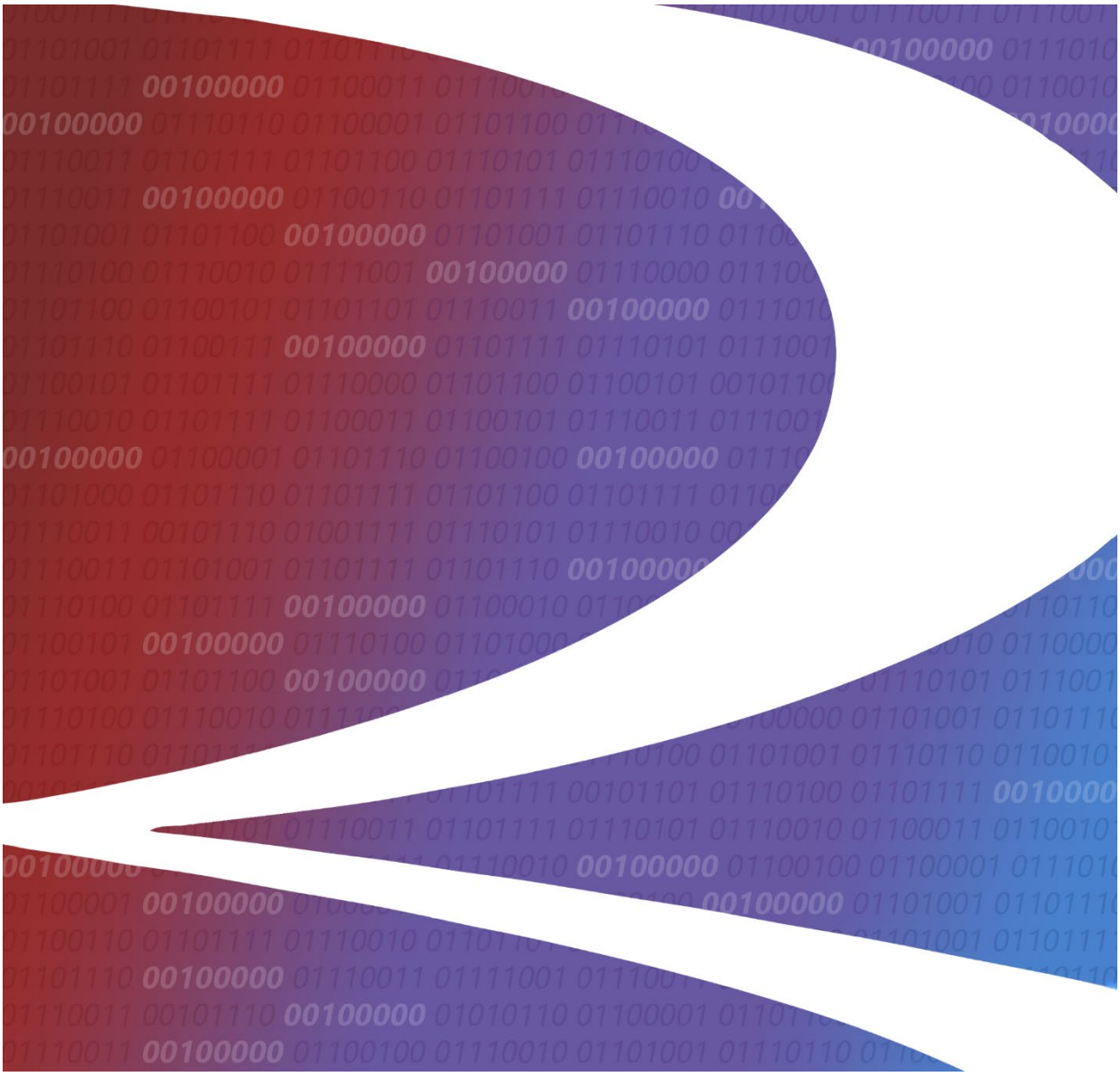

MD-12 Reports User Guide

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Overview

MD-12 Report

MD-12 Reports are submitted to Railinc for analysis with the goal of reducing axle related mechanical service interruptions (derailments and other line of road failures) and increasing yard and shop efficiency.

Rule 43 in the *Field Manual of AAR Interchange Rules* establishes the minimum mechanical requirements for removing broken and defective axles. Refer to Rule 43 in the *Field Manual of the AAR Interchange Rules* for more information.

MD-12 forms allows users with permissions to report on broken and defective axles. Rule 43 is governed by the AAR and overseen by the AAR's Wheel, Axle, Bearing and Lubrication Committee (WABL). If you have questions about completing MD-12 forms, send an email to wabl@aar.com. If you experience technical difficulties with these electronic forms, contact Railinc's Customer Success Center at csc@railinc.com or 1-877-RAILINC (724-5462).

Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and 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.

Getting Started

MD Reports is accessed using the Railinc Single Sign-On (SSO), which is accessed from the Railinc portal at https://public.railinc.com. The SSO Login is located at the upper right of the screen.

