

# Freight Rail 411 User Guide



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# Learning about Freight Rail 411

## Overview

Freight Rail 411 provides railroads and related businesses real-time access to currently active reference information. The following modules are available through the Freight Rail 411 website:

<b>Stations</b>	The Stations module contains the Centralized Station Master (CSM) and Junction Interchange File (JUNC). Use this module to search for station and junction interchange information to help plan efficient freight movements from origin to destination.
<b>Mark</b>	Marks are equipment identifiers for all electronic interfaces between railroads, their customers and Railinc systems and files. Marks identify the names of railroads and private companies. Use this module to find the Mark you need.
<b>Route</b>	The Route File identifies valid routes by combining station location codes for the origin and destination. ROUTE data can be used to request prices from the Rate EDI Network.
<b>Commodity</b>	The Commodity module contains Standard Transportation Commodity Codes. Search for commodities by STCC, Product Description, or Product Group. Use this module to get the right STCC code for your shipment.
<b>Rail Service Finder (RSF)</b>	Railinc maintains the Serving Carrier Reciprocal Switch (SCRS) system, which is a web application that provides a standardized verification process for determining whether and under what conditions a railroad may serve a specific customer at common service points. SCRS is a permissions-based data file used by railroads. RSF is a dedicated, streamlined version of the search feature within the SCRS industry reference file. Use this module to identify customers' information and the rail carriers that serve them.
<b>FindUs.Rail</b>	FindUs.Rail is a web-based centralized database that allows users to review and manage their company's contact information. It helps railroad departments, private car owners, and leasing companies stay connected. Users are able to query contacts and agency relationships for industry functions and roles.

## 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](#).

## Accessing Railinc Customer Support

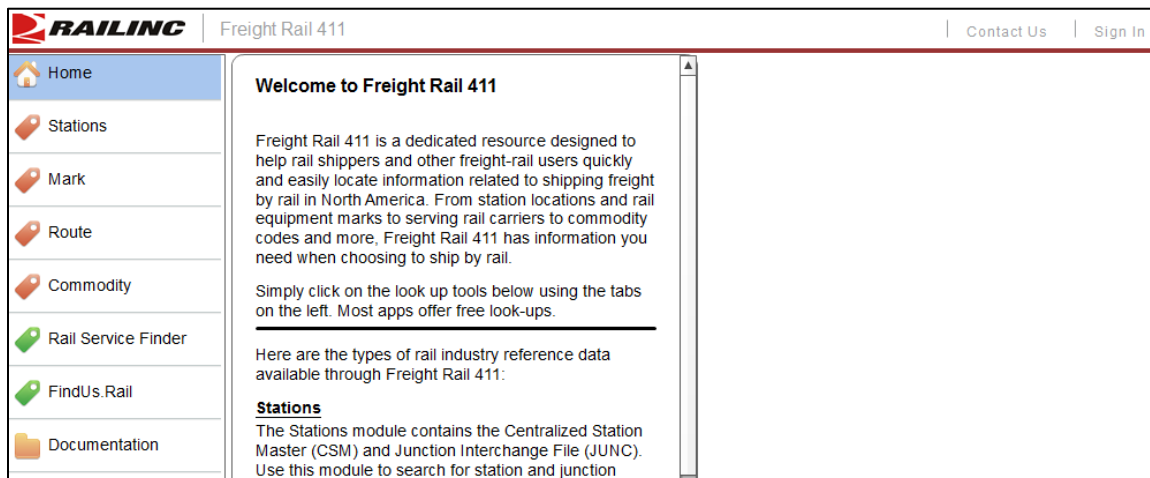
The Railinc Customer Support Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to 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).

## Getting Started

Use the following procedure to access Freight Rail 411:

1. Open your web browser.
2. Enter the following URL: <http://www.railinc.com/freightrail411>. The Freight Rail 411 Welcome page is displayed ([Exhibit 1](#)).

**Exhibit 1. Freight Rail 411 Welcome Page**



Continue by selecting a particular Freight Rail 411 module to search the corresponding reference file (refer to [Exhibit 2](#)).

**Exhibit 2. Available Freight Rail 411 Reference Files**

**[Stations](#)**

Provides access to Centralized Station Master (CSM) data. The interface allows users to search and view station and junction information.

**[Mark](#)**

Provides access to Mark Register data. The interface allows users to search and view Mark information.

**[Route](#)**

Provides access to Route data. The interface allows users to search and view Route information.

**[Commodity](#)**

Provides access to Standard Transportation Commodity Code (STCC) data. The interface allows users to search and view STCC information.

**[FindUs.Rail](#)**

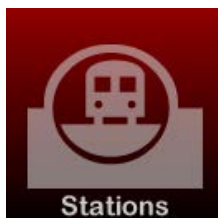
FindUs.Rail is a web-based centralized database that allows users to review and manage their company's contact information. It helps railroad departments, private car owners, and leasing companies stay connected. Users are able to query contacts and agency relationships for industry functions and roles.

**[Rail Service  
Finder](#)**

The SCRS file provides a standardized verification process of whether and under what conditions a railroad may serve a specific customer at common service points.

## Stations

## Overview



The Stations module provides access to Centralized Station Master (CSM) and Junction (JUNC) IRF data. The interface allows user to search and view station data. The Centralized Station Master (CSM) is a geographic location file which contains data about rail and motor carrier points for North America and international areas. This file is primarily used by railroads to help plan freight movements from origin to destination in an efficient and timely manner.

