

# Equipment Quality Reporting User Guide



7001 Weston Parkway, Suite 200  
Cary, North Carolina 27513

© 2020 Railinc Corp. All Rights Reserved.

Last Updated: July 2020

## Table of Contents

<b>Welcome to Equipment Quality Reporting .....</b>	<b>1</b>
Overview.....	1
Equipment Quality Reporting-Specific Interface Elements.....	1
General Users Interface and System Requirements .....	1
Web Page Layout.....	1
<b>Getting Started .....</b>	<b>3</b>
Register to Use Railinc SSO .....	3
Role-Based Application.....	3
Requesting Equipment Quality Reporting Access.....	4
FindUs.Rail .....	4
Add a Contact .....	4
Logging In.....	8
Logging Out.....	8
<b>Report Quality.....</b>	<b>9</b>
Reject Equipment.....	9
Query Rejections.....	11
Query Results Display Limitation .....	15
Equipment ID Query Limitation.....	15
<b>Upload Rejections .....</b>	<b>17</b>
Using the CSV Template .....	17
Uploading Rejections.....	18
<b>Index.....</b>	<b>20</b>

## List of Exhibits

Exhibit 1. Equipment Quality Reporting Page Layout .....	2
Exhibit 2. Equipment Quality Reporting Application Menu .....	3
Exhibit 3. User Roles and Tasks .....	3
Exhibit 4. Equipment Quality Reporting Request Permission.....	4
Exhibit 5. FindUs.Rail Home Page.....	5
Exhibit 6. Add Contact .....	6
Exhibit 7. Equipment Quality Reporting Category (with Role and Functions).....	6
Exhibit 8. Equipment Quality Reporting Category (with Apply Contact to Add'l Marks) .....	7
Exhibit 9. Equipment Quality Reporting Home.....	8
Exhibit 10. Report Quality Application Menu Function.....	8
Exhibit 11. Report Quality Menu.....	9
Exhibit 12. Reject Equipment .....	9
Exhibit 13. Reject Equipment – Successful Confirmation.....	10
Exhibit 14. Invalid Rejection Reason Error .....	10
Exhibit 15. Sample Rejected Equipment Email Notification.....	10
Exhibit 16. Search Equipment .....	11
Exhibit 17. Equipment Groups .....	12
Exhibit 18. Mark Search .....	12
Exhibit 19. Rejection Reasons .....	12
Exhibit 20. Rejected Equipment Search Results.....	13
Exhibit 21. Rejected Equipment Search Results in CSV .....	13
Exhibit 22. Rejected Equipment Detail.....	14
Exhibit 23. Query Results with more than 1,000 Records .....	15
Exhibit 24. Equipment ID Query Limitation Error Message.....	15
Exhibit 25. Downloading Result to CSV when an Equipment ID Query Limitation is Reached..	16
Exhibit 26. CSV Upload Template .....	17
Exhibit 27. CSV Upload with Validation Errors .....	17
Exhibit 28. Upload a File .....	18
Exhibit 29. Upload Success Message .....	18
Exhibit 30. Error with CSV Upload Email .....	18
Exhibit 31. EQR Rejection Codes/Invalid for Equipment Groups .....	19

---

# Welcome to Equipment Quality Reporting

---

## Overview

The Equipment Quality Reporting (EQR) system provides a central way to track the cars rejected by shippers and to identify the root cause of rejections. EQR captures reject data and transmits the relevant information to Class 1 railroads and equipment owners, ensuring that both the carrier's internal systems and Railinc's systems record the reject data.

This process allows for the timely and accurate reporting of information related to rejected railcars, enabling industry participants to properly identify and minimize handling of bad-ordered equipment. Railinc is currently working with its railroad partners to populate EQR with equipment quality data.

The EOTSS application uses Railinc Single Sign-On (SSO) which is accessed from the Railinc portal at <https://public.railinc.com>. Select the **Customer Login** link in the upper right corner of the page.

To use Equipment Quality Reporting, go to <https://public.railinc.com>. Select the **Customer Login** link in the upper right corner of the page to log in with your Railinc Single Sign-On (SSO) and request access to EQR. You also must register in Railinc's [FindUs.Rail](#) application before you can use the application.

---

## Equipment Quality Reporting-Specific Interface Elements

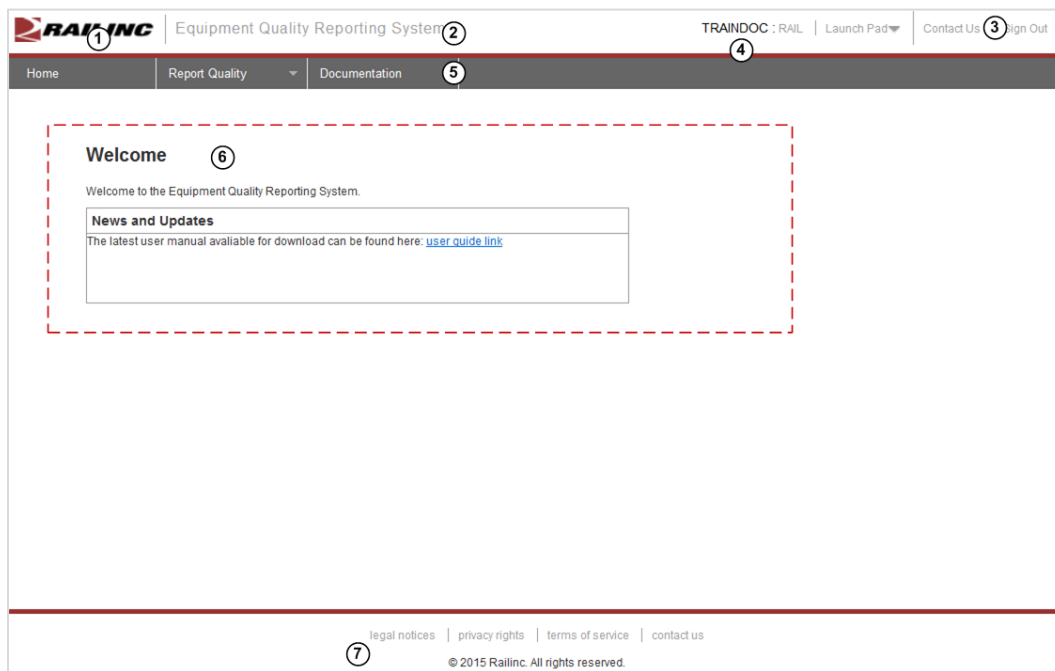
This section describes the Equipment Quality Reporting-specific interface elements.

