Agenda

- Exceptions Overview and Process Updates

- Electronic Exception Process

- SSO Permissions

- Viewing Invoice Exception and CBA Files

- Appendix Y and Documentation Updates

- Procedures Manual/Price Master/AAR Manuals/User Guide

- Tips and Tricks

AAR Rules Regarding Exception

AAR Office Manual Rule 112.H governs exceptions

- The AAR Office Manual will have the most complete and up-to-date information. Always defer to the Office Manual if you see conflicting documentation.
- The Railinc CRB Procedures Manual Appendix Y includes important excerpts from the AAR Office Manual.

AAR Rules Regarding Exception

Exceptions are defined as:

"A disagreement with a BRC line item, or to an entire BRC, that is brought to the attention of the Billing Party by the Billed Party. Billing exceptions may include, but are not limited to, such issues as incorrect car initials/numbers, incorrect repair dates, incorrect pricing, AAR Rule violations, invalid repairs based on car type or car configuration, repairs related to EHMS alerts where no alert is found, excessive quantities, excessive hours, or excessive material charges."

Exceptions Process Updates

Previous Process

- Exceptions sent manually via letter format in email
- Must email contact shown in FindUs.Rail with specific subject line and inclusions
- Responses to exception letters sent and tracked individually via email

New Process

January 1, 2026

- Exceptions and exception communications are handled in real time using the Car Repair Billing (CRB) Electronic Exceptions System
- Once validated, exception letters are automatically sent to the appropriate billing party
- Billing parties use this system to respond and either agree, partially agree, or disagree with each exception.
- Billing parties will use this system to issue Counter Billing Authority (CBA) to a billed party

AAR Circular Letter C-14565

- Building technology to support the existing rules

- CRB Electronic Exceptions System ensures accuracy and efficiency
  - Increased efficiency in processing
  - Automatic audit trail for your records

Bill Pzedpelski
Manager, Car Repair Billing

ASSOCIATION OF
AMERICAN RAILROADS

May 15, 2025

[C-14565]

Circular Letter

Subject: Solicitation of Comments, CRB Paperless Billing Exceptions Implementation Timeline Revision, Revisions to Office Manual Rule 112 & CRB Procedures Manual, Record Format Type 3 Revision
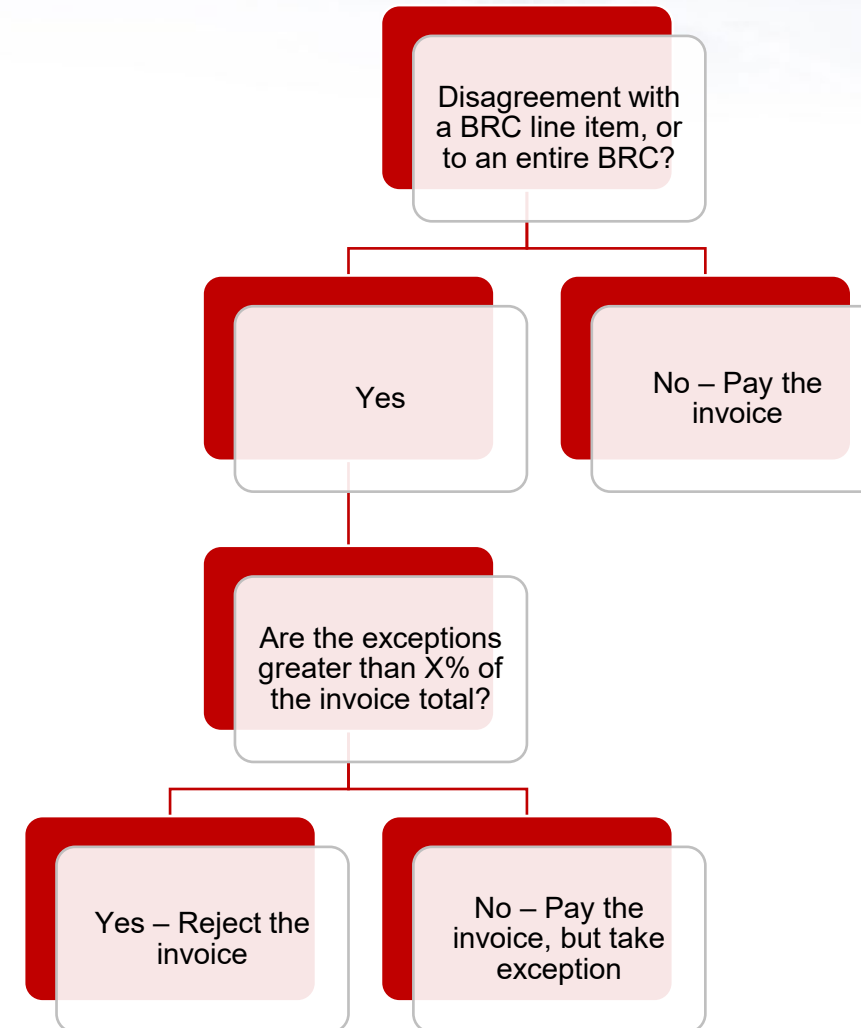
To: ALL SUBSCRIBERS