To open the Stations module, select **Stations** from the Freight Rail 411 menu. The Station and Junction interface is displayed (see [Exhibit 3](#)).

### Exhibit 3. Station and Junction Interface

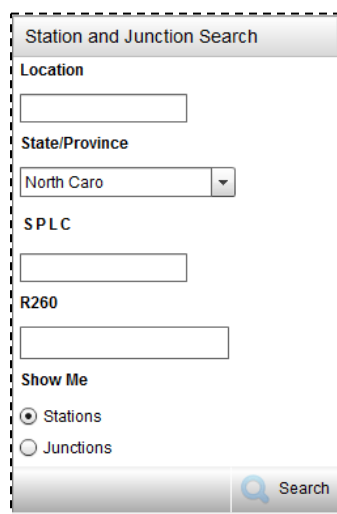
[illegible]

## Station and Junction Interface

The station and junction interface allows users to search for stations and junctions or to navigate directly to their locations by using the available mapping tools. The interface consists of the [Station Search Tool](#) and the [Search Results Window](#).

# Station Search Tool

The search tool allows users to find a station or junction by entering details directly into the available input fields. The search tool appears in [Exhibit 4](#).

**Exhibit 4. Station and Junction Search Tool**


The interface is titled "Station and Junction Search". It contains the following fields and controls:

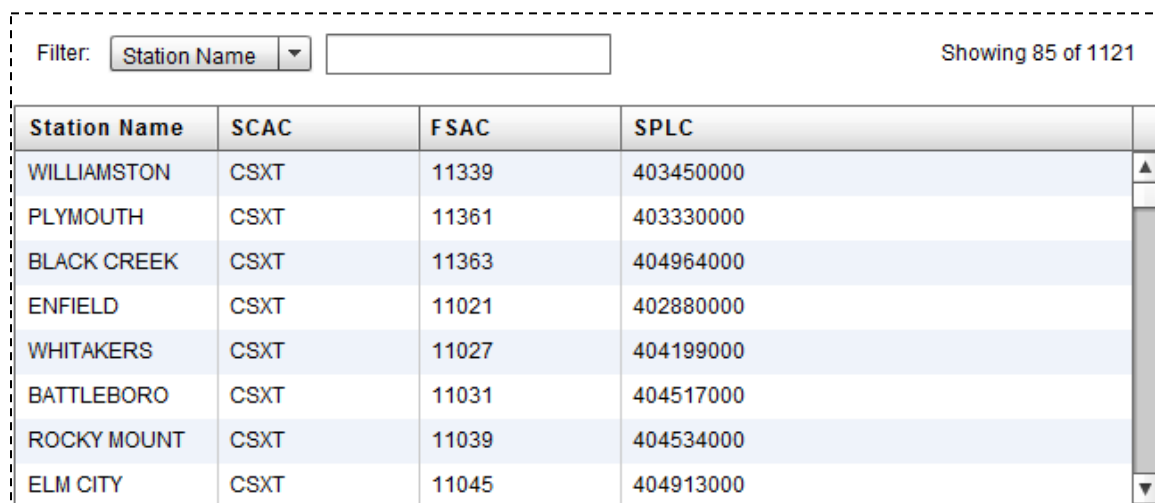
- Location:** A text input field.
- State/Province:** A drop-down menu currently showing "North Caro".
- SPLC:** A text input field.
- R260:** A text input field.
- Show Me:** Two radio buttons, "Stations" (selected) and "Junctions".
- Search:** A button with a magnifying glass icon.

The input fields allow user to specify a **Location** (actual name); **State/Province** (drop-down contains US, Canadian and Mexican locations, in that order); **SPLC** (Standard Point Location Code); **R260** (Rule 260 Code). The radio buttons at the right allow users to specify if the search should return **stations or junctions**. The **Search** button initiates a search.

**Note:** The Search button is disabled until at least one search criterion is entered.

## Search Results Window

The search results window displays the results of a search. The search results window appears in [Exhibit 5](#).

**Exhibit 5. Station and Junction Search Results Window**


The interface shows a table of search results. At the top, there is a "Filter:" section with a "Station Name" drop-down menu and a text input field. To the right, it says "Showing 85 of 1121". The table has four columns: "Station Name", "SCAC", "FSAC", and "SPLC". The results are listed in a table with a vertical scrollbar on the right.

Station Name	SCAC	FSAC	SPLC
WILLIAMSTON	CSXT	11339	403450000
PLYMOUTH	CSXT	11361	403330000
BLACK CREEK	CSXT	11363	404964000
ENFIELD	CSXT	11021	402880000
WHITAKERS	CSXT	11027	404199000
BATTLEBORO	CSXT	11031	404517000
ROCKY MOUNT	CSXT	11039	404534000
ELM CITY	CSXT	11045	404913000

The results window allows users to perform two functions: filter results and display details of displayed stations or junctions.

## Searching Stations and Junctions

This section describes how to perform searches for stations and junctions. It additionally describes how to filter search results and view result details.

