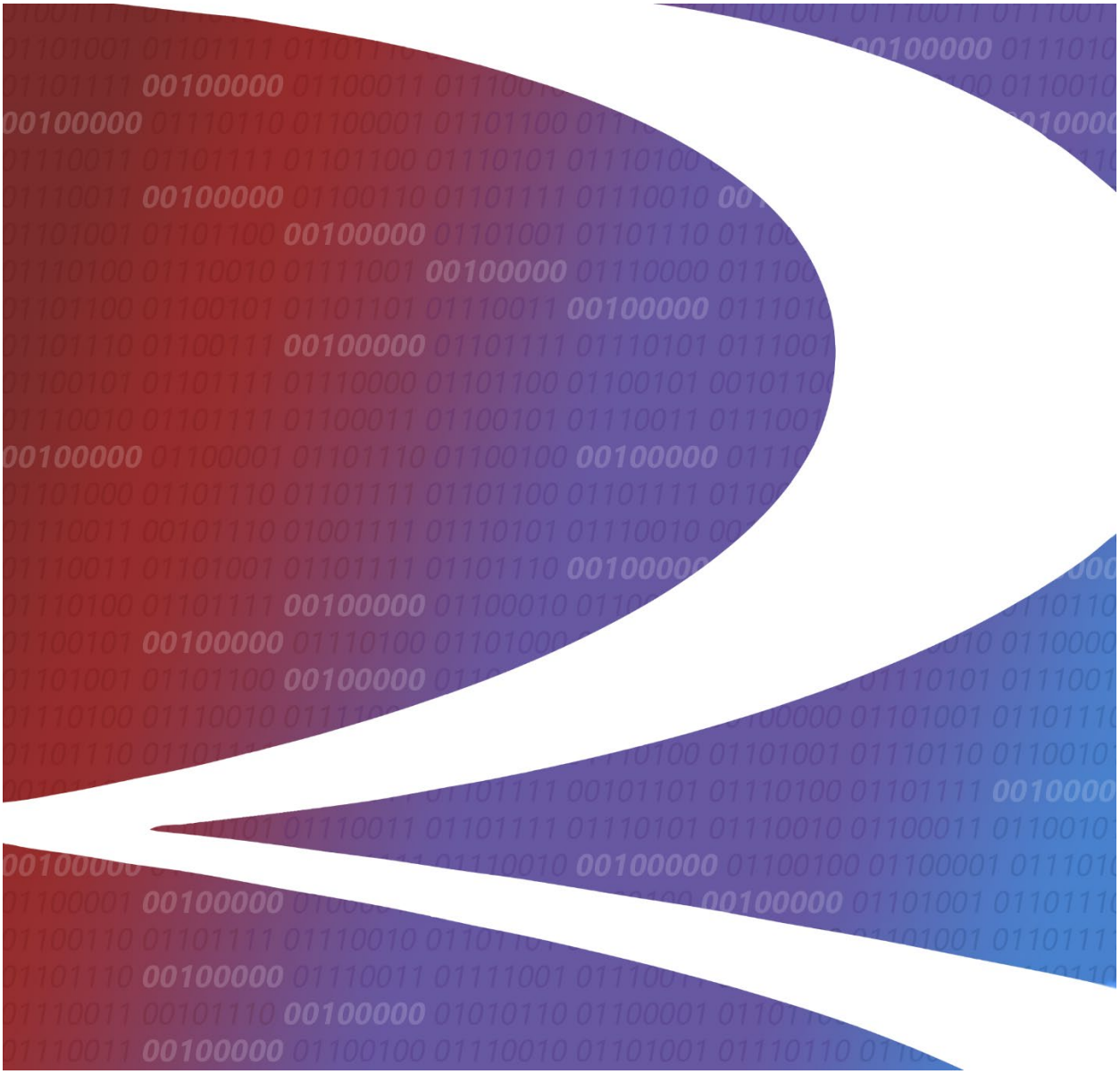

MD-500 Reports User Guide

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Overview

MD-500 Report

MD-500 Reports are submitted to Railinc for analysis with the goal of reducing side frame and bolster related mechanical service interruptions (derailments and other line of road failures) and increasing yard and shop efficiency.

The MD-500 Report must be submitted to Railinc within 15 days of side frame or bolster removal.

Rules 47-E and 48-E in the *Field Manual of AAR Interchange Rules* establish the minimum mechanical requirements for removing broken and defective side frames and bolsters. Refer to Rules 47-E and 48-E in the *Field Manual of the AAR Interchange Rules* for more information.

Mechanical Defects for couplers are overseen by the AAR's Coupling System and Truck Casting Committee (CSTCC). For MD-500 related comments or questions, send an email to castings@aar.com. If you have questions about completing Form MD-500, send an email to castings@aar.com. If you experience any technical difficulties, call Railinc at 1-877-724-5462 or email the Customer Success Center.

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

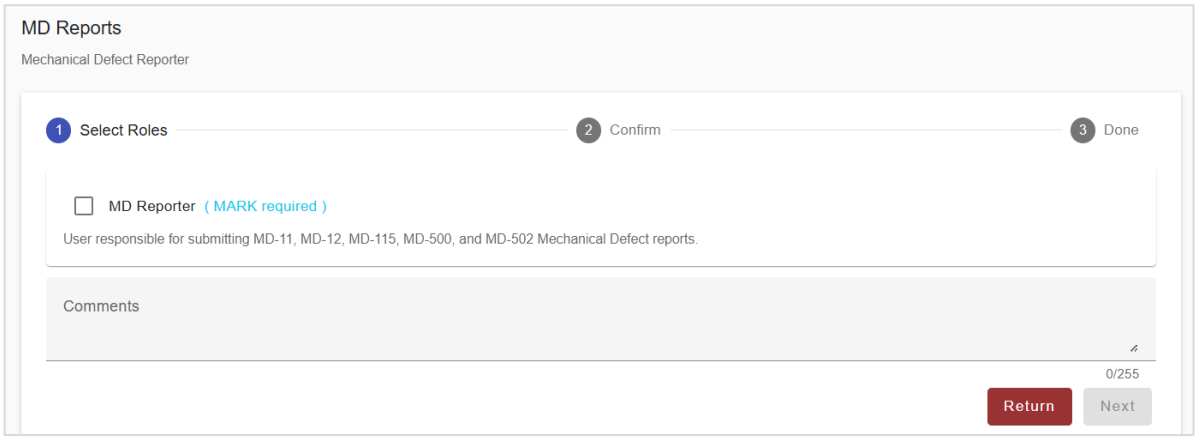
For access to MD Reports and other Railinc applications, register to use Railinc Single Sign-On. Refer to the *Railinc Single Sign-On/Launch Pad User Guide* for information about the use of Railinc Single Sign-On.