File Number:CRB-1906

Submitting Exceptions to a Billing Party

- Unpaid Invoices – follow AAR Rule 112.H

- Paid Invoices – follow AAR Rule 112.H.4

```
┌─────────────────────────┐
│ Disagreement with       │
│ a BRC line item, or     │
│ to an entire BRC?       │
└─────────────────────────┘
         │
    ┌────┴────────┐
┌───────┐    ┌──────────────┐
│  Yes  │    │ No – Pay the │
│       │    │ invoice      │
└───────┘    └──────────────┘
    │
┌──────────────────┐
│ Are the exceptions│
│ greater than X% of│
│ the invoice total?│
└──────────────────┘
    │
 ┌──┴──────────┐
┌─────────────┐  ┌─────────────────┐
│ Yes – Reject│  │ No – Pay the    │
│ the invoice │  │ invoice, but take│
│             │  │ exception       │
└─────────────┘  └─────────────────┘
```

Submitting Exceptions to a Billing Party

- If your exception amounts do not exceed the percentage noted, you must pay the invoice in full and submit an exception.

Invoice Amount	Errors or Charges Must Exceed
$10,000 or less	Disputed charges must exceed 10%
Between $10,001 and $200,000	Disputed charges must exceed 7.5% of total invoice amount
Greater than $200,000	Disputed charges must exceed 5%

Submitting Exceptions to a Billing Party

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Exception Letters are used for Invoice Rejections and Taking Exception

**Invoice Rejections
(Unpaid Invoices)**

- Submitted as a Header-Level rejection with no identified exceptions and documentation of why invoice is rejected
- Submitted as a Non-Header Level unpaid invoice rejection containing all exceptions leading to the rejection

**Taking Exception
(Paid invoices)**

- Submitted at the Billing Repair Card (BRC) Header Level and Repair Line level
- Additional letters and responses may be submitted - Limited to 99 exception letters and 99 responses
- Subsequent Exception letters may not contain new exceptions not included with the first letter submitted

Required Fields and Validations

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Unpaid Invoice Rejection (RJ)

Required Fields for Unpaid Invoice Rejection M=Mandatory, B=Blank, O=Optional			
Billed Party Exception Submissions	**Invoice Rejection Header Level**	**Invoice Rejection BRC Exception**	**Invoice Rejection Repair Line Exception**
Record Format	M (Always 2)	M (Always 2)	M (Always 2)
Billing Party	M	M	M
Billed Party	M	M	M
Account Date	M	M	M
Total Invoice Amount	M	M	M
Invoice Number	M	M	M
DX Outbound Date	B (Produced by Railinc)	B (Produced by Railinc)	B (Produced by Railinc)
Car Initial	B	M	M
Car Number	B	M	M
Repair Date	B	M	M
SPLC	B	M	M
Repairing Party	M	M	M
Invoice Header Level Exception	M (Must be Y)	M (Must be N)	M (Must be N)
BRC Header Level Exception	M (Must be N)	M (Must be Y)	M (Must be N)
Line Number	M (Must be 0)	M (Must be 0)	M
Currency Indicator	M	M	M

Paid Invoice Rejection (EE)

Required Fields for Paid Invoice Exceptions M=Mandatory, B=Blank, O=Optional		
Billed Party Exception Submissions	**BRC Header Level Exception**	**Repair Line Exception**
Record Format	M (Always 2)	M (Always 2)
Billing Party	M	M
Billed Party	M	M
Account Date	M	M
Total Invoice Amount	M	M
Invoice Number	M	M
DX Outbound Date	B (Produced by Railinc)	B (Produced by Railinc)
Car Initial	M	M
Car Number	M	M
Repair Date	M	M
SPLC	M	M
Repairing Party	M	M
Invoice Header Level Exception	M (Must be N)	M (Must be N)
BRC Header Level Exception	M (Must be Y)	M (Must be N)
Line Number	M (Must be 0)	M
Currency Indicator	M	M

Refer to the AAR Office Manual Appendix Y for a full list of Required Fields and Validations

Electronic Exception File Naming Convention

- Exception letter and response will use the same file naming convention
- Exception letters and the .zip container will both use the same naming convention

SubmitterMark_ReceiverMark_InvoiceNumber_AccountDate_ExceptionLetterNumber

Example of a correctly named zip file:

ABCD_WXYZ_123456_0924_01.zip

Example of exception file inside of zip file including supporting attachments:

ABCD_WXYZ_123456_0924_01 (.dat or .txt for FTP, .XLSX for CRB upload)

Attachment_1.pdf

Attachment_2.pdf

Attachment_3.pdf

Electronic Exception File Naming Convention

- Each submission and response pair will have the same file number – this will increase sequentially
- Once an invoice is paid, additional exception submissions will restart the naming convention numbering at 01

Initial invoice submitted to billed party:

- ABCD_WXYZ_123456_0924_01 (Initial invoice rejection from billed party / Detail Source RJ)

- WXYZ_ABCD_123456_0924_01 (Response from billing party to billed party)

Invoice reissued to billed party:

- ABCD_WXYZ_123456_0924_02 (Second invoice rejection on reissued invoice from billed party / Detail Source RJ)

- WXYZ_ABCD_123456_0924_02 (Second response from billing party to billed party)

Invoice reissued by billing party and paid by billed party:

- ABCD_WXYZ_123456_0924_01 (Initial exception letter from billed party to billing party)

- WXYZ_ABCD_123456_0924_01 (Response from billing party to billed party)

- ABCD_WXYZ_123456_0924_02 (Second exception letter from billed party to billing party)

- WXYZ_ABCD_123456_0924_02 (Response to second letter from billing party to billed party)

Update FindUs.Rail Contact Information

Counter Billing

The CBA and Exception Letter Response must be sent to the Counter Billing (CB) contact listed in FindUs.Rail if populated (Rule 114) and submitted to the Data Exchange System via the CRB Electronic Exceptions process outlined in the CRB Procedures Manual.

