks the request with your company ID.						
<b>Requestor Company</b>	Marks the request with your company name.						
<b>SPI</b>	Allows free-form text to communicate to and from the requestor on a maintenance request.						
<b>User Return Key</b>	Reference identification number supplied by the requestor company on a maintenance request.						

Field	Description
Maint. Code	Displays “A - Add” for an add record request.
Media Source	Displays “W - Web/Internet” for edits initiated using the CIF application.

3. Continue with one of the following steps:
  - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
  - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc.

---

## Editing/Changing CIF Records

You may want to edit or change a record when the existing information is no longer correct.

Use the following procedure to edit a CIF record:

1. From the Location Details page, select the **Edit/Change** button. The Edit Location page is displayed (see Exhibit 22).

**Exhibit 22. Edit Location**

**Edit Location**

Upload Documentation
Hierarchy
Validate
Submit

---

**Customer Information**

CIF ID * 00040027187	Customer Name ** 84 LUMBER COMPANY LP
Alpha: N	
Tax ID Code Select One...	Tax ID Number
HQ Indicator ** BR - Branch	Name Std Ind Y - Yes
<b>Physical Address:</b>	Std Ind Y - Yes
Address 1 ** 6301 OLD WAKE FOREST RD	Address 2
Address 3	City ** RALEIGH
Country * WAKE <small>(US-Only)</small>	State/Province ** NC
Country ** US - UNITED STATES	Postal Code * 27616 <small>(US and CA only)</small>
	Std Ind Y - Yes
<b>Mailing Address</b> <input checked="" type="checkbox"/> Mailing address same as Physical address:	
Address 1 ** 6301 OLD WAKE FOREST RD	Address 2
Address 3	City ** RALEIGH
Country * WAKE <small>(US-Only)</small>	State/Province ** NC
Country ** US - UNITED STATES	Postal Code * 27616 <small>(US and CA only)</small>
Phone Number ** 9198726984	

**Additional Information**

IMM CIF ID * 00610953614	ULT CIF ID: 00610953614
DOM CIF ID: 00610953614	Merge CIF ID
Tier Type * Select One...	
Comments: 8/25/16-UPDATED MAILING ADDRESS.	
Batch ID: 620104527	
Change Date <input type="checkbox"/>	Expiration Date: 12-31-9999
Effective Date: 02-14-1996	LDM: 06-20-2024 10:45:27
417 Waybill LDM: 01-22-2021	Original Requestor ID: Requestor ID for LDM: RAIL
Waybill Usage Counter: 522	

**Requestor Information**

Requestor ID: RAIL	Requestor Company: RAILINC CORPORATION
SPI	User Return Key
Maint Code: C - Change	Media Source: W - Web/Internet

2. Make the necessary changes to the record (see Exhibit 23 for field descriptions). Required fields are identified with an asterisk (\*).

It is a good practice to use the SPI field to enter a comment that describes your requested changes. You can also enter a brief comment to identify supporting documentation (e.g., the types of documents and identifying numbers). The comment is included when you select the “See SPI for documentation” checkbox in the Upload Document popup.

**Exhibit 23. Edit Location Fields**

Field	Description
<b>Customer Information:</b>	
<b>CIF ID *</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Customer Name *</b>	Name of the business
<b>Alpha</b>	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
<b>Tax ID Code</b>	Qualifier code that identifies if the customer is located in the US, CA, or MX.
<b>Tax ID Number</b>	Tax ID used by the customer of waybills.
<b>HQ Indicator *</b>	Describes the business structure of the CIF location.
<b>Name Std. Ind.</b>	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
<b>Physical Address *</b>	Multiple fields for the customer’s actual business address.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
<b>Mailing Address *</b>	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
<b>Phone Number *</b>	Customer’s phone number.
<b>Additional Information:</b>	
<b>IMM CIF ID *</b>	CIF ID of the immediate parent; the main headquarters location of the record.
<b>ULT CIF ID</b>	CIF ID of the ultimate parent; the highest level of a given corporation.
<b>DOM CIF ID</b>	CIF ID of the highest level of the headquarters within the same country.
<b>Merge CIF ID</b>	CIF ID of a merged “In Error” record. Use this to expire a location and replace it with an existing CIF record. See “Expiring CIF Records” on page 29 for more information.

Field	Description																					
<b>Tran Type *</b> <b>(For Edit/Change Only)</b>	Used to describe the type of maintenance performed on a CIF record. <table border="1"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>CL</td> <td>Change of Location</td> <td>43</td> </tr> <tr> <td>CT</td> <td>Change of Telephone number</td> <td>44</td> </tr> <tr> <td>NC</td> <td>Business Name Change</td> <td>4A</td> </tr> <tr> <td>NX</td> <td>Business Name Correction</td> <td>4B</td> </tr> <tr> <td>CA</td> <td>Physical or Mailing address correction</td> <td>4C</td> </tr> <tr> <td>PI</td> <td>Parent Identification Change</td> <td>88</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	CL	Change of Location	43	CT	Change of Telephone number	44	NC	Business Name Change	4A	NX	Business Name Correction	4B	CA	Physical or Mailing address correction	4C	PI	Parent Identification Change	88
CIF Code	Maintenance Code Description	EDI Code																				
CL	Change of Location	43																				
CT	Change of Telephone number	44																				
NC	Business Name Change	4A																				
NX	Business Name Correction	4B																				
CA	Physical or Mailing address correction	4C																				
PI	Parent Identification Change	88																				
<b>Comments</b>	General comments entered by Railinc staff.																					
<b>Batch ID</b>	Unique identifier assigned when a change request is initiated.																					
<b>Change Date</b>	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.																					
<b>Expiration Date</b>	Date when the displayed record expires.																					
<b>Effective Date</b>	Date when the displayed CIF record was effective.																					
<b>LDM</b>	Last date maintenance was performed on this CIF record.																					
<b>417 Waybill LDM</b>	Last Date Maintained on 417 Waybill.																					
<b>Original Requestor ID</b>	SSO ID of Original Requestor.																					
<b>Waybill Usage Counter</b>	Number of uses on Forward and Store submitted 417 Waybill.																					
<b>Requestor ID for LDM</b>	SSO ID of Requestor for the Last Date Maintained.																					
<b>Requestor Information:</b>																						
<b>Requestor ID</b>	Marks the request with your company ID.																					
<b>Requestor Company</b>	Marks the request with your company name.																					
<b>SPI</b>	Allows free-form text to communicate to and from the requestor on a maintenance request. You can use this field when uploading supporting documents (see step 2 above).																					
<b>User Return Key</b>	Reference identification number supplied by the requestor company on a maintenance request.																					
<b>Maint. Code</b>	Displays “C - Change” for a change record request.																					
<b>Media Source</b>	Displays “W - Web/Internet” for edits initiated using the CIF application.																					

**Note:** Select the **Hierarchy** button if you want to view the parent/child relationships associated with the record.

- When you submit a request to modify CIF data such as for a name change or name correction, you must upload supporting documentation with a total weight of 10 points or greater as described in the [CIF Name Verification Matrix](#). Select the **Upload Documentation** button to upload your documentation. The Upload Document popup is displayed (see Exhibit 24).

### Exhibit 24. Upload Document Popup

Upload Document

10 pts of documentation required. Please select documentation types below:

D&B Match	<input type="checkbox"/>	Point total: 0
Secretary of State	<input type="checkbox"/>	
W-9	<input type="checkbox"/>	
Copyrighted Website	<input type="checkbox"/>	
Canada Business License	<input type="checkbox"/>	
BANKS / INSURANCES / REPORTING AGENCIES	▼	
GOVERNMENTAL	▼	
COMPANY ISSUED / VALIDATED	▼	
GOVERNMENT REGULATED	▼	
BOARD OF TRADE / ASSOCIATIONS	▼	
PUBLIC INFORMATION	▼	

Document \*  No file chosen

See SPI for documentation

Supported filetypes for uploading are .doc, .docx, .pdf, and .jpeg). You can select ▼ to the right of the categories to expand them and see additional document types and checkboxes.

### Notes:

- You must upload documents totaling 10 points or greater. Hover your mouse over a document name to see how many points it adds to the total.
  - You can upload one file that contains all the required supporting documents, or you can upload each supporting document file individually.
  - If you entered a comment related to the supporting documentation in the SPI field on the Edit Location page, select the document types on the Upload Document popup, and then select the “See SPI for documentation” checkbox. The comment you entered on the SPI field is added to the popup and the Railinc Product Support team can use this information to evaluate your documentation. Continue with step 5.
- Choose one of the following methods:
    - If you are uploading one file that contains all the required supporting documents, select the checkboxes for all the types of documents that file contains. Once you have selected the checkboxes for documents totaling 10 points or greater, select **Choose File** to locate the document on your computer.

Once you have located the document, select **Add Documentation** to add the document to the list on the right of the popup. Continue with step 5.

- If you are uploading each supporting document file individually, select a checkbox for one of the types of supporting documents and then select **Choose File** to locate the document on your computer. Next, select **Add Documentation** to add the document to the list on the right of the popup. Repeat this process of selecting a checkbox, choosing a file, and adding documentation until the list on the right of the popup is complete and contains documents totaling 10 points or greater. Continue with step 5.
5. When the list on the right totals 10 points or greater, the Done button is activated. Select **Done** to save your changes, close the popup, and return to the Edit Location page.
  6. Continue with one of the following steps:
    - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
    - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc.

---

## Expiring CIF Records

Expiring a CIF record changes its status to “Expired”. You may want to expire a CIF record when a location has gone out of business or the current record should be expired and pointed to a different active CIF record.

Use the following procedure to expire a CIF record:

1. From the Location Details page, select the **Expire** button. The Expire Location page is displayed (see Exhibit 25).

**Exhibit 25. Expire Location**

Hierarchy
Validate
Submit

**Expire Location**

---

**Customer Information**

CIF ID * 00040027187	Customer Name * 84 LUMBER COMPANY LP
Alpha: N	Tax ID Number
Tax ID Code Select One...	Name Std Ind Y - Yes
HO Indicator * BR - Branch	Std Ind Y - Yes

**Physical Address:**

Address 1 * 6301 OLD WAKE FOREST RD	Address 2
Address 3	City * RALEIGH
Country * WAKE <small>(US-Only)</small>	State/Province * NC
Country * US - UNITED STATES	Postal Code * 27616 <small>(US and CA only)</small>
	Std Ind Y - Yes

**Mailing Address**  Mailing address same as Physical address:

Address 1 * 6301 OLD WAKE FOREST RD	Address 2
Address 3	City * RALEIGH
Country * WAKE <small>(US-Only)</small>	State/Province * NC
Country * US - UNITED STATES	Postal Code * 27616 <small>(US and CA only)</small>
	Std Ind Y - Yes

Phone Number \*  
9198726984

---

**Additional Information**

IMM CIF ID * 00610953614	ULT CIF ID: 00610953614
DOM CIF ID: 00610953614	Merge CIF ID
Tran Type * Select One...	
Bus Stat * Select One...	
Comments: 8/25/16-UPDATED MAILING ADDRESS.	
Batch ID: 412084829	
Change Date	Expiration Date: 04-12-2021
Effective Date: 02-14-1996	LDM: 04-12-2021 20:48:29
417 Waybill LDM: 01-22-2021	Original Requestor ID:
Waybill Usage Counter: 522	Requestor ID for LDM: RAIL

---

**Requestor Information**

Requestor ID: RAIL	Requestor Company: RAILINC CORPORATION
SPI	User Return Key
Maint Code: D - Expire	Media Source: W - Web/Internet

2. Use the **Tran Type** drop-down list to select the appropriate transaction type (see the field description in Exhibit 26 for more information).
3. Use the **Bus Stat** drop-down list to select the appropriate business status (see the field description in Exhibit 26 for more information).