Register to Use Railinc SSO

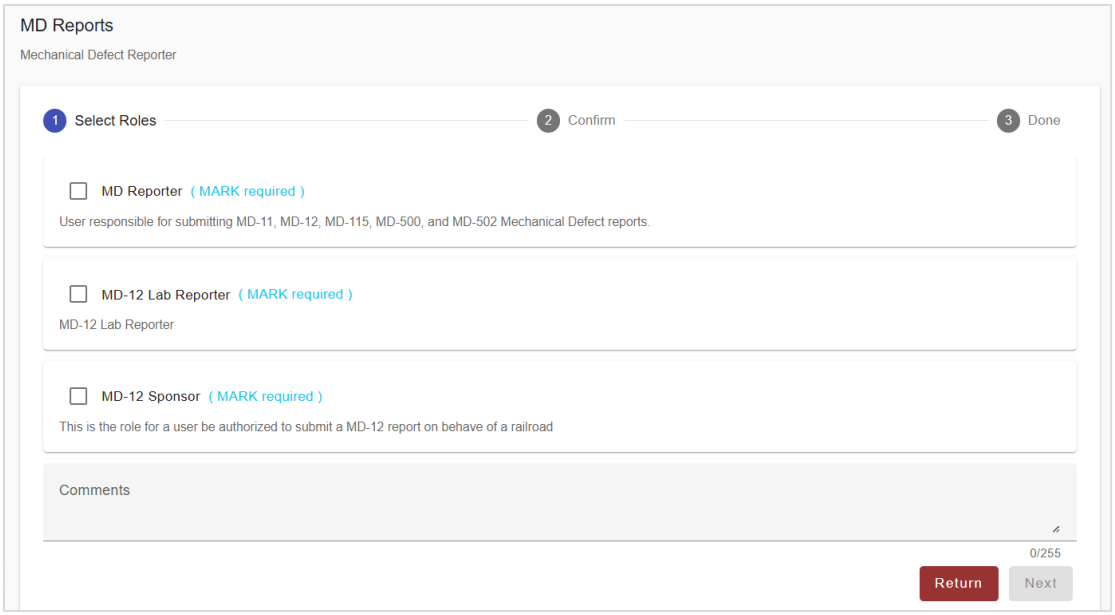
For access to MD Reports and other Railinc applications, register to use Railinc Single Sign-On. Refer to the *Railinc Single Sign-On/Launch Pad User Guide* for information about the use of Railinc Single Sign-On.

Once SSO registration is complete, you request access to MD Reports within SSO.

Requesting MD Reports Access

After you receive authorization to use Railinc SSO, you must request general access to MD Reports by following instructions in the *Railinc Single Sign-On/Launch Pad User Guide*. To access MD Reports, select one or more of the available roles. Your level of access to the MD Reports is determined when you request access through Railinc Single Sign-On. Exhibit 1 shows a complete list of available roles as seen in SSO.

Exhibit 1. MD-12 Reports Applicable Permissions



MD-12 User Roles

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your company administrator through the Single Sign-On interface. The following user roles can be assigned to users of MD-12 Reports, with the subsequently listed functions:

MD Reporter – Non-railroad field reporters must also be set up with Sponsor permissions before they can submit Field Reports on behalf of a railroad (performer mark). For example, non-railroad Field Reporter (TTX) can submit a report if they have the Sponsor (BNSF) permissions. Railroad field reporters can submit Field Reports on behalf of a company. For railroad users, their mark will be both reporter and performer. This permission is approved by the MD Reports company admin.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports

MD-12 Lab Reporter – Only available to railroad users: Lab Reporter can submit Lab/Office Reports on behalf of a company (reporter and performer mark). This permission is approved by the MD Reports company admin.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports

MD-12 Sponsor – Non-railroad users are required to request and be granted this Sponsor permission by the railroad's company admin in order to submit Field Reports on behalf of the railroad (performer mark). A separate Sponsor permission is required for each railroad/mark needed.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports

MD Reviewer – Railroad report reviewers using a field reporting non-railroad mark cannot edit Field Reports, but can edit Lab/Office Reports. Railroad report reviewers using a field reporting railroad mark can edit Field Reports and Lab/Office Reports. Non-railroad report reviewers cannot submit or edit Lab/Office Reports.

- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports

MD WABL Viewer – User (WABL members) can view all submitted MD-12 reports.

- Search Reports
- View Reports

MD WABL Editor - User (MxV) can edit all submitted MD-12 reports.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports

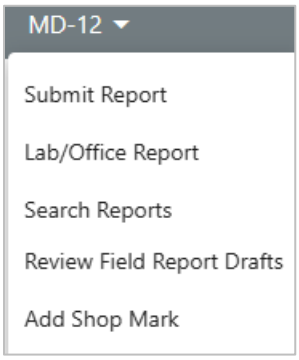
Logging In

To log into the MD Reports:

1. Open your internet browser and enter https://public.railinc.com to open the Railinc website.
2. Select the **Customer Login** link in the upper right of the page. The Account Access page is displayed.
3. Enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed.
4. In **My Applications**, select **MD Reports**.
5. The MD Reports Home page is displayed. Menu items for MD-12 may vary depending on your roles and permissions. Exhibit 2 shows the menu items that support MD-12 Reports functionality.

MD Reports Menu

Exhibit 2. MD-12 Menu

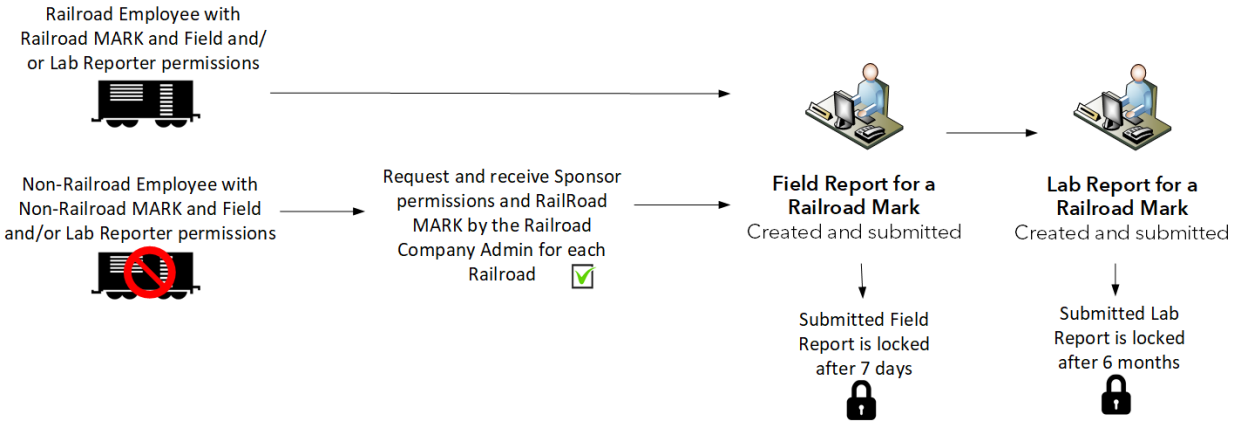


Logging Out

Select the **Sign Out** link in the upper right corner to end a MD Reports session. You are returned to the SSO Login Page.