## General Users Interface and System Requirements

*General* user interface information (typical keyboard selection equivalents and shortcuts), as well as system requirements are available in the [Railinc UI Dictionary](#). Application-specific interface information is described in the next section.

## Web Page Layout

Many pages in Railinc web applications have the same structure.

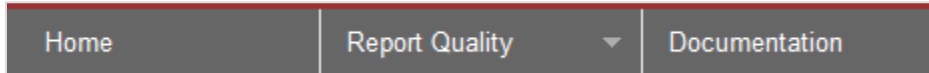
**Exhibit 1. Equipment Quality Reporting Page Layout**

- 1 **Logo**—Railinc logo. The logo is linked to the Railinc corporate website.
- 2 **Application Title**—Name of the application. This is also a link to the Home page of the application.
- 3 **Navigational Links**—Links for the following functions:
  - **Launch Pad**—displays a drop-down allowing user to switch to one of their other Railinc applications or to access the Single Sign-On (SSO) User Services options.
  - **Contact Us**—opens a page of options for contacting the Railinc Customer Success Center.
  - **Sign Out**—logs the user out of SSO and returns to the Railinc home page.
- 4 **Sign-On Information**— Shows the currently logged on user ID and road-specific information for individuals representing several roads.
- 5 **Application Menu**—The top of the Railinc page displays the application menu options. The options on this menu allow you to perform the various functions of the application.
- 6 **Page Title and Content Area** —The title of the specific application task page. The area of the page where tasks are executed (shown outlined with red dashes). These vary and may include a number of different elements, which are described in the next sections.
- 7 **Legal/Copyright**—this area at the bottom of each page contains links to applicable legal notices, terms of service, privacy considerations, and the site map. It also shows copyright information and provides another link to the Railinc corporate website.

## Equipment Quality Reporting Application Menu

[Exhibit 2](#) shows the Equipment Quality Reporting application menu.

*Exhibit 2. Equipment Quality Reporting Application Menu*



The Equipment Quality Reporting application menu provides the functions described in [Exhibit 10](#).

## Getting Started

The Equipment Quality Reporting application uses Railinc Single Sign-On (SSO) which is accessed from the Railinc portal at <https://public.railinc.com>. Select the **Customer Login** link in the upper right corner of the page.

## Register to Use Railinc SSO

Each Equipment Quality Reporting user must register to use Railinc Single Sign-On. It is beyond the scope of this document to describe the use of Railinc Single Sign-On. Refer to [Railinc Single Sign-On Launch Pad User Guide](#).

Once SSO registration is complete, the user must request access to Equipment Quality Reporting within SSO.

## Role-Based Application

Access and authorization for Equipment Quality Reporting is determined when requesting access through Railinc Single Sign On. Refer to [Exhibit 4](#) for a complete list of Equipment Quality Reporting roles as seen in SSO.

*Exhibit 3. User Roles and Tasks*

Task	Description
<b>EQR Car Mark Owner Reject Record</b>	Equipment Quality Car Mark Owner Reject Record Role. This is the role that most users should select.
<b>EQR Company Admin</b>	Equipment Quality Reporting System Company Admin
<b>EQR HC Reject Entry Role</b>	Equipment Quality Reporting System HC Reject Entry Role

## Requesting Equipment Quality Reporting Access

After authorization to use Railinc SSO is received, the user must request general access to Equipment Quality Reporting following instruction in the [Railinc Single Sign-On Launch Pad User Guide](#).

### Exhibit 4. Equipment Quality Reporting Request Permission

Equipment Quality Reporting System

Equipment Quality Reporting System

1 Select Roles 2 Confirm 3 Done

EQR Car Mark Owner Reject Record ( MARK required )  
Equipment Quality Car Mark Owner Reject Record Role

EQR Company Admin ( MARK required )  
Equipment Quality Reporting System Company Admin

EQR HC Reject Entry Role ( MARK required )  
Equipment Quality Reporting System HC Reject Entry Role

Comments...

0/255

Return Next

When e-mail notification of access to Equipment Quality Reporting is received, the user can log on and begin using Equipment Quality Reporting.

## FindUs.Rail

FindUs.Rail is a centralized database that allows users to review their company's contact information via the web. This centralized repository of contact information helps reduce time spent by railroad departments, private car owners, and leasing companies across the rail industry from searching for the same contact information. Users are able to query contacts, agency relationships for a category and the Mark parent relationship.

Handling carriers and car Mark owners must register for FindUs.Rail and add contact information for the Equipment Quality Reporting system category in order to receive email notifications for equipment they own or that was damaged on their line.

