



Customer Identification File (CIF) User Guide



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Learning about the CIF Application

The Customer Identification File (CIF) application is a web-based tool that enables searching for customer identification information (e.g., name, physical mailing and billing addresses, corporate parent information, and customer ID) as well as submitting requests for adding, modifying, and deleting customer identification information. Railroads use this system to eliminate ambiguity when identifying their customers, to ensure appropriate contract terms apply, and to improve the quality of customer information on bills of lading, waybills, and other documents.

Note: CIF is only available to railroad users. Non-railroad entities should contact a railroad to initiate changes to CIF data. Use [FindUs.Rail](#) to locate railroad contact information.

This document describes how to use the CIF application through the following major sections:

- “[Overview](#)” on page 2 provides basic information about the system.
- “[Getting Started](#)” on page 4 describes how to access and log in to the system.
- “[Searching for Existing Customer Records](#)” on page 6 describes how to look up customer information in the system.
- “[Working with Location Details](#)” on page 19 describes how to view and change customer identification information, how to expire and reinstate records, how to view the CIF record hierarchy, how to view and change sub-location information, how to compare CIF and Dun & Bradstreet records, and how to print and export CIF records.
- “[Adding CIF Records](#)” on page 49 describes how to add new customer information to the system.
- “[Working with the Request Queue](#)” on page 52 describes how to view current and completed requests that have been sent to Railinc for action.
- “[Using CIF Reports](#)” on page 60 describes how Railinc can track how many completed, rejected, or submitted requests have been created by users.
- “[Performing Batch Uploads](#)” on page 64 describes how users can complete a template and upload a large number of new or changed records at once.
- “[Viewing the City Alias Table](#)” on page 65 describes how to view and request changes to the table that defines aliases or “vanity names” for cities.

A glossary and index follow the major sections.

Overview

The Customer Identification File (CIF) is the central repository for information about all Rail customers. It is used daily throughout the North American rail industry to process customer data transactions. Railroads use CIF numbers (also known as CIF IDs) to identify customer locations and to determine where pricing agreements and other contract terms apply. The use of CIF numbers helps to provide accurate delivery instructions and improve the shipment reservation, bookings, and equipment ordering processes. CIF numbers also improve the quality of customer information on bills of lading (BOL's), waybills, and other documents.

Note: Companies may choose to access CIF data as a file or through the CIF application. Companies may also interact with CIF via the Electronic Data Interchange (EDI) 838 message type. This user guide describes how to use the CIF application, which is referred to in this document as “CIF”.

CIF contains the name, physical and mailing addresses, corporate parent identification, and a unique identification code for each location of a rail-served customer. The CIF number is used in exchanges of shipment information. Using an identification code (versus name and address) ensures that each participant in a shipment transaction refers to the same physical customer location.

CIF also enables carriers to query, add, change, expire, and reinstate EDI 838 messages with subscribers who receive distribution through EDI.

How CIF Works

CIF contains the name, physical mailing and billing addresses, corporate parent information, and a unique 13-character identification code for each location and sub-location of a rail-served customer. This 13-character identifier is referred to as a CIF ID or CIF number.

Railroads use CIF numbers to accurately identify customers and their locations, ensuring each party in a transaction is referencing the same physical customer location. Railroads can submit requests to modify the CIF data of customers and add new customer records, ensuring accurate customer information and eliminating confusion over ambiguous customer location data that can stall shipments.

Note: When railroads submit a request to modify CIF data, they must email supporting documentation with a total weight of 10 points or greater as described in the [CIF Name Verification Matrix](#) to the CIF Product Support team at cif@railinc.com.

Railinc updates the CIF database daily with new information sent in by the Railroads and receives monthly updates from Dun & Bradstreet.

A CIF record can include three different types of sub-locations—a bill-to location (BT), a delivery address (DA), and a doing-business-as (DBA) name. CIF also enables users to view corporate parent identification and historical data.

Railinc confirms a customer's information by using the Matchbook look up tool that is provided by Dun & Bradstreet (D&B). Matchbook searches for an exact or partial match using the information provided. If a match is found, Railinc uses the Data Universal Numbering System

(DUNS) number provided by D&B. When a search does not have a match, Railinc assigns a temporary alphanumeric ID and works with D&B to investigate the creation of a new DUNS record. Railinc also synchronizes its CIF file with D&B data monthly; thereby ensuring that the most up-to-date information is in CIF.