MD-12 Report

MD-12 Report Workflow



Submit Field Report

To submit a MD-12 Field Report, you must be assigned MD Reporter permissions. Non-railroad field reporters must be set up with MD-12 Sponsor permissions before they can submit Field Reports on behalf of a railroad (performer mark). For example, non-railroad MD Reporter (TTX) can submit a report if they have the Sponsor (BNSF) permissions. Railroad reporters can submit MD-12 Field Reports on behalf of their railroad (their mark is both the reporter and the performer mark).

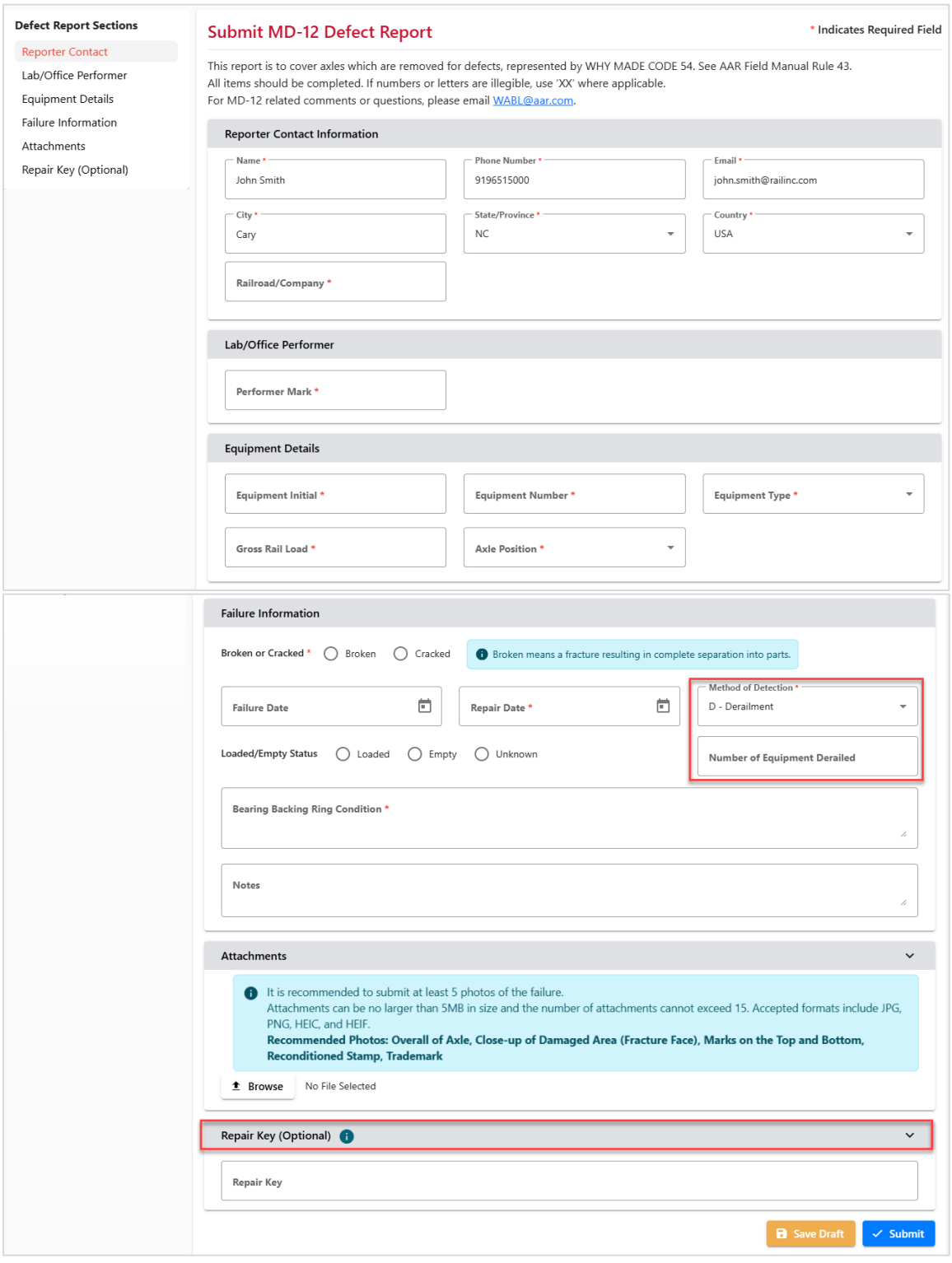
All Field Reports have an editing window of one week.

Attn: Non-railroad users who need to submit the Field Report on behalf of a railroad (message pictured below), must first be granted the MD-12 Sponsor permission by the company admin of the railroad under their mark. You will see this information message at the top of the pagewhen you do not have permissions to report a railroad mark.