Invoice Exceptions

The party due must furnish the required supporting documentation found in the circular letter to substantiate the collection, and the request must be sent via email to the Invoice Exceptions (EX) contact in FindUs.Rail (Rule 114).

Category
Car Repair Billing

Category Role: Primary

Category Functions:
- ☐ Billed Party
- ☐ Billing or Invoicing Party
- ☑ Counter Billing
- ☐ Inquiries
- ☑ Invoice Exceptions
- ☐ Remit To
- ☐ Remit To Canada
- ☐ Remit To Mexico
- ☐ Remit To USA

Update Contact Admin Information

- Under the Data Exchange dropdown, check to see that you have a contact listed for Exceptions System Notifications

CRB Electronic Exception Process

Exception submitted via FTP or in the CRB application

System validates inbound files

Invalidated messages are rejected

Accepted files are processed and sent to the receiver listed in FindUs.Rail

Exception recipient will receive a notification via email

Billing Party can submit a Counter Billing Authority (CBA)
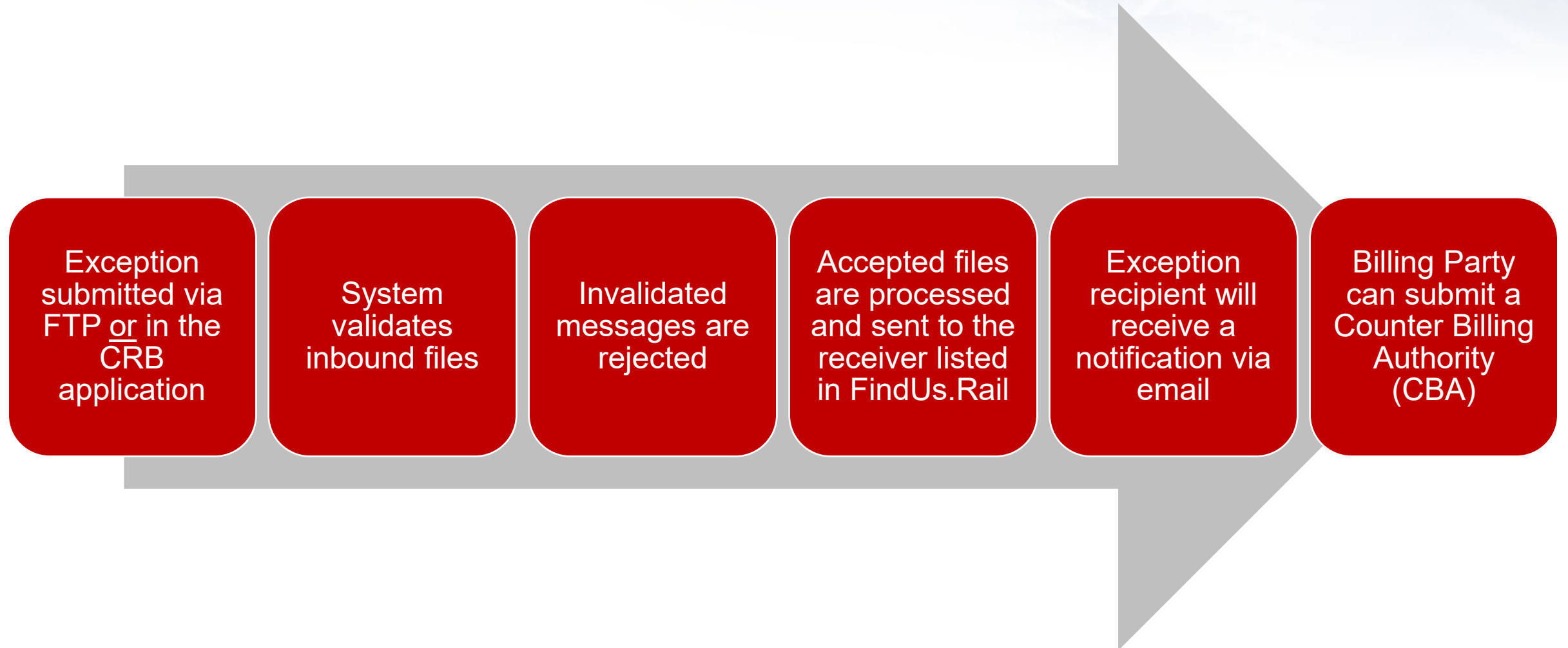
CRB Electronic Exception Process

- Submit through current FTP mailbox
  - 500-byte format – see Appendix Y for updated file formatting
  - .txt and .dat accepted
  - Must be in a .zip file