Benefits of CIF

CIF enables users to accurately identify customers and their locations, which reduces costs, eliminates re-work, and improves customer satisfaction. The primary benefits of CIF are:

- **Accuracy:** Users can be certain CIF data is current and accurate. Railinc synchronizes the CIF file with D&B data to ensure data matches. When railroads submit changes or new records, Railinc reviews the documentation provided to verify the accuracy of the requests. This information is then stored on a SharePoint site, which is accessible by users.
- **Data Quality:** The combination of user-provided updates, Railinc verifications, and D&B resources ensures that CIF provides the highest quality customer data available to the industry.
- **Visibility of Parent Structure:** Users can select links to expand their view of a company's organizational structure, which can help with the identification of related branch facilities and shipping locations and help carriers negotiate better rates.

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](#).

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.

You can also contact CIF personnel directly at cif@railinc.com or AAR_PS@railinc.com.

Getting Started

Access CIF by using the Railinc Single Sign-On (SSO), a web application that provides convenient access to a variety of Railinc products. To get started, go to the Railinc portal at <http://www.railinc.com> and log into SSO by selecting the Customer Login field at the top right. Enter your user ID and password in the fields on the resulting page and then select **Sign In**.

Notes:

1. If you do not already have a Railinc SSO user ID and password, refer to the [Railinc Single Sign-On User Guide](#) for detailed instructions. Once you have access to Railinc SSO, you must request access to CIF within SSO.
2. If you do not have access to CIF, refer to the instructions on requesting application access in the [Railinc Single Sign-On User Guide](#). See “[Learning about User Roles](#)” on page 4 for information about the available levels of access. When you have received e-mail notification confirming your access, you can log in and begin using CIF.

Learning about 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 (see [Exhibit 1](#)).

Exhibit 1. SSO Request Permission

The screenshot shows the 'Request Application Access by Role' page in the Railinc SSO interface. The page has a header with the Railinc logo and 'Launch Pad' on the left, and 'RAILINC CORPORATION | Sign Out' on the right. Below the header, there is a breadcrumb trail: 'Home / Request Application Access by Role'. A green 'ACTIVE' status indicator is visible in the top right corner. The main content area is titled 'CIF' and includes a brief description: 'This is a web application used to maintain the CIF of businesses. It is also used by external applications to verify that entered CIF numbers are valid.' Below this, a progress bar indicates the current step is '1. Select Roles', with '2. Confirm' and '3. Done' following. Two roles are listed for selection, each with a checkbox and a description: 'CIF Query User (MARK required)' and 'CIF Submit User (MARK required)'. At the bottom of the form, there is a 'Comments...' field and a 'Return' button.

Roles applicable for railroad employees:

- **CIF Query User** – Allows users to only perform queries within the application. CIF Query Users can look up locations and sub-locations as well as geolocation codes and Dun & Bradstreet information.
- **CIF Submit User** – Allows users to submit requests for changes, perform batch uploads, and run reports. The CIF Query User role is always granted along with the CIF Submit User role; therefore, a CIF Submit User can also perform all the CIF Query User functions.