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-500 Reports Applicable Permissions



MD-500 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-500 Reports, with the subsequently listed functions:

MD Reporter – User can submit MD-500 forms on behalf of a company (reporter mark). The following access is available for this role within the user's company mark. This permission is approved by the MD Reports company admin.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Save Draft
- View Drafts
- Update Draft
- Delete Reports
- Add and Edit Trademarks
- Add and Edit Reconditioner

MD Reviewer – User can view and edit MD-500 reports belonging to their company (reviewer mark).

- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Save Draft
- View (your own) Drafts
- Update Draft
- Add and Edit Trademarks
- Add and Edit Reconditioner

MD CSTCC Editor – User (MxV) can edit all submitted MD-500 reports.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports
- Add and Edit Trademarks
- Add and Edit Reconditioner

MD CSTCC Viewer – User (CSTCC members) can view all submitted MD-500 reports.

- Search Reports
- View Reports

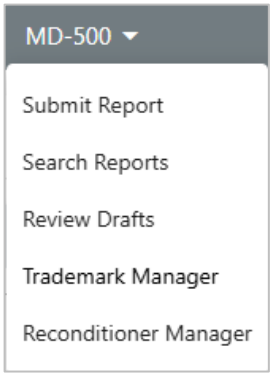
Logging In

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. The menu items available differ depending on your role. Exhibit 2 shows the menu items that support MD Reports functionality.

MD-500 Reports Menu

Exhibit 2. MD-500 Reports Menu Items



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-500 Report

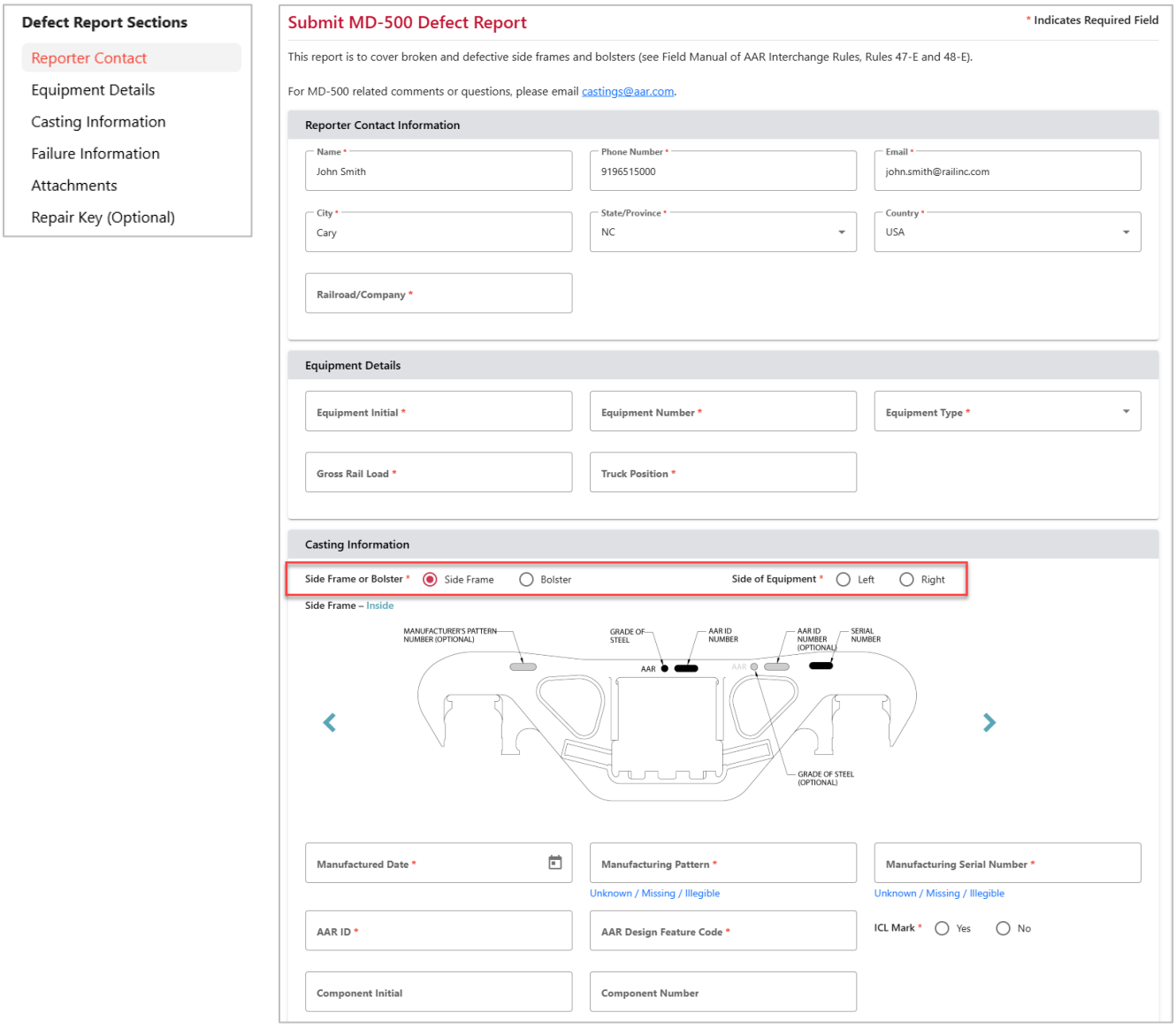
Submit Report

You must be assigned to the MD Reporter role to save drafts and submit MD-500 Reports.