Use the following procedure to search for stations or junctions:

- Using the stations and junctions search tool ([Exhibit 4](#)), complete one or more of the available fields:
  - Location** (enter all or part of the actual name of location)
  - State** (select state from the drop-down)
  - SPLC** (enter all of a Standard Point Location Code)
  - R260** (enter all of part of a Rule 260 code)
- In the Show Me section of the search tool, select to restrict the results to either **stations** or **junctions** (using the available radio buttons).
- Select the **Search** button. The search results window ([Exhibit 5](#)) is updated with the results (see sample results in [Exhibit 6](#)).

**Note:** The Search button is disabled until at least one search criterion is entered.

**Exhibit 6. Sample Station Search Results**

The screenshot displays the RAILINC Freight Rail 411 search interface. On the left is a navigation menu with links: Home, Stations (selected), Mark, Route, Commodity, Rail Service Finder, FindUs.Rail, and Documentation. The main area is titled 'Station and Junction Search'. It contains input fields for Location, State/Province (set to North Caro), SPLC, and R260. Below these is a 'Show Me' section with radio buttons for 'Stations' (selected) and 'Junctions'. A 'Search' button is at the bottom right of the search area. To the right of the search area is a 'Filter' dropdown set to 'Station Name' and a text input field. Below this is a table showing search results, with a header indicating 'Showing 1116 of 1116'.

Station Name	SCAC	FSAC	SPLC
CARBONTON	ACWR	12872	412893000
CARD	CSXT	50250	418767000
CARPENTER	CSXT	21614	411671000
CARRBORO	NS	59034	412394000
CARY	NS	52248	411657000
CARY	CSXT	22005	411657000
CARY	AMTK	79000	411657000
CASTLE HAYNE	CSXT	11451	409124000
CATAWBA	NS	53322	414942000
CELOTEX	CSXT	11374	406627000
CERAMIC	NS	06780	413178000
CERRO GORDO	CALA	65953	409763000
CERRO GORDO	CSXT	65953	409763000

- Use the **filter** option to filter the displayed data (see [Filtering Data](#)).



## Filtering Data

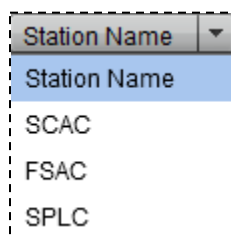
Following a successful search, the filtering option can be used to narrow search results (see [Exhibit 7](#)).

**Exhibit 7. Station Filtering Option**

Filter: Station Name <input type="text"/>				Showing 12 of 41
Station Name	SCAC	FSAC	SPLC	
CARY	NS	52248	411657000	
CARY	CSXT	22005	411657000	
CARY	AMTK	79000	411657000	
CARPENTER	CSXT	21614	411671000	
APEX	CSXT	22010	411682000	
MORRISVILLE	NS	52246	411659000	
GENLEE	CSXT	21610	411852000	
TRIANGLE	CSXT	21612	417643000	

Use the following procedure to filter search result data:

1. Select the drop down arrow to display the available filtering options.



2. Select the desired filtering option (For stations: Station Name, SCAC, FSAC or SPLC).
3. Use the available input field to enter the desired filtering criteria. Partial input is acceptable. The list is automatically updated to reflect the filtering input.

**Exhibit 8. Filtering Results**

Filter: Station Name <input type="text" value="dur"/>				Showing 3 of 163
Station Name	SCAC	FSAC	SPLC	
DURHAM	AMTK	79005	411860000	
DURHAM	NS	52239	411860000	
DURHAM	CSXT	21300	411860000	

## Displaying Station or Junction Details

From a successful search for station or junction records, details can be viewed from the list of search results or by clicking a station.

**Note:** This feature is only available to users who are configured through SSO.

Use the following procedure to display the details of a found station or junction:

1. Select a found record in the search results window to display its details. The Station Detail window is displayed ([Exhibit 9](#)).

**Exhibit 9. Station Detail Window**

The Station Detail window displays the following information:

Station Master Detail	
SCAC	CSXT
FSAC	21603
Effective Date	08/12/1997
Expiration Date	12/31/9999
SPLC	411853000
Location Name	EAST DURHAM
Location Type	OR
Rule 260 Junc Abbrev	
Location County	DURHAM
Location State	NC
Latitude	+035.978772
Longitude	-078.876680
Zip/Postal Code	

2. Use the available scroll bar to view details that extend beyond the visible window.
3. Select the OPSL Notes tab to view any OPSL Notes associated with the displayed station.

**Exhibit 10. Station Details – OPSL Notes Tab**

The OPSL Notes tab displays the following list of notes:

0001
3000
3489

4. Full text descriptions of the associated OPSL Notes are available by selecting the hyperlink of a listed note number.

# Mark

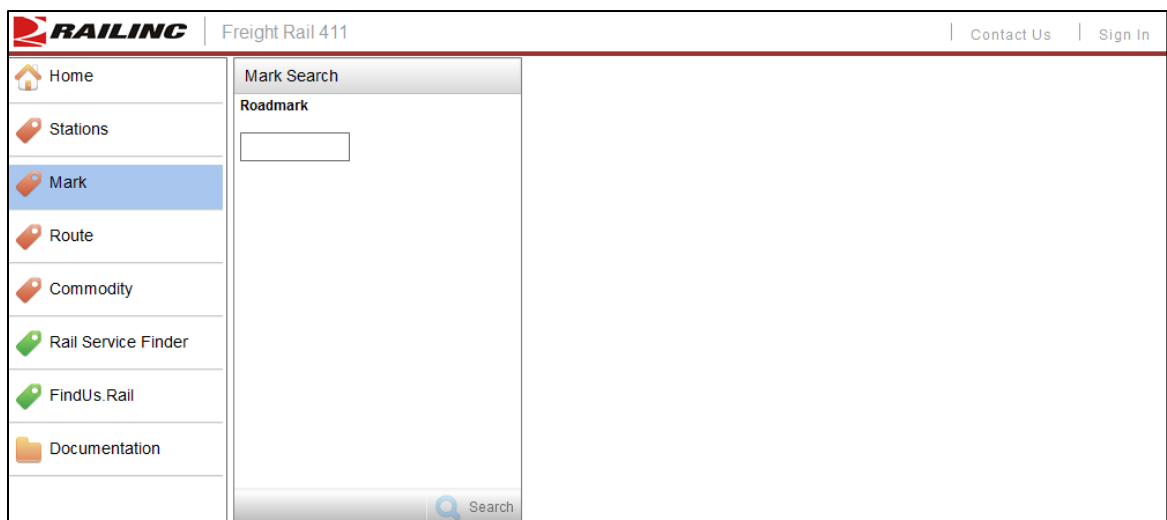
## Overview



The Mark module provides access to Mark Register IRF data. The interface allows the user to search, view and extract Mark information. Reporting Marks are stenciled on owned and leased equipment. Marks are used as equipment ID's for all electronic interfaces between railroads, their customers, and Railinc systems and files. Equipment Marks identify the names of railroads or private companies, junction points, stations, and interchange points. In addition, they are used for revenue accounting purposes like car hire and car repair billing.

To open the Mark module, select **Mark** from the Freight Rail 411 menu. The Mark Search interface is displayed (see [Exhibit 11](#)).

**Exhibit 11. Mark Search Interface**

The screenshot displays the 'Mark Search' interface within the Railinc Freight Rail 411 system. At the top, the Railinc logo is on the left, and 'Freight Rail 411' is in the center, with 'Contact Us' and 'Sign In' links on the right. A left-hand navigation menu lists several options: Home, Stations, Mark (which is highlighted with a blue background), Route, Commodity, Rail Service Finder, FindUs.Rail, and Documentation. The main content area is titled 'Mark Search' and contains a sub-section labeled 'Roadmark' with a single text input field. At the bottom of this section is a 'Search' button with a magnifying glass icon.

## Searching Marks

This section describes how perform searches for Marks. It additionally describes how to view result details.

Use the following procedure to search for Marks:

1. Using the Mark search tool ([Exhibit 12](#)), complete the available field for the Roadmark.

**Exhibit 12. Mark Search Tool**

2. Select the **Search** button to initiate the search. Search results are displayed ([Exhibit 13](#)).

**Note:** The Search button is disabled until a Roadmark is entered.

**Exhibit 13. Mark Search Results**

Roadmark	Name	Owner	Type
NCVA	NORTH CAROLINA & V	NCVA	PP
NCVA	NORTH CAROLINA & V	NCVA	RR_3

3. Perform one of the following actions:
  - a. Use the **filter** option to filter the displayed data (see [Filtering Data](#)).
  - b. Select a listed Mark to display its details (see [Displaying Mark Details](#)).

## Displaying Mark Details

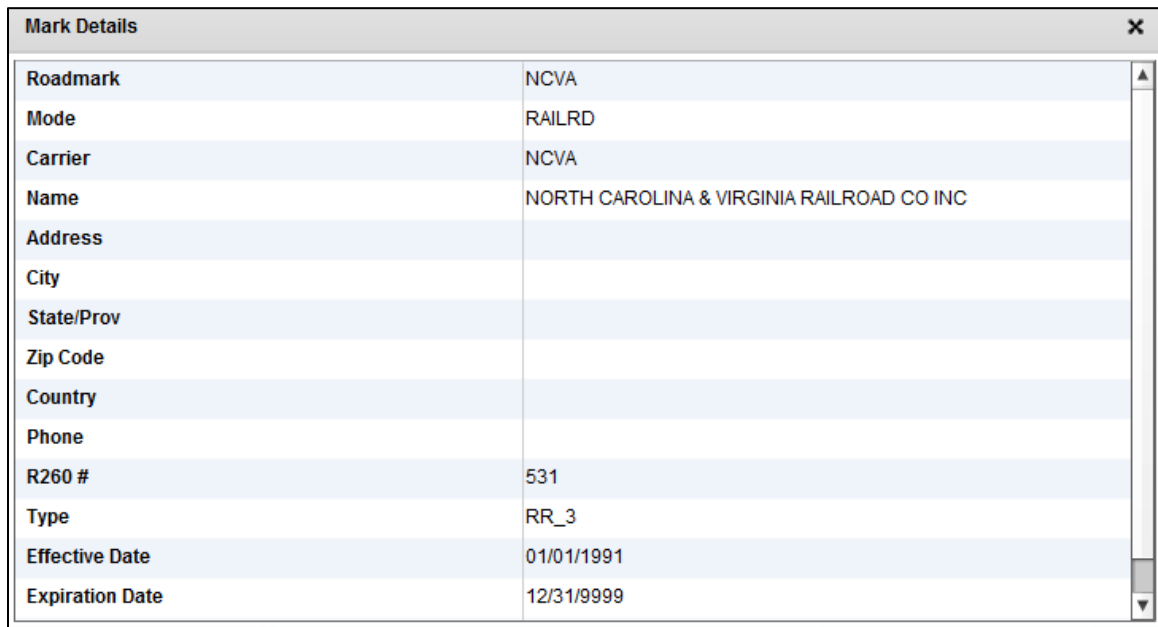
From a successful search for Mark records, details can be viewed from the search results window (see [Exhibit 13](#)).