Logging In

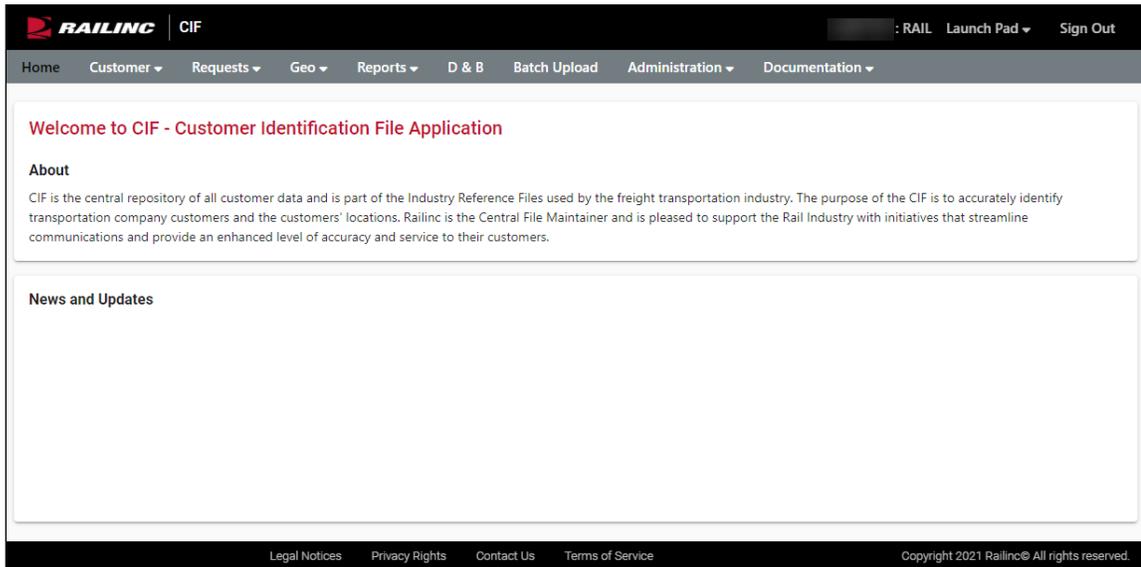
To log into CIF:

1. Open your internet browser and navigate to the Railinc portal at <http://www.railinc.com>.
2. Select the Customer Login link (at upper right). The SSO Account Access page is displayed.
3. Enter your user ID and password, and select **Sign In**. The Railinc Launch Pad is displayed.
4. Select **CIF** from the My Applications list. The CIF Home page is displayed (see [Exhibit 2](#)).

Viewing the CIF Home Page

The CIF Home page is displayed immediately following a successful login to CIF (see [Exhibit 2](#)).

Exhibit 2. CIF Home Page



From the Home page, you can access the different CIF functions by selecting the application menu items.

- If you are a CIF Query User, you can only query CIFs, which you can do by selecting the **Customer** menu item and then selecting **Search**.
- If you are a CIF Submit User, in addition to querying CIFs, you can also add or modify CIFs. To add or modify a CIF, select the **Customer** menu item, and then select **Add**.

You can return to the Home page at any time by selecting the **Home** menu item.

Continue by selecting a CIF application menu item.

Searching for Existing Customer Records

Select **Search** from the Customer menu item to search for existing customer records when you want to find current customer information. The Location Search page is displayed (see Exhibit 3).

Use the radio buttons to choose the record type for which to search and then specify a search string. You can enter text into one or more fields and then select **Search**. When searching for records, you do not need to have information for every field to be able to search the application.

Exhibit 3. Location Search Page

You can use one of the following methods to search CIF for existing customer information records:

- Location Search** A location search is a general search function. Use a location search when you are looking for a main address of a customer, or when you are looking for an address when you only have partial customer information. See Searching for Locations on page 7 for more information.
- Sub-location Search** Sub-locations identify a customer using a different name, address, or billing location from their main corporate address (such as bill-to location, delivery address, or doing-business-as – DBA name). Use a sub-location search when you are looking for a sub-location and not the main corporate address. See Searching for Sub-locations on page 10 for more information.

Searching for Existing Customer Records

Note: The following search options are also available, but in most cases the location search and sub-location search yield the desired results.

Independent Location and Sub-location Search

Use this search when you are looking for *any* usage of your search parameters. See Searching for Independent Locations and Sub-locations on page 12 for more information.

Location and Related Sub-location Search

Use this search to find all locations of a customer and all sub-locations related to those locations. **Tip:** Ensure your search parameters do not exclude your location. See Searching for Locations and Related Sub-locations on page 14 for more information.

Alphanumeric Locations Only

Use this search to find locations that don't have a DUNS number (for example, a new location). You can also use this function to find old records that need to be sent to Railinc for updating. See Searching by Alphanumeric Location Records on page 16 for more information.

Searching for Locations

A CIF location is any physical location where a customer conducts business. CIF contains an entry for each customer location. Each location is referenced by a unique CIF ID (CIF number).

This search only returns location records that match all of the specified criteria.