Y.1.4   Electronic Exception Letter Format

Record Format 2 - Exceptions to Invoices					
Legend:	N = Numeric		R = Required		
	A = Alphabetic		O = Optional		
	A/N = Alphanumeric		C = Conditional		
Field for Exception Submission	**Column**	**Length**	**Format**	**R/O/C**	**Description**
Record format	1	1	N	R	Always '2' for Exceptions
Billing Party/Invoicing Party	2	4	A/N	R	MARK/Company ID of Railroad, Contractor, Car Owner, Lessor or Running Repair Agent
Billed Party	6	4	A/N	R	MARK/Company ID of Railroad, Contractor, Car Owner, Lessor or Running Repair Agent
Account Date	10	4	N	R	Invoice Account Date (YYMM)
Total Invoice Amount	14	16	N	R	
Invoice Number	30	16	A/N	R	Billing Party Invoice number (Original Billed Invoice Number)
DX Outbound Date	46	6	N		DX Outbound Date will be input by Railinc - Date Invoice was issued (YYMMDD)
Car Initial	52	4	A	R	
Car Number	56	6	N	R	
Repair Date	62	6	N	R	YYMMDD
SPLC	68	9	N	R	Repair shop SPLC

CRB Electronic Exception Process

- Upload exception letter via the CRB Application
  - If you are unable to generate the 500-byte format, this is your only option
  - Use Message Templates to create files
  - .xlsx accepted
  - Must be in a .zip file

17
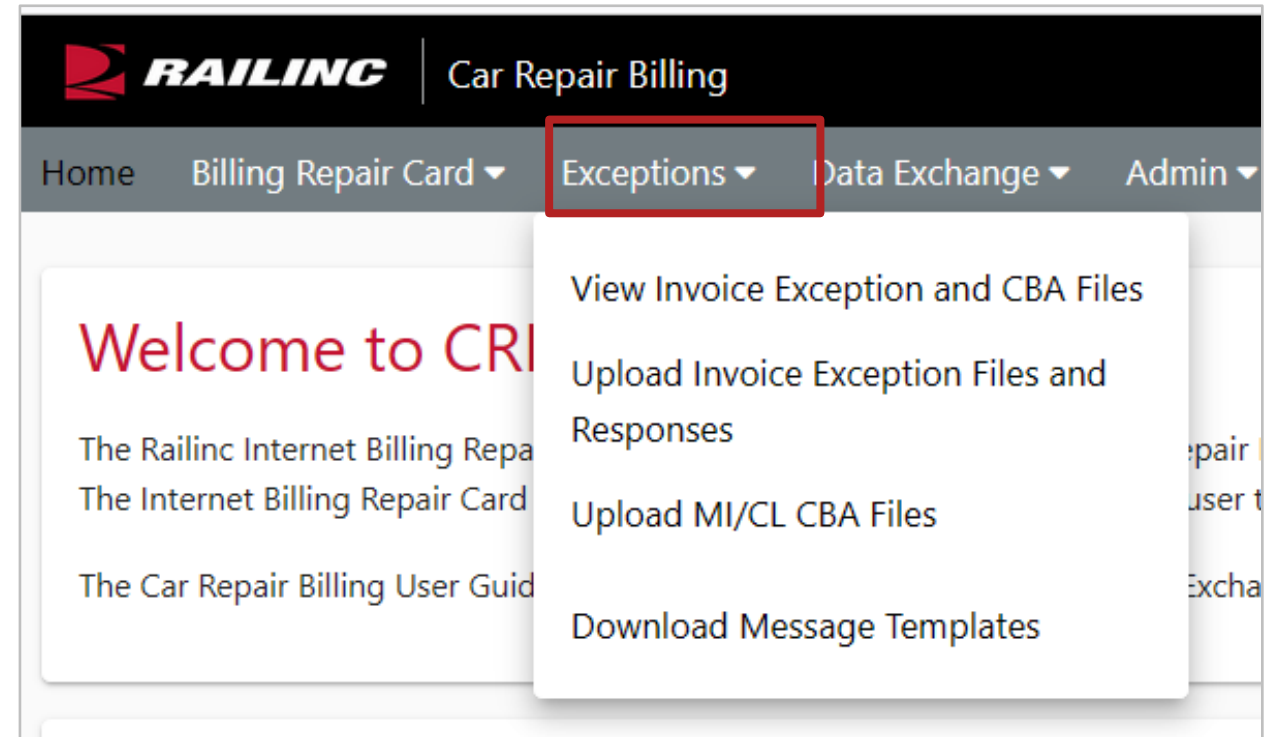
CRB Electronic Exception Process – SSO Access

- Request SSO Exceptions Access

☐ CRB Exceptions General (MARK required)

This role allows CRB users the ability to view exception data applicable to their mark, or marks for which they have an LOA.

☐ CRB Exceptions Submitter/Responder (MARK required)

This role allows CRB users the ability to submit and download exception data applicable to their mark, or marks for which they have an LOA.