## Working with Location Details

Make any other necessary changes to the record (see Exhibit 26 for field descriptions). It is required to use the SPI field to enter a comment that describes your requested changes. Required fields are identified with an asterisk (\*).

**Note:** The Expiration Date sets to the current date once you submit the change.

**Exhibit 26. Expire Location Fields**

Field	Description
<b>Customer Information:</b>	
<b>CIF ID *</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Customer Name *</b>	Name of the business
<b>Alpha</b>	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
<b>Tax ID Code</b>	Qualifier code that identifies if the customer is located in the US, CA, or MX.
<b>Tax ID Number</b>	Tax ID used by the customer of waybills.
<b>HQ Indicator *</b>	Describes the business structure of the CIF location.
<b>Name Std. Ind.</b>	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
<b>Physical Address *</b>	Multiple fields for the customer’s actual business address.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
<b>Mailing Address *</b>	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
<b>Phone Number *</b>	Customer’s phone number.
<b>Additional Information:</b>	
<b>IMM CIF ID *</b>	CIF ID of the immediate parent; the main headquarters location of the record.
<b>ULT CIF ID</b>	CIF ID of the ultimate parent; the highest level of a given corporation.

Field	Description									
<b>DOM CIF ID</b>	CIF ID of the highest level of the headquarters within the same country.									
<b>Merge CIF ID</b>	CIF ID of a merged “In Error” record. Use this to expire a location and replace it with an existing CIF record. See “Expiring CIF Records” on page 29 for more information.									
<b>Tran Type *</b>	Used to describe the type of maintenance performed on a CIF record. <table border="1" data-bbox="699 548 1385 716"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td><b>OB</b></td> <td>Went Out of Business</td> <td>45</td> </tr> <tr> <td><b>ER</b></td> <td>Current CIF Record in Error</td> <td>46</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	<b>OB</b>	Went Out of Business	45	<b>ER</b>	Current CIF Record in Error	46
CIF Code	Maintenance Code Description	EDI Code								
<b>OB</b>	Went Out of Business	45								
<b>ER</b>	Current CIF Record in Error	46								
<b>Bus Stat*</b>	<p><b>O</b> The customer is out of business; no further information is available.</p> <p><b>E</b> The customer appears under an incorrect/invalid customer ID and points to the correct customer ID.</p>									
<b>Comments</b>	General comments entered by Railinc staff.									
<b>Batch ID</b>	Unique identifier assigned when a change request is initiated.									
<b>Change Date</b>	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.									
<b>Expiration Date</b>	Date when the displayed record expires. <b>Note:</b> This date is subject to change once the expiration is completed by Railinc.									
<b>Effective Date</b>	Date when the displayed CIF record was effective.									
<b>LDM</b>	Last date maintenance was performed on this CIF record.									
<b>417 Waybill LDM</b>	Last Date Maintained on 417 Waybill.									
<b>Original Requestor ID</b>	SSO ID of Original Requestor.									
<b>Waybill Usage Counter</b>	Number of uses on Forward and Store submitted 417 Waybill.									
<b>Requestor ID for LDM</b>	SSO ID of Requestor for the Last Date Maintained.									
<b>Requestor Information:</b>										
<b>Requestor ID</b>	Marks the request with your company ID.									
<b>Requestor Company</b>	Marks the request with your company name.									

Field	Description
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request. Completing this field is required when expiring records.
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.
Maint. Code	Displays “D - Expire” for an expire record request.
Media Source	Displays “W - Web/Internet” for edits initiated using the CIF application.

**Note:** Select the **Hierarchy** button if you want to view the parent/child relationships associated with the record.

4. Continue with one of the following steps:
  - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
  - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc. Select the **Back** button to return to the Location Search Results page.

---

## Reinstating Expired Location Records

Reinstating a CIF record changes its status from “Expired” to “Active”. You may want to reinstate a CIF record if a record was expired in error.

Use the following procedure to reinstate an expired CIF record:

1. From the Location Details page, select the **More Actions** button and the select **Reinstate**. The Reinstate Location page is displayed (see Exhibit 27).

**Exhibit 27. Reinstate Location**

Reinstate Location

Hierarchy
Validate
Submit

---

**Customer Information**

CIF ID * 00019428952	Customer Name * A&E DISTRIBUTORS INC
Alpha: N	Tax ID Number
Tax ID Code Select One...	Name Std Ind Y - Yes
HQ Indicator * SL - Single	Std Ind Y - Yes

**Physical Address:**

Address 1 * 89 COMMERCIAL RD	Address 2
Address 3	City * LEOMINSTER
Country * WORCESTER <small>(US-Only)</small>	State/Province * MA
Country * US - UNITED STATES	Postal Code * 01453

**Mailing Address**  Mailing address same as Physical address:

Address 1 * 89 COMMERCIAL RD	Address 2
Address 3	City * LEOMINSTER
Country * WORCESTER <small>(US-Only)</small>	State/Province * MA
Country * US - UNITED STATES	Postal Code * 01453

Phone Number \*  
9785370786

**Additional Information**

IMM CIF ID * 00019428952	ULT CIF ID: 00019428952
DOM CIF ID: 00019428952	Tran Type: DO - Removal of Out of Business
Bus Stat: V - V	Comments:
Batch ID: 414094014	Change Date: <input type="text"/>
Effective Date: 02-14-1996	Expiration Date: 12-31-9999
417 Waybill LDM:	LDM: 04-14-2021 09:40:14
Waybill Usage Counter: 0	Original Requestor ID: Requestor ID for LDM: RAIL

**Requestor Information**

Requestor ID: RAIL	Requestor Company: RAILINC CORPORATION
SFI: EXPIRE - OOB NOT F&S 08-2020	User Return Key
Maint Code: R - Reinstate	Media Source: M - Manual Entry

2. Use the **Tran Type** drop-down list to select the appropriate transaction type (see the field description in Exhibit 28 for more information).
3. Use the **Bus Stat** drop-down list to select the appropriate business status (see the field description in Exhibit 28 for more information).
4. Make any other necessary changes to the record (the Expiration Date changes accordingly). See Exhibit 28 for field descriptions. It is a good practice to use the SPI field to enter a

comment that describes your requested changes. Required fields are identified with an asterisk (\*).

**Exhibit 28. Reinstate Location Fields**

Field	Description
<b>Customer Information:</b>	
<b>CIF ID *</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Customer Name *</b>	Name of the business
<b>Alpha</b>	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
<b>Tax ID Code</b>	Qualifier code that identifies if the customer is located in the US, CA, or MX.
<b>Tax ID Number</b>	Tax ID used by the customer of waybills.
<b>HQ Indicator *</b>	Describes the business structure of the CIF location.
<b>Name Std. Ind.</b>	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
<b>Physical Address *</b>	Multiple fields for the customer’s actual business address.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
<b>Mailing Address *</b>	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
<b>Phone Number *</b>	Customer’s phone number.
<b>Additional Information:</b>	
<b>IMM CIF ID *</b>	CIF ID of the immediate parent; the main headquarters location of the record.
<b>ULT CIF ID</b>	CIF ID of the ultimate parent; the highest level of a given corporation.
<b>DOM CIF ID</b>	CIF ID of the highest level of the headquarters within the same country.

Field	Description															
<b>Tran Type</b>	Used to describe the type of maintenance performed on a CIF record. <table border="1" data-bbox="696 342 1383 615"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>DM</td> <td>Delete Merger</td> <td>93</td> </tr> <tr> <td>DB</td> <td>Delete Buyout</td> <td>94</td> </tr> <tr> <td>DO</td> <td>Removal of Out of Business</td> <td>96</td> </tr> <tr> <td>RE</td> <td>Removal of CIF in Error ID</td> <td>95</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	DM	Delete Merger	93	DB	Delete Buyout	94	DO	Removal of Out of Business	96	RE	Removal of CIF in Error ID	95
CIF Code	Maintenance Code Description	EDI Code														
DM	Delete Merger	93														
DB	Delete Buyout	94														
DO	Removal of Out of Business	96														
RE	Removal of CIF in Error ID	95														
<b>Bus Stat</b>	<p><b>D</b> Delete Merger status; customer now active</p> <p><b>L</b> Delete Buyout status; customer now active</p> <p><b>T</b> Remove In Error status; customer now active</p> <p><b>V</b> Remove Out of Business; customer is now active</p>															
<b>Comments</b>	General comments entered by Railinc staff.															
<b>Batch ID</b>	Unique identifier assigned to batch uploaded transactions.															
<b>Change Date</b>	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.															
<b>Expiration Date</b>	Date when the displayed record expires.  <b>Note:</b> This date is subject to change once the reinstatement is completed by Railinc. An expiration date of “12-31-9999” indicates that the record is active.															
<b>Effective Date</b>	Date when the displayed CIF record was effective.															
<b>LDM</b>	Last date maintenance was performed on this CIF record.															
<b>417 Waybill LDM</b>	Last Date Maintained on 417 Waybill.															
<b>Original Requestor ID</b>	SSO ID of Original Requestor.															
<b>Waybill Usage Counter</b>	Number of uses on Forward and Store submitted 417 Waybill.															
<b>Requestor ID for LDM</b>	SSO ID of Requestor for the Last Date Maintained.															
<b>Requestor Information:</b>																
<b>Requestor ID</b>	Marks the request with your company ID.															
<b>Requestor Company</b>	Marks the request with your company name.															
<b>SPI</b>	Allows free-form text to communicate to and from the requestor on a maintenance request.															
<b>User Return Key</b>	Reference identification number supplied by the requestor company on a maintenance request.															

Field	Description
Maint. Code	Displays “R – Reinstate” for a reinstate record request.
Media Source	Displays “M – Manual Entry”.