**Note:** This feature is only available to users who are configured through SSO.

Here is how to display the details of a found Mark.

1. Select a found Mark in the search results window. The Mark Details window is displayed ([Exhibit 14](#)).

**Exhibit 14. Mark Details**



The screenshot shows a window titled "Mark Details" with a close button (X) in the top right corner. The window contains a table with two columns. The first column lists various attributes, and the second column contains the corresponding values. A vertical scroll bar is on the right side of the table.

Roadmark	NCVA
Mode	RAILRD
Carrier	NCVA
Name	NORTH CAROLINA & VIRGINIA RAILROAD CO INC
Address	
City	
State/Prov	
Zip Code	
Country	
Phone	
R260 #	531
Type	RR_3
Effective Date	01/01/1991
Expiration Date	12/31/9999

2. Use the available scroll bar to view details that extend beyond the visible window.

## Route

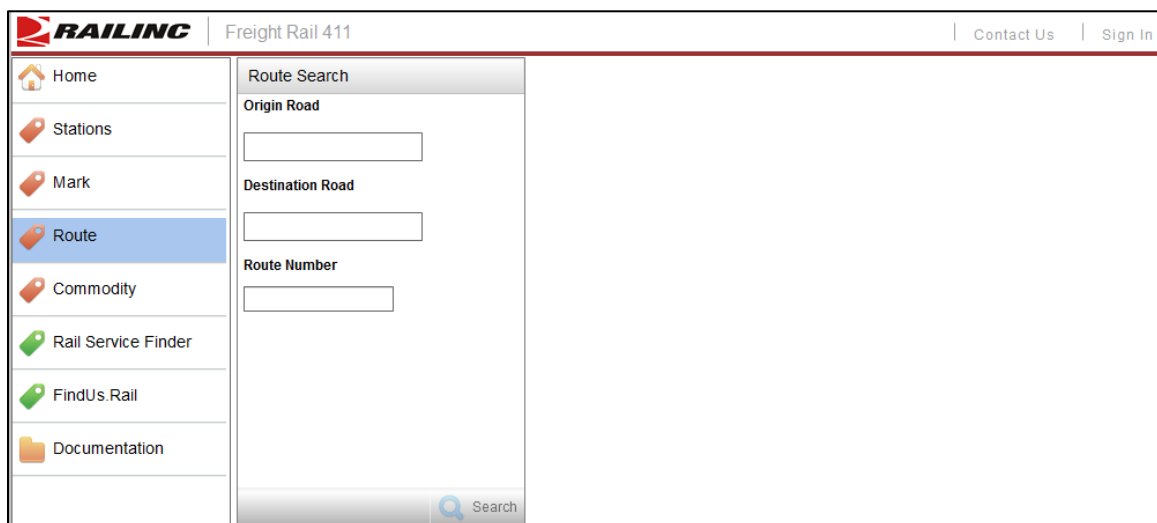
### Overview



The Route module provides access to Route IRF data. The interface allows a user to search, view and extract Route information. The Route File (ROUTE) was initially designed to support the Rate EDI Network (REN). The route code is an amalgamation of two Standard Point Location Codes (origin and destination) with a sequential 4-digit number that identifies revenue routes. Routes in this file may also be utilized to request prices from the REN.

To open the Route module, select **Route** from the Freight Rail 411 menu. The Route Search interface is displayed (see [Exhibit 15](#)).

**Exhibit 15. Route Search Interface**



RAILINC   Freight Rail 411		Contact Us   Sign In
<ul style="list-style-type: none"><li>Home</li><li>Stations</li><li>Mark</li><li><b>Route</b></li><li>Commodity</li><li>Rail Service Finder</li><li>FindUs.Rail</li><li>Documentation</li></ul>	<b>Route Search</b>	
	Origin Road	
	<input type="text"/>	
	Destination Road	
	<input type="text"/>	
	Route Number	
	<input type="text"/>	
	<input type="button" value="Search"/>	

## Searching Routes

This section describes how perform searches for Routes. It additionally describes how to view result details.

Use the following procedure to search for Routes:

1. Using the Route search tool ([Exhibit 16](#)), complete the available field for the **Origin Road** and **Destination Road**. Optionally, provide input for the **Route Number**.

**Exhibit 16. Route Search Tool**

The image shows a web-based search tool titled "Route Search". It has three input fields: "Origin Road", "Destination Road", and "Route Number". Each field is a simple text box. At the bottom right of the form is a "Search" button with a magnifying glass icon.