Use the following procedure to complete MD-12 Field Reports:

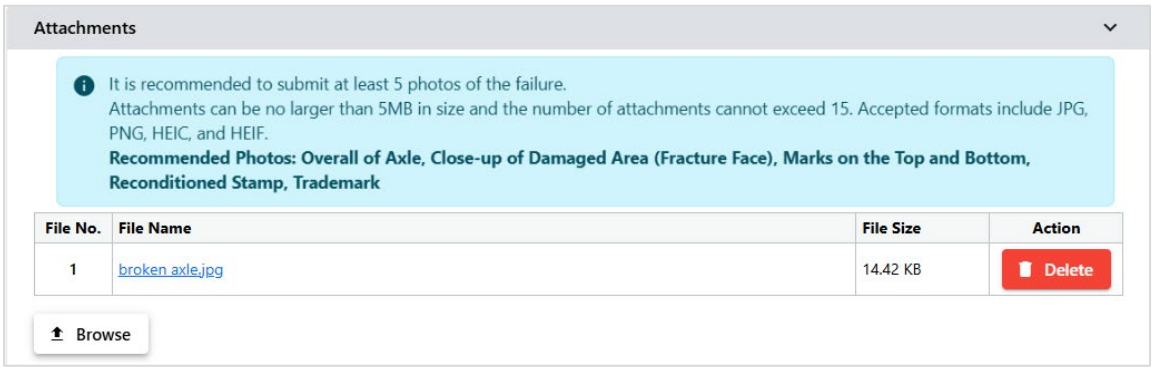
1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-12** > **Submit Report**. The Submit MD-12 Defect Report page is displayed.

Exhibit 3. Submit MD-12 Defect Report



3. Complete all required fields (marked with a red asterisk). See the *MD-12 Specification Document* for details about expected field values.
4. The **Reporter Contact Information** section on this page is prepopulated based on information in your SSO profile. Changing your contact information for this report does not change the information in your SSO profile.
5. Enter the mark for the report into the **Railroad/Company** field. This field is required.
6. Enter the **Lab/Office Performer** mark. This field is required.
7. Enter the **Equipment Details**: When the equipment initials and number are found in Umler, the **Kind of Equipment** and **Gross Rail Load** are automatically populated. If the car is not found, enter these fields.
8. In the **Failure Information** section, selecting **Broken** means a complete separation of parts. Select the **Method of Detection**. When **Derailment** is selected, enter the **Number of Equipment Derailed**.
9. In the **Attachments** section, select **Browse** to attach images. It is recommended that you add at least 5 pictures of the failure. Recommended pictures are the overall axle, close-up of damaged area, marks on the bottom, reconditioned stamp and trademark image. Attach up to 15 images.
    a. Attach files in the following formats: .JPG, .PNG, .HEIC, HEIF. Each image has a 5 MB size limit.
    b. Once an image is attached, you have the option to select **Delete** to remove it from the report.
    c. The recommended attachments are requested but are not required to submit the report.

Exhibit 4. MD-12 Report Attachment



10. MD-12 gives you the opportunity to customize a **Repair Key** for each report to help you keep track of each MD-12 axle reported. For example, you may want to name it with your name, the equipment ID and the date. When this field is left blank, the system will auto-generate a Repair Key for you.
11. Save the form as draft by clicking the **Save Draft** button. The draft is kept saved for 7 days. Reporters and Editors have the ability to save, view and edit drafts that they have created. A draft can be saved without entering all the mandatory fields. See Review Field Report Drafts.

12. When you have completed the form, click **Submit**. A submission success message is displayed.

Exhibit 5. MD-12 Defect Report Successful Submission

Submit Lab/Office Report

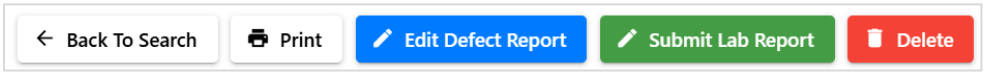
To submit a Lab/Office Report, you must be assigned MD-12 Lab Reporter permissions. Only railroad lab/office reporters can submit Lab Reports on behalf of a company (reporter mark).

All Lab Reports have an editing window of six months.

Use the following procedure to submit a lab report:

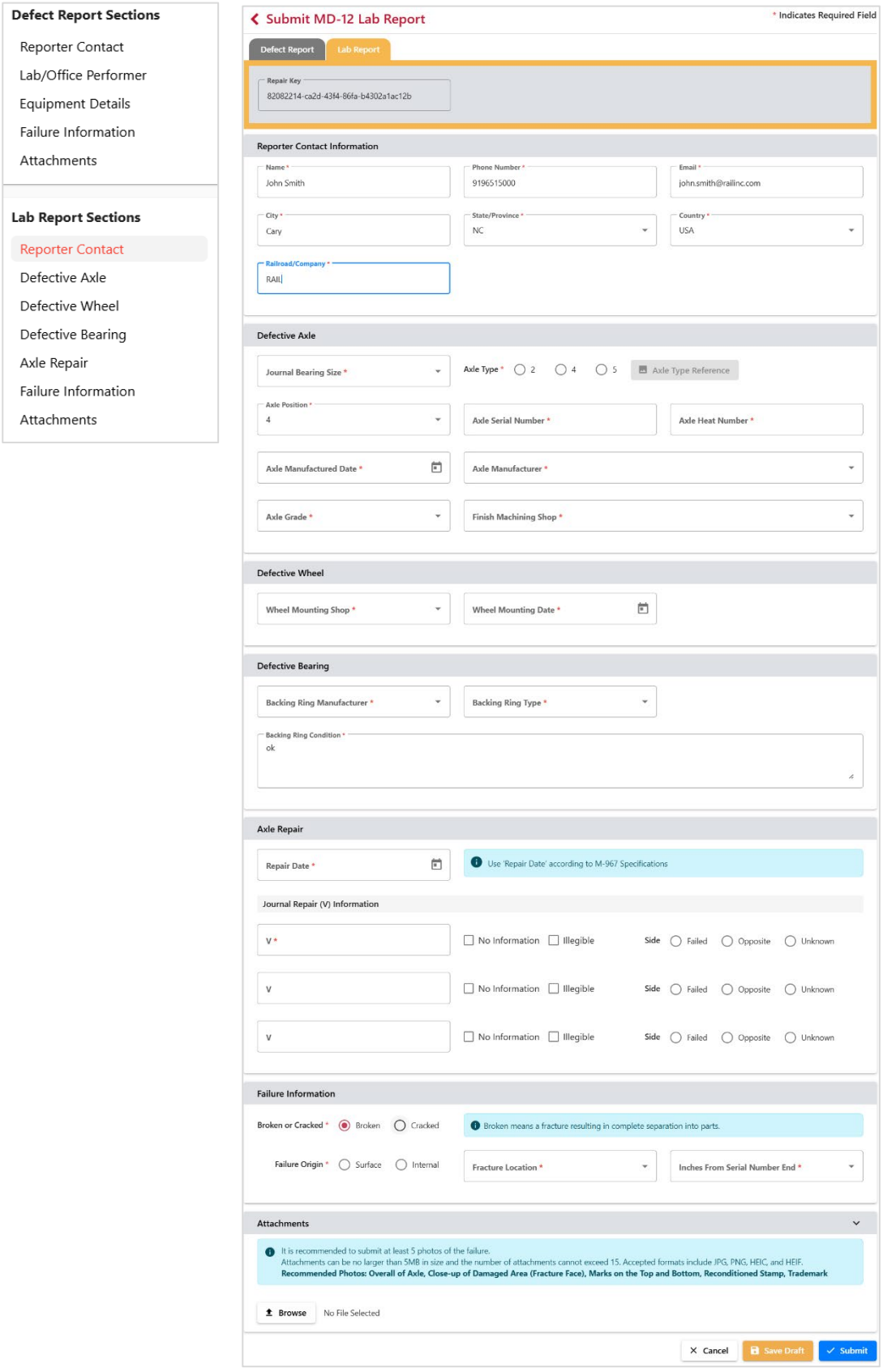
1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-12** > **Lab/Office Report**. The **MD-12 Report Search** page is displayed.
3. Select **Search**. See Exhibit 11 for an example of search results. Find a successfully submitted Field Report that needs a Lab Report.
4. Select the appropriate **Equipment ID** link for an appropriate Field report located in the **Equipment ID** column.
5. A view of the Field Report is displayed. Scroll to the bottom of the report to see the button panel. Select **Submit Lab Report**.