Use the following procedure to complete Form MD-500:

1. Log into MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-500** > **Submit Report**. The Submit MD-500 Defect Report page is displayed (Exhibit 3). All required fields are marked with a red asterisk (*). See the *MD-500 Specification Document* for details about expected field values.

Exhibit 3. Submit MD-500 Defect Report



Trademark * Lookup

Click 'Lookup' to select Trademark. If Trademark is illegible or unknown, select 'Illegible/Unavailable'.
An image of the Trademark should be uploaded along with the Defect Images at the bottom of the form.

Previously Reconditioned * Yes No

Click 'Lookup' to select Reconditioned Stamped Mark.
Reconditioned Stamped Date and Reconditioned Stamped Mark are required if **Yes** is selected for 'Previously Reconditioned'.

Reconditioned Stamped Date *

Reconditioned Stamped Mark * Lookup

Failure Information

Failure Date *

Repair Date *

Method of Detection *
D - Derailment

Why Made Code *

Number of Equipment Derailed

Loaded/Empty Status Loaded Empty Unknown

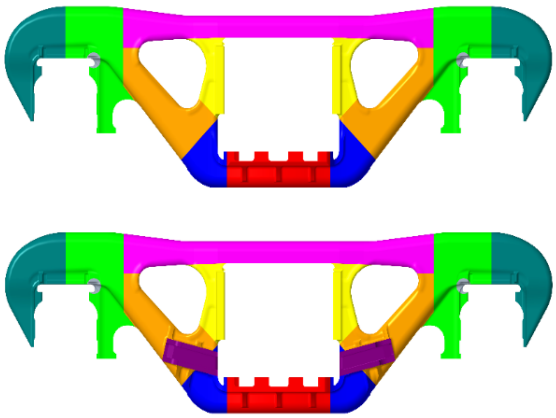
Defect Location

- **Indicate defect location on color-coded Side Frame or Bolster.** If cracked, enter crack length (inches) for each location.
- When the defect location cannot be identified, select 'Other Location' and provide details in the 'Additional Comments' field.
- You can change the image displayed by selecting the proper radio button for 'Side Frame or Bolster' in the Casting Information section.

Broken or Cracked Locations *

Other Location (O)

Side Frame



Additional Comments

Attachments

It is recommended to submit at least 5 photos of the failure.
Attachments can be no larger than 5MB in size and the number of attachments cannot exceed 15. Accepted formats include JPG, PNG, HEIC, and HEIF.
Recommended Photos: Overall of Side Frame or Bolster, Close-up of Damaged Area (Fracture Face), Marks on the Top and Bottom, Reconditioned Stamp, Trademark

Browse No File Selected

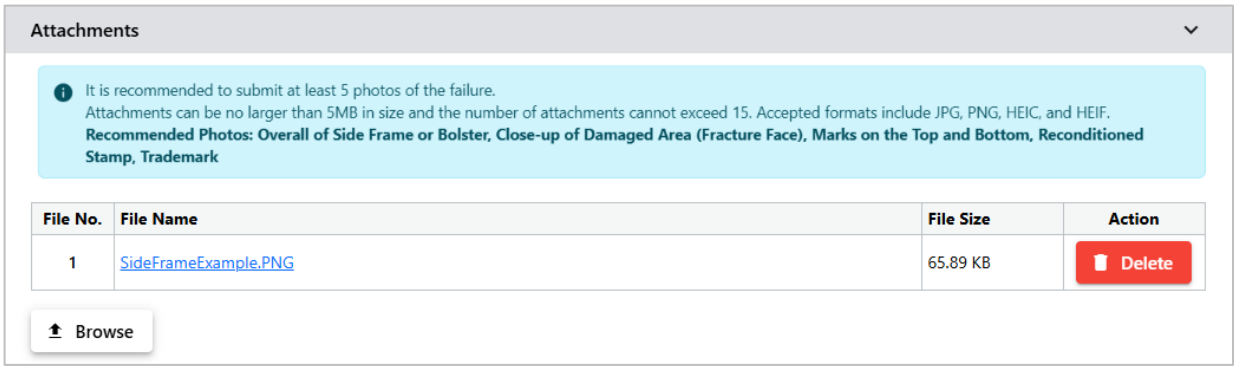
Repair Key (Optional)

Repair Key

Save Draft Submit

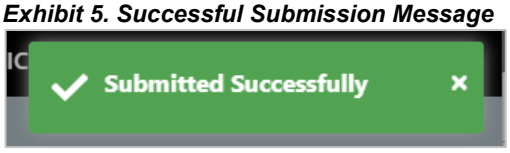
3. The **Reporter Contact Information** section on this page is prepopulated based on information in your SSO profile. Changing your contact information for this report does not change the information in your SSO profile. Enter the **Railroad/Company**.
4. Enter the **Equipment Details**: When the equipment 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. Enter the **Truck Position** (i.e., **A** or **B**).
5. In the **Casting Information** section, select **Side Frame** or **Bolster**. Only one can be selected per submission. When **Side Frame** is selected, the **Side of Equipment** field is added and is required. The **AAR ID** must be up to 9 characters. When it is missing, enter **XXXXXX**. The **AAR Design Feature Code** must be up to 11 characters. When it is missing, enter **XXXXXX**.
6. The **Manufacturing Serial Number** and the **Manufacturing Pattern** must be up to 6 characters. When they are missing, enter **XXXXXX** or click the **Unknown/Missing/Illegible** link.
7. Select the **Lookup** button to choose the **Trademark**. If the **Trademark** is not listed, scroll to the bottom and save your report as draft. Next, from the menu, select **MD-500** > **Add/Edit Trademark** to add the trademark. See Manage Trademark for details.
8. When **Reconditioned** is **Yes**, the **Reconditioned Stamped Date and Mark** fields are required. When the **Reconditioned Stamped Date** month and/or year is unknown, then select **XX** for month and **XXXX** for the year from the drop-down list. Select the **Lookup** button to choose the **Reconditioning Stamp**. If the **Stamp** is not listed, scroll to the bottom and save your report as draft. Next, from the menu, select **MD-500** > **Add/Edit Reconditioner** to add the stamp. See Manage Reconditioner for details.
9. In the **Failure Information** section, selecting **Broken** means a complete separation of parts. Select the **Why Made Code** and **Method of Detection**. When **Derailment** is selected, enter the **Number of Equipment Derailed**.
10. Enter **Failure** and **Repair Dates**. The **Repair Date** must be after the **Failure Date** and the **Reconditioned Date.**
11. Next, identify the defect location. To select **Broken or Cracked Locations**, click on the color-coded area of the image that best represents the broken or cracked location of the side frame or bolster. If cracked, enter the length of the crack in inches (e.g., 2). If the broken or cracked area is not represented by any of the colors, choose **Other Location** and enter the location in the **Additional Comments** field, along with comments for the any other information in the form that you want to provide.
12. To add attachments, select **Browse** in the Attachments section. near the bottom of the Submit MD-500 Report form. It is recommended that you attach at least 5 pictures of the failure. Recommended pictures are the overall side frame or bolster, 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. Select **Delete** to remove an attached file from the form.
    c. The recommended attachments are requested but are not required to submit this report.