2. Select the **Search** button to initiate the search. Search results are displayed ([Exhibit 17](#)).

**Note:** The Search button is disabled until both an Origin and Destination Road have been entered.

**Exhibit 17. Route Search Results**

The screenshot shows the RAILINC Freight Rail 411 website. On the left is a navigation menu with links: Home, Stations, Mark, Route (highlighted), Commodity, Rail Service Finder, FindUs.Rail, and Documentation. The main content area is titled "Route Search" and shows the search criteria: Origin Road is "UP", Destination Road is "BNSF", and Route Number is empty. A "Filter" dropdown is set to "Origin Mark". The results table shows 3327 results, displaying the first 12 rows.

Origin Mark	Junctions	Destination Mark
UP	LATHP - LATHP - OGDEN - OG	BNSF
UP	LATHP - LATHP - OGDEN - OG	BNSF
UP	FORTH - AMARO -	BNSF
UP	SWWTR -	BNSF
UP	PUBLO - MEMPH -	BNSF
UP	CASPR -	BNSF
UP	SEATL -	BNSF
UP	SCRMT - SCRMT - PORTL - PC	BNSF
UP	SCRMT - SCRMT - PORTL - PC	BNSF
UP	CHGO -	BNSF
UP	KANCY -	BNSF
UP	KCITY -	BNSF
UP	ELPAS -	BNSF

3. Perform one of the following actions:
  - a. Use the **filter** option to filter the displayed data (see [Filtering Data](#)).
  - b. Select a listed Route to display its details (see [Displaying Route Details](#)).

## Displaying Route Details

From a successful search for Route records, details can be viewed from the search results window (see [Exhibit 17](#)).

**Note:** This feature is only available to users who are configured through SSO.

Use the following procedure to display the details of a found Route:

1. Select a found Route in the search results window. The Route Details window is displayed ([Exhibit 18](#)).

**Exhibit 18. Route Details**

Route Details		✕
Origin Mark	UP	
Destination Mark	BNSF	
Route Number	9	
Effective Date	Fri Jul 4 1997	
Expiration Date	Fri Dec 31 9999	
Segment Road	UP	
Segment Junction	KANCY	
Segment Road	BNSF	
Status	Active	

2. Use the available scroll bar to view details that extend beyond the visible window.



# Commodity

## Overview



The Commodity module provides access to Standard Transportation Commodity Codes (STCC) IRF data. Standard Transportation Commodity Codes contain specific product information used on waybills and other shipping documents. A STCC code is a seven digit numeric code representing 38 commodity groupings. The interface allows the user to search and view Commodity information.

To open the Commodity module, select **Commodity** from the Freight Rail 411 menu. The Commodity Search interface is displayed (see [Exhibit 19](#)).

**Exhibit 19. Commodity Search Interface**

## Searching Commodities

This section describes how perform searches for Commodities. It additionally describes how to view result details.

Use the following procedure to search for Commodities:

1. Use the radio button to select to search by either **Product Code** (see [Exhibit 20](#)) or **Product Category** (see [Exhibit 21](#)).
2. Complete the search fields for either a search by Product Code or by Product Category.
  - a. For a Product Code search, complete the available field for the **STCC/Product Code** and **Product Description**.

**Exhibit 20. STCC Search Tool (by product code)**

The screenshot shows a web form titled "Commodity Search". At the top, there are two radio buttons: "Search by product code" (which is selected) and "Search by product category". Below the radio buttons, there are two text input fields. The first field is labeled "STCC/Product Code" and the second field is labeled "Product Description". At the bottom right of the form, there is a "Search" button with a magnifying glass icon.

- b. For a Product Category search, use the drop downs to select the primary and subproduct group.

**Exhibit 21. STCC Search Tool (by product category)**

The screenshot shows a web form titled "Commodity Search". At the top, there are two radio buttons: "Search by product code" and "Search by product category" (which is selected). Below the radio buttons, there are two dropdown menus. The first dropdown menu is labeled "01-FARM PRODUCTS" and the second dropdown menu is labeled "011-FIELD CROPS". At the bottom right of the form, there is a "Search" button with a magnifying glass icon.

3. Select the **Search** button to initiate the search. Search results are displayed ([Exhibit 22](#)).

**Note:** The **Search** button is disabled until at least one search criterion is entered.

**Exhibit 22. STCC Search Results**

Commodity Search

☐ Search by product code
 ☒ Search by product category

Filter: 

Showing 109 of 109

STCC/Product Code	Product Description
0112910	CTN NEC
0112911	COTTON FIBER BL
0112915	COTTON BOLLS
0112920	COTTON SAMPLES
0112930	COTTON UNGINNED
0113110	BARLEY
0113115	BARLEY FOR MALT
0113130	BARLEY FEED,NEC
0113210	CORN,NT SHELLED
0113211	CORN,NT SHELLED

4. Perform one of the following actions:
  - a. Use the **filter** option to filter the displayed data (see [Filtering Data](#)).
  - b. Select a listed STCC to display its details (see [Displaying STCC Details](#)).

## Displaying STCC Details

From a successful search for STCC records, details can be viewed from the search results window (see [Exhibit 22](#)).

**Note:** This feature is only available to users who are configured through SSO.

Use the following procedure to display the details of a found STCC:

1. Select a found STCC in the search results window. The STCC Details window is displayed ([Exhibit 23](#)).

**Exhibit 23. STCC Details**

Commodity Details		X
STCC Code	0112915	
Full Description	COTTON BOLLS, IMMATURE	
Regulated	No (exempt)	
Effective Date	Wed Dec 31 1997	
Expiration Date	Fri Dec 31 9999	

2. Use the available scroll bar to view details that extend beyond the visible window.

## FindUs.Rail

FindUs.Rail is a web-based centralized database that allows users to review and manage their company's contact information. It helps railroad departments, private car owners, and leasing companies stay connected. Users are able to query contacts and agency relationships for industry functions and roles.