Exhibit 6. View Field Report Button Panel



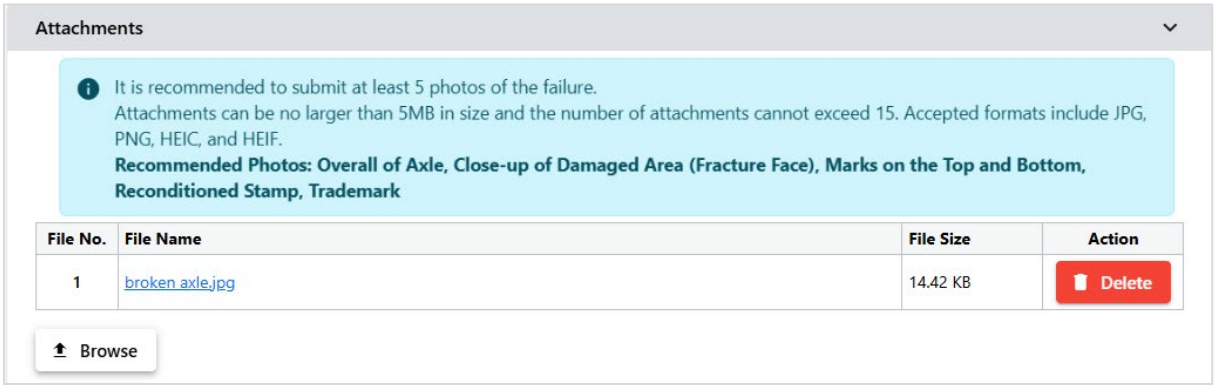
6. The **Lab Report** tab is displayed.

Exhibit 7. Submit MD-12 Lab Report



7. Complete all required fields (marked with a red asterisk). See the *MD-12 Specification Document* for details about expected field values.
8. The **Reporter Contact Information** section on this page is prepopulated based on information in your SSO profile. Changing your contact information for this report does not change the information in your SSO profile.
9. Enter the mark for the report into the **Railroad/Company** field. This field is required.
10. Enter the **Defective Axle** fields. When the **Axle Manufacturer** is unknown, select **XXXXXX – Unknown** from the drop-down list, located at the bottom of the list. If you need to add a shop to the **Finish Machining Shop**, see Add Shop Mark.
11. In the **Defective Wheel** section, select the **Wheel Mounting Shop** and enter the **Wheel Mounting Date**. The **Wheel Mounting Date** must be later than the **Axle Manufacture Date**.
12. Enter the **Defective Bearing** fields. Enter a description in the **Bearing Backing Ring Condition** text field.
13. For **Axle Repair**, enter up to 12 characters into the **V** field. The **V** and **Side** fields may not pertain to every Lab Report. Since these are required fields, when no information is available or required or the information is illegible, select the **No Information** checkbox.
14. In the **Failure Information** section, selecting **Broken** means a complete separation into parts.
15. In the **Attachments** section, select **Browse** to attach images. It is recommended that you add at least 5 pictures of the failure. Recommended pictures are the overall axle, close-up of damaged area, marks on the bottom, reconditioned stamp and trademark image. Attach up to 15 images.
    a. Attach files in the following formats: .JPG, .PNG, .HEIC, .HEIF. Each image has a 5 MB size limit.
    b. Once an image is attached, you have the option to select **Delete** in the Action column to remove it from the form.
    c. The recommended attachments are requested but are not required to submit the report.

Exhibit 8. MD-12 Lab Report Attachment



16. Save the form as draft by selecting the **Save Draft** button. The draft is kept saved for 7 days. Reporters and Editors have the ability to save, view and edit drafts that they have

created. A draft can be saved without entering all the mandatory fields. See Review Field Report Drafts.

