RAILINC |Frequently Asked Questions

What is Freight Rail 411?

The Freight Rail 411 is a website designed to help rail shippers and other freight-rail users quickly and easily locate information related to shipping freight by rail in North America. The website includes seven different applications from station locations and rail equipment marks to serving rail carriers to commodity codes and more.

How is this website different from the previous IRFi website?

Freight Rail 411 includes all the applications (or modules) available through the old IRFi website, along with one new application.

Freight Rail 411 includes the new Rail Service Finder (RSF) web application. RSF enables rail shippers, railroads and other users who are seeking to ship freight by rail a quick and easy way to identify rail-served customer facilities in North America, the railroads that serve them and the railroads with access to those facilities.

Why did Railinc change the name of the website to Freight Rail 411?

Railinc changed the name of the old IRFi website to Freight Rail 411 to more accurately reflect the website's use as a dedicated resource for information related to shipping freight by rail. Railinc developed the Freight Rail 411 website under the guidance of the AAR's Customer Location Task Force and Interline Revenue Committee.

What benefits will Freight Rail 411 provide?

Freight Rail 411 is a convenient resource for information related to shipping freight by rail. Freight Rail 411 gives rail shippers and other freight-rail users quick and easy access to this information through a single tool. The website delivers two primary benefits:

1. **Convenience:** With Freight Rail 411, users have a single website where they can go to look up and view critical information for shipping freight by rail.
2. **Time Savings:** Freight Rail 411 will save time by eliminating the need for users to search many websites and systems to execute tasks that are necessary for shipping by rail.

Who will use Freight Rail 411, and what will they be able to do?

The primary customer stakeholders for the Freight Rail 411 website are rail shippers and other freight-rail users.

With Freight Rail 411, users can:

- Access 7 applications (or modules) related to shipping freight by rail
- Access the new Rail Service Finder tool
- Search any of the site's applications, and use the free look-ups available with most applications
- Access real-time information throughout the year (subscription required)
- Search for and receive direct views of data (subscription required)

- Export reference data to desktops where it can be manipulated for customized extracts (subscription required)
- Purchase the specific reference files on a modular basis without paying for information beyond the scope of business needs (subscription required)

Can I export data from the applications (or modules) available through Freight Rail 411?
Yes, export capabilities are available through several of the applications found on Freight Rail 411. The Station, Mark, Route and Commodity applications require a subscription to access these capabilities.

How do I access Freight Rail 411?
Access to the Freight Rail 411 website is available at https://www.railinc.com/freightrail411.

What permissions do I need to search and view data using Freight Rail 411?
No special permissions are needed to access the Freight Rail 411 website. Most applications offer limited search and free look-ups to non-subscribers. However a subscription is required to download data.

How do I get a subscription to a Freight Rail 411 application?
Subscription information, including pricing, is available on the Freight Rail 411 website at: https://www.railinc.com/freightrail411. Click the link on the site to fill out a simple registration form. Send the completed form to Railinc Customer Support at csc@railinc.com.

What do I get with a subscription?
With a paid subscription, users receive full search and download capabilities, and can:

- Access real-time information throughout the year
- Search for and receive direct views of data
- Export reference data to desktops where it can be manipulated for customized extracts
- Purchase the specific reference files on a modular basis without paying for information beyond the scope of business needs

How much does a subscription cost? Do I have to subscribe to all the applications?
The Railinc Freight Rail 411 website is available for use by subscribers on a modular basis. This means that you can subscribe annually to only the specific applications that you need to access, rather than paying for full access to all of them. Each module subscription gives your company unlimited look-up access for that module throughout the current calendar year (January – December). Reference data downloads from the site into an Excel file are available for $0.20 per record.

Only the Station, Mark, Route and Commodity modules are available for a paid subscription.

The pricing structure for this modular access is:

- One module = $500
- Two modules = $1,000
- Three modules = $1,400
- All four modules = $1,800

What if I have questions about Freight Rail 411?

Railinc customer service is available to answer your questions. For more information about Freight Rail 411, contact the Railinc Customer Support Center toll free at (877) 724-5462 or via email at csc@railinc.com.

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