Exhibit 4. Attachment Added



13. You have the opportunity to customize a **Repair Key** for each report to help you keep track of each MD-500 submission. For example, you may want to name it with your name, the equipment ID and the date. Select the **Repair Key (Optional)** field title to expand and enter the field. When this field is left blank, the system will auto-generate a Repair Key for you.
14. Select the **Save Draft** button to save the form as draft. The draft is kept for 7 days. Reporters have the ability to save, view and edit drafts that they have created.
15. When you have completed the form and are ready to submit, select **Submit**. A submission success message is displayed.

Exhibit 5. Successful Submission Message



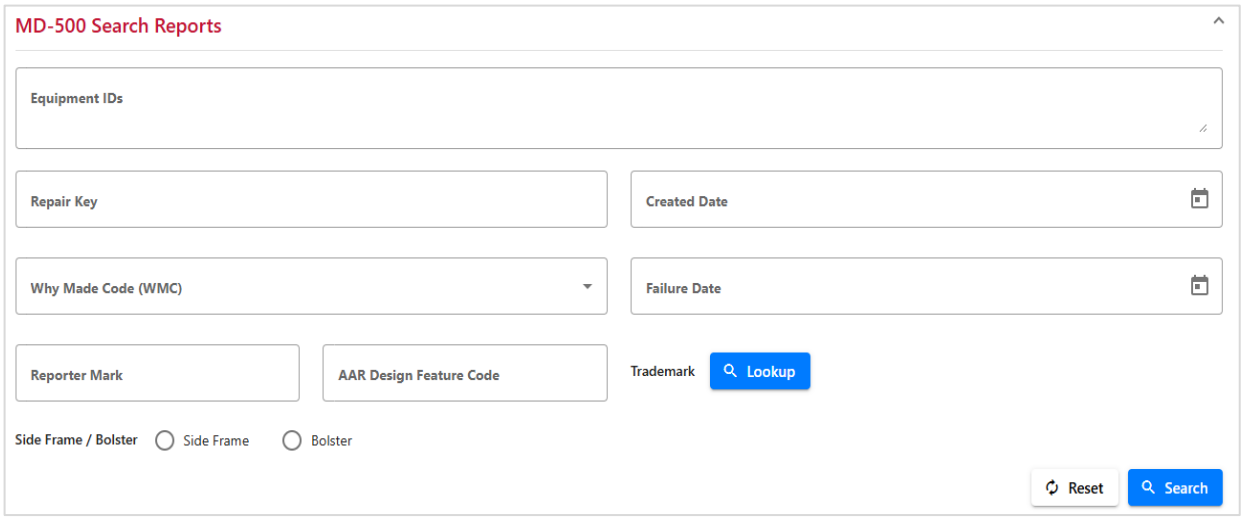
Search Reports

To search MD-500, you must be assigned to one or more of these roles: the MD Reporter, MD Reviewer , MD CSTCC Editor, or MD CSTCC Viewer for the company mark.

Use the following procedure to search for MD-500 Reports:

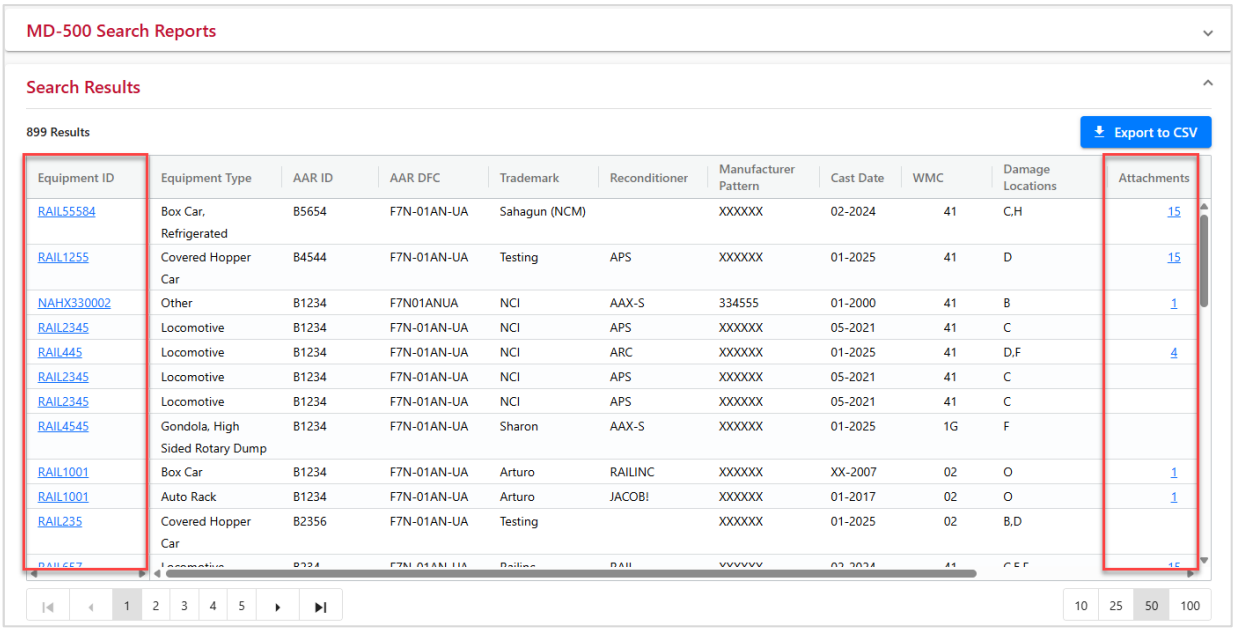
1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-500** > **Search Reports**. The **Search MD-500 Reports** page is displayed:

Exhibit 6. Search MD-500 Reports



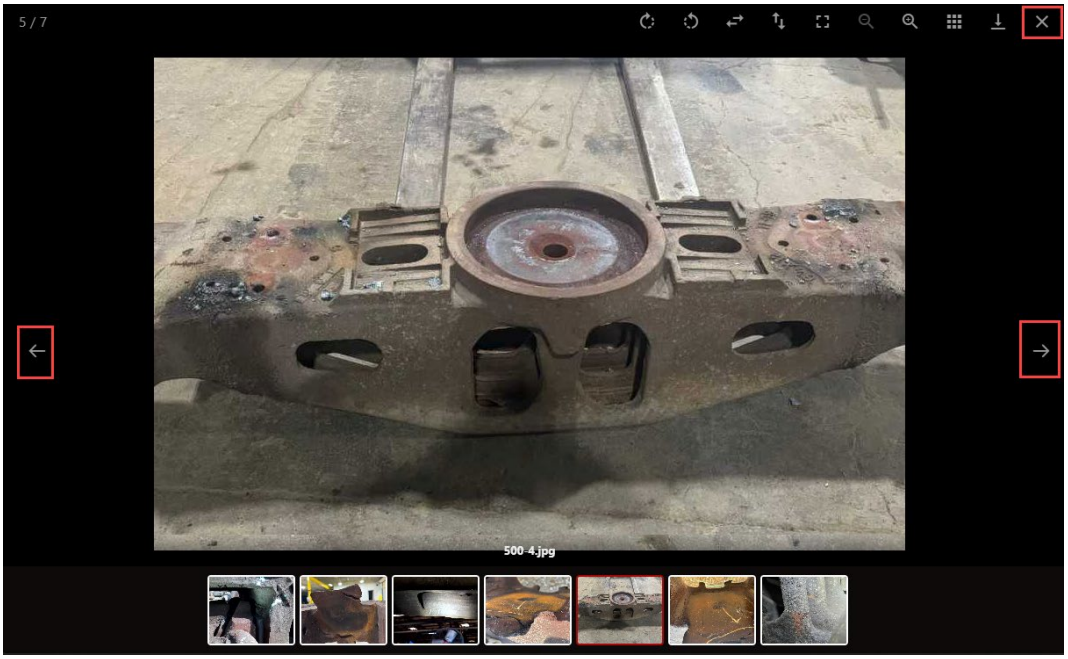
3. To search for one or more MD-500 Reports, enter any or no criteria in the fields and select **Search**.
4. A Search Results example is displayed in the image below.

Exhibit 7. Search Results



5. 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 8). Use the X in the top right to close both views.

Exhibit 8. Carousel View of Attachments



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

Exhibit 9. View Button Panel

7. Scroll to the bottom of the page and select to **Print** or return to **Back to Search**.
8. Select **Delete** to delete the report. See Delete Reports for details about deleting reports.
9. Select **Edit** to edit the report. See Edit Reports for details about editing reports.

Edit Reports

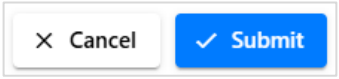
To edit MD-500 Reports, you must be assigned to one or more of these roles: the MD Reporter, MD Reviewer, or MD CSTCC Editor for the company mark.

Use the following procedure to edit MD-500 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-500** > **Search Reports**. Search for reports as described in Search MD-500 Reports.
3. To open a report, click the **View** link for the appropriate row located in the **Details** column.
4. Scroll to the bottom of the report and click the **Edit** button (Exhibit 9).

5. The Update MD-500 Report page displays. All fields are editable except for **Repair Key** and **Railroad/Company** (Reporter Mark).
6. Edit the necessary fields, then scroll to the bottom of the report. Click **Update**.

Exhibit 10. Update Button Panel



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

Exhibit 11. Update Successful Message

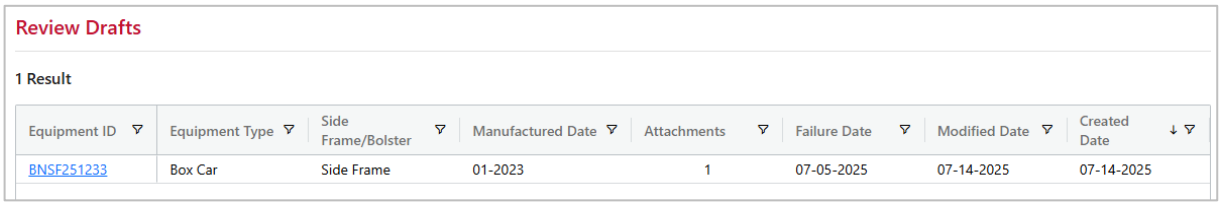
Review Drafts

To review MD-500 draft reports, you must be assigned to the MD Reporter role for the company mark.

Use the following procedure to review MD-500 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-500** > **Review Drafts**. Available draft 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 12. View Drafts



4. Scroll to the bottom of the report and click the **Edit** button (Exhibit 9). See Edit Reports for details.
5. Once you've made your updates to the draft, select **Save Draft** to save your draft or **Submit** to submit the report (Exhibit 13). Once the report is submitted, the **Save Draft** button is no longer available when viewing the report.