17. When you have completed the form, click **Submit**. A submission success message is displayed.

Exhibit 9. Lab Report Successful Submission

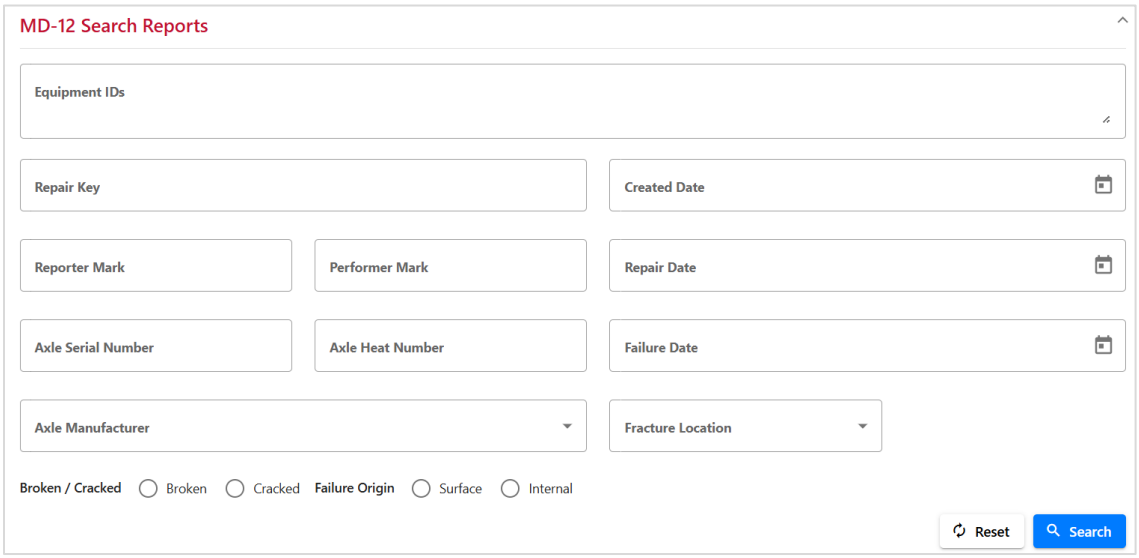
Search Reports

To search MD-12 Field and/or Lab Reports, you must be assigned to one or more of these roles: MD Reporter, MD-12 Lab Reporter, MD Reviewer, MD WABL Editor or MD WABL Viewer.

Use the following procedure to search for MD-12 Reports:

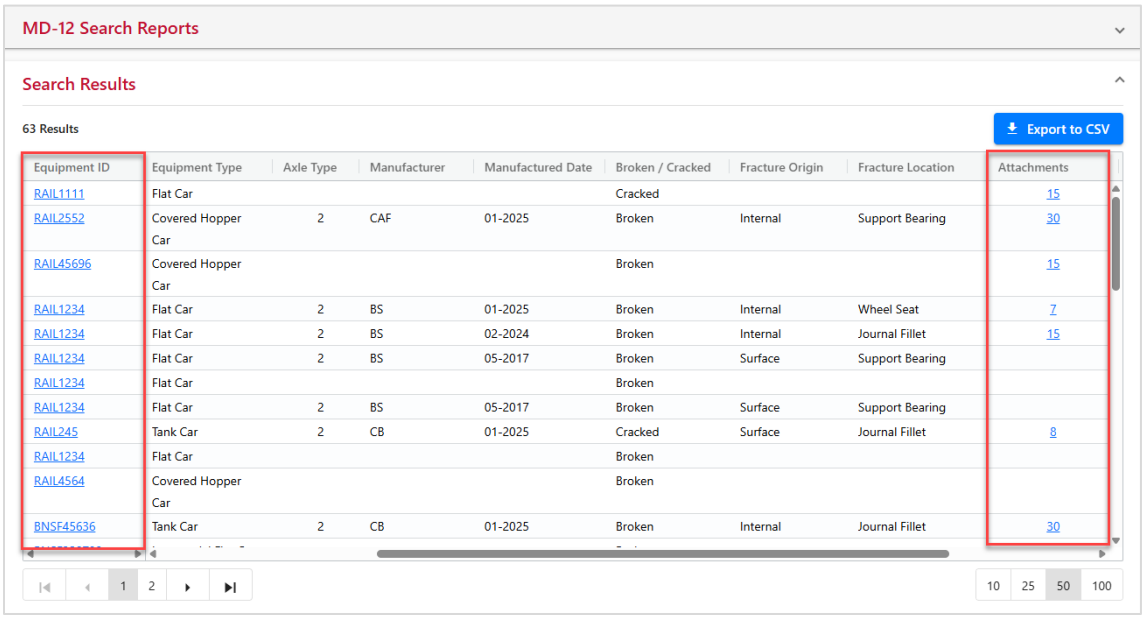
1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-12** > **Search Reports**. The **MD-12 Search Reports** page is displayed:

Exhibit 10. Search MD-12 Reports



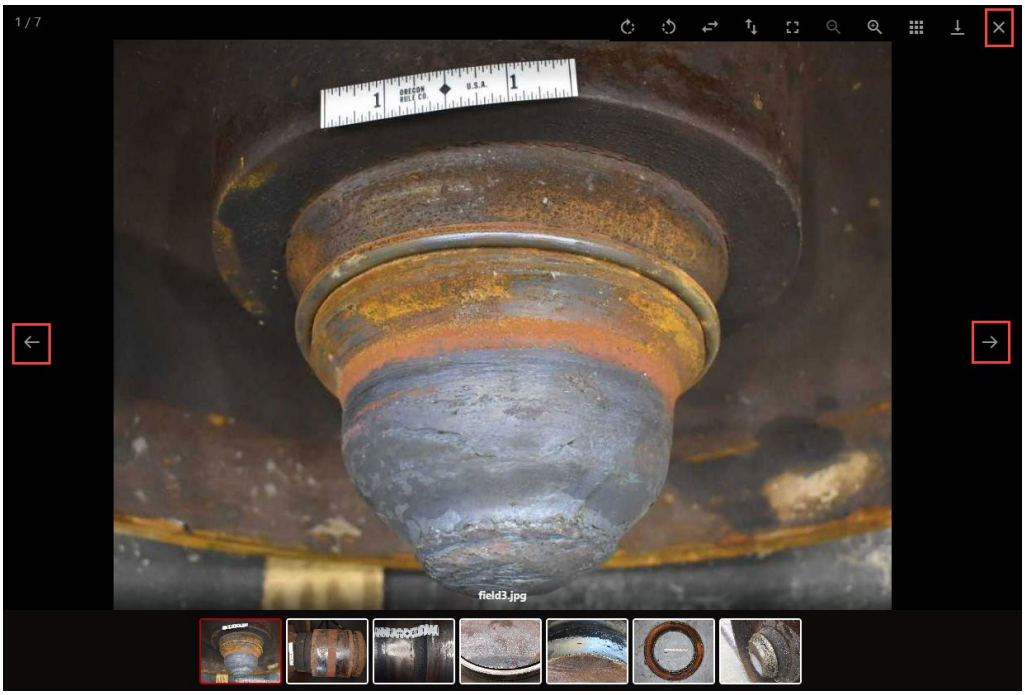
3. To search for one or more MD-12 Reports, enter any or no criteria in the fields and select **Search**. A Search Results example is displayed in the image below.

Exhibit 11. MD-12 Search Results



4. To view the file attachments, select the numbered link in the **Attachments** column where available for the appropriate row. The number represents the amount of attachments for the report. The attachments open in the table view. Click on an attachment to use the image carousel view (Exhibit 12). Use the X in the top right to close both views.

Exhibit 12. Carousel View of Attachments



5. To view a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.

Edit Reports

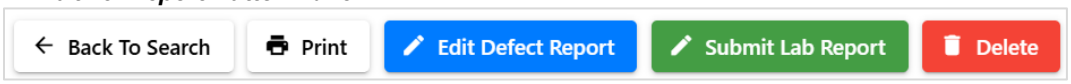
To edit MD-12 Field and/or Lab Reports, you must be assigned to one or more of these roles: MD Reporter, MD-12 Lab Reporter, MD Reviewer, or MD WABL Editor.

Keep in mind that Field Reports have an editing window of one week and Lab/Office Reports have an editing window of six months. Once these timelines have passed, the record is read-only and editing and deleting are no longer available.

Use the following procedure to edit MD-12 Reports:

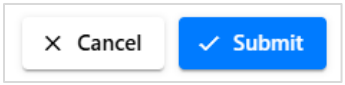
1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed.
2. From the menu bar, select **MD-12** > **Search Reports**. Search for reports as described in Search Reports.
3. To open a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.
4. Scroll to the bottom of the report and select **Edit Defect Report** to edit the Field Report or select **Submit Lab Report** to submit the Lab Report.

Exhibit 13. Report Button Panel



6. The selected report is displayed. In the Defect Report, all fields are editable except for the Field Report's **Performer Mark** and **Repair Key** fields.
7. When editing a draft Lab Report, the button panel at the bottom of the page will include the **Save Draft** button (Exhibit 18).
8. When you have made your updates, select **Submit**. Otherwise, select **Cancel** to close the record without updating.

Exhibit 14. Submit Button Panel



9. A submission successful message is displayed.

Exhibit 15. Update Submission Successful

Review Field Report Drafts

To review MD-12 draft Field Reports, you must be assigned to one of these roles: MD Reporter or MD WABL Editor.

Keep in mind that draft Field Reports are kept for a maximum of 7 days. Once 7 days have passed, the draft report is no longer available.

Use the following procedure to review MD-12 draft Field Reports:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-12** > **Review Field Report Drafts**. Available draft Field Reports for your company mark are listed on the **Review Drafts** page.
3. To open a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.

Exhibit 16. Review Field Report Drafts

4. Scroll to the bottom of the report and click the **Edit Defect Report** button. See Edit Reports for details.

Exhibit 17. Draft Field Report Button Panel

5. Once you've made your updates, select **Save Draft** to save your draft or **Submit** to submit the report. Once the report is submitted, the **Save Draft** button is no longer available when viewing the report.

Exhibit 18. Update Draft Report Button Panel

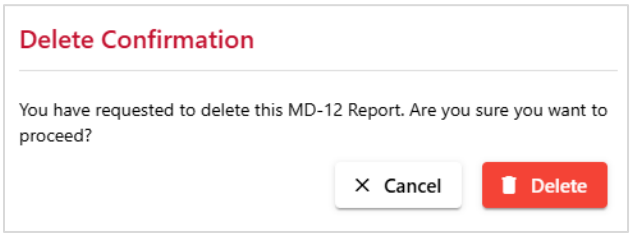
Delete MD-12 Draft Reports

To delete MD-12 Field and/or Lab Draft Reports, you must be assigned to at least one of these roles: MD Reporter, MD-12 Lab Reporter or MD WABL Editor.

Use the following procedure to delete MD-12 Draft Reports:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-12** > **Search Reports**. Search for reports as described in Search Reports.
3. To delete a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.
4. Scroll to the bottom of the report and select the **Delete** button (Exhibit 17).
5. A **Delete Confirmation** pop-up box appears. Select **Delete** to delete or **Cancel** to cancel.