**Note:** Select the **Hierarchy** button if you want to view the parent/child relationships associated with the record.

- Continue with one of the following steps:
  - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
  - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc. Select the **Back** button to return to the Location Search Results page.

## Viewing CIF Record Hierarchy

You can view the CIF record hierarchy to see the parent/child relationships associated with the record.

Use the following procedure to view the CIF record hierarchy:

- From the Location Details page, select the **More Actions** button and then select **Hierarchy**. The Location Hierarchy page is displayed (see Exhibit 29).

**Exhibit 29. Location Hierarchy**

Location Hierarchy										
										Number of records: 4
										
										
										
Level	HQ Ind	Parent Id	CIF	Name	Address 1	City	State	Country	Zip Code	Phone
Ultimate	HQ	00484573670	00484573670	BUHLER HOLDING AG	BAHNHOFSTRASSE 105	UZWIL	CH	CH	9240	0071955111
Domestic	HQ	00484573670	00078719258	BUHLER US HOLDING INC	13105 12TH AVE N	PLYMOUTH	MN	US	554414509	7638470237
Immediate	HQ	00484573670	00078719258	BUHLER US HOLDING INC	13105 12TH AVE N	PLYMOUTH	MN	US	554414509	7638470237
Customer	HQ	00078719258	00003184108	AEROGLIDE CORP	100 AEROGLIDE DR	CARY	NC	US	27511	9198512000

**Children**  
Current record does not have active children.

- Continue with one of the following steps:
  - Select the **Current Detail** button or a CIF number hyperlink to return to the Location Details page.
  - Select the **Print** button to print the displayed record.
  - Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 51 for more information).

# Adding Sub-locations

You add a sub-location to a record when you need to set up a bill-to location, delivery address, or doing-business-as – DBA name. Adding a sub-location is similar to adding a new location, except that there must already be an active location in order to add a sub-location.

Use the following procedure to create a new sub-location and associate it with an existing location:

1. From the Location Details page, select the **More Actions** button and then select **Add Sub-location**. The Add Sub-location page is displayed and is pre-populated with information from the main location record (see Exhibit 30).

**Exhibit 30. Add Sub-location**

Add Sub-location
→ Next

---

**Customer Information**

CIF ID:	00003184108	SPI
Customer Name:	AEROGLIDE CORP	

---

<b>Physical Address:</b> Address 1: 100 AEROGLIDE DR Address 2: Address 3: City: CARY County: WAKE State/Province: NC Country: US Postal Code: 27511	<b>Mailing Address:</b> Address 1: PO BOX 29505 Address 2: Address 3: City: RALEIGH County: WAKE State/Province: NC Country: US Postal Code: 276260505
--	--

---

**Sub-location Address:**  
 City:  
 County:  
 State/Province:  
 Country:  
 Postal Code:

---

**Additional Information**

Sub-location Type *	Expiration Date: 12-31-9999
Select One...	
Change Date	Effective Date: 04-12-2021
	Last Maintained Date: 04-12-2021 21:36:54
Batch ID: 412093654	User Return Key
Media Source *	Maint Code: SA
W - Web/Internet	
417 Waybill LDM:	Original Requestor ID:
Waybill Usage Counter: 0	Requestor ID for LDM: RAIL

2. Make the required changes to the record to identify the new sub-location (see Exhibit 31 for field descriptions). Required fields are identified with an asterisk (\*). It is a good practice to use the SPI field to enter a comment that describes your requested changes.

**Exhibit 31. Add Sub-location Fields**

Field	Description
<b>Customer Information:</b>	
<b>SPI</b>	Allows free-form text to communicate to and from the requestor on a maintenance request.
<b>Additional Information:</b>	
<b>Sub-location Type *</b>	Valid sub-location types are: <b>DB</b> Doing Business As <b>BT</b> Bill To <b>DA</b> Delivery Address
<b>Change Date</b>	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.
<b>User Return Key</b>	Reference identification number supplied by the requestor company on a maintenance request.

3. Select the **Next** button. The second part of the Add Sub-location page is displayed. The displayed fields differ depending on the Sub-location Type selected.
  - Continue with step 4a for the “DB – Doing Business As” sub-location type.
  - Continue with step 4b for the “BT – Bill To” sub-location type.
  - Continue with step 4c for the “DA – Delivery Address” sub-location type.
4. a. Complete the fields for Adding Sub-locations – Doing Business As (see Exhibit 32).

**Exhibit 32. Add Sub-location (Doing Business As)**

Add Sub-location

Upload Documentation
Validate
Submit

---

**Customer Information**

CIF ID: 00003184108

Customer Name: AEROGUIDE CORP

Doing Business As \*

SPI

Name Std Ind

---

**Physical Address:**

Address 1: 100 AEROGUIDE DR

Address 2:

Address 3:

City: CARY

County: WAKE

State/Province: NC

Country: US

Postal Code: 27511

**Mailing Address:**

Address 1: PO BOX 29505

Address 2:

Address 3:

City: RALEIGH

County: WAKE

State/Province: NC

Country: US

Postal Code: 276260505

---

**Sub-location Address:**

City:

County:

State/Province:

Country:

Postal Code:

---

**Additional Information**

Sub-location Type: DB

Change Date  Expiration Date: 12-31-9999

Effective Date: 06-20-2024

Last Maintained Date: 06-20-2024 11:57:01

Batch ID: 620115701

Media Source \*

417 Waybill LDM: 0

Waybill Usage Counter: 0

User Return Key

Maint Code: SA

Original Requestor ID: RAIL

Requestor ID for LDM: RAIL

Exhibit 33 identifies the fields you should complete when adding a “Doing Business As” sub-location. Required fields are identified with an asterisk (\*). It is a good practice to use the SPI field to enter a comment that describes your request. You can also enter a brief comment to identify supporting documentation when adding a DB sub-location type (e.g., the types of documents and identifying numbers). The comment is included when you select the “See SPI for documentation” checkbox in the Upload Document popup.

**Exhibit 33. Add Sub-location Fields (Doing Business As)**

Field	Description
<b>Customer Information:</b>	
<b>Doing Business As *</b>	Enter the DBA name.
<b>Name Std. Ind.</b>	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
<b>SPI</b>	Allows free-form text to communicate to and from the requestor on a maintenance request. You can use this field when uploading supporting documents as described above.
<b>Additional Information:</b>	
<b>User Return Key</b>	Reference identification number supplied by the requestor company on a maintenance request.

When you submit a request to modify CIF data such as for a name change or name correction, you must upload supporting documentation with a total weight of 10 points or greater as described in the [CIF Name Verification Matrix](#). Select the **Upload Documentation** button to upload your documentation. The Upload Document popup is displayed (see Exhibit 34).

### Exhibit 34. Upload Document Popup

Upload Document

10 pts of documentation required. Please select documentation types below:

D&B Match	<input type="checkbox"/>	Point total: 0
Secretary of State	<input type="checkbox"/>	
W-9	<input type="checkbox"/>	
Copyrighted Website	<input type="checkbox"/>	
Canada Business License	<input type="checkbox"/>	
BANKS / INSURANCES / REPORTING AGENCIES	▼	
GOVERNMENTAL	▼	
COMPANY ISSUED / VALIDATED	▼	
GOVERNMENT REGULATED	▼	
BOARD OF TRADE / ASSOCIATIONS	▼	
PUBLIC INFORMATION	▼	

Document \*  No file chosen

See SPI for documentation

Supported filetypes for uploading are .doc, .docx, .pdf, and .jpeg). You can select ▼ to the right of the categories to expand them and see additional document types and checkboxes.

### Notes:

- You must upload documents totaling 10 points or greater. Hover your mouse over a document name to see how many points it adds to the total.
- You can upload one file that contains all the required supporting documents, or you can upload each supporting document file individually.
- If you entered a comment related to the supporting documentation in the SPI field on the Add Sub-location page, select the document types on the Upload Document popup, and then select the “See SPI for documentation” checkbox. The comment you entered on the SPI field is added to the popup. The Railinc Product Support team can use this information to evaluate your documentation. When the list on the right totals 10 points or greater, the Done button is activated. Select **Done** to save your changes, close the popup, and return to the Add Sub-location page. Continue with step 5.

Choose one of the following methods to upload supporting documentation:

- If you are uploading one file that contains all the required supporting documents, select the checkboxes for all the types of documents that file contains. Once you have selected the checkboxes for documents totaling 10 points or greater, select **Choose File** to locate the document on your computer. Once you have located the document, select **Add Documentation** to add the document to the list on the right of the popup.

When the list on the right totals 10 points or greater, the Done button is activated. Select **Done** to save your changes, close the popup, and return to the Edit Location page. Continue with step 5.

- If you are uploading each supporting document file individually, select a checkbox for one of the types of supporting documents and then select **Choose File** to locate the document on your computer. Next, select **Add Documentation** to add the document to the list on the right of the popup. Repeat this process of selecting a checkbox, choosing a file, and adding documentation until the list on the right of the popup is complete and contains documents totaling 10 points or greater.

When the list on the right totals 10 points or greater, the Done button is activated. Select **Done** to save your changes, close the popup, and return to the Edit Location page. Continue with step 5.

4. b. Complete the fields for Adding Sub-locations – Bill To (see Exhibit 35).

**Exhibit 35. Add Sub-location (Bill To)**

The screenshot shows a web form titled "Add Sub-location". At the top right, there are "Validate" and "Submit" buttons. The form is divided into several sections:

- Customer Information:**
  - CIF ID: 00003184108
  - Customer Name: AEROGUIDE CORP
  - SPI: (empty field)
- Physical Address:**
  - Address 1: 100 AEROGUIDE DR
  - Address 2: (empty)
  - Address 3: (empty)
  - City: CARY
  - County: WAKE
  - State/Province: NC
  - Country: US
  - Postal Code: 27511
- Mailing Address:**
  - Address 1: PO BOX 29505
  - Address 2: (empty)
  - Address 3: (empty)
  - City: RALEIGH
  - County: WAKE
  - State/Province: NC
  - Country: US
  - Postal Code: 276260505
- Sub-location Address:**
  - City \* (dropdown)
  - State/Province \* (dropdown with search icon)
  - Country \* (dropdown with "Select One..." text)
  - Postal Code \* (dropdown with search icon and "(US and CA only)" text)
- Additional Information:**
  - Sub-location Type: BT
  - Name Std Ind: Yes (dropdown)
  - Code/Type: Value
  - Address 1: Address 1 \*
  - Address 2: Address 2
  - Address 3: Address 3
  - Change Date: (calendar icon)
  - Expiration Date: 12-31-9999
  - Effective Date: 04-12-2021
  - Last Maintained Date: 04-12-2021 22:19:22
  - User Return Key: (empty)
  - Batch ID: 412101922
  - Maint Code: SA
  - Media Source \* (dropdown with "W - Web/Internet" text)
  - 417 Waybill LDM: 0
  - Original Requestor ID: RAIL
  - Requestor ID for LDM: RAIL
  - Waybill Usage Counter: 0

Exhibit 36 identifies the fields you should complete when adding a “Bill To” sub-location. It is a good practice to use the SPI field to enter a comment that describes your request.