Exhibit 13. Edit Draft Button Panel

Delete Reports

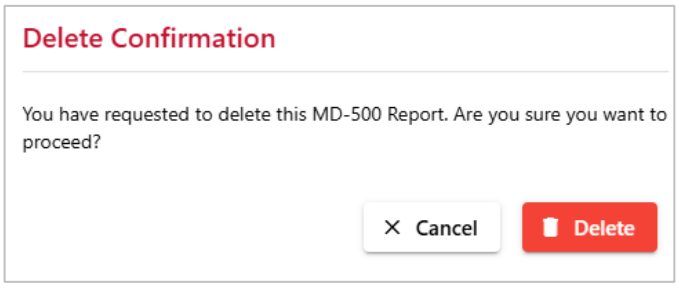
Users with MD Reporter permissions have access rights to perform delete functions for their company mark in MD-500 Reports. However, users with MD Reviewer permissions do not have access to delete reports.

Use the following procedure to delete MD-500 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-500** > **Search Reports**. Search for reports as described in Search MD-500 Reports.
3. To open a report, click the **View** link for the appropriate row located in the **Details** column.
4. Scroll to the bottom of the report and click the **Delete** button (Exhibit 9).

5. A **Delete Confirmation** pop-up box appears. Select **Delete** to remove the report, or **Cancel** to cancel.

Exhibit 14. Delete Report Confirmation



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

Exhibit 15. Delete Success Message

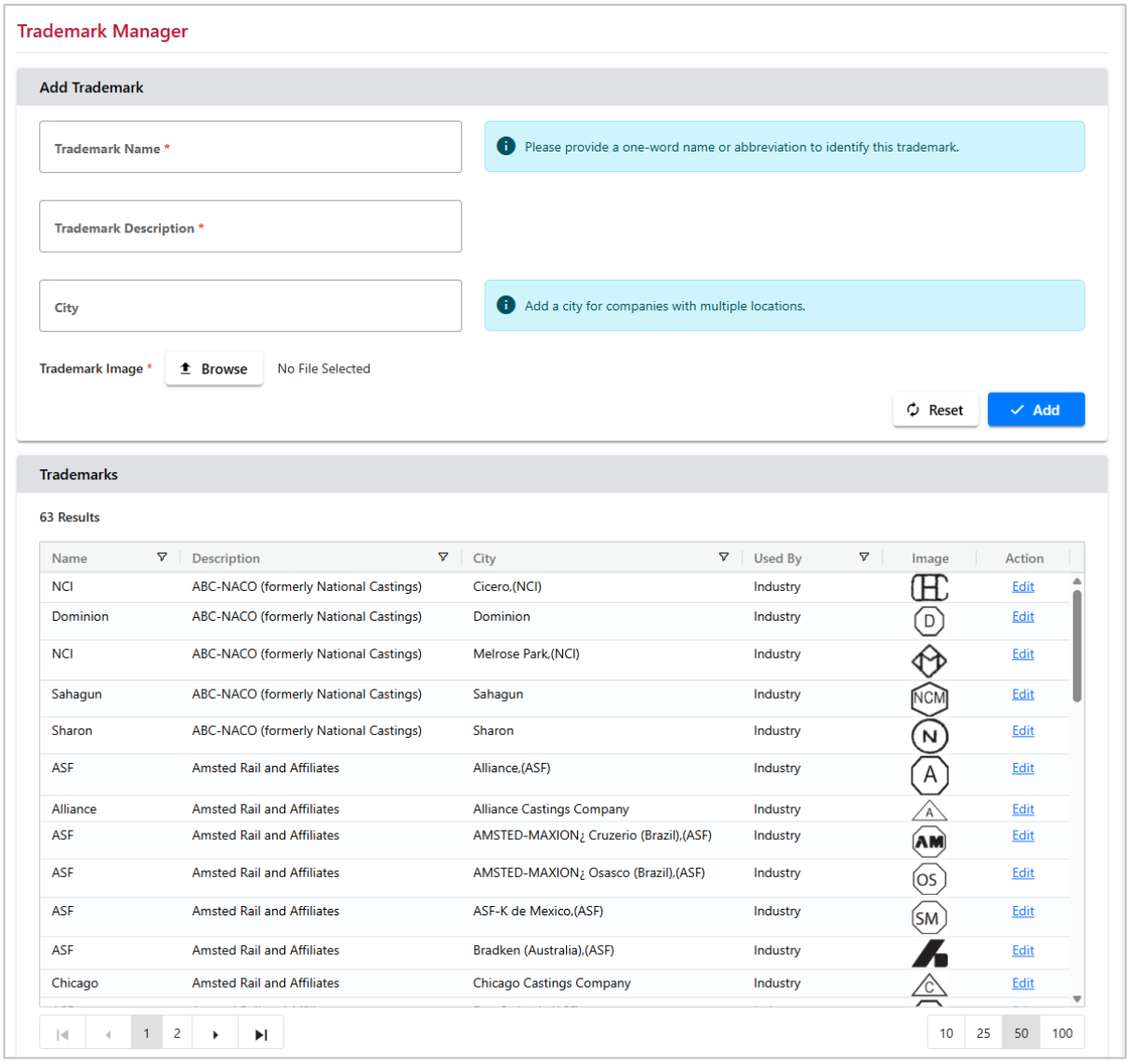
Manage Trademarks

To add or edit a trademark in MD-500 Reports, you must be assigned to one or more of these roles: the MD Reporter, MD Reviewer, or MD CSTCC Editor for the company mark. These roles can add trademarks and edit their own. Reviewers can edit any trademarks for their company.

When the **Trademark** is not listed in the MD-500 form, or if an existing trademark needs to be updated, use the following procedure:

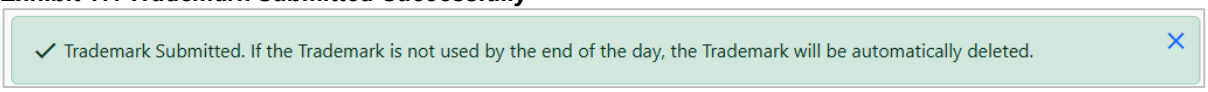
1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu, select **MD-500** > **Trademark Manager**. The Trademark Manager page is displayed.