Use the following procedure to search for locations:

1. From the application menu, select the **Customer** menu item and then select **Search**. The Location Search page is displayed (see [Exhibit 4](#)).

Exhibit 4. Location Search

The screenshot shows a 'Location Search' form with the following elements:

- Radio buttons for search scope: Location, Sub-location, Independent Location & Sub-location, Location & Related Sub-location, Alphanumeric Locations Only
- Text input for CIF ID
- Text input for Name with a 'Starts with' dropdown
- Text input for Address with a 'Starts with...' dropdown and an 'Address Codes/Types' dropdown set to 'All'
- Text input for City with a 'Starts with' dropdown
- Text input for Postal Code, split into 'Zip Main' and 'Zip Ext'
- Text input for Expiration Date with a 'To' date range and a calendar icon
- Text input for Last Maintained Date with a 'To' date range and a calendar icon
- Text input for Include Active Records Only with a dropdown arrow
- Dropdown for Tran Type (None)
- Dropdown for HQ Indicator (None)
- Dropdown for State/Province
- Dropdown for Country (North America)
- Phone Number section with fields for Area Code, Prefix, and Postfix
- Dropdown for REN Flag (Any)
- Dropdown for SCRS Flag (Any)
- Buttons for 'Clear' and 'Search'

2. Enter your search criteria in the input fields (see Exhibit 5). You can complete as few or as many of the search criteria fields as you need to locate the records for which you are searching.

Exhibit 5. Location Search Fields

Field	Description
CIF ID	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric. CIF IDs are also referred to as CIF numbers.
Name	Name of the business (partial match option).
Tran Type	Search by the type of CIF database transaction.
HQ Indicator	Drop-down list to indicate whether the location is a branch, headquarters, or a single location.
Address	Customer’s actual business street address (partial match option).
City	Customer’s actual city of business (partial match option).
State/Province	Customer’s actual state/province of business.
Country	Customer’s actual country of business.
Postal Code	Customer’s actual postal code of business.
Phone Number	Customer’s phone number.
Expiration Date	Search within a range of Expiration Dates. Use the calendar icon to assist with the entry of dates.
Last Maintained Date	Search within a range of Last Maintained Dates. Use the calendar icon to assist with the entry of dates.
Include Active Records Only	Search for records that are currently active.

Searching for Existing Customer Records

Field	Description
REN Flag	Search for the existence of CIF numbers assigned to a patron group or docket.
SCRS Flag	Search for the existence CIF numbers that have associated SCRS records.

3. Select the **Search** button to initiate a search based on the provided search criteria. The Customer Search Results page is displayed (see Exhibit 6).

Exhibit 6. Customer Search Results

Location Search

Results

Rows returned for search criteria: 27

CIF ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date	Expiration Date
00002842737	A LUNDY'S PREMIUM STANDARD INC	424 E RAILROAD ST	CLINTON	NC	03-28-2016	12-31-9999
00024502122	BJ WILLIAMSON INC	820 ELIZABETH ST	CLINTON	NC	02-14-1996	12-31-9999
00A00110664	CLINTON TERMINAL RAILROAD CO	200 W RAILROAD ST	CLINTON	NC	10-26-2015	12-31-9999
00050405125	CLINTON TRUCK & TRACTOR CO	107 NE BLVD	CLINTON	NC	02-14-1996	12-31-9999
00024500076	DAUGHTRY N L FERTILIZER CO	621 LISBON ST	CLINTON	NC	02-14-1996	12-31-9999
00029715898	DIVERSIFIED RECYCLING & WASTES	100A FONTANA ST	CLINTON	NC	05-30-2000	06-29-2020
00A00148164	DIVERSIFIED RECYCLING & WASTES	100A FONTANA ST	CLINTON	NC	06-29-2020	12-31-9999
00196692557	DUBOSE INDUSTRIES INC	825 INDUSTRIAL DR	CLINTON	NC	04-11-2005	12-31-9999
00003192721	DUBOSE STRAPPING INC	906 INDUSTRIAL DR	CLINTON	NC	02-14-1996	09-24-2018
00A00134314	DUBOSE STRAPPING INC	906 INDUSTRIAL DR	CLINTON	NC	09-24-2018	11-06-2018
00626091938	DUBOSE STRAPPING INC	906 INDUSTRIAL DR	CLINTON	NC	10-29-2018	12-31-9999
00088568134	GARLAND FARM SUPPLY INC	1209 LISBON ST	CLINTON	NC	02-14-1996	12-31-9999
00964790794	NUTRIEN AG SOLUTIONS INC	345 PUGH RD	CLINTON	NC	10-26-2006	04-30-2020
00789578176	NUTRIEN AG SOLUTIONS INC	345 PUGH RD	CLINTON	NC	04-27-2020	12-31-9999
00809342350	PRESTAGE FARMS INC	735 MOLTENVILLE RD	CLINTON	NC	10-01-2012	12-31-9999