CRB Electronic Exception Process - Download Message Template
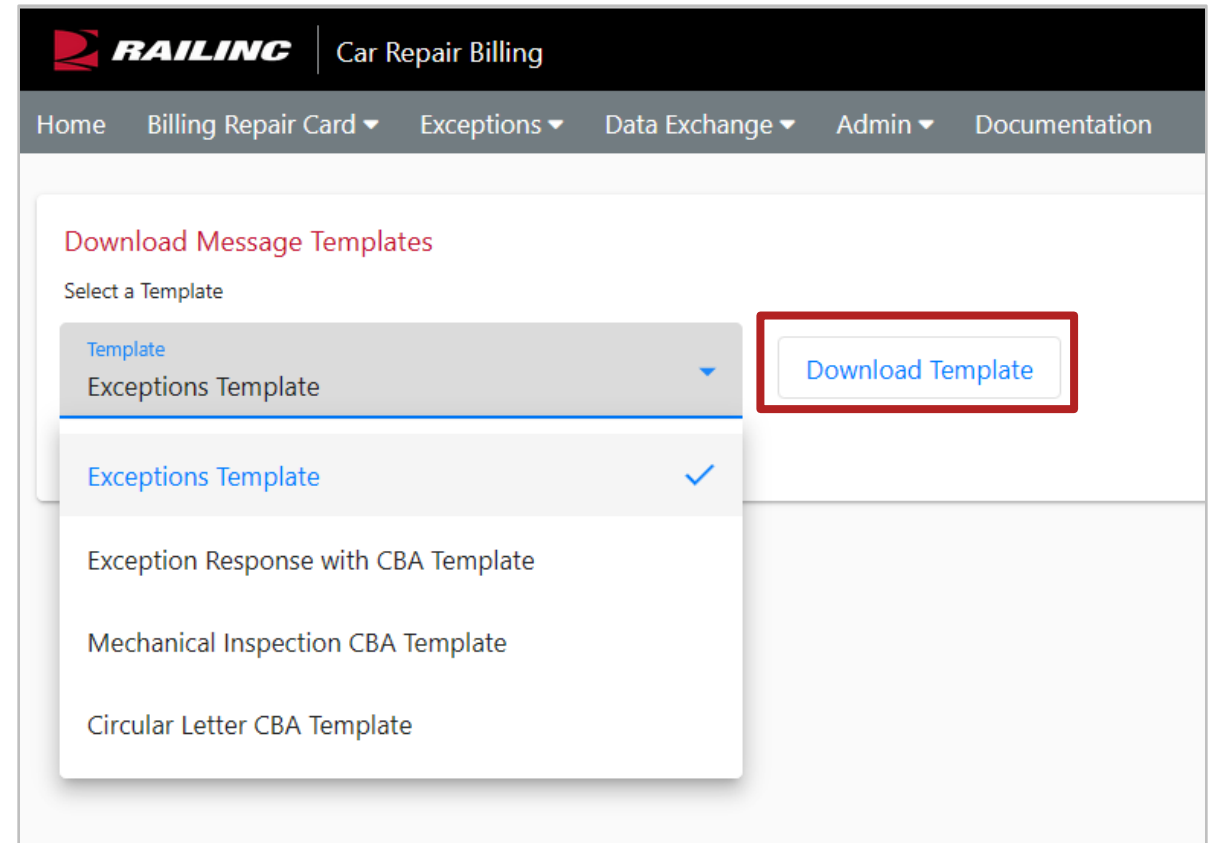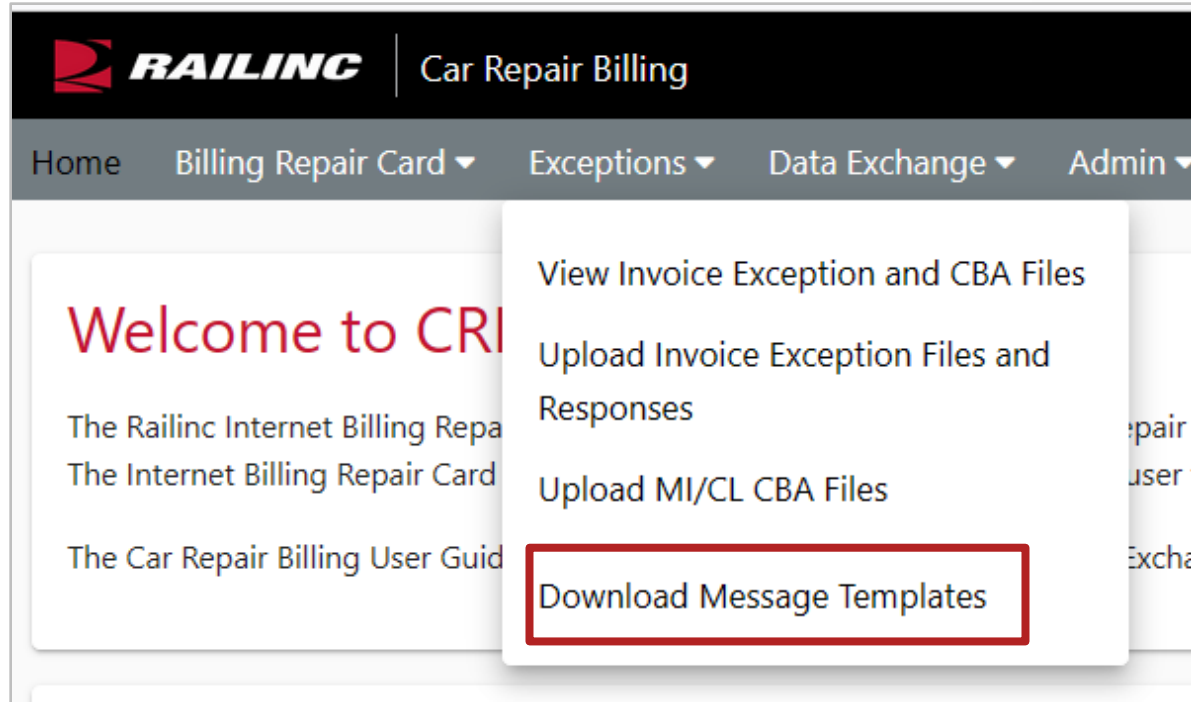
CRB Electronic Exception Process - Message Templates

Exception Template

- Used for back-and-forth correspondence regarding a requested exception.

