



# Rail Service Finder User Guide



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## Learning About Rail Service Finder

This document describes how to use Rail Service Finder (RSF) through the following major sections:

- [Getting Started](#) describes how to access and log into the system.
- [Searching Rail Service Records](#) describes how to filter, search and view Rail Service records.
- [Downloading the User Guide](#) describes how to view and save the Rail Service Finder User Guide.
- [FindUs.Rail](#) provides details about the FindUs.Rail repository.

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## Overview

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:** RSF gives rail shippers, railroads and car owners convenient access in a single application to search and view critical information for shipping freight by rail. With RSF, you can:

- Access company contact information (including full mailing address) through a single application
- 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

**Productivity:** RSF provides the ability to identify and view company contact data and their serving carriers in a single tool, improving productivity and enabling rail shippers to make shipping decisions quickly.

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

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.

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## 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](#).

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## Accessing the Railinc Customer Success Center

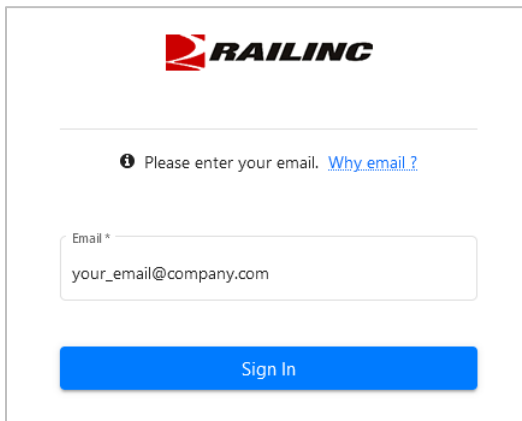
The Railinc Customer Success Center provides reliable and timely high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to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

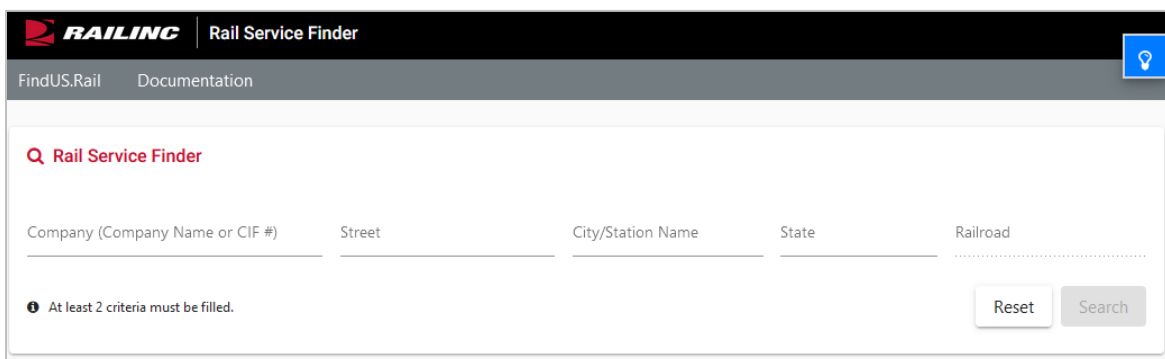
The Rail Service Finder application is accessed directly via the following link:  
<https://irfs.railinc.com/railservicefinder/#/home>. See the [Rail Service Finder product page](#) on Railinc.com for more information.

While Rail Service Finder is publicly available without a login, it requires you to enter your email address before using the application. This information is collected for analytical purposes only.

### ***Exhibit 1. Email Prompt and Rail Service Finder Home***



The image shows a web page with the RAILINC logo at the top. Below the logo, there is a message: "Please enter your email. [Why email ?](#)". Underneath this message is a text input field labeled "Email \*" containing the placeholder text "your\_email@company.com". At the bottom of the form is a blue button labeled "Sign In".



The image shows the Rail Service Finder application interface. At the top, there is a black header with the RAILINC logo and the text "Rail Service Finder". Below the header, there is a navigation bar with links "FindUS.Rail" and "Documentation". The main content area has a search bar with the text "Q Rail Service Finder". Below the search bar, there are five input fields: "Company (Company Name or CIF #)", "Street", "City/Station Name", "State", and "Railroad". At the bottom left, there is a message: "At least 2 criteria must be filled." At the bottom right, there are two buttons: "Reset" and "Search".