**Exhibit 36. Add Sub-location Fields (Bill To)**

Field	Description
<b>Customer Information:</b>	
<b>SPI</b>	Allows free-form text to communicate to and from the requestor on a maintenance request.
<b>Sub-location Address</b>	Complete the fields for city, state/province, country, county, and postal code.
<b>Additional Information:</b>	
<b>Address</b>	Use Address Lines 1, 2, and 3 to enter the description of the Bill To address.

4. c. Complete the fields for Adding Sub-locations – Delivery Address (see Exhibit 37).

**Exhibit 37. Add Sub-location (Delivery Address)**

**Add Sub-location**

✓ Validate
Submit

**Customer Information**

CIF ID: 00003184108

Customer Name: AEROGUIDE CORP      SPI

**Physical Address:**

Address 1: 100 AEROGUIDE DR

Address 2:

Address 3:

City: CARY

County: WAKE

State/Province: NC

Country: US

Postal Code: 27511

**Mailing Address:**

Address 1: PO BOX 29505

Address 2:

Address 3:

City: RALEIGH

County: WAKE

State/Province: NC

Country: US

Postal Code: 276260505

**Sub-location Address:**

City \*      State/Province \* Q

Country \*      County

Select One...      Q

Postal Code \*      Q

(US and CA only)

**Additional Information**

Sub-location Type: DA      Name Std Ind: Yes ▼

Code/Type	Value
Address 1:	Address 1 *
Address 2:	Address 2
Address 3:	Address 3

Change Date: 📧      Expiration Date: 12-31-9999

Effective Date: 04-12-2021

Last Maintained Date: 04-12-2021 22:29:57      User Return Key:

Batch ID: 412102957      Maint Code: SA

Web Source \*  
W - Web/Internet ▼

417 Waybill LDM:      Original Requestor ID:  
Waybill Usage Counter: 0      Requestor ID for LDM: RAIL

Exhibit 38 identifies the fields you should complete when adding a “Delivery Address” sub-location. It is a good practice to use the SPI field to enter a comment that describes your request.

**Exhibit 38. Add Sub-location Fields (Delivery Address)**

Field	Description
<b>Customer Information:</b>	
<b>SPI</b>	Allows free-form text to communicate to and from the requestor on a maintenance request.
<b>Sub-location Address</b>	Complete the fields for city, state/province, country, county, and postal code.
<b>Additional Information:</b>	
<b>Address</b>	Use Address Lines 1, 2, and 3 to enter the description of the Delivery address.

- Continue with one of the following steps:
  - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
  - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Sub-location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc.

## Viewing Sub-locations

You can view a list of all the sub-locations associated with a CIF record.

**Note:** Before viewing the sub-location list, you may want to view the hierarchy (see Viewing CIF Record Hierarchy on page 37) to see the relationships of locations and sub-locations.

Use the following procedure to view the sub-location list:

- From the Location Details page, select the **More Actions** button and then select **Sub-locations**. The Sub-location List page is displayed (see Exhibit 39).

**Exhibit 39. Sub-location List**

Sub-Location List						
CIF ID	Customer Name	Address	City	St/Prov	Sub-location ID	Sub-location Name
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	7000	
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	8002	
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	8003	
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	8004	
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9000	TRUSTY COMPENTS INC
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9001	84 LUMBER COMPANY 0201
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9002	EIGHTY FOUR LUMBER CO
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9003	TRUSTY BLDG COMPONENTS INC
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9004	84 LUMBER CO

The Sub-location List page shows all of the sub-locations associated with a particular location. Sub-location IDs in the 7000 series indicate bill-to locations, the 8000 series indicates delivery addresses, and the 9000 series indicates doing-business-as (DBA) names.

**Note:** 7000 and 8000 series sub-location records do not have sub-location names.

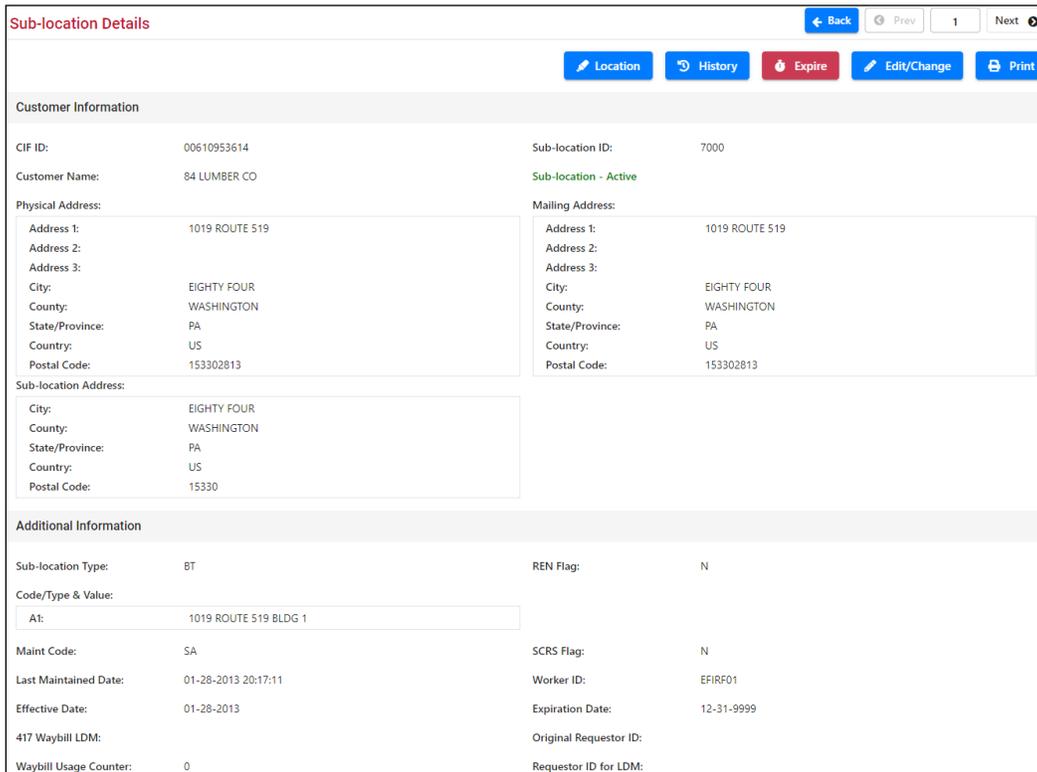
2. Continue with one of the following steps:

- Select a CIF ID hyperlink to view the details for that sub-location record (see Working with Sub-location Details on page 45 for more information).
- Select the **Current Detail** button or a CIF number hyperlink to return to the Location Details page.
- Select the **Print** button to print the displayed record.
- Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 51 for more information).

## Working with Sub-location Details

The Sub-location Details page displays information about sub-locations (see Exhibit 40).

**Exhibit 40. Sub-location Details**



The screenshot displays the 'Sub-location Details' page for a specific record. At the top right, there are navigation buttons: 'Back', 'Prev', '1', and 'Next'. Below these are action buttons: 'Location', 'History', 'Expire', 'Edit/Change', and 'Print'. The page is divided into several sections:

- Customer Information:** Displays CIF ID (00610953614), Customer Name (84 LUMBER CO), and Sub-location ID (7000). The status is 'Sub-location - Active'.
- Physical Address:** Lists Address 1 through 3, City (EIGHTY FOUR), County (WASHINGTON), State/Province (PA), Country (US), and Postal Code (153302813).
- Mailing Address:** Lists Address 1 through 3, City (EIGHTY FOUR), County (WASHINGTON), State/Province (PA), Country (US), and Postal Code (153302813).
- Sub-location Address:** Lists City (EIGHTY FOUR), County (WASHINGTON), State/Province (PA), Country (US), and Postal Code (15330).
- Additional Information:** Displays Sub-location Type (BT), REN Flag (N), Code/Type & Value (A1: 1019 ROUTE 519 BLDG 1), Maint Code (SA), SCRS Flag (N), Last Maintained Date (01-28-2013 20:17:11), Worker ID (EFIRF01), Effective Date (01-28-2013), Expiration Date (12-31-9999), 417 Waybill LDM, Original Requestor ID, and Waybill Usage Counter (0).

Location – returns to the main CIF location record

History – shows the history of the sub-location record

Expire – expires the sub-location

Reinstate – reinstates an expired record (only viewable for expired records)

Edit/Change – enables edits to the sub-location record.

Select one of the following buttons to perform tasks from the Sub-location Details page:

Location	Returns to viewing the main CIF location record.
History	Displays the history of changes for the sub-location. This is similar to viewing location history. See Viewing the Location History on page 47 for more information.
Expire	Changes the status of an active CIF sub-location record to “expired”. This is similar to expiring a CIF location record. See Expiring CIF Records on page 29 for more information.
Reinstate	Changes the status of an expired CIF sub-location record to “active”. This is similar to reinstating a CIF location record. See Reinstating Expired Location Records on page 33 for more information.
Edit/Change	Modifies the information in an existing sub-location record. This is similar to editing/changing a CIF location record. See Editing/Changing CIF Records on page 24 for more information.
Print	Print detailed information for a location. See Printing Location Details on page 50 for more information.

## Viewing the Location History

You can view a history of any changes associated with a CIF record.

Use the following procedure to view the location history:

1. From the Location Details page, select the **More Actions** button and then select **History**. The Location History List page is displayed (see Exhibit 41).

**Exhibit 41. Location History List**

Location History List				
Effective Date: 07-15-1999		Number of records: 7 <input type="button" value="Clear Filters"/> <input type="button" value="Current Detail"/> <input type="button" value="Print"/> <input type="button" value="Download"/>		
Last Maintained Date	Tran Type	Customer Name	Worker ID	Expiration Date
<a href="#">10-26-2020 14:08:16</a>	PI	AEROGLIDE CORP	EFIRF01	12-31-9999
<a href="#">08-28-2008 22:00:23</a>	PI	AEROGLIDE CORP	EFIRF01	12-31-9999
<a href="#">05-29-2007 19:39:43</a>	PI	AEROGLIDE CORP	EFIRF01	12-31-9999
<a href="#">10-26-2001 19:01:04</a>	CA	AEROGLIDE CORP		12-31-9999
<a href="#">08-22-2000 18:32:15</a>	CA	AEROGLIDE CORP		12-31-9999
<a href="#">09-02-1999 18:34:23</a>	PI	AEROGLIDE CORP		12-31-9999
<a href="#">06-08-1999 00:00:00</a>	NE	AEROGLIDE CORP		12-31-9999

1 to 7 of 7 Page 1 of 1

The Location History List page shows a list of transaction dates and the transaction type, which describes the change that occurred during that transaction. You can select a Last Maintained Date hyperlink to see the contents of the record as it existed at that time.