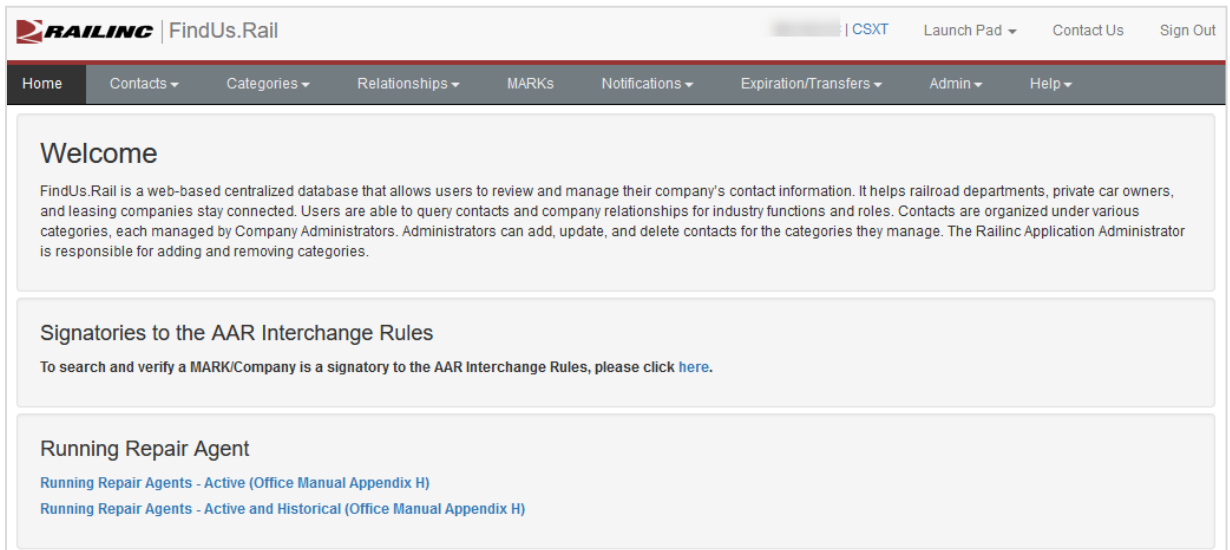
**Note:** Consult the [FindUs.Rail User Guide](#) for full instructions on using the FindUs.Rail system.

## Add a Contact

Here is how to add contact information in FindUs.Rail.

1. Open your internet browser.
2. Enter the following URL: <https://public.railinc.com/>. Select the **Customer Login** link in the upper right corner of the page.
3. In the Account Access panel, enter your User ID and Password. Select **Sign In**. The Railinc Launch Pad is displayed.
4. In the **My Applications** section, select **FindUs.Rail**. The FindUs.Rail home page is displayed ([Exhibit 5](#)).

**Exhibit 5. FindUs.Rail Home Page**



5. Select **Contacts > Add Contact**. The Add Contact screen is displayed ([Exhibit 6](#)).



**Exhibit 6. Add Contact**

**Add Contact**

Contact

Company ID/MARK: MARK CSXT

Company: CSX TRANSPORTATION

First Name:

Last Name:

\*Contact Type:

\*Title/Position:

\*Email:

\*Phone - Primary:  Intl. Area Number Ext.

Phone - Secondary:  Intl. Area Number Ext.

Fax:  Intl. Area Number Ext.

\*Address:

\*City:

\*SL/Prv.:

\*Postal Code:

\*Country:

Company Reference:

Website URL:

Notes:

Categories

Any assigned categories must have at least one category function specified.

Category

- Select -

Categories **+ Add** **Delete**

**Save** **Cancel**

6. Complete the available contact information input fields. Required fields are marked in red.
7. Select **Equipment Quality Reporting** from the **Category** drop-down. Options to select a category role and functions are displayed ([Exhibit 7](#)).

**Exhibit 7. Equipment Quality Reporting Category (with Role and Functions)**

**Categories**

Any assigned categories must have at least one category function specified.

**Category**

**Category Role:**

**Category Functions:**

Car Mark Owner Reject Contact CMO contact for EQR reject activity notification

Handling Carrier Reject Contact HC contact for EQR reject activity notification

Shipper Reject Contact Shipper contact for EQR reject activity notification

**Apply Contact to Additional Marks?:**

Categories **+ Add** **Delete**

8. Specify the **Category Role** (Primary or Secondary).
9. Specify one or more category functions (Car Mark Owner Reject Contact, Handling Carrier Reject Contact or Shipper Reject Contact).

10. As necessary, select the box next to **Apply Contact to Additional Marks**. A selection interface appears next to the checked field ([Exhibit 8](#)). Select the appropriate marks.

**Exhibit 8. Equipment Quality Reporting Category (with Apply Contact to Add'l Marks)**

Categories

Any assigned categories must have at least one category function specified.

**Category**

**Category Role:** Primary

**Category Functions:**

Car Mark Owner Reject Contact

Handling Carrier Reject Contact

Shipper Reject Contact

**Apply Contact to Additional Marks?:**

CMO contact for EQR reject activity notification

HC contact for EQR reject activity notification

Shipper contact for EQR reject activity notification

**Available Marks**

CSRZ - CSX TRANSPORTATION	<input type="checkbox"/>
CSXE - CSX TRANSPORTATION	<input type="checkbox"/>
CSXT - CSX TRANSPORTATION	<input type="checkbox"/>
CSXZ - CSX TRANSPORTATION	<input type="checkbox"/>
CXPZ - CSX TRANSPORTATION	<input type="checkbox"/>
CXRZ - CSX TRANSPORTATION	<input type="checkbox"/>
CXVZ - CSX TRANSPORTATION	<input type="checkbox"/>
GA - CSX TRANSPORTATION	<input checked="" type="checkbox"/>
LN - CSX TRANSPORTATION	<input type="checkbox"/>

Select All
Deselect All

Categories + Add - Delete

11. Perform one of the following actions ([Exhibit 6](#)):
- a. Select **Save** to save the new contact record.
  - b. Select **Cancel** to cancel the addition of the contact information.