## Searching Rail Service Records

This section describes how to perform searches for Rail Service records and how to view result details.

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**Note:** Only public records with both a CIF and SCRS record are displayed in RSF.

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

1. Go to [Rail Service Finder](#). Enter your email address at the prompt and select **Sign In**. The Rail Service Finder home page is displayed ([Exhibit 1](#)).
2. View these search tips in the application by selecting the blue light bulb icon located in the upper right of the screen to toggle on/off search tips.



Entering **Company**, **Street**, **City/Station Name**, and **State** fields returns all results that **contain** the search term you enter. Use the asterisk (\*) wildcard symbol to refine your results: an asterisk at the **beginning** of your search criteria returns results that **end** with the term, and an asterisk at the **end** of your search criteria returns results that **begin** with the term.

Use the **Railroad** field in conjunction with one or more of the other fields to filter your results by the railroad that serves or connects to a customer.

The more specific your search criteria, the faster Rail Service Finder can return your results.

By default, RSF displays 25 results per page. Adjust the number of records returned in the bottom right to display up to 2,000 records per page.

10	25	50	100	500	2000
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3. Enter two or more fields to use the search function.
  - a. **Company Name or CIF #:** Enter full or partial company name or nine-digit Customer Identification Number (CIF).
  - b. **Street, City/Station Name or State:** Enter two or more of these fields to return matching results for company and rail stations.
  - c. **Railroad:** Enter one or more letters of the carrier for a list of roads that begin with the character(s) or enter the 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.
4. Once you've entered two or more fields, select **Search**. Search results are displayed ([Exhibit 2](#)). When no search results are found, a page is displayed with links to Class I railroad contact information ([Exhibit 3](#)).

## Searching Rail Service Records

### Exhibit 2. RSF Search Results

**Q Rail Service Finder**

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

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

KANSAS\* KCS

At least 2 criteria must be filled.

Reset Search

Click on company name or row for more detail. Showing 1-25 of 57 results Clear Filters

Company Name	DBA	Street	City	State	CIF #	Sub Loc	Station Name	State
<a href="#">ADM GROWMARK</a>		6900 SCARRITT AVE	KANSAS CITY	MO	059079462	0000	KANSAS CITY	MO
<a href="#">ALLIED OIL &amp; TIRE CO</a>		5150 E FRONT ST	KANSAS CITY	MO	029820867	0000	KANSAS CITY	MO
<a href="#">ASPEN PRODUCTS INC</a>		4231 CLARY BLVD	KANSAS CITY	MO	086792116	0000	KANSAS CITY	MO
<a href="#">BATLINER PAPER STOCK CO</a>		2501 FRONT ST	KANSAS CITY	MO	029823994	0000	KANSAS CITY	MO
<a href="#">BAYER CROPSCIENCE LP</a>		8400 HAWTHORNE RD	KANSAS CITY	MO	828227210	0000	KANSAS CITY	MO
<a href="#">BLAST INC</a>		500 E 3RD ST	KANSAS CITY	MO	029874484	0000	KANSAS CITY	MO
<a href="#">BRENNTAG MID-SOUTH INC</a>		6301 NE BIRMINGHAM RD	KANSAS CITY	MO	042382424	0000	KANSAS CITY	MO
<a href="#">BRENNTAG MID-SOUTH INC</a>		5200 STILLWELL ST	KANSAS CITY	MO	938405149	0000	KANSAS CITY	MO
<a href="#">BULKMATIC LLC</a>		6800 ST JOHN AVE	KANSAS CITY	MO	A00145899	0000	KANSAS CITY	MO
<a href="#">CARGILL INC</a>		2306 ROCHESTER AVE	KANSAS CITY	MO	131564494	0000	KANSAS CITY	MO
<a href="#">CARGILL INC</a>	CARGILL ANIMAL NUTRITION	21 STATE LINE RD	KANSAS CITY	KS	968657911	9001	KANSAS CITY	MO
<a href="#">CENTRAL MISSOURI RELOAD INC</a>		RR TRK 1125 WEST 12TH ST	KANSAS CITY	MO	084898329	8001	KANSAS CITY	MO

10 25 50 100 500 2000

### Exhibit 3. RSF Search With No Results

**Q Rail Service Finder**

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

john's shipping \*main street\*

At least 2 criteria must be filled.