Exception Response with CBA Template

- Used if you are accepting 1 or more of the requested exceptions.

Mechanical Inspection CBA Template

- Should be submitted by the responsible party using Detail Source MI, indicating a CBA issued as a result of an MID Inspection. MID CBAs will be standalone CBA messages and require no request or exception from the receiving party.

Circular Letter CBA Template

- Should be submitted by the responsible party using Detail Source CL, indicating a CBA issued as a result of an AAR Circular Letter claim. CL CBAs will be standalone CBA messages and will not support responses to the CBA in the CRB Electronic Exception System.

CRB Electronic Exception Process - Message Templates

- On all templates, columns with red titles should remain blank. Railinc will supply the data for these columns.

	A	B	C	D	E	F	G
1	Record Format	Billing/Invoicing Party	Billed Party	Account Date	Total Invoice Amount	Invoice Number	DX Outbound Date (Produced by Railinc)
2							
3							
4							
5							

Exceptions Response Template   CBA CA Template   +

CRB Electronic Exception Process - Message Templates

- The Exceptions Response with CBA Template includes two worksheets
  - Exceptions Response Template
    - Format 2 Record responding to an individual exception
  - CBA CA Template
    - Format 3 Record – this is the net of all accepted Format 2 records in compliance with AAR Rule 112.D.1

	A	B	C	D	E	F	G
1	Record Format	Billing/Invoicing Party	Billed Party	Account Date	Total Invoice Amount	Invoice Number	DX Outbound Date (Produced by Railinc)
2							
3							
4							
5							

Exceptions Response Template | CBA CA Template | +

CRB Electronic Exception Process - Upload Exception File

- If you have access to CRB under more than one mark – confirm the mark you are working under and update if needed
  - Mark is displayed in the upper right-hand corner next to your User ID

CRB Electronic Exception Process - Upload Exception File

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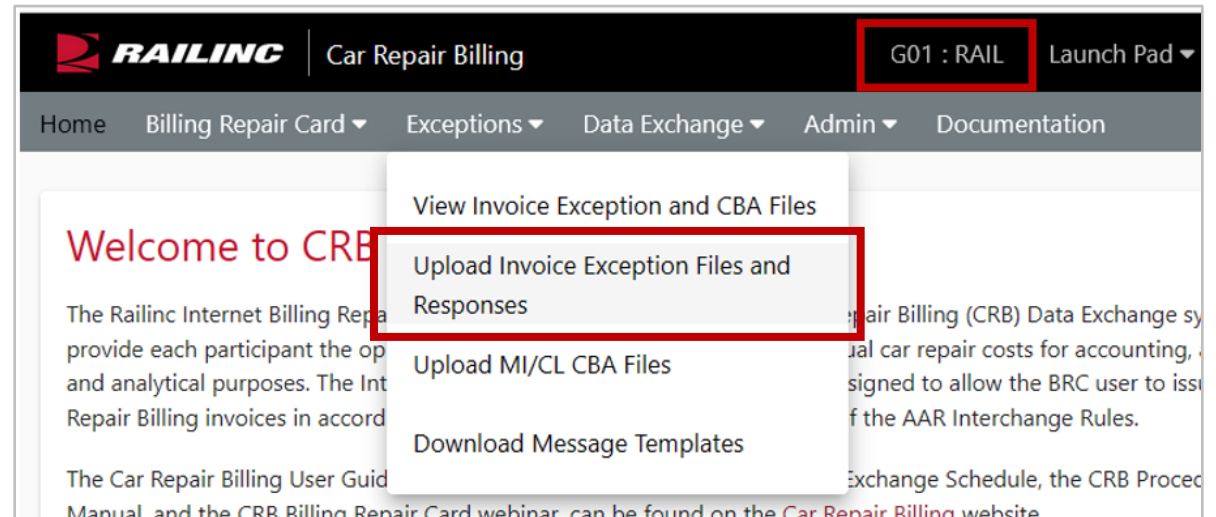
Select the Choose File button.		Select Upload Exception File.		A confirmation email will be sent to you letting you know if the file has been accepted or rejected.
• The file must be a ZIP file to successfully upload.	→		→	

Upload Electronic Billing Exception File

Submit Roadmark*
RAIL

[Choose File] **RAIL_RAIL_TEST_1212_01.zip**

[Clear Exception File] [Upload Exception File]

CRB Electronic Exception Process - Status Report Email – Accepted/Rejected

From: DX <DX@railinc.com>
Sent: Monday, December 29, 2025 11:00 AM
To: Shawn.iuliucci@railiq.com
Cc: DX <DX@railinc.com>; crb_uat_support <crb_uat_support@railinc.com>
Subject: TST: CRB Electronic Exception File Process Status Report

Railinc CRB Exception File Status: REJECTED

Your recently submitted exception file has failed validation and was rejected. Please follow the included link to the rejection report for a list of errors. Once all errors are corrected, please resubmit your exception message.