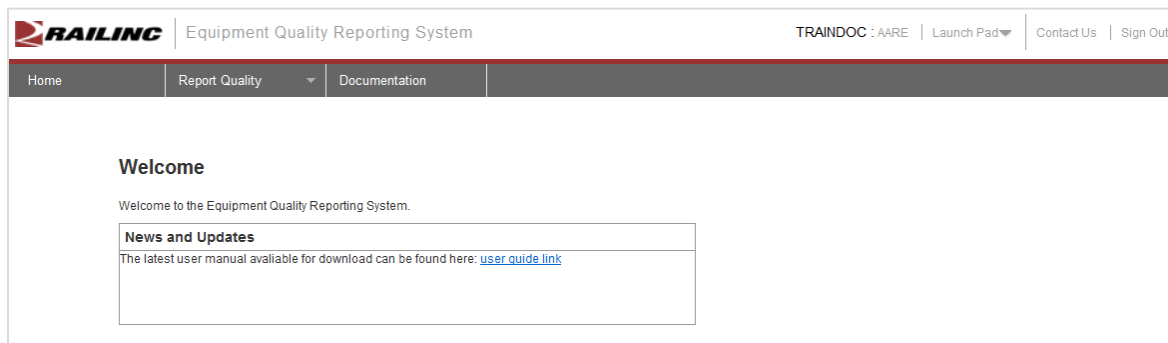
---

## Logging In

To log into Equipment Quality Reporting:

1. Open your internet browser.
2. Enter the following URL: <https://public.railinc.com/>. Select the **Customer Login** link in the upper right corner of the page.
3. In the Account Access panel, enter your User ID and Password. Select **Sign In**. The Railinc Launch Pad is displayed.
4. In the **My Applications** section, select **Equipment Quality Reporting**. The Equipment Quality Reporting Home page is displayed ([Exhibit 9](#)).

### Exhibit 9. Equipment Quality Reporting Home



Continue by selecting the **Report Quality** menu item (refer to [Exhibit 10](#)). The Report Quality menu has the following option:

### Exhibit 10. Report Quality Application Menu Function

- [Reject Equipment](#) Allows users to submit rejected equipment via the web interface.
- [Query Rejections](#) Allows a user to query rejected equipment.
- [Upload Rejections](#) Allows a user to upload rejection in bulk via CSV.

---

## Logging Out

Select the **Sign Out** link to end an Equipment Quality Reporting session.

## Report Quality

When the user selects Report Quality on an Equipment Quality Reporting page, the Report Quality menu is displayed ([Exhibit 11](#)).

**Exhibit 11. Report Quality Menu**



## Reject Equipment

Users with an EQR HC Reject Entry Role can enter reject records using the Reject Equipment menu option.

1. Log onto Equipment Quality Reporting as described in [Logging In](#) on page 8. The Equipment Quality Reporting Welcome page is displayed ([Exhibit 9](#)).
2. Select **Report Quality > Reject Equipment**. The Reject Equipment page is displayed ([Exhibit 12](#)).

**Exhibit 12. Reject Equipment**

A screenshot of the 'Reject Equipment' form. The form contains the following fields and values:

- \*Rejection Date:** 06/16/2015 (with a calendar icon)
- \*Equipment ID:** RAIL500
- Handling Carrier:** RAIL
- Customer Name:** Joe's Railcar
- \*SPLC:** 080045000 (with a search icon)
- Last Known Commodity (STCC):** 0141327 (with a search icon)
- \*Rejection Reason:** Dirty (dropdown menu)
- Location of Defect:** interior
- Description/Comments:** interior of the car was dirty

Required fields are marked with an asterisk and red typeface. A 'Submit' button is located at the bottom right of the form.

3. At a minimum, complete the required fields (indicated by an asterisk and red typeface): Rejection Date, Equipment ID, SPLC, and Rejection Reason.

**Note:** The Handling Carrier field is a read-only field and is prepopulated with the Mark of the logged in user.

4. (Optional) Complete the other input fields: Customer Name, Last Known Commodity, Location of Defect, and Description/Comments.

5. Select **Submit**. The application validates the accuracy of the field inputs. If valid, a confirmation message is displayed ([Exhibit 13](#)).

**Exhibit 13. Reject Equipment – Successful Confirmation**

**Rejected Equipment Detail**

Data submission success.

Creation Date	<input type="text" value="06/16/2015 13:19"/>	Created By	<input type="text" value="document"/>
Rejection Date	<input type="text" value="06/16/2015"/>	Company	<input type="text" value="RAILINC CORPORATION"/>

---

Handling Carrier	<input type="text" value="RAIL"/>	Equipment ID	<input type="text" value="RAIL000000500"/>	Equipment Group	<input type="text" value="BOXC"/>
Lessee	<input type="text" value="AAR"/>	Car Mark Owner	<input type="text" value="RAIL"/>	Car Owner	<input type="text" value="RAIL"/>
Pool Number	<input type="text" value="0000000"/>	Car Grade	<input type="text"/>	Last Known Commodity (STCC)	<input type="text" value="0141327"/>
Customer Name	<input type="text" value="Joe's Railcar"/>	SPLC	<input type="text" value="080045000"/>	ETZIKOM, AB	
Rejection Reason	<input type="text" value="Dirty"/>				
Location of Defect	<input type="text" value="interior"/>				
Description/Comments	<input type="text" value="interior of the car was dirty"/>				

**Note:** The Rejection Reason must be valid for the equipment group. An error displays if the rejection reason is not valid (see [Exhibit 14](#) for an example and [Exhibit 31](#) for a list of error codes).