From this page, you can perform the following tasks:

- Select the **Current Detail** button or a CIF number hyperlink to return to the Location Details page.
- Select the **Print** button to print the displayed record.
- Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 51 for more information).

2. Select a Last Maintained Date hyperlink to view the details for a listed Location History record. The Location History Details page is displayed (see Exhibit 42).

**Exhibit 42. Location History Details**

The screenshot displays the 'Location History Details' page. At the top right, there are navigation buttons: 'Back', 'Prev', '2', and 'Next'. Below these are three action buttons: 'History List', 'Current Detail', and 'Print'. The page is divided into three main sections: 'Customer Information', 'Additional Information', and 'Comments'. The 'Customer Information' section includes fields for CIF ID (00003184108), Customer Name (AEROGLIDE CORP), SPI, Physical Address (Address 1: 100 AEROGLIDE DR, Address 2, Address 3, City: CARY, County: WAKE, State/Province: NC, Country: US, Postal Code: 27511), Mailing Address (Address 1: PO BOX 29505, Address 2, Address 3, City: RALEIGH, County, State/Province: NC, Country: US, Postal Code: 276260505), and Phone Number (9198512000). The 'Additional Information' section includes FS Flag, Tax ID Code, Immediate Parent (00482783958), Ultimate Parent (00484573670), Domestic Parent (00003184108), Business Status, Merge CIF ID, Maintenance Code, Transaction Type (PI), Data Source (D), LDM (08-28-2008 22:00:23), Effective Date (07-15-1999), PW (12-31-9999 00:00:00), HQ Indicator (HQ), Tax ID Number, REN Flag (N), SCRS Flag, Sub-location Ind., Alpha, Media Source (P), Information Source (D), Worker ID (EFIRF01), Expiration Date (12-31-9999), Original Requestor ID, and Requestor ID for LDM. The 'Comments' section includes 417 Waybill LDM (04-12-2021) and Waybill Usage Counter (0).

The Location History Details page shows the record contents at a particular point in time.

Continue with one of the following steps:

- Select the **History List** button return to the Location History List page.
- Select the **Current Detail** button or a CIF number hyperlink to return to the Location Details page.
- Select the **Print** button to print the displayed record.
- If available, select the Immediate Parent, Ultimate Parent, or Domestic Parent hyperlink to view details of the associated record.

# Resending CIF Records

Resending CIF records sends the location and all related sub-location records to all of the railroads that receive EDI updates.

Use the following procedure to resend a CIF record:

1. Access the Location Details page (see [Working with Location Details](#) on page 19), select the **More Actions** button and then select **Resend**. The Resend request is processed and the Location Request Submission Confirmation page is displayed (see [Exhibit 43](#)). A copy of the CIF record (including any sub-locations) is generated and distributed to users as an EDI 838 message.

**Exhibit 43. Location Request Submission Confirmation**

✔ Primary validation passed.  
 Secondary validation passed.  
 Re-Transmit Data Request successfully submitted.

Location Request Submission Confirmation
← Back

Print

**Customer Information**

CIF ID: 00003184108	Customer Name: AEROGLIDE CORP
Alpha: N	Tax ID Number:
Tax ID Code:	Name Std Ind: Y
HQ Indicator: HQ	
<b>Physical Address:</b>	
Address 1: 100 AEROGLIDE DR	Address 1: PO BOX 29505
Address 2:	Address 2:
Address 3:	Address 3:
City: CARY	City: RALEIGH
County: WAKE	County: WAKE
State/Province: NC	State/Province: NC
Country: US	Country: US
Postal Code: 27511	Postal Code: 276260505
Phone Number: 9198512000	

**Additional Information**

Immediate Parent: <a href="#">00078719258</a>	Domestic Parent: <a href="#">00078719258</a>
Ultimate Parent: <a href="#">00484573670</a>	Duplicate ID:
Bus Stat: -	Tran Type: RD - Re-Transmit Data
Merge CIF ID:	Reject Code:
Comments:	
Change Date: 04-13-2021	Expiration Date: 12-31-9999
Effective Date: 07-15-1999	
LDM: 04-13-2021 09:39:00	PV Date: 12-31-9999
Change Status: A	Worker ID:
417 Waybill LDM: 04-13-2021	Original Requestor ID:
Waybill Usage Counter: 0	Requestor ID for LDM:

**Requestor Information**

Request ID: 2736679	
Requestor ID: RAIL	
Requestor Company: RAILINC CORPORATION	
SPI: UPDATE HIERARCHY 10-2020	
Maint Code: B - Resend	Media Source: M - Manual Entry
Inf Source: D - Dunn & Bradstreet	Data Source: D - Dunn & Bradstreet
User Return Key:	Batch ID: 413093900

2. Select **Back** to return to the Location Details page.

## Comparing CIF and D&B Records

You can view a comparison page for a CIF record and the corresponding Dun & Bradstreet information. This page is useful for determining if the CIF data and D&B data is in sync and whether or not a change needs to be made (either to CIF or D&B data).

Use the following procedure to compare CIF and D&B data:

1. Access the Location Details page (see [Working with Location Details](#) on page 19), select the **More Actions** button and then select **CIF and D&B Compare**. The CIF and D&B Comparison page is displayed (see Exhibit 44).

**Exhibit 44. CIF and D&B Comparison**

	CIF Information	D&B Number Match	D&B Data Match
CIF ID:	0003184108	003184108	
Customer Name:	AEROGlide CORP	BUHLER AEROGlide CORPORATION	
DBA Name:	Sub-location	AEROGlide	
Physical Address:	Address 1: 100 AEROGlide DR Address 2: Address 3: City: CARY County: WAKE State/Province: NC Country: US Postal Code: 27511	Address 1: 100 AEROGlide DR Address 2: Address 3: City: CARY County: State/Province: NC Country: US Postal Code: 275116900	Address 1: Address 2: Address 3: City: County: State/Province: Country: Postal Code:
Phone Number:	9198512000	9198512000	
LDM:	10-26-2020 14:08:16	04-13-2021 07:08:22	
Expiration Date:	12-31-9999		
Out of Business Indicator:		N	
D&B Change Indicator:			
Immediate Parent:	00078719258	078719258	
Domestic Parent:	00078719258	078719258	
Ultimate Parent:	00484573670	484573670	
Received Date:		10-28-2013 12:12:13	
HQ Indicator:	HQ	HQ	
Bemfab Indicator:			
Match Flag:		1	

The left column contains the CIF data, center column shows the D&B number match (based on the CIF number and the D&B number), and the right column shows the D&B data match (based on the CIF data and the D&B data).

2. Select **Back** to return to the Location Details page.

## Printing Location Details

Depending on contents of the current page, you can print a list of CIF records or the details of those records.

From any page containing a Print button (for example, the Customer Search Results page, Location Details, or the Location Hierarchy page), simply select the **Print** button to print the contents of the page.

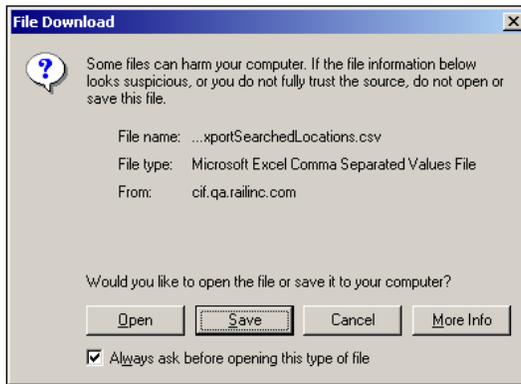
## Downloading CIF Records

You can download (export) CIF records to a comma separated values (CSV) file. You can then work with the records using a third-party tool, such as Microsoft Excel, or some other spreadsheet or database tool.

Use the following procedure to download a CIF record:

1. From any page containing the **Download CSV** button  button (e.g., the Customer Search Results page or the Location Hierarchy page), select the **Download CSV** button . Depending on your browser, the downloaded file may be displayed at the bottom of your browser window or the File Download pop-up may be displayed (see Exhibit 45).

**Exhibit 45. File Download**



2. If the file is displayed at the bottom of your browser window, select it to open the downloaded CSV file in your spreadsheet application (e.g., Microsoft Excel).

If the File Download pop-up is displayed, select the **Open** button to view the downloaded CSV file in your spreadsheet application (e.g., Microsoft Excel) (see Exhibit 46).

**Note:** If you do not have Microsoft Excel, refer to the [Railinc UI Dictionary](#) for information about downloading a free Excel Viewer).

**Exhibit 46. Viewing CIF Records Using Excel**

Level	HQ Ind	Parent Id	CIF	Name	Address 1	City	State	Country	Zip Code	Phone
Ultimate	HQ	484573670	484573670	BUHLER HOLDING AG	BAHNHOFSTRASSE 105	UZWIL	CH	CH	9240	71955111
Domestic	HQ	484573670	78719258	BUHLER US HOLDING INC	13105 12TH AVE N	PLYMOUTH	MN	US	554414509	7638470237
Immediate	HQ	484573670	78719258	BUHLER US HOLDING INC	13105 12TH AVE N	PLYMOUTH	MN	US	554414509	7638470237
Customer	HQ	78719258	3184108	AEROGLIDE CORP	100 AEROGLIDE DR	CARY	NC	US	27511	9198512000

3. Use a third-party tool (e.g., Excel or some other program) to work with the downloaded data.

# Adding CIF Records

You can add a new CIF location record when you need to work with a customer that is not already in CIF (for example, they may have never before done business with a railroad).

Use the following procedure to create a new location record:

1. From the application menu, select the **Customer** menu item and then select **Add**. The Add Location page is displayed (see Exhibit 47).

