

RAILINC | Running Repair Agent FAQs

The Running Repair Agent (RRA) application is initiated by the sponsoring railroad. The sponsoring railroad will provide company ID/mark information as well as timeframes of the agreement in the Mechanical Reference Repository.

How do I get started?

1. From Railinc's corporate page at <https://www.railinc.com/> and select **Customer Login** in the top right corner.
 - a. If the Sponsoring Railroad has an existing Railinc user ID, enter your **User ID** and **Password** and select **Sign In**.
 - b. If the Sponsoring Railroad does not have a Railinc user ID, select **Need Help Signing In?** and follow the steps to set up a User ID.
2. Once you have a registered Railinc user ID, request permission to the Mechanical Reference Repository. Sign into the Launch Pad, select **View/Request Permissions** and scroll down to Mechanical Reference Repository and select **Request**.
3. Select the radio button next to **RRA Sponsor**, enter your **Company ID** and select **Submit**.
4. An email will be sent to Railinc's Customer Success Center for approval, and you will be notified by email once this has been completed.
5. Once approved, the Mechanical Reference Repository application displays in the **My Applications** section once you have completed the login process from Railinc's corporate page. Select **Mechanical Reference Repository**.
6. From the menu bar, select **Running Repair Agent > Sponsor Railroad**. You must complete the required information as defined in the [Mechanical Reference Repository User Guide](#). The *Mechanical Reference Repository User Guide* can also be accessed by selecting the **User Guide** menu item.

Who initiates the Running Repair Agent process if I have an existing Running Repair Agent company ID?

The sponsoring railroad must initiate the Running Repair Agent process in MRR. The process flow allows the sponsoring railroad to select an existing Running Repair Agent company ID. The Association of American Railroads (AAR) will review and approve the application.

Who initiates the Running Repair Agent process if I don't have a Running Repair Agent company ID?

The sponsoring railroad must initiate the Running Repair Agent process in MRR. The process flow allows the sponsoring railroad to enter your company name and email address. MRR will send an email to the email provided by the sponsoring railroad. The email will contain instructions for registering for a Running Repair Agent company ID. The Association of American Railroads (AAR) will review and approve the application once all required documentation and fees are received.

Are there fees associated with Running Repair Agent process?

A fee will apply if the company does not have a registered Running Repair Agent company ID. This is a one-time fee for registering a company and obtaining a Running Repair Agent company ID. Refer to [Railinc's Price List](#) for more information or contact Railinc's Customer Success Center at csc@railinc.com.

Where can I access Appendix H information?

The industry will have access to Appendix H information by: 1) referring to the AAR Interchange Rules as you do today; or 2) utilizing [FindUs.Rail](#) to view running repair agents and their sponsoring railroad.

What is the Mechanical Reference Repository (MRR)?

The goal behind this application is to centralize critical industry referential data in one location to be shared amongst the AAR, MxV Rail and Railinc, as well as the rail industry. Consolidation of this data reduces inconsistencies, inefficiencies and redundancy of the data across the multiple organizations.

Why do I submit my request in Mechanical Reference Repository versus sending forms to the AAR?

The Mechanical Reference Repository allows users to electronically initiate the process to request AAR approval for new Running Repair Agents. This process minimizes the manual process, supports more timely responses and provides customers with visibility to the most current list of approved Running Repair Agents via FindUs.Rail.

Will I be notified when my RRA sponsorship is about to expire?

As of June 12, 2017, RRA and Sponsoring Railroad contacts in FindUs.Rail will receive reminder email notifications 60 days and 30 days before the date of expiration for a given location.

How do I terminate a RRA sponsorship for a given location?

Contact Railinc at csc@railinc.com or 1-877-RAILINC (724-5462) to terminate a RRA sponsorship.

What if I have questions about MRR and/or Running Repair Agent?

Railinc's customer service team is available to answer your questions. For more information, contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at csc@railinc.com.

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