**Exhibit 14. Invalid Rejection Reason Error**

Reject reason N-Bad Outlet Gates is invalid for equipment group BOXC.

6. The displayed input fields become read-only. A notification, either email or MQ, is sent to the car owner of the equipment ([Exhibit 15](#) is an example).

**Exhibit 15. Sample Rejected Equipment Email Notification**

Subject: TST: EQR: Car rejected by customer (equipment=RAIL500: grp=BOXC)

A new Equipment Quality Reporting record has been created for equipment owned by your company (equipment=RAIL500). You may click the link below to view details of the record.

<https://www.tst.railinc.com/eqr/main/secure/reportQuality/rejectDetail?carRejectId=35780>

If you have any questions about this notification, please contact [csc@railinc.com](mailto:csc@railinc.com).

**Note:** If the Car Owner is the same as the Handling Carrier, no email is distributed by EQR.

**Note:** A reject submission will not be accepted if the **Reject Date, Equip ID, Customer Name** (exact match), **Reject Reason** and **Handling Carrier** match a previously submitted reject. You will receive an error: 'Reject record already exists' if your submission matches these criteria.

## Query Rejections

This menu option allows railroads and car owners to query equipment rejected by shippers. At least one search criteria must be selected .

1. Log onto Equipment Quality Reporting as described in [Logging In](#) on page 8. The Equipment Quality Reporting Welcome page is displayed ([Exhibit 9](#)).
2. Select **Report Quality > Query Rejections**. The Search Equipment page is displayed ([Exhibit 16](#)).

**Exhibit 16. Search Equipment**

The screenshot shows the 'Search Equipment' interface. At the top, there's a header with the RAILINC logo and 'Equipment Quality Reporting System'. To the right of the header are links for 'TRAINDOC : RAIL', 'Launch Pad', 'Contact Us', and 'Sign Out'. Below the header is a navigation bar with 'Home', 'Report Quality', and 'Documentation'. The main content area is titled 'Search Equipment' and contains several input fields: 'From Date' (03/17/2015), 'To Date' (06/17/2015), 'Equipment ID' (text input), 'Equipment Group' (dropdown menu), 'Handling Carrier' (text input with a search icon), 'Pool Number' (text input), and 'Rejection Reason' (dropdown menu). There is also a 'Download To CSV' button and 'Reset' and 'Search' buttons at the bottom right.

3. Complete the available input fields:
  - **From Date/To Date:** Enter a search range for rejected equipment. As necessary, the calendar icons can be used to assist with searching for a date. The To Date defaults to the current date and the From Date defaults to 3 months earlier.
  - **Equipment ID:** Enter a single equipment ID (2-4 characters for the initial, then an optional 4 leading zeros followed by 6 equipment IDs or ranges (like TTX100-200), separated by commas.
  - **Equipment Group:** Select a specific type of equipment (BOXC, FLAT, GOND, HOPP, MISC, TANK, or VFLT ([Exhibit 17](#))).

**Exhibit 17. Equipment Groups**

A dropdown menu with a blue highlight on the second option. The options are: - Select -, BOXC, FLAT, GOND, HOPP, MISC, TANK, and VFLT.

- **Handling Carrier:** Enter the Mark of a specific handling carrier. This is a 2-4 character standard carrier alphabetical code (SCAC). As necessary, select the magnifying glass icon to look up Marks. The Mark Search page is displayed ([Exhibit 18](#)).

**Exhibit 18. Mark Search**

The Mark Search form includes a title bar, a help text line, two input fields labeled 'Mark' and 'Company', a 'Search' button, a table header with columns 'Select', 'MARK', and 'COMPANY', and a 'Close' button at the bottom right.

- **Pool Number:** Type a valid seven-digit pool ID. Positions 1 through 3 are the pool operator’s AAR Accounting Code (or Rule 260 Code), positions 4 through 7 are pool IDs assigned by the pool operator.
- **Rejection Reason:** Select a rejection reason ([Exhibit 19](#)).

**Exhibit 19. Rejection Reasons**

A dropdown menu with a blue highlight on the second option. The options are: - Select -, - Select -, Bad Doors, Bad Floor, Bad Hatch Covers, Bad Interior Bulkheads, Bad Lining, Bad Order Refrigeration System, Bad Outlet Gates, Bad Roof, Contaminated, Dirty, Dirty - Infestation, Grade Doesn't Match UMLER, Order Cancelled, Other Mechanical Defects, Rust Contamination, Spotted Incorrectly (Railroad Error), Unit Doesn't Match UMLER Specifications, and Unknown or Other Than Specific Code Description.

- **Download to CSV:** Select the download to CSV option in order to have search results downloaded to a CSV file (see [Exhibit 21](#) for sample download results).
4. Select **Search** to initiate the search for rejected equipment. Search results are displayed ([Exhibit 20](#)).

**Note:** Only result sets that contain 1,000 records or less will be shown (see [Query Results Display Limitation](#) for details). Also, only the first 1,000 records of any result set will be shown for a range of Equipment IDs (see [Equipment ID Query Limitation](#) for details).

