

Case Study

Iowa Interstate Railroad

Iowa Interstate (IAIS) can ship just about anything on their 580 miles of track between Council Bluffs, Iowa, and Chicago. With access to all Class I carriers, IAIS serves as a critical connection for Heartland shippers to any market in the world.

Challenges

When done incorrectly, freight car repair billing can create days of extra labor managing exceptions, rebuttal billing and industry filing.

IAIS recognized that their repair billing process was a monthly drain on time and resources.

Process

IAIS knew there had to be a more efficient process. Railinc's CarLogix team visited IAIS in Iowa to understand their shop operations and determine how CarLogix could help.

Frustration with their previous supplier's lack of support and lack of timely updates drove IAIS to trial CarLogix versus their current solution in a head-to-head 60-day test. CarLogix proved:

Monthly Exceptions

Iowa Interstate's previous supplier provided a mature system with extra features but failed to update AAR rules regularly to reflect industry changes.

Inevitable human errors combined with outdated information caused incorrect billing and exceptions to rise.

\$  Fewer exceptions

\$  Increased billable repairs

\$  Less time spent billing

Time-Consuming Process

IAIS' current director of operating systems and previous chief mechanical officer, Greg Wilson, estimated that the IAIS billing team spent several hours over multiple days managing exceptions and rebuttal billing.

A system that allowed double-billing and required manual lease management worsened the lengthy billing process.

"Billing has become a non-issue at our railroad because of the efficiencies we've gained through CarLogix. It's a blessing in the supplier world."

Greg Wilson, Director of Operating Systems

Results

Wilson explained that since implementing CarLogix, nearly all exceptions are caught before they are billed.

"The user interface is a lot cleaner and simpler for our users. Being able to use a mobile device that isn't clunky is really nice," said Wilson.

Lease integration also saves LAIS time by automatically identifying who gets billed for which repairs. "Our car repair billing people can't be expected to know all of our leases, and the system takes care of that automatically," explained Wilson.

"What used to take three or four days on and off getting the flat file ready and back-and-forth is literally just an email from Railinc that invoices are ready. Now it's a 20-minute process," explained Wilson. "Billing has become a non-issue at our railroad."

"Any time someone from Railinc calls, our company is ready to listen about what they have to offer and how they can help us," said Wilson.

CarLogix Solution

Inbound Inspection

- Equipment Health report provides up-to-date information about open alerts, early warnings, and Umler

Repair Entry

- Simple repair entry and rule-based search options guide users through billing

Pricing & Validation

- Identifies the billed party based on the mark owners & lease agreements
- Updated AAR pricing and validation edits ensure accuracy

Work Order Support

- Automatically updates industry alerts & Umler inspections
- Allows all repairs to be entered on a single work order with separate BRCs for each party
- Provides a managerial review UI

Accounts Receivable

- Automatically generates and submits the data exchange file
- Provides an electronic accounts receivable summary

Accounts Payable

- Downloads accounts payable files
- Completes automated audit to find exceptions
- Automates exception letter creation and emailing
- Identifies re-billable repairs



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