

| **Frequently Asked Questions**

What is Rail Service Finder?

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. Rail Service Finder (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.

Why did Railinc change the name of the website to Rail Service Finder?

Railinc changed the name of the old Freight Rail 411 website to Rail Service Finder to more accurately reflect the website's use as a dedicated, streamlined version of the search feature within the SCRS industry reference file.

Who will use Rail Service Finder?

The primary customer stakeholders for the Rail Service Finder website are rail shippers and other freight rail users.

Can I export data from Rail Service Finder?

No, export capabilities are not available through Rail Service Finder.

How do I access Rail Service Finder?

Access to the Rail Service Finder website is available at <https://www.railinc.com/railservicefinder>.

What permissions do I need to search and view data using Rail Service Finder?

No special permissions are needed to access the Rail Service Finder website

What if I have questions about Rail Service Finder?

The Railinc Customer Success Center is available to answer your questions. For more information about Rail Service Finder, contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at csc@railinc.com.

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