**Exhibit 20. Rejected Equipment Search Results**

Rejected Equipment						
10 items found, displaying all items 1						
Equipment ID	Rejection Date	Handling Carrier	Customer Name	Rejection Reason	Description/Comments	
<a href="#">RAIL000000011</a>	06/17/2015	BNSF	name	Bad Outlet Gates		
<a href="#">RAIL000000200</a>	06/17/2015	BNSF	Test RR	Bad Doors	doors will not close	
<a href="#">RAIL000000011</a>	06/17/2015	BNSF	customer	Bad Doors	test	
<a href="#">RAIL000000011</a>	06/17/2015	BNSF	customer	Bad Doors	testing emails	
<a href="#">RAIL000000011</a>	06/17/2015	BNSF	name	Bad Lining		
<a href="#">RAIL000000360</a>	06/17/2015	CSXT	Test RR	Bad Roof	bad roof	
<a href="#">RAIL000000011</a>	06/17/2015	RAIL	customer	Bad Doors		
<a href="#">RAIL000000011</a>	06/17/2015	BNSF	name	Bad Outlet Gates		
<a href="#">RAIL000000011</a>	06/17/2015	BNSF	name	Bad Doors		
<a href="#">RAIL000000200</a>	06/17/2015	RAIL	test	Bad Interior Bulkheads	test	

[Done](#)

**Exhibit 21. Rejected Equipment Search Results in CSV**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	REJECTION DATE	EQUIPMENT ID	HANDLING CARRIER	CUSTOMER NAME	SPLC	SPLC CITY	SPLC STATE	REJECTION REASON	LOCATION OF DEFECT	DESCRIPTION	EQUIPMENT GROUP	CAR GRADE	LESSEE	CAR MARK	OWNER	POOL NUMBER
2	9/4/2013	RAIL0000000350	CSXT	Angela	808155000	WHITTIER	AK	Bad Roof			BOXC	BNSF	RAIL	RAIL	0	
3	9/4/2013	RAIL0000000350	CSXT	er	870141000	STRONGHOLD	CA	Grade Doesn't Match UMLER			BOXC	BNSF	RAIL	RAIL	0	
4	9/3/2013	RAIL0000000350	CSXT	test	471132000	LONG ISLAND	AL	Bad Hatch Covers			BOXC	BNSF	RAIL	RAIL	0	
5	8/29/2013	RAIL0000000350	BNSF	RAILINC	424250000	KNOXVILLE	TN	Rust Contamination	This is the location of the defect	VERY DIRTY	BOXC	BNSF	RAIL	RAIL	0	
6	8/27/2013	RAIL0000000350	UP	RAILINC	800450000	ETZKROM	AB	Bad Doors			BOXC	BNSF	RAIL	RAIL	0	
7	8/22/2013	RAIL0000000350	bnsf	RAILINC	790145000	HOUCCK	AZ	Bad Lining	UP		BOXC	BNSF	RAIL	RAIL	0	
8	8/22/2013	RAIL0000000350	bnsf	RAILINC	790145000	HOUCCK	AZ	Bad Lining	UP		BOXC	BNSF	RAIL	RAIL	0	
9	8/22/2013	RAIL0000000350	bnsf	RAILINC	790145000	HOUCCK	AZ	Bad Lining	UP		BOXC	BNSF	RAIL	RAIL	0	
10	8/22/2013	RAIL0000000350	bnsf	RAILINC	790145000	HOUCCK	AZ	Bad Lining			BOXC	BNSF	RAIL	RAIL	0	
11	8/22/2013	RAIL0000000350	bnsf	RAILINC	790145000	HOUCCK	AZ	Bad Lining			BOXC	BNSF	RAIL	RAIL	0	
12	8/22/2013	RAIL0000000350	bnsf	RAILINC	790145000	HOUCCK	AZ	Bad Lining	UP		BOXC	BNSF	RAIL	RAIL	0	
13	8/21/2013	RAIL0000000350	bnsf	RAIL	380000000	CHICAGO	IL	Bad Roof			BOXC	BNSF	RAIL	RAIL	0	
14	8/1/2013	RAIL0000000350	CSXT	test	380000000	CHICAGO	IL	Bad Outlet Gates			BOXC	BNSF	RAIL	RAIL	0	
15	8/1/2013	RAIL0000000350	RAIL	RAIL	790145000	HOUCCK	AZ	Bad Floor			BOXC	BNSF	RAIL	RAIL	0	
16	8/1/2013	RAIL0000000350	RAIL	RAIL	790145000	HOUCCK	AZ	Bad Floor			BOXC	BNSF	RAIL	RAIL	0	
17	8/1/2013	RAIL0000000350	RAIL	RAIL	790145000	HOUCCK	AZ	Bad Doors			BOXC	BNSF	RAIL	RAIL	0	
18	8/1/2013	RAIL0000000350	BNSF	BNSF	790145000	HOUCCK	AZ	Bad Hatch Covers			BOXC	BNSF	RAIL	RAIL	0	
19	8/1/2013	RAIL0000000350	CSXT	test	380000000	CHICAGO	IL	Bad Roof			BOXC	BNSF	RAIL	RAIL	0	
20																

- For search results displayed in a browser, select the hyperlink of a list Equipment ID to view details ([Exhibit 22](#)).



