

ROUTES

Frequently Asked Questions (FAQ's)

1. Question: **Is it possible to backdate the effective date of a new Route being added?**

Answer: Yes. New Route adds can be backdated.

2. Question: **How do you change the effective date of a Route once the Route has been created?**

Answer: In the Route system, if you “delete” the route, it will be expired one day before its effective date by the Route system. You can then reactivate the Route with a new effective date, and the Route will retain its original Route number.

3. Question: **Can you delete a Route without first expiring it?**

Answer: Yes. When you “delete” a Route, the system actually expires the Route one day before its effective date and does not remove the record from the file.

4. Question: **Can a Route be changed or added by any carrier in the Route?**

Answer: Yes.

5. Question: **When building a Route, what should be done when the error message “Standard Point Location Code (SPLC) does not exist” is displayed?**

Answer: Contact RAILINC Customer Support at 800-544-7245 or csc@railinc.com to determine whether or not the SPLC is valid. If a new SPLC is needed, provide the following information:

Location name:
Closest existing SPLC:
Distance of new station from nearest existing SPLC:
State of new SPLC:
County of new SPLC:
Latitude of new SPLC:
Longitude of new SPLC:

6. Question: **I am in the process of joining your accounting division, and I need assistance completing all of the forms.**

Answer: Contact RAILINC Customer Support at 800-544-7245 or csc@railinc.com for contact person.

7. Question: **I am a member of your accounting division, and I need to provide you with changes in my address/phone/organization, etc...**

Answer: Contact RAILINC Customer Support at 800-544-7245 or csc@railinc.com for changes.