With FindUs.Rail, contacts are organized under various categories, each managed by Company Administrators. Administrators can add, update, and delete contacts for the categories they manage. The Railinc Application Administrator is responsible for adding and removing categories.

The FindUs.Rail free look-up tool lets you conduct first level searches of contacts, agencies and railcar marks at no charge.

To open FindUs.Rail from Freight Rail 411, select **FindUs.Rail** from the Freight Rail 411 menu. FindUs.Rail opens in a new browser tab.

[Click here to use the FindUs.Rail free look-up tool.](https://www.railinc.com/findusrail/pub/homeAction.do)  
(<https://www.railinc.com/findusrail/pub/homeAction.do>)

# Rail Service Finder

## Overview

Rail Service Finder (RSF) gives rail customers and railroads convenient access to data required for shipping by rail through a single, easy-to-use tool. RSF's primary benefits are:

**Convenience:** With RSF, users have a single tool where they can look up and view critical information for shipping freight by rail.

**Productivity:** The ability to identify and view company contact data and their serving carriers via a single tool improves productivity by enabling rail shippers to make shipping decisions quickly.

**Time Savings:** RSF saves time by eliminating the need for users to search many resources and contacts to execute tasks that are routine but required for shipping by rail.

RSF gives rail shippers, railroads, and car owners convenient access to required data for shipping by rail through a single application. With RSF, users can:

- Access company contact information (including full mailing address) through a single location
- Identify serving and connecting carriers for their own or their customers' location(s)
- View a list of summary results for companies by location
- View a detailed result for each company location and its serving carriers
- View switch status
- Verify customer name, rail station names and receiving party address
- Access a company's ship-to locations in North America
- View the shortline railroads that serve a particular customer

Rail customers and others interested in shipping by rail previously had to log in to an increasing number of applications to access the required shipping data. RSF gives rail shippers, in particular, convenient access to data required for shipping by rail through a single source, enabling them to save time and enhance productivity. RSF data comes from the Railinc-maintained industry Serving Carrier/Reciprocal Switch (SCRS) file. Updated by railroads, this file requires special permissions and is geared toward a railroad audience. RSF uses the same robust data found in SCRS to provide rail shippers and other interested parties with an easy-to-use and easy-to-understand, single resource for shipping freight by rail.

To open the Rail Service Finder module, select **Rail Service Finder** from the menu ([Exhibit 24](#)).

### Exhibit 24. Rail Service Finder Interface

The screenshot displays the Rail Service Finder web application interface. At the top, the Railinc logo is on the left, and navigation links for 'Contact Us', 'Register', and 'Help' are on the right. The main section contains a search form with five input fields: 'Company (Company Name or CFI #)', 'Street', 'City', 'State', and 'Railroad (Carrier Name or Abbreviation)'. A blue 'Search' button is positioned to the right of the 'Railroad' field. Below the search fields, there is a link for 'Search Tips'. A paragraph of text describes the application's purpose: 'Rail Service Finder is a web application that 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.' Below this text is a 'Feedback' button and a note: 'Looking for more information to help you ship freight by rail? Visit Railinc's dedicated resource for freight-rail shipping, [Freight Rail 411](#). Search for marks, stations, routes and more.'

## Searching Rail Service Records


This section describes how to perform searches for Rail Service records. It additionally describes how to view result details. Only public records that have both a CIF and SCRS record are displayed.

Use the following procedure to search for companies with Rail Service records:

- Complete one of the available search fields (see [Exhibit 24](#)). The Railroad field requires input in one of the other fields first. Follow these search tips, which are available through the Search Tips link. In the Company, Street, City, and State fields, your search will return all results that contain the search term you enter. To narrow your results, use an asterisk (\*) at the front of your search term to get the results that end with the term. Use the asterisk at the end to get results that begin with the term.
  - Company Name or CIF #:** Enter full or partial company name or nine-digit Customer Identification Number (CIF), if available.
  - Street, City or State:** City and State searches return results for Company and Rail Stations that match.
  - Railroad:** This is a type-ahead field. Begin by entering the first letter of the carrier for a list of roads that begin with the character. Enter a carrier's full abbreviation to get an instant match. Use this field in conjunction with one or both of the other search parameters to further narrow the search results by Railroads that act as serving and/or connecting carriers.
- Select the **Search** button to initiate the search or select Enter/Return on the keyboard. Search results are displayed ([Exhibit 25](#)).

**Note:** If no search results are found, a page is displayed with links to railroad contact information for Class 1 railroads ([Exhibit 26](#)).

**Exhibit 25. Rail Service Finder Search Results**

 Rail Service Finder
 Contact Us | Register | Help

Company (Company Name or CIF #)
Street
City
State
Railroad (Carrier Name or Abbreviation)

[Search Tips](#)

Showing 4 results. Click on company name or row for more detail.