Link to xlsx report:

https://crb.tst.railinc.com/#/download/exception/2024/12/C003/ASRY1789/ATW_ASRY_ASRY1789_2412_01.xlsx-556%2BkjMyETNyAjM0UjN3QTO1ATM03033385e57e7df9185a0ffd78cbd30f560a9635976d8d32458f6c040a917291

Thank you,
CRB Electronic Exceptions Data Exchange Manager, Railinc

Reply to: crbexceptions@railinc.com;crb_uat_support@railinc.com

CRB Electronic Exception Process - Electronic Counter Billing Authority (CBA)

- Per Rule 112.D, "Counter Billing Authority (CBA) will be used for the purpose of monetary adjustment for the parties concerned."

- CBA's will be issued using the CRB Electronic Exceptions System and processed in real time.

- CBA messages should be formatted in accordance with Y.2.5.

Y.2.5   Electronic Record Format 3 CBA Message, Required Fields, and

Record Format 3—CBA Record					
Legend:	N = Numeric A = Alphabetic A/N = Alphanumeric		R = Required O = Optional C = Conditionally Required		
Field Name	**Column**	**Length**	**Format**	**R/O/C**	**Notes**
Record Format	1	1	N	R	Always "3"
Billing/Issuing Party	2	4	A/N	R	This could be a Railroad, Contractor, Car Owner, Lessor or Running Repair Agent.
Billed/Receiving Party	6	4	A/N	R	
Exception Letter Date	10	6	N	C	YYMM / Submission Date of the exception letter
Invoice Number	16	16	A/N	C	Invoice number the CBA is being issued to
Account Date	32	4	N	C	YYMM
CBA/Document Reference Number	36	15	A/N	R	
CBA Issue Date	51	6	N	R	YYMMDD
Detail Source	57	2	A	R	CA - CBA Information for Paid Invoice Exception Letter Response MI - MID Inspection CBA CL - Circular Letter CBA
CBA Total Amount	59	16	N	R	Example: 16426872 = $164,268.72
Currency Indicator	75	1	A	R	U = US, C = Canada
MID File Number	76	36	A/N	C	Only for Detail Source MI
Circular Letter Number	112	36	A/N	C	Only for detail Source CL
Issuing Representative	148	200	A/N	R	
Attachment 1	348	36	A/N	R	A PDF Copy of the CBA Letter
Attachment 2	384	36	A/N	O	

Counter Billing Authority Naming Convention

- Since a CBA with Detail Source CA is included in the exception letter response message, no specific naming convention is required.

- Use the same naming convention as you do with Exceptions files.

SubmitterMark_ReceiverMark_InvoiceNumber_AccountDate_ExceptionLetterNumber

Example of a correctly named zip file:

ABCD_WXYZ_123456_0924_01.zip

Example of exception file inside of zip file including supporting attachments:

ABCD_WXYZ_123456_0924_01 (.dat or .txt for FTP, .XLSX for CRB upload)

Attachment_1.pdf

Attachment_2.pdf

Attachment_3.pdf

MID Inspection (MI) and Circular Letter (CL) CBA Naming Convention

- A specific file naming convention is needed to assist in identifying when a MID or Circular Letter CBA is submitted and display the file correctly in the dashboard.

SubmitterMark_ReceiverMark_CL_CBAReferenceNumber_YYMM.zip

Examples of correctly named CBA zip files:

ABCD_WXYZ_MI_CBA123456789098_2505.zip

ABCD_WXYZ_CL_CBA987654321234_2505.zip

For MID CBA's

SubmitterMark_ReceiverMark_MI_CBAReferenceNumber_==YYMM==.zip

For CL CBA's

SubmitterMark_ReceiverMark_CL_CBAReferenceNumber_==YYMM==.zip

Example of CBA file inside of zip file including supporting attachments:

ABCD_WXYZ_MI_ CBA123456789098_2505.zip (.dat or .txt for FTP, .xlsx for CRB upload)

Attachment_1.pdf

Attachment_2.pdf

Attachment_3.pdf

CRB Electronic Exception Process - CL and MI CBA Upload

- When uploading Circular Letter and Mechanical Inspection Counter Billing Authority files navigate to 'Upload MI/CL CBA Files' and follow the same steps used with Exception files
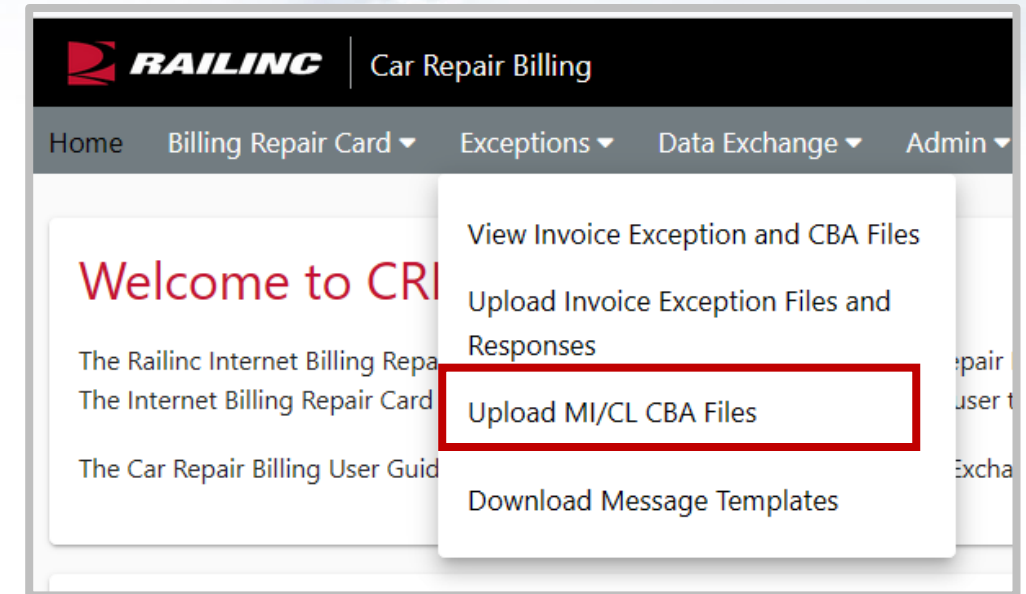
View Invoice Exception and CBA Files