**Exhibit 47. Add Location**

Add Location

Upload Documentation
Validate
Submit

---

Customer Information

CIF ID *	Customer Name * *
Alpha: N	Tax ID Number
Tax ID Code Select One...	Name Std Ind Y - Yes
HQ Indicator * * Select One...	Std Ind Y - Yes

Physical Address:

Address 1 * *	Address 2
Address 3	City * *
Country * <small>(US-Only)</small>	State/Province * *
Country * * US - UNITED STATES	Postal Code * <small>(US and CA only)</small>
Mailing Address <input type="checkbox"/> Mailing address same as Physical address:	Std Ind Y - Yes
Address 1 * *	Address 2
Address 3	City * *
Country <small>(US-Only)</small>	State/Province * *
Country * * US - UNITED STATES	Postal Code * <small>(US and CA only)</small>
Phone Number * *	Sub Location * * N - No

Additional Information

IMM CIF ID *	ULT CIF ID:
DOM CIF ID:	Merge CIF ID
Tran Type: NE - New Entity	Comments:
Batch ID: 61113314	Change Date
Effective Date: 06-11-2024	Expiration Date: 12-31-9999
417 Waybill LDM:	LDM: 06-11-2024 11:33:14
Waybill Usage Counter:	Original Requestor ID:
Requestor Information	Requestor ID for LDM:
Requestor ID: RAIL	Requestor Company: RAILINC CORPORATION
SPI	User Return Key
Maint Code: A - Add	Media Source: W - Web/Internet

## Adding CIF Records

2. Make the required changes to the record to identify the new location (see Exhibit 48 for field descriptions). It is also a good practice to use the SPI field to enter a comment that describes your request. Required fields are identified with an asterisk (\*).

**Exhibit 48. Add Location Fields**

Field	Description
<b>Customer Information:</b>	
<b>CIF ID *</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Customer Name *</b>	Name of the business
<b>Alpha</b>	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
<b>Tax ID Code</b>	Qualifier code that identifies if the customer is located in the US, CA, or MX.
<b>Tax ID Number</b>	Tax ID used by the customer of waybills.
<b>HQ Indicator *</b>	Describes the business structure of the CIF location.
<b>Name Std. Ind.</b>	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
<b>Physical Address *</b>	Multiple fields for the customer’s actual business address.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
<b>Mailing Address *</b>	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
<b>Std. Ind.</b>	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
<b>Phone Number *</b>	Customer’s phone number.
<b>Sub-location *</b>	Requests a sub-location at the same time the location request is submitted (Y–Yes, N–No).
<b>Additional Information:</b>	
<b>IMM CIF ID *</b>	CIF ID of the immediate parent; the main headquarters location of the record.
<b>ULT CIF ID</b>	CIF ID of the ultimate parent; the highest level of a given corporation.
<b>DOM CIF ID</b>	CIF ID of the highest level of the headquarters within the same country.
<b>Merge CIF ID</b>	CIF ID of a merged “In Error” record. Use this to expire a location and replace it with an existing CIF record. See “Expiring CIF Records” on page 29 for more information.

## Adding CIF Records

Field	Description						
<b>Tran Type *</b>	Used to describe the type of maintenance performed on a CIF record. 'NE' is the only applicable code. <table border="1" data-bbox="516 323 1203 428"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>NE</td> <td>New Entity</td> <td>42</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	NE	New Entity	42
CIF Code	Maintenance Code Description	EDI Code					
NE	New Entity	42					
<b>Comments</b>	General comments entered by Railinc staff.						
<b>Batch ID</b>	Unique identifier assigned when a change request is initiated.						
<b>Change Date</b>	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.						
<b>Expiration Date</b>	Date when the displayed record expires.						
<b>Effective Date</b>	Date when the displayed CIF record was effective.						
<b>LDM</b>	Last date maintenance was performed on this CIF record.						
<b>417 Waybill LDM</b>	Last Date Maintained on 417 Waybill.						
<b>Original Requestor ID</b>	SSO ID of Original Requestor.						
<b>Waybill Usage Counter</b>	Number of uses on Forward and Store submitted 417 Waybill.						
<b>Requestor ID for LDM</b>	SSO ID of Requestor for the Last Date Maintained.						
<b>Requestor Information:</b>							
<b>Requestor ID</b>	Marks the request with your company ID.						
<b>Requestor Company</b>	Marks the request with your company name.						
<b>SPI</b>	Allows free-form text to communicate to and from the requestor on a maintenance request. You can enter a brief comment to identify supporting documentation (e.g., the types of documents and identifying numbers). The comment is included when you select the "See SPI for documentation" checkbox in the Upload Document popup.						
<b>User Return Key</b>	Reference identification number supplied by the requestor company on a maintenance request.						
<b>Maint. Code</b>	Displays "A - Add" for an add record request.						
<b>Media Source</b>	Displays "W - Web/Internet" for edits initiated using the CIF application.						

- When you submit a request to add a CIF location, you must upload supporting documentation with a total weight of 10 points or greater as described in the [CIF Name Verification Matrix](#). Select the **Upload Documentation** button to upload your documentation. The Upload Document popup is displayed (see Exhibit 47).

### Exhibit 49. Upload Document Popup

Supported filetypes for uploading are .doc, .docx, .pdf, and .jpeg). You can select  to the right of the categories to expand them and see additional document types and checkboxes.

#### Notes:

- You must upload documents totaling 10 points or greater. Hover your mouse over a document name to see how many points it adds to the total.
- You can upload one file that contains all the required supporting documents, or you can upload each supporting document file individually.
- If you entered a comment related to the supporting documentation in the SPI field on the Add Location page, select the document types on the Upload Document popup, and then select the “See SPI for documentation” checkbox. The comment you entered on the SPI field is added to the popup and the Railinc Product Support team can use this information to evaluate your documentation. Continue with step 5.

#### 4. Choose one of the following methods:

- If you are uploading one file that contains all the required supporting documents, select the checkboxes for all the types of documents that file contains. Once you have selected the checkboxes for documents totaling 10 points or greater, select **Choose File** to locate the document on your computer.

Once you have located the document, select **Add Documentation** to add the document to the list on the right of the popup. Continue with step 5.

- If you are uploading each supporting document file individually, select a checkbox for one of the types of supporting documents and then select **Choose File** to locate the document on your computer. Next, select **Add Documentation** to add the document to the list on the right of the popup.

Repeat this process of selecting a checkbox, choosing a file, and adding documentation until the list on the right of the popup is complete and contains documents totaling 10 points or greater. Continue with step 5.

5. When the list on the right totals 10 points or greater, the Done button is activated. Select **Done** to save your changes, close the popup, and return to the Add Location page.
6. Continue with one of the following steps:
  - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
  - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc to be verified by the CIF Product Support team ([cif@railinc.com](mailto:cif@railinc.com)).

## Working with the Request Queue

CIF enables you to view submitted maintenance requests (requests for adding new records or updating current records) to see if they have been accepted or rejected by Railinc. You can also query historical request data.

### Viewing Current Requests

Current requests are maintenance requests that have been submitted but not yet accepted or rejected by Railinc.

**Note:** An accepted request does not indicate that the record has been entered into CIF. There may be up to a half hour delay before accepted requests are entered into CIF.

Use the following procedure to search and view current requests:

1. From the application menu, select the **Requests** menu item and then select **Current**. The Request Search page is displayed (see Exhibit 50).

**Exhibit 50. Request Search**

The screenshot shows a 'Request Search' form with the following fields and options:

- Radio buttons for **Location** (selected), **Sub-location**, and **Both**.
- Text input for **CIF ID**.
- Text input for **Name** with a dropdown for **Starts with**.
- Text input for **Assigned To**.
- Text input for **User Return Key**.
- Text input for **Batch ID**.
- Text input for **Requestor ID**.
- Text input for **Request Status** with a dropdown menu showing 'I - Initial'.
- Text input for **Transaction Type** with a dropdown menu.
- Text input for **Assigned** with a dropdown menu.
- Date range for **Request Date** (From To).
- Date range for **Worker ID**.
- Date range for **Last Maintained Date** (From To).
- Text input for **Maint Request ID**.
- Buttons for **Clear** and **Search**.

2. Enter your search criteria in the input fields (see Exhibit 51).

**Exhibit 51. Request Search Fields**

Field	Description
<b>Location, Sub-location, Both</b>	Select the types of maintenance request records to search.
<b>CIF ID</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Name</b>	Name of the customer location.
<b>Assigned To</b>	SSO ID of Railinc Product Support.
<b>User Return Key</b>	Reference identification number supplied by the requestor company on a maintenance request.

Field	Description
<b>Batch ID</b>	Unique identifier assigned when maintenance request is initiated.
<b>Requestor ID</b>	ID of the company that requested maintenance on the record.
<b>Request Status</b>	<p>Accepted      Processed but not completed by the EDI batch process</p> <p>W Status      Accepted but request contains a future effective date</p> <p>Completed      Completed by the EDI batch process</p> <p>From D&amp;B      Returned from investigation</p> <p>Q Status      (Future Effective Date) Request received has future effective date and has not been reviewed by Railinc staff</p> <p>Hold      Failed the EDI batch process</p> <p>Initial      Not reviewed by Railinc staff</p> <p>Pending      Requires further information before request can be approved/rejected</p> <p>Rejected      Manually rejected by Railinc staff</p> <p>Sent to D&amp;B      Requires D&amp;B investigation</p> <p>X Review      Batch requests that fail system edits and require manual research to determine reason for the edit failure</p>
<b>Transaction Type</b>	Used to describe the type of maintenance that was submitted or performed on a CIF record.
<b>Assigned</b>	Indicates whether CIF maintenance requests have been assigned or not assigned by Railinc.
<b>Request Date</b>	Date or date range when the maintenance request was sent.
<b>Worker ID</b>	ID of the Railinc employee who last performed maintenance on the CIF record.
<b>Last Maintained Date</b>	Last date or date range when maintenance was performed on a CIF record.
<b>Maint. Request ID</b>	Unique maintenance number assigned when a request is initiated.

3. Select the **Search** button to initiate a search based on the provided search criteria. The Request Search Results page is displayed (see Exhibit 52).

Exhibit 52. Request Search Results

CIF ID	Sub-location ID	Preferred or DBA Name	Physical Address 1	Physical City	Tran Type	Requestor ID	Request Date	Status
		<a href="#">SEINO LOGIX COMPANY LTD</a>	11 FLR QUEEN'S TOWER A 231 MINATOMI	YOKOHAMA	NE	CPRS	04-12-2021 093321	I - Initial
00079345490					SA	CSXT	03-16-2020 000000	I - Initial
00004423153		AUSTIN SALES LLC			SC	CSXT	03-29-2021 000000	I - Initial
00050506836					SA	CPRS	04-12-2021 093321	I - Initial

4. Continue with one of the following steps:

- Select the hyperlink of a customer name to view the details of that record in the Location Request Details page (see the next step below).
- Select the **Print** button to print the search results.
- Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 51).

- View the details of the selected record. The Location Request Details page is displayed (see Exhibit 53).