Company Name	DBA	Street	City	State	CIF #	Sub Loc	Station Name	State
<a href="#">UNION PACIFIC RAILROAD COMPANY INC</a>		1400 DOUGLAS MAIL STOP 0700	OMAHA	NE	006991590	0000	COUNCIL BLUFFS	IA
<a href="#">UNISOURCE WORLDWIDE INC</a>		5220 F ST	OMAHA	NE	196535777	0000	OMAHA	NE
<a href="#">UNITED STATES POSTAL SERVICE</a>		1124 PACIFIC ST	OMAHA	NE	118683143	0000	OMAHA	NE
<a href="#">UNIVAR USA INC</a>		3002 F ST	OMAHA	NE	021632229	0000	OMAHA	NE

Feedback

**Exhibit 26. Rail Service Finder Search (no results)**

**RAILINC** Rail Service Finder Contact Us | Register | Help

Company (Company Name or CIF #) Street City/Station Name State Railroad

john's shipping

[Show Search Tips](#)

**No records were found, however if you believe the company is rail served, contact one of the carriers below to assist you.**

[BNSF Railway](#) (BNSF)  
Become a Customer

[Kansas City Southern Lines](#) (KCS and KCSM)  
Customer Solutions

[Canadian National](#) (CN)  
Where You Can Ship

[Norfolk Southern](#) (NS)  
Customer Reference Guide

[Canadian Pacific](#) (CP)  
Ship with CP

**Union Pacific** (UP)  
Questions regarding the clarification and/or accuracy of the UP information in this application should be directed to UP Revenue & Information Management (402) 544-3607.

[CSX](#) (CSXT)  
Plan Your Shipment

[Wheeling and Lake Erie Railway](#) (WE)  
Home Page

[Ferromex](#) (FXE)  
Home Page

Information provided reflects SCRS rail served customer information provided to Railinc by carriers. All rail served customers may not be populated in SCRS for some serving carriers. Direct any questions to serving carriers shown. If a conflict exists between the displayed information and a carrier switching publication, the publication takes precedence.

3. Select one of the displayed search results to view its details ([Exhibit 27](#)).

**Exhibit 27. Rail Service Finder Details**

**Details** ✕

UNION PACIFIC RAILROAD COMPANY INC  
DBA:  
CIF #: 006991590-0000  
1400 DOUGLAS MAIL STOP 0700  
OMAHA, NE - 681790002.

Serving Carrier	Connecting Carrier	Station Name	State	Status	Service Description
<a href="#">UP</a>		COUNCIL BLUFFS	IA	Closed	Customer is served by <a href="#">UP</a> . <a href="#">UP</a> must be in the linehaul route. Contact <a href="#">UP</a> for freight rates and routing information.

4. The Details page for a company contains information regarding the serving and connecting carriers (when applicable) and describes service restrictions if any exist. This information can be used to identify which carrier(s) to contact for freight rate and routing information.
5. Select the **X** to close the Details page and return to the search results.



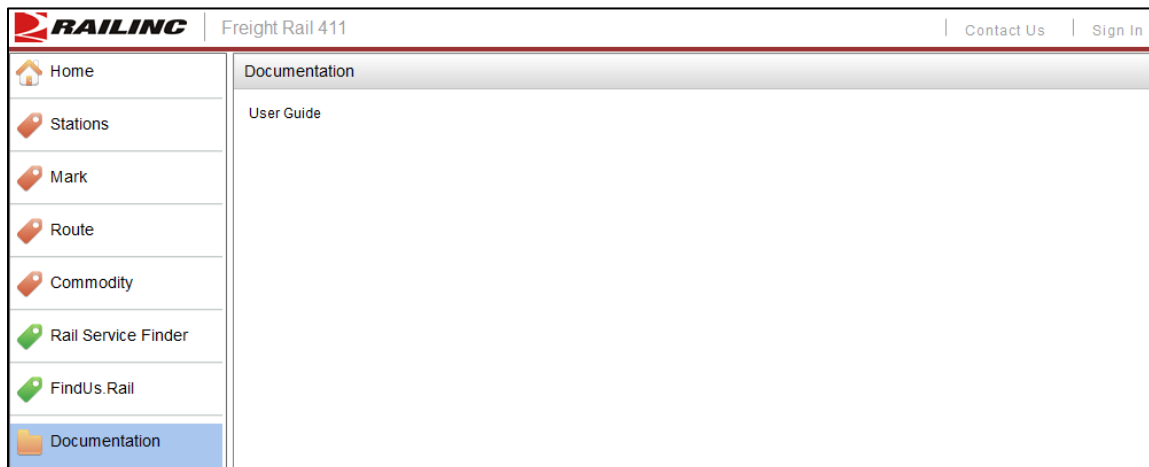
# Documentation

## Overview

The Documentation module allows users to download the latest version of this user guide.

To open the Documentation module, select **Documentation** from the menu ([Exhibit 28](#)).

**Exhibit 28. Freight Rail 411 Support Documentation**



## Downloading the User Guide

Use the following procedure to download the Freight Rail 411 User Guide:

1. From the Freight Rail 411 Support Documentation page (see [Exhibit 28](#)), select the [User Guide](#) link. The User Guide PDF opens in Adobe Acrobat (see [Exhibit 29](#)).

**Exhibit 29. Freight Rail 411 User Guide PDF**



2. Use the tools within Acrobat to print or save the User Guide.