Exhibit 16. Trademark Manager (Editor View)



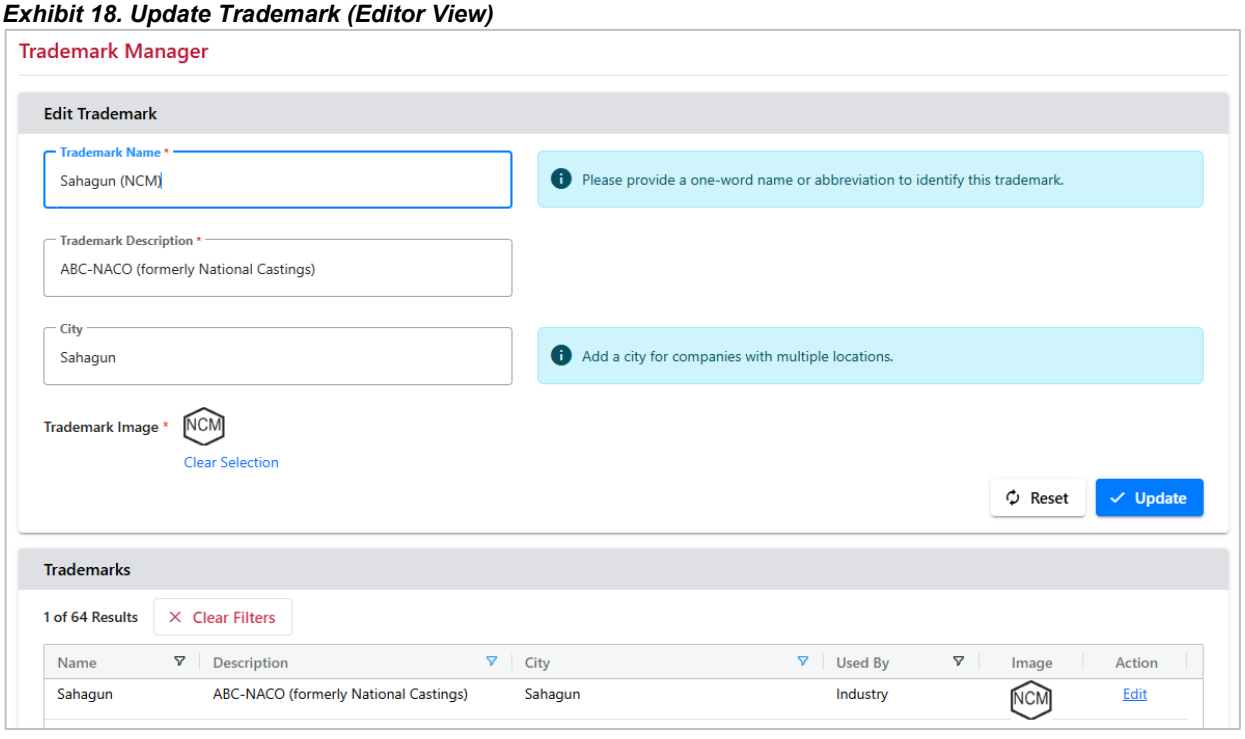
3. To add a new trademark to MD-500 (add when ready to use the same day):
    a. Enter the **Trademark Name/Description**.
    b. Enter the **Trademark Abbreviation/One Word Description**.
    c. For companies with multiple locations, enter the **City**.
    d. Select **Browse** to upload the **Image of Trademark**. Find and select the image on your computer.
    e. Select **Submit Trademark**. The Trademark Submitted message appears. If the trademark is not used by the end of the day, it will be automatically deleted.

Exhibit 17. Trademark Submitted Successfully



4. To edit a trademark that exists in MD-500:
    a. Select the **Edit** button to open and update the trademark.
    b. Make your updates and select **Update** to save your changes. The Trademark Submitted message appears. MD-500 reports that use the trademark will be automatically updated.
    c. Select **Reset** to clear form and messages.

Exhibit 18. Update Trademark (Editor View)