- Users can search for exception letter documentation via the CRB Application
  - Exceptions Taken
  - Exceptions Received
  - MI/CL CBAs Issued
  - MI/CL CBAs Received
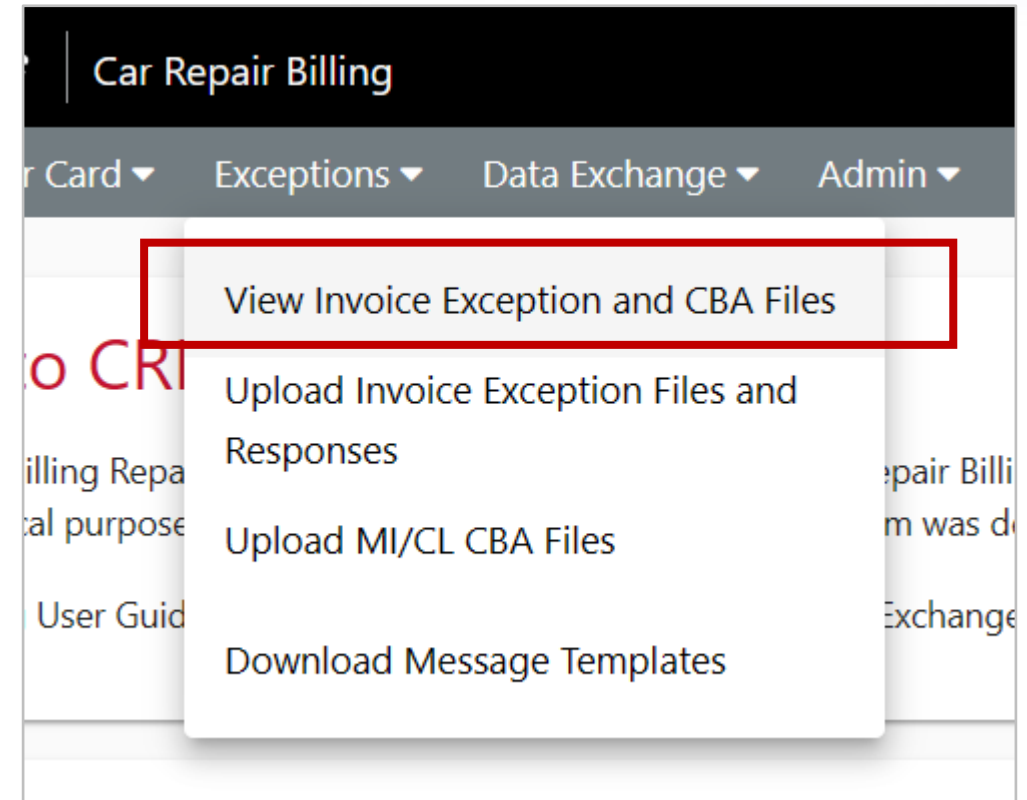
View Invoice Exception and CBA Files

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Exceptions Taken	Exceptions Received	MI/CL CBA's Issued	MI/CL CBA's Received
Exceptions taken are exceptions that you have submitted to a billing party.	Exceptions received are exceptions that you have received from a billed party.	CL and MI CBAs issued are CBAs that you have issued to a receiving party.	CL and MI CBAs received are CBAs where your company is the receiving party.

View Invoice Exception and CBA Files

- View the desired file type using the tabs at the top of the search box.

Exceptions Taken	Exceptions Received	MI/CL CBA's Issued	MI/CL CBA's Received

Search Exception File

View Invoice Exception and CBA Files

- Add Date, File Name, and display range criteria to narrow your search.

View Invoice Exception and CBA Files

- Select the **+** next to the exception to expand the row and view related files.
- Click on file links in the File Name column to download the exception file.

Commonly Asked Questions

Q1: Will partially accepted files be processed?

A1: Unlike CRB Data Exchange files – exception data validations are ALL critical errors, which means if the data is not correct, the file will not be accepted.

Q2: How do I make sure the right people in my company are getting exception notifications?

A2: Check to be sure that up-to-date information is listed in within the CRB application for the contact admin page and in FindUs.Rail for the CRB Invoice Exceptions, and Counter Billing fields.

Procedures Manual

- Up-to-date documentation and other helpful CRB Application information can be located on the Railinc CRB Product page

CRB User Guide

Car Repair Billing (CRB):
Billing Repair Card (BRC) User Guide

- Exceptions information and instructions start on page 74

Links to CRB Documentation

The following documentation is available on the Railinc CRB Product page:

- [Procedures Manual](#)
- [CRB User Guide](#)
- [CRB BRC FAQ](#)
- [CRBDX Error Codes](#)

- You can Subscribe to AAR Manuals using the link below:
  - [Paper Field and Office Manuals](#)

Railinc Keeps You Moving.

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