**Exhibit 22. Rejected Equipment Detail**

**Rejected Equipment Detail**

Creation Date  Created By

Rejection Date  Company

---

Handling Carrier  Equipment ID  Equipment Group

Lessee  Car Mark Owner  Car Owner

Pool Number  Car Grade  Last Known Commodity (STCC)

Customer Name  SPLC  LONG ISLAND, AL

Rejection Reason

Location of Defect

Description/Comments

6. Select **Done** to exit the Detail page and return to the Search Results ([Exhibit 20](#)).

## Query Results Display Limitation

The user will be alerted whenever a query returns more than 1,000 rows to the display.

[Exhibit 23](#) shows an example of the message that is displayed whenever more than 1,000 records are returned for a query.

**Exhibit 23. Query Results with more than 1,000 Records**

Rejected Equipment						
More records exists in the database for this query criteria. Please use CSV option to download all records.						
Equipment ID	Rejection Date	Handling Carrier	Customer Name	Rejection Reason	Description/Comments	
BNSF00001433C	10/23/2013	LIP	Railinc	Bad Order Refrigeration System		
BNSF00001433C	10/23/2013	LIP	Railinc	Bad Order Refrigeration System		
BNSF00001433C	10/23/2013	LIP	Railinc	Bad Order Refrigeration System		
BNSF00001433C	10/23/2013	LIP	Railinc	Bad Order Refrigeration System		
BNSF00001433C	10/23/2013	LIP	Railinc	Bad Order Refrigeration System		
BNSF00001433C	10/23/2013	LIP	Railinc	Bad Order Refrigeration System		
BNSF00001433C	10/23/2013	LIP	Railinc	Bad Order Refrigeration System		
BNSF00001433C	10/23/2013	LIP	Railinc	Bad Order Refrigeration System		

## Equipment ID Query Limitation

There is a 1,000 record display limit when querying by equipment ID range. If the equipment ID range spans more than 1,000 cars, the results must be downloaded to a CSV file.

[Exhibit 24](#) shows an example of the error message that alerts users to the 1,000 record display limit.

**Exhibit 24. Equipment ID Query Limitation Error Message**

**Search Equipment**

The number of equipments in the query criteria exceeds the allowed limit(1,000)

From Date:   To Date:

Equipment ID:

Equipment Group:

Handling Carrier:

Pool Number:

Rejection Reason:

Download To CSV

Select the **Download To CSV** checkbox and then select the **Search** button to download the query results to csv ([Exhibit 25](#)).

**Exhibit 25. Downloading Result to CSV when an Equipment ID Query Limitation is Reached**

**Search Equipment**

The number of equipments in the query criteria exceeds the allowed limit(1,000)

From Date: 07/25/2013 To Date: 10/25/2013

Equipment ID: RAIL0000000001-0000001001

Equipment Group: - Select - Handling Carrier: [ ] [Search]

Pool Number: [ ] Rejection Reason: - Select -

Download To CSV

Reset Search

## Upload Rejections

All carriers have the ability to submit reject records via a CSV format. Reject records are processed using the same data validation used by the **createRejectRecord** web service. All successful reject records are stored in the EQR system.

## Using the CSV Template

The following template must be used to successfully upload records in the EQR system:

**Note:** There is a limit of 3,000 rows per file.

**Exhibit 26. CSV Upload Template**

	A	B	C	D	E	F	G	H	I	J
1	EQUIPMENT INITIAL	EQUIPMENT NUMBER	CUSTOMER NAME	SPLC	REASON CODE	REJECT DATE	LOCATION OF DEFECT	DESCRIPTION	HANDLING CARRIER	PREVIOUS COMMODITY
2										
3										
4										

- A. **Equipment Initial**—2-4 character equipment initial.
- B. **Equipment Number**—6 digit equipment number. 4 leading zeros are optional.
- C. **Customer Name**—char, mixed case allowed. Max 50 characters.
- D. **SPLC**—numeric values only.
- E. **Reason Code**—only valid predefined reject codes from the TRAIN II manual.
- F. **Reject Date**—mm/dd/yyyy format, date only, no time.
- G. **Location Of Defect**—char, mixed case allowed. Max 100 characters.
- H. **Description**—char, mixed case allowed. Max 250 characters.
- I. **Handling Carrier**—3-4 character handling carrier Mark.
- J. **Previous Commodity (STCC)** —numeric value only.

If any part of a reject record fails the validation process, the record is captured and returned to the carrier in a CSV format. The returned record includes the reason for the validation failure ([Exhibit 27](#)).

Once the carrier receives and corrects the invalid reject records, a new CSV file can be resubmitted to the EQR system for processing. The new CSV file must have a different filename than the original.

**Exhibit 27. CSV Upload with Validation Errors**

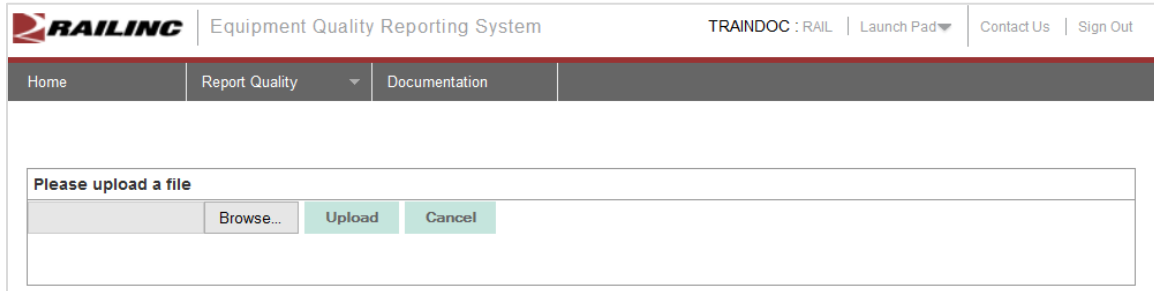
	A	B	C	D	E	F	G	H	I	J	K
1	EQUIPMENT INITIAL	EQUIPMENT NUMBER	CUSTOMER NAME	SPLC	REASON CODE	REJECT DATE	LOCATION OF DEFECT	DESCRIPTION	HANDLING CARRIER	PREVIOUS COMMODITY	VALIDATION FAILURE REASON
2	RAIL	RAIL000000350	BNSF	790145000	M	10/19/2013	Inside	Very Dirty	BNSF	STCC	Equipment RAIL000000350 has an unsupported
3	RAIL	RAIL000000200	BNSF	790145000	M	10/19/2013	Inside	Very Dirty	BNSF	STCC	Equipment Group PSGR.STCC is not a valid STCC.
4											STCC is not a valid STCC.
5											