**Exhibit 53. Location Request Details**

Location Request Details

[← Back](#)
⌂ Prev
1
Next →

History

---

Customer Information

CIF ID:		Alpha:	N
Name Std Ind:	Y	HQ Indicator:	
Customer Name:	SEINO LOGIX COMPANY LTD	Phone Number:	6306187976
Physical Address:	Std Ind: Y	Mailing Address:	Std Ind: Y
Address 1:	11 FLR QUEEN'S TOWER A 231 MINATOMI	Address 1:	11 FLR QUEEN'S TOWER A 231 MINATOMI
Address 2:	NISHI KU	Address 2:	NISHI KU
Address 3:		Address 3:	
City:	YOKOHAMA	City:	YOKOHAMA
County:		County:	
State/Province:	JP	State/Province:	JP
Country:	JP	Country:	JP
Postal Code:	2206011	Postal Code:	2206011

---

Additional Information

Immediate Parent:	0000000000	REN Flag:	
Ultimate Parent:	0000000000	SCRS Flag:	N
Domestic Parent:	0000000000	Merge CIF ID:	
Comments:		Bus Stat:	
PV Date:	12-31-9999 00:00:00	LDM:	12-31-9999 00:00:00
Effective Date:	04-12-2021	Expiration Date:	12-31-9999
Change Date:	04-12-2021	Tax ID Code:	
Tax ID Number:		Reject Code:	
Duplicate ID:		Change Status:	I
Worker ID:		Tran Type:	NE

---

Requestor Information

Request ID:	2734971	User Return Key:	697464773
Requestor ID:	CPRS	Requestor Company:	CANADIAN PACIFIC RAILWAY
Media Source:	E	Inf Source:	S
Data Source:		DB Status:	
Batch ID:	412093321	SPI:	CPRS See email
Maint Code:	A		

Select **Back** to go back to the Request Search Results page, or use the navigation buttons at the top to view the details for other records in the results list.

You can also select **History** to view any previous requests associated with this record (see “Viewing the Request History” on page 60 for more information).

## Viewing the Request History

You can view completed or historical requests associated with location and/or sub-location records. This search shows records that have already been entered into CIF.

Use the following procedure to search and view historical requests:

- From the application menu, select the **Requests** menu item and then select **History**. The Request History Search page is displayed (see Exhibit 54).

**Exhibit 54. Request History Search**

The screenshot shows a search interface titled "Request History Search". At the top, there are three radio buttons: "Location" (selected), "Sub-location", and "Both". Below this, the search criteria are organized into two columns. The left column includes: CIF ID, Name (with a "Starts with" dropdown), User Return Key, Requestor ID, Transaction Type (dropdown), Request Date (with "To" and calendar icons), Last Maintained Date (with "To" and calendar icons), Address (with "Starts with" dropdown), City (with "Starts with" dropdown), and Country (dropdown with "All" selected). The right column includes: Merge CIF ID, Reject Code, Batch ID, Request Status (dropdown), Maint Request ID, Worker ID, DB Status, and Phone Number (with sub-fields for Area Code, Prefix, and Postfix), and State/Province. At the bottom right, there are "Clear" and "Search" buttons.

2. Enter your search criteria in the input fields (see Exhibit 55).

**Exhibit 55. Request History Search Fields**

Field	Description
<b>Location, Sub-location, Both</b>	Select the types of maintenance request records to search.
<b>CIF ID</b>	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
<b>Name</b>	Name of the customer location.
<b>User Return Key</b>	Reference identification number supplied by the requestor company on a maintenance request.
<b>Requestor ID</b>	ID of the company that requested maintenance on the record.
<b>Merge CIF ID</b>	ID of the CIF record that was expired and pointed to a new record.
<b>Reject Code</b>	The reject reason code entered for a maintenance request.
<b>Batch ID</b>	Unique identifier assigned when maintenance request is initiated.

Field	Description
<b>Request Status</b>	<p>Accepted Processed but not completed by the EDI batch process</p> <p>W Status Accepted but request contains a future effective date</p> <p>Completed Completed by the EDI batch process</p> <p>From D&amp;B Returned from investigation</p> <p>Q Status (Future Effective Date) Request received has future effective date and has not been reviewed by Railinc staff</p> <p>Hold Failed the EDI batch process</p> <p>Initial Not reviewed by Railinc staff</p> <p>Pending Requires further information before request can be approved/rejected</p> <p>Rejected Manually rejected by Railinc staff</p> <p>Sent to D&amp;B Requires D&amp;B investigation</p> <p>X Review Batch requests that fail system edits and require manual research to determine reason for the edit failure</p>
<b>Transaction Type</b>	Used to describe the type of maintenance that was submitted or performed on a CIF record.
<b>Maint. Request ID</b>	Unique maintenance number assigned when a request is initiated.
<b>Request Date</b>	Date or date range when the maintenance request was sent.
<b>Worker ID</b>	ID of the Railinc employee who last performed maintenance on the CIF record.
<b>Last Maintained Date</b>	Last date or date range when maintenance was performed on a CIF record.
<b>DB Status</b>	Dun & Bradstreet status
<b>Address</b>	Customer's actual business street address (partial match option)
<b>City</b>	Customer's actual city of business (partial match option)
<b>State/Province</b>	Customer's actual state/province of business
<b>Country</b>	Customer's actual country of business
<b>Phone Number</b>	Customer's phone number

3. Select the **Search** button to initiate a search based on the provided search criteria. The Request History Search Results page is displayed (see Exhibit 6).

**Exhibit 56. Request History Search Results**

Request History Search

Results

Rows returned for search criteria: 500 + (Please refine search)

CIF ID	Sub-location ...	Preferred or DBA Name	Physical Address 1	Physical City	State/Province	Tran Type	Requestor ID	Request Date	Status
00251742524		<a href="#">WELLTON EXPRESS</a>	249 - 750 STUART	DORVAL	PQ	NE	CPRS	11-20-2000 15:29:59	C - Completed
00004638263		<a href="#">CUMBERLAND</a>	901 W WALNUT ST STE 20	DANVILLE POST	KY	CA	NS	12-01-2000 14:19:30	C - Completed
00253712533		<a href="#">QUEBEC NORTH SHORE &amp; LABRADOR RAILROAD CO</a>	1010 SHERBROOKE STREET W STE 2500	MONTREAL	PQ	NE	ON	11-24-2004 08:38:20	C - Completed
00253711014		<a href="#">DISTRIBUTION TOITURE MAURICIE INE</a>	2907 BLV DAGENAIS	LAVAL	PQ	NE	ON	11-24-2004 13:05:10	C - Completed
00244589180		<a href="#">CANAM STEEL CORP</a>	966 BERLIER	VILLE DE LAVAL	PQ	NX	BNSF	11-24-2004 13:12:15	C - Completed
00045513277		<a href="#">AGRILLANCE LLC</a>	5500 CENEX DR	INVER GROVE	MIN	ER	CPRS	11-24-2004 15:00:14	C - Completed
00A00002015		<a href="#">JR JOHNSON</a>	1240 2A AVE N	LETHBRIDGE	AB	NE	ON	11-24-2004 15:13:29	C - Completed
00252145347		<a href="#">ARALCO CANADA LTD</a>	575 PLAINS RD E UNIT A	BURLINGTON	ON	NE	CPRS	11-24-2004 17:01:05	C - Completed
00253707970		<a href="#">COSTCO WHOLESALE CANADA LTD</a>	2616 91 ST NW	EDMONTON	AB	NE	CPRS	11-25-2004 17:00:09	C - Completed
00254988637		<a href="#">CARGILL LTD</a>	3315 2ND AVE N	LETHBRIDGE	AB	ER	CPRS	11-26-2004 09:00:14	C - Completed

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4. Continue with one of the following steps:
  - Select the hyperlink of a customer name to view the details of that record. The Location History Request Details page is displayed (see the next step below).
  - Select the **Print** button to print the search results.
  - Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 51).
5. View the details of the selected record. The Location History Request Details page is displayed (see Exhibit 57).

**Exhibit 57. Location History Request Details**

Location History Request Details		Back	Prev	9	Next
<b>Customer Information</b>					
CIF ID:	00253707970	Customer Name:	COSTCO WHOLESALE CANADA LTD		
Alpha:	N	DB Status:			
Tax ID Code:		Tax ID Number:			
HQ Indicator:	BR	Name Std Ind:	Y		
Std Ind:	Y	Std Ind:	Y		
<b>Physical Address</b>			<b>Mailing Address</b>		
Address 1:	2616 91 ST NW	Address 1:	2616 91 ST NW		
Address 2:		Address 2:			
Address 3:		Address 3:			
City:	EDMONTON	City:	EDMONTON		
County:		County:			
State/Province:	AB	State/Province:	AB		
Country:	CA	Country:	CA		
Postal Code:	T6N1N2	Postal Code:	T6N1N2		
Phone Number:	7805771200				
<b>Additional Information</b>					
Immediate Parent:	00252875349	Domestic Parent:	00252875349		
Ultimate Parent:	00103391843	Duplicate ID:			
Bus Stat:		Tran Type:	NE		
Merge CIF ID:		Reject Code:			
Comments:					
Change Date:	11-25-2004	Expiration Date:	12-31-9999		
Effective Date:	11-25-2004				
LDM:	12-06-2004 09:45:46	PV Date:	12-31-9999 00:00:00		
REN Flag:		SCRS Flag:	N		
Request Status:	C	Worker ID:	EFJEM01		
Previous Worker ID:	EFJEM01				
Comment Code:					
<b>Requestor Information</b>					
Request ID:	1148917				
Requestor ID:	CPRS				
Requestor Company:	CANADIAN PACIFIC RAILWAY				
SPI:					
Maint Code:	A	Media Source:	E		
Inf Source:	S	Data Source:	S		
User Return Key:	63805659	Batch ID:	1125170009		

6. Select **Back** to go back to the Request History Search Results page, or use the navigation buttons at the top to view the details for other records in the results list.

## Using CIF Reports

CIF reports identify the numbers of CIF requests that occurred over a specified time period for several different methods (automation performed at central site, EDI, manual entry, non-EDI, proactive maintenance, and web/internet). Railinc and the industry use these reports to identify and analyze the types and numbers of CIF records that are submitted to Railinc.

Railinc uses CIF reports to see monthly or date specific reports on how many completed, rejected, or submitted requests have been created by users.

Industry users access CIF reports to identify requests submitted by their company within a specific period of time.

To access CIF reports, select **Reports** from the application menu. The Reports Menu is displayed (see Exhibit 58).

**Exhibit 58. Reports Menu**



Select one of the following report types from the Reports Menu:

- [Completed Requests](#)
- [Rejected Requests](#)
- [Submitted Requests](#)

## Completed Requests

The Completed Requests report shows the number of CIF requests that have been completed over a specified time period. On the Completed Request Report Search Parameters page, select **Date Search Report** and enter a specific date range, or select **Monthly Report** and choose the report months (see Exhibit 59).