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4. Continue with one of the following steps:
 - Select the hyperlink of a CIF ID to view the complete details of the record. The CIF Details page is displayed (see Working with Location Details on page 19).
 - Select the **Print** button to print the search results.
 - Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see Performing Batch Uploads on page 64 for more information).
 - Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 48).

Searching for Sub-locations

A sub-location is a specific place within a customer's primary location (i.e., not the main corporate name, address, or billing location for a customer). Sub-locations are assigned under the Primary CIF number and are categorized by assigning a specific number for sub-location type. Sub-location numbers are assigned by Railinc and are not registered at D&B.

This search only returns sub-location records that match all of the specified criteria.

Use the following procedure to search for sub-locations:

1. From the application menu, select the **Customer** menu item and then select **Search**. The default Location Search page is displayed. Select **Sub-location** to display the Sub-location Search page (see Exhibit 7).

Exhibit 7. Sub-location Search

Enter your search criteria in the input fields (see Exhibit 8).

Exhibit 8. Sub-location Search Fields

Field	Description
CIF ID	Unique 9-digit ID referencing a customer in CIF; either alpha numeric or all numeric.
Sub-location ID	Must be a 4-digit number. Allowed sub-location ID Ranges: (BT) Bill To Location 7000 – 7999 (DA) Delivery Address 8000 – 8999 (DB) Doing Business As 9000 – 9499 and 9700 – 9999 (TR) Tradestyle Name 9500 – 9599

Searching for Existing Customer Records

Field	Description
Name	Name of the business (partial match option)
Sub-location Type	Valid sub-location types are: BT – Bill To DA – Delivery Address DB – Doing Business As TR – Tradestyle (For Railinc purposes only)
HQ Indicator	Drop-down list to indicate whether the location is a branch, headquarters, or a single location.
Tran Type	Search by the type of CIF database transaction.
City	Customer’s actual city of business (partial match option).
State/Province	Customer’s actual state/province of business.
Country	Customer’s actual country of business.
Postal Code	Customer’s actual postal code of business.
Expiration Date	Search within a range of Expiration Dates. Use the calendar icon to assist with the entry of dates.
Last Maintained Date	Search within a range of Last Maintained Dates. Use the calendar icon to assist with the entry of dates.
REN Flag	Search for the existence of CIF numbers assigned to a patron group or docket.
SCRS Flag	Search for the existence CIF numbers that have associated SCRS records.
Address Codes/Type	Search according to the address line of a DB or BT sub-location.
Address	Search according to address details of a DA sub-location.
Include Active Records Only	Search for records that are currently active.

2. Select the **Search** button to initiate a search based on the provided search criteria. The Sub-location Search Results page is displayed (see Exhibit 9).

Exhibit 9. Sub-location Search Results

Sublocation Search

Results

Rows returned for search criteria: 155

CIF ID	Subloc ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date
00122112394	9901	UNION EQUITY DIV				02-14-1996
00081327822	9001	UNION CARBIDE CHEMICALS & PL				06-07-2006
00A00051056	9000	UNIONTOWN GRAIN ELEVATOR				05-29-2007
00006968655	9902	UNION ELECTRIC CO				05-14-2004
00069998078	9000	UNION CARBIDE CORP				10-06-2011
00616388898	9903	UNION CARBIDE CORP				10-02-2007
00037794716	9000	UNION STEEL AMERICA CO				03-18-2004
00249065392	9001	UNION CARBIDE ETHYLENE OXIDE GLYCOL				06-21-2001
00249065392	9901	UNION CARBIDE CANADA LTD				06-11-1997
00249065392	9903	UNION CARBIDE ETHYLENE OXIDE/GLYCOL				03-26-1999
00249065392	9904	UNION CARBIDE CORP				07-11-2003
00103261087	9901	UNION AIR TRANSPORT				10-11-1996
00127757482	9901	UNION PACIFIC CORPORATION				02-14-1996
00006903199	9903	UNION SALVAGE				02-14-1996
00557413742	9000	UNION CAMP CORP				05-21-2007