**Note:** The validation failure reason contained in the returned reject records should not be included in the CSV file with the corrected reject records when they are resubmitted.

## Uploading Rejections

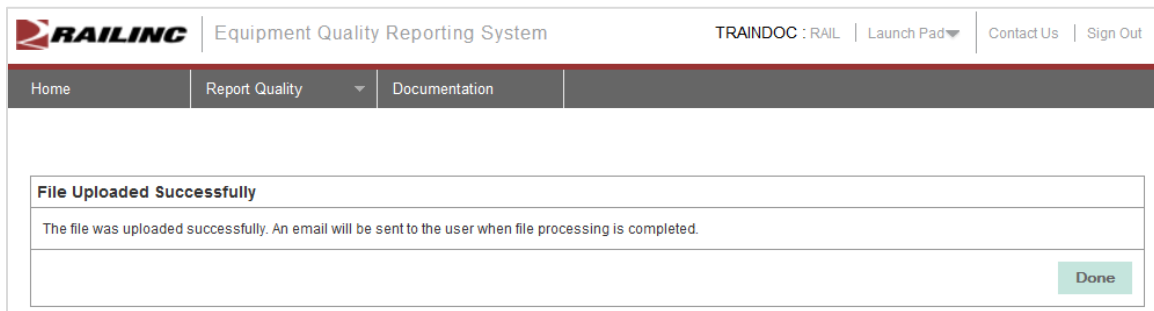
1. Prepare the file for upload using the CSV template (see [Using the CSV Template](#)).
2. Log onto Equipment Quality Reporting as described in [Logging In](#) on page 8. The Equipment Quality Reporting Welcome page is displayed ([Exhibit 9](#)).
3. Select **Report Quality**> **Upload Rejects**. The Upload a File page is displayed ([Exhibit 28](#)).

**Exhibit 28. Upload a File**




4. Select **Browse** and navigate to the location of the desired CSV formatted rejects file. Once found, select **Upload**. A message appears stating that the file has been uploaded ([Exhibit 29](#)).

**Exhibit 29. Upload Success Message**



5. An email will be sent with the detailed results of the upload attempt, including any possible errors ([Exhibit 30](#)). View the file attached to this email to see the error details. Correct any errors and upload the file again with a different filename.

**Exhibit 30. Error with CSV Upload Email**



See [Exhibit 31](#) for a list of EQR Rejection Codes and descriptions as well as the equipment groups for which they are invalid.

**Upload Rejections**

**Exhibit 31. EQR Rejection Codes/Invalid for Equipment Groups**

<b>EQR REJECTION CODE</b>	<b>EQR REJECTION DETAIL</b>	<b>INVALID FOR EQUIPMENT GROUPS</b>
A	Dirty	
B	Dirty - Infestation	
C	Dirty - Contamination	
D	Grade Not Satisfactory For Customer's Requirement	
E	Grade Does Not Match TRAIN II/Umler	
F	Unit Does Not Match Umler Specifications	
G	Railroad Error – Car Not Ordered	
H	Ordered Not Used	
I	Bad Doors	Gondolas, Flats, Tank Cars
J	Bad Floor	Tank Cars, Hopper Cars
K	Bad Roof	Flats
L	Bad Lining	
M	Bad Hatch Covers	Box cars, Gondolas, Flats, Vehicular Flats
N	Bad Outlet Gates	Box cars, Gondolas, Flats, Vehicular Flats
O	Bad Interior Bulkheads	
P	Bad Order Refrigerator System	Flats, Gondolas, Tank Cars, Hoppers, Vehicular Flats
Q	Other Mechanical Defects	
R	Rust Contamination	
U	Unknown or Other Than Specific Code Description	

## Index

- application title, 2
- content area, 2
- copyright, 2
- CSV Template, 17
- EQR Rejection Codes, 19
- Equipment Quality Reporting
  - access, 3
  - log in, 8
  - log out, 8
  - SSO permissions, 4
- Equipment Quality Reporting
  - application menu, 3
- Equipment Quality Reporting
  - Home page, 8
- Equipment Quality Reporting (EQR), 1
- FindUs.Rail, 4
- Home page, 8
- legal, 2
- link
  - navigational, 2
- log in, 8
- log out, 8
- logo, Railinc, 2
- menu
  - application, 2
  - Report Quality, 9
- navigational link, 2
- page title, 2
- query limitation, 15
- Query Rejections, 11
- Railinc logo, 2
- Reject Equipment, 9
- rejection codes, 19
- Report Quality menu, 9
- Sign-On Information, 2
- Single Sign On, 3
- SSO
  - Equipment Quality Reporting permissions, 4
  - registration, 3
- title
  - application, 2
- Upload Rejections, 17
- web interface
  - Equipment Quality Reporting-specific elements, 1
  - page layout, 1