Exhibit 19. MD-12 Delete Confirmation



6. If you select **Delete**, a message appears to indicate the report has been successfully deleted.

Exhibit 20. Delete Successful Message

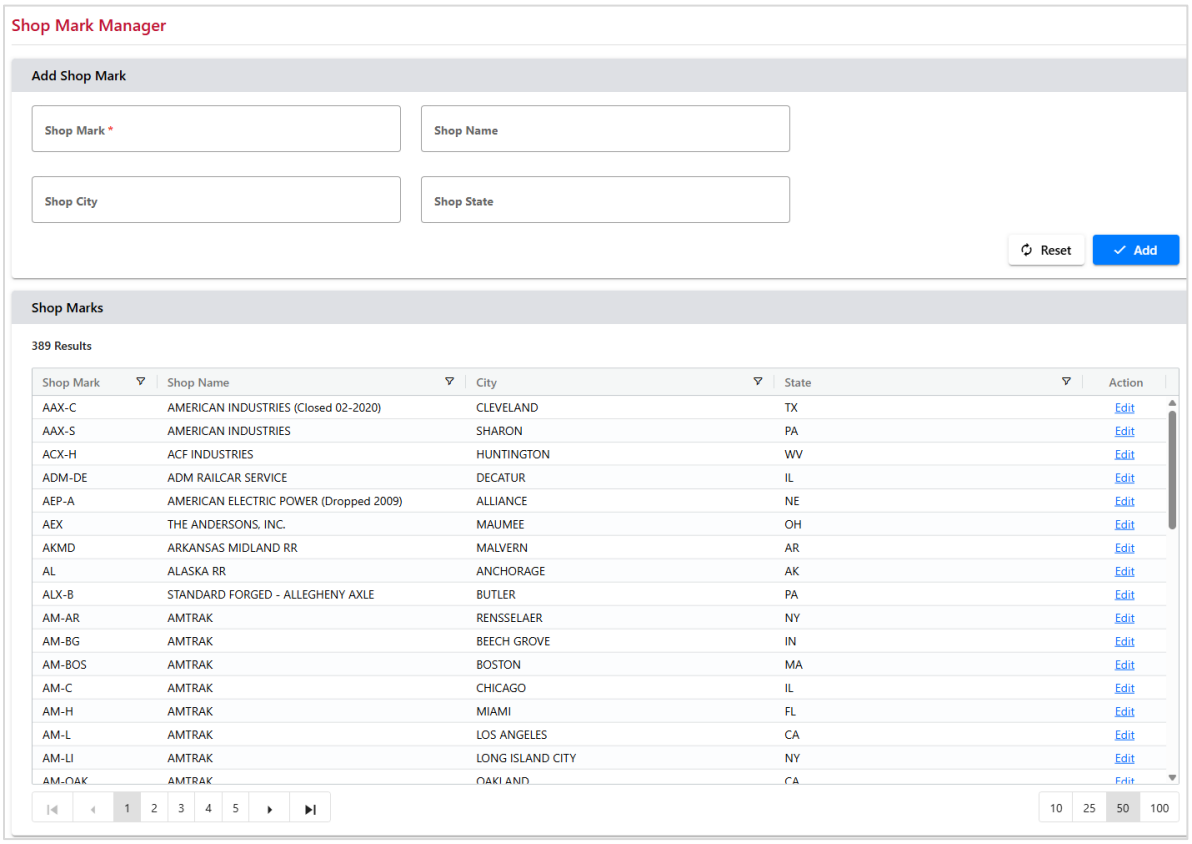
Add Shop Mark

To add or edit shop marks for MD-12 Reports, you must be assigned the role of MD-12 Report Editor.

Use the following procedure to add a shop mark for MD-12 Reports:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-12** > **Add Shop Mark**. The Shop Mark Manager page displays with existing marks listed in alphabetical order below the form.

Exhibit 21. Add Shop Mark



3. The **Shop Mark** is the only required field, but entering the **Shop Name** allows you to verify that the shop is not already in the list before you add it. As you enter a shop name, all companies with all or part of the name will appear in the results list.

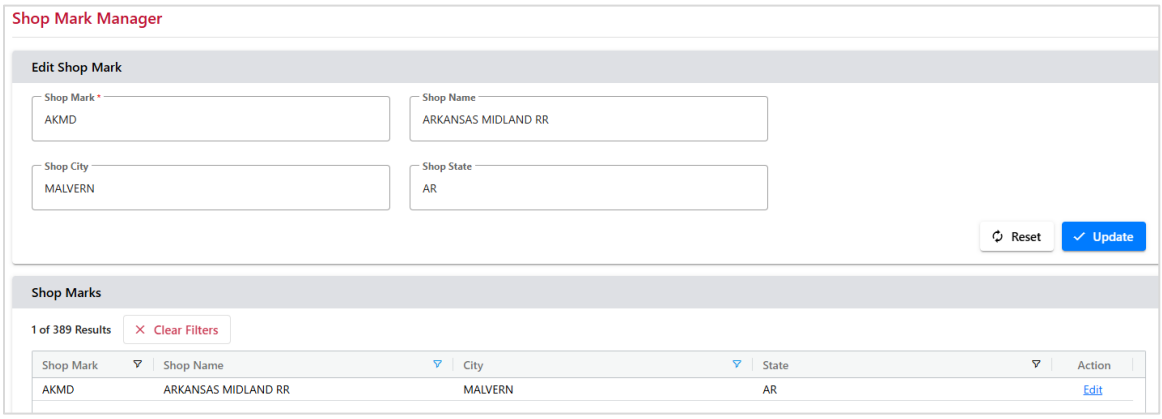
4. Once you've entered the required information, select **Add**. The new mark is added to the results.

Use the following procedure to edit a shop mark for MD-12 Reports:

1. Find the shop mark you want to edit in the results list. Shop marks are listed in alphabetical order (Exhibit 21).

2. Select the **Edit** link of the shop mark you want to edit.

Exhibit 22. Update Shop Mark



3. Update the shop mark fields as needed, and select **Update** to save your changes.

4. A submission successful message is displayed.

Exhibit 23. Update Submission Successful