Reset Search

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

<a href="#">BNSF Railway (BNSF)</a> Become a Customer	<a href="#">Kansas City Southern Lines (KCS and KCSM)</a> Customer Solutions
<a href="#">Canadian National (CN)</a> Where You Can Ship	<a href="#">Norfolk Southern (NS)</a> Customer Reference Guide
<a href="#">Canadian Pacific (CP)</a> Ship with CP	<a href="#">Union Pacific (UP)</a> 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.
<a href="#">CSX (CSXT)</a> Plan Your Shipment	<a href="#">Wheeling and Lake Erie Railway (WE)</a> Home Page
<a href="#">Ferromex (FXE)</a> 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.

5. Select one of the displayed search results to view its details ([Exhibit 4](#)).

### Exhibit 4. Rail Service Finder Details

Details

KANSAS CITY SOUTHERN RAILWAY CO  
DBA:  
CIF #: 959070236-0000  
4747 FRONT ST  
KANSAS CITY, MO - 64120.

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

6. The Company Details page 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.
7. Select the **X** in the upper right to return to the search results.

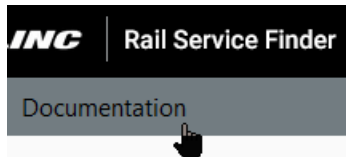


## Downloading the User Guide

Use the following procedure to view, print and save the Rail Service Finder User Guide:

1. From the Rail Service Finder menu ([Exhibit 1](#)), select the **Documentation** menu item. The Rail Service Finder User Guide displays in a new browser tab.

*Exhibit 5. Rail Service Finder User Guide*



2. Use your browser's tools to print or download the user guide.



## FindUs.Rail

FindUs.Rail is a Railinc web-based application that stores company contact information in a centralized database. Public users can query FindUs.Rail and browse basic information without logging in. Authorized users can review and change their company's contact information. This centralized repository of contact information benefits railroad departments, private car owners, and leasing companies across the rail industry.

Any public user can access the **FindUs.Rail** product page at: <https://public.railinc.com/products-services/findusrail> and open the free look-up tool directly at: <https://findusrail.railinc.com>. Public users can perform the following FindUs.Rail functions:

- Search for railroad industry contacts and browse the results.
- Search for agencies affiliated with the railroad industry and browse the results.
- Search for MARKs and browse the results. Results are received from the MARK IRF and Company MARKs sourced through the Umler database. You can view the hierarchy of parent and child MARKs.

Users with a [Railinc Single Sign-On account](#) can perform the following FindUs.Rail function:

- Subscribe to receive email change notifications for contacts specified by category and/or company.

Users with a [Railinc Single Sign-On account](#) and the *Contact Company Admin for MARK* role (referred to as Contact Company Administrators) can perform the following FindUs.Rail functions:

- Manage contact information for their company (or the company they represent) and add, edit, and delete contacts in FindUs.Rail. Historical modifications to contact data are maintained in a version history and in the audit log (the latter of which is only visible to Application Administrators). When a contact modification occurs, the old contact version is expired, and a new contact version is created. Contacts can be applied to one or more categories.
- Designate the primary contact for a category and their company (all contacts not designated as primary are considered secondary contacts for the category and company). FindUs.Rail supports the retrieval of a primary and a secondary contact (as a backup) for a category and a company through a search facility.
- Periodically review contacts for accuracy. The review period is configurable and may be specified for each category. Each category has a category review period, which defaults to 90 days. Once the review period is reached, the system emails a list containing the information for each contact requiring review to the Contact Company Administrators and Company Agents.
- Download lists of contacts, categories, agencies, and MARKs as a comma-separated-values (CSV) file.
- Print selected MARKs, categories, and contacts from the browser.

Users with a [Railinc Single Sign-On account](#) and the *FindUsRail Company Admin* role (referred to as Company Admins) can perform the following FindUs.Rail functions:

- Assign FindUs.Rail rights to other users within your company.

- Clone contacts from one MARK to another if you have access to multiple MARKs.

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**Note:** FindUs.Rail does not offer web services.

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