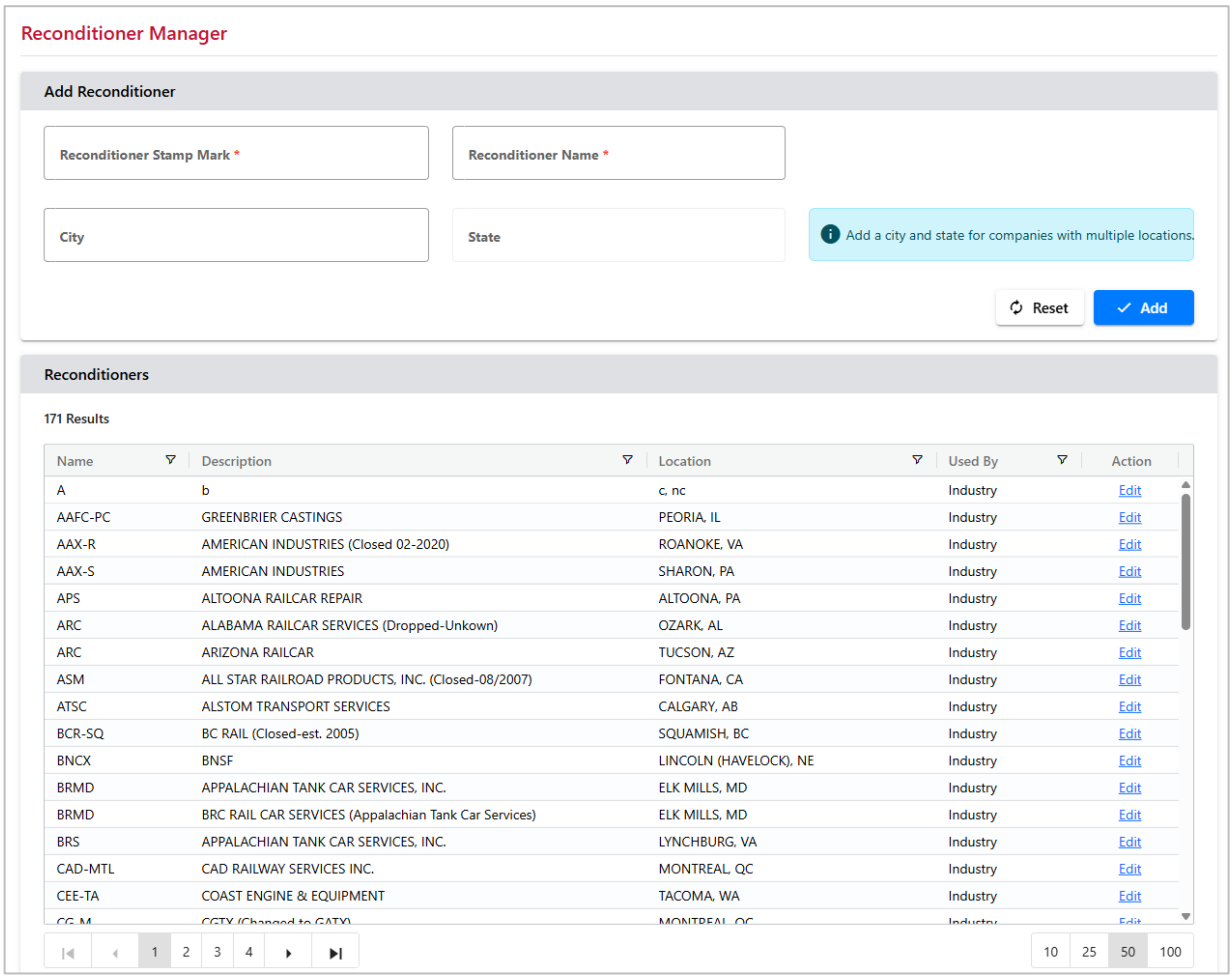
Manage Reconditioners

To add or edit a reconditioner stamp in MD-500 Reports, you must be assigned to one or more of these roles: the MD Reporter, MD Reviewer, or MD CSTCC Editor for the company mark. These roles can add stamps and edit their own. Reviewers can edit any stamps for their company.

When the **Reconditioner Stamp** is not listed in the MD-500 form, or if an existing stamp needs to be updated, use the following procedure:

1. Log into the MD Reports as described in Logging In. The MD Reports Home page is displayed (Exhibit 2).
2. From the menu, select. From the menu, select **MD-500** > **Reconditioner Manager**. The Reconditioner Manage page is displayed.

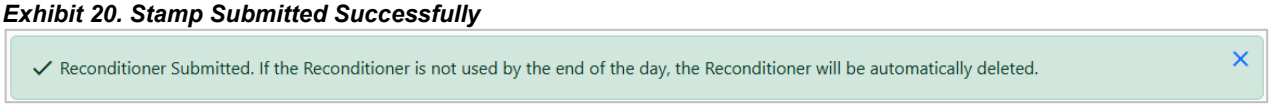
Exhibit 19. Add Reconditioner Stamp (Editor View)



3. To add a new reconditioner stamp to MD-500 (add when ready to use the same day):
    a. Enter the **Recondition Stamp Mark**.
    b. Enter the **Reconditioner Name**.
    c. For companies with multiple locations, enter the **City** and **State**.

d. Select **Add**. The Reconditioner Submitted message appears. If the reconditioner is not used by the end of the day, it will be automatically deleted.

Exhibit 20. Stamp Submitted Successfully



4. To edit a reconditioner stamp that exists in MD-500:
   a. Select the **Edit** button to open and update the reconditioner.
   b. Make your updates and select **Update** to save your changes. The Reconditioner Submitted message appears. MD-500 reports that use the reconditioner stamp will be automatically updated.
   c. Select **Reset** to clear form and messages.

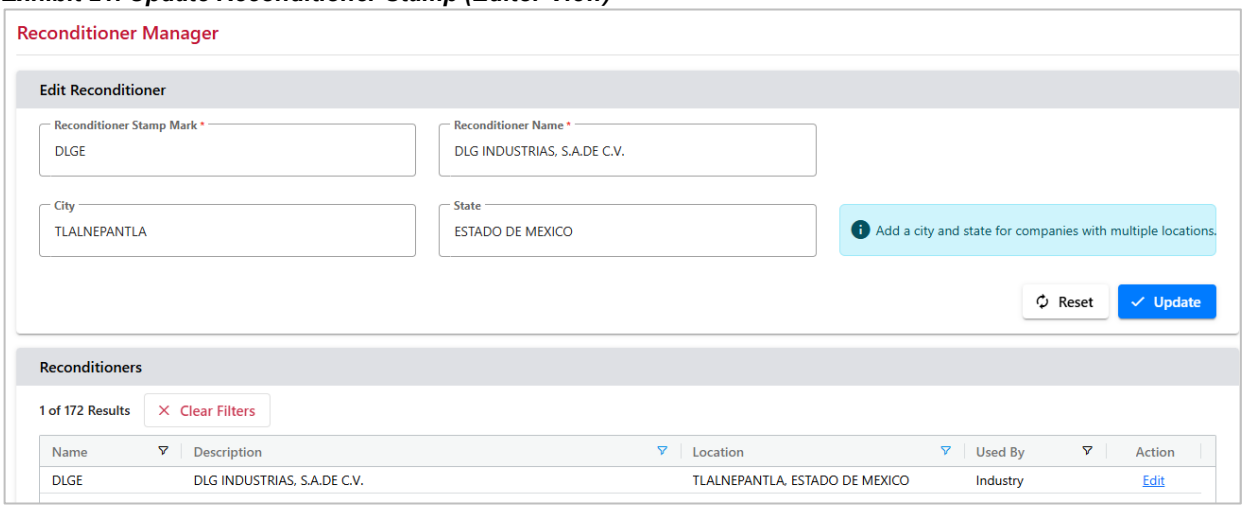



Exhibit 21. Update Reconditioner Stamp (Editor View)