**Exhibit 59. Completed Request Report Search Parameters**

A screenshot of the 'Completed Request Report Search Parameters' form. The form has a title 'Completed Request Report Search Parameters' in red. Below the title is a 'Report Title' field with the value 'Completed Request Report'. Underneath is a 'Search Parameters' section. There are two radio buttons: 'Date Search Report' and 'Monthly Report'. The 'Date Search Report' option is selected. To the right of the radio buttons are two date pickers labeled 'From' and 'To'. The 'From' date picker shows 'March' and the year '2021'. The 'To' date picker shows 'March' and the year '2021'. At the bottom right of the form is a blue 'Search' button with a magnifying glass icon.

Select **Search** once you have specified the time period. The Completed Requests report is displayed (see Exhibit 60).

**Exhibit 60. Completed Requests Report**

Completed Request Report ← Back

Print Export

March 2021

Requestor ID's	Add		Change		Expire		Reinstate		Resend	
	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	
<b>RAIL</b>										
Automation performed at Central Site	0	0	0	0	0	0	0	0	0	
EDI	0	0	0	0	0	0	0	0	0	
Manual Entry	0	0	0	0	0	0	0	0	0	
Non-EDI	0	0	0	0	0	0	0	0	0	
Proactive Maintenance	0	0	0	0	0	0	0	0	0	
Web/Internet	0	71	0	2	0	30	0	1	0	
<b>Statistical Totals - Completed Requests</b>										
Total Primary Location Add Completed Requests										0
Total SubLocation Add Completed Requests										71
Total Primary Location Change Completed Requests										0
Total SubLocation Change Completed Requests										2
Total Primary Location Expire Completed Requests										0
Total SubLocation Expire Completed Requests										30
Total Primary Location Reinstate Completed Requests										0
Total SubLocation Reinstate Completed Requests										1
Total Primary Location Resend Requests Completed										0

Print Export

Once the report is displayed, you can choose whether to print or export it to a CSV file.

## Rejected Requests

The Rejected Requests report shows the number of CIF requests that have been rejected over a specified time period. On the Rejected Request Report Search Parameters page, select **Date Search Report** and enter a specific date range, or select **Monthly Report** and choose the report months (see Exhibit 61).

**Exhibit 61. Rejected Request Report Search Parameters**

Rejected Request Report Search Parameters

Report Title  
Rejected Request Report

Search Parameters

Date Search Report      From   To

Monthly Report      March  2021  March  2021

Search

Select **Search** once you have specified the time period. The Rejected Requests report is displayed (see Exhibit 62).

**Exhibit 62. Rejected Request Report**

Rejected Request Report ← Back

Print Export

March 2021

Requestor ID's	Customer Inactive		Duplicate		Info. Updated Prior to Request		No Record Found		Unable to Confirm		No Update Performed		Other	
	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub
<b>RAIL</b>														
Automation performed at Central Site	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EDI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Manual Entry	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-EDI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Proactive Maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web/Internet	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Statistical Totals - Rejected Requests</b>														
Total Rejects for Reason: Customer Is Inactive													0	
Total Rejects for Reason: Duplicate													0	
Total Rejects for Reason: Information Updated Prior to Request													0	
Total Rejects for Reason: No Record Found													0	
Total Rejects for Reason: Unable to Confirm Requested Information													0	
Total Rejects for Reason: No Update Performed, CIF Already Correct													0	
Total Rejects for other reasons													0	

Once the report is displayed, you can choose whether to print or export it to a CSV file.

## Submitted Requests

The Submitted Requests report shows the number of CIF requests that have been submitted over a specified time period. On the Submitted Request Report Search Parameters page, select **Date Search Report** and enter a specific date range, or select **Monthly Report** and choose the report months (see Exhibit 63).

**Exhibit 63. Submitted Request Report Search Parameters**

Submitted Request Report Search Parameters

Report Title  
Submitted Request Report

---

Search Parameters

Date Search Report      From   To

Monthly Report      March  2021  March  2021

Search

Select **Search** once you have specified the time period. The Submitted Requests report is displayed (see Exhibit 64).

**Exhibit 64. Submitted Request Report**

Submitted Request Report [← Back](#)

[Print](#) [Export](#)

March 2021

Requestor ID's	Add		Change		Expire		Reinstate		Resend
	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim
<b>RAIL</b>									
Automation performed at Central Site	0	0	0	0	0	0	0	0	0
EDI	0	0	0	0	0	0	0	0	0
Manual Entry	0	0	0	0	0	0	0	0	0
Non-EDI	0	0	0	0	0	0	0	0	0
Proactive Maintenance	0	0	0	0	0	0	0	0	0
Web/Internet	0	71	0	2	0	30	0	1	0

**Statistical Totals - Submitted Requests**

Total Primary Location Add Requests Submitted	0
Total SubLocation Add Requests Submitted	71
Total Primary Location Change Requests Submitted	0
Total SubLocation Change Requests Submitted	2
Total Primary Location Expire Requests Submitted	0
Total SubLocation Expire Requests Submitted	30
Total Primary Location Reinstate Requests Submitted	0
Total SubLocation Reinstate Requests Submitted	1
Total Primary Location Resend Requests Submitted	0
Total Active Primary Records	317514
Total Active Sublocation Records	67994

[Print](#) [Export](#)

Once the report is displayed, you can choose whether to print or export it to a CSV file.

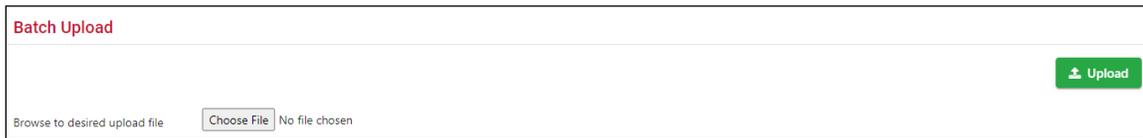
## Performing Batch Uploads

Railinc and industry users can use batch upload to complete a template and upload a large number of new or changed CIF records at once.

The first step in this process is to create a batch upload file. The file must be a Comma Separated Value (CSV) file, which is typically created using Microsoft Excel, and must use a specific format. Refer to the [CIF Batch Upload Layout file](#) to learn the required format for the CSV file to be uploaded.

Once you have created your batch upload file, select **Batch Upload** from the application menu. The Batch Upload page is displayed (see Exhibit 65).

**Exhibit 65. Batch Upload**



The screenshot shows a web interface titled "Batch Upload". It features a large empty rectangular area for file selection. At the bottom left of this area, the text "Browse to desired upload file" is displayed. In the center, there is a button labeled "Choose File" followed by the text "No file chosen". On the right side of the interface, there is a green button with a white upload icon and the text "Upload".

Select **Choose File** to locate the batch upload file containing the records you want to upload, and then select **Upload** to load the records into CIF.

## Viewing the City Alias Table

The City Alias Table defines aliases or “vanity names” for cities. This feature allows commonly-used alternate city names, and alternate spellings/punctuations to be used in CIF.

To view the City Alias Table, select the **Administration** menu item from the application menu and then select **View City Alias Table**. The Master City Alias List page is displayed (see Exhibit 66).

**Exhibit 66. Master City Alias List**

Master City Alias List					
Country Code	State/Province Code	City Name	Vanity City Name	Vanity Indicator	Effective Date
CA	ON	ETOBICOKE	TORONTO	Y	10-02-2007 00:00:00
CA	ON	NORTH YORK	TORONTO	Y	10-02-2007 00:00:00
CA	QC	SAINT-DAMIEN-DE-BUCKLAND	ST DAMIEN	Y	10-28-2010 00:00:00
CA	QC	SAINT-LAURENT	ST LAURENT	Y	02-08-2011 00:00:00
CA	ON	SCARBOROUGH	TORONTO	Y	10-02-2007 00:00:00
CA	NL	ST. JOHN'S	ST JOHNS	Y	10-04-2007 00:00:00
CA	QC	ST-BARNABE-NORD	ST BARNABE NORD	Y	10-02-2007 00:00:00
CA	QC	VAL-D'OR	VAL-DOR	Y	10-02-2007 00:00:00
CA	QC	SALABERRY-DE-VALLEYFIELD	SALABERRY-DE-VALLEY	Y	07-05-2011 00:00:00
CA	AB	RED DEER	PRENTISS	Y	08-09-2011 00:00:00
CA	QC	SAINT-JEAN-SUR-RICHELIEU	SAINT JEAN SUR RICHELIEU	Y	09-20-2011 00:00:00
CA	ON	MISSISSAUGA	PORT CREDIT	Y	12-28-2011 00:00:00
CA	AB	EDMONTON	EAST EDMONTON	Y	01-17-2012 00:00:00
CA	AB	EDMONTON	EDMONTON TFR	Y	01-17-2012 00:00:00
CA	BC	FORT ST. JOHN	FORT ST JOHN	Y	03-08-2012 00:00:00
CA	ON	SAULT STE. MARIE	SAULT STE MARIE	Y	03-20-2012 00:00:00
CA	AB	FORT SASKATCHEWAN	FT SASKATCHEWAN	Y	04-12-2012 00:00:00

To add a new city alias name to this table, send an email request to [CIF@railinc.com](mailto:CIF@railinc.com) containing the country name, state or province name, official city name, and requested alias or vanity city name. Railinc evaluates each request and notifies requestors if and when their request is implemented or rejected.

**Notes:**

- If the City Alias Name appears in the Alias table and the Vanity Indicator is ‘Y’, the record is passed through inbound validation as long as the city, state, county (optional), country, and the first three characters of the zip code match the postal table. If the city, state, county (optional), country, and the first three characters of the zip code do not match the postal table, the inbound CIF request is rejected.
- The CIF record must contain the valid City Name when it is finally sent out in distribution to the rail industry.

## Glossary

**AAR**—Association of American Railroads. The standard setting organization for North America's railroads.

**CIF**—Customer Identification File. Carriers use CIF numbers (CIF IDs) to identify customer locations where price and other contract terms apply; to provide accurate delivery instructions; and to improve shipment reservation, booking, and equipment ordering processes.

**D&B**—Dun & Bradstreet.

**Dun & Bradstreet**—A company that provides a wide variety of information to businesses.

**DUNS Number**—A customer location number assigned by Dun & Bradstreet.

**Location**—A CIF location is any physical location where a customer conducts business. The CIF contains an entry for each customer location. Each location is referenced by a unique CIF Number (CIF ID).

**Matchbook**—A tool provided by Dun & Bradstreet that enables users to look up DUNS numbers.

**SSO**—Single Sign-On. The portal for signing into various Railinc applications.

**Sub-location**—A specific place (logical or physical) within a customer's primary location (i.e., not the main corporate name, address, or billing location for a customer). Sub-locations are assigned the same D&B DUNS number or ALPHA/NUMERIC (nine digit) as the primary location and a unique +4 number. Sub-location numbers are assigned by Railinc and are not registered at D&B.

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