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3. Continue with one of the following steps:

- Select the hyperlink of a CIF ID to view the details of that CIF record. The Sub-location Details page is displayed (see Working with Sub-location Details on page 43).
- Select the **Print** button to print the search results.
- Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see Performing Batch Uploads on page 64 for more information).
- Select the **Download CSV** button to download the search results to a CSV file (see Downloading CIF Records on page 48 for more information).

Searching for Independent Locations and Sub-locations

This search returns all location and sub-location records that independently match all the fields specified in the search request. For example, you could use this search if you wanted to search for “Dow Chemical” and independent sub-locations that also match that criteria.

Use the following procedure to search for independent location and sub-location records:

1. From the application menu, select the **Customer** menu item and then select **Search**. The default Location Search page is displayed. Select **Independent Location & Sub-location** to display the Independent Location & Sub-location Search page (see Exhibit 10).

Exhibit 10. Independent Location & Sub-location Search

2. Enter your search criteria in the input fields (see Exhibit 11).

Exhibit 11. Independent Location & Sub-location Search Fields

Field	Description
CIF ID	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Name	Name of the business (partial match option)
HQ Indicator	Drop-down list to indicate whether the location is a branch, headquarters, or a single location.
Tran Type	Search by the type of CIF database transaction.
REN Flag	Search for the existence of CIF numbers assigned to a patron group or docket.
SCRS Flag	Search for the existence CIF numbers that have associated SCRS records.
Include Active Records Only	Search for records that are currently active.

3. Select the **Search** button to initiate a search based on the provided search criteria. The Independent Location & Sub-location Search Results page is displayed (see Exhibit 12).

Exhibit 12. Independent Location & Sub-location Search Results

Independent Location & Sublocation Search

Results

Rows returned for search criteria: 45

CIF ID	Subloc ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date	Expiration Date
00A00073335		DOW CHEMICAL	10 S ELECTRIC ST	WEST ALEXANDRIA	OH	01-14-2011	12-31-9999
00A00074116		DOW CHEMICAL CANADA INC	PRENTISS SITE	RED DEER	AB	02-02-2011	12-31-9999
00201788366		DOW CHEMICAL CANADA ULC	3025 NOTRE DAME PLANT 56	TROIS-RIVIERES	PQ	01-21-2003	12-31-9999
00A00033625		DOW CHEMICAL CANADA ULC	1 WESTMOUNT SQ STE 300	MONTREAL	PQ	04-28-2006	12-31-9999
00A00049854		DOW CHEMICAL CANADA ULC	980 ADELAIDE ST S	LONDON	ON	11-27-2006	12-31-9999
00200858033		DOW CHEMICAL CANADA ULC	HWY 15 BLDG 248	FORT SASKATCHEWAN	AB	02-14-1996	12-31-9999
00249065392		DOW CHEMICAL CANADA ULC	RR 4 STN MAIN HWY 597 & PRENTISS RD	LACOMBE	AB	05-02-1997	12-31-9999
00201489580		DOW CHEMICAL CANADA ULC	215 2 ST SW STE 2400	CALGARY	AB	02-14-1996	12-31-9999
00200473748		DOW CHEMICAL CANADA ULC	18210 109 AVE NW	EDMONTON	AB	11-20-2014	12-31-9999
00243556487		DOW CHEMICAL CANADA ULC	4445 BOUL MARIE VICTORIN	VARENNES	PQ	02-14-1996	12-31-9999
00138604009		DOW CHEMICAL CO	2800 LOOP 197 S	TEXAS CITY	TX	12-18-2015	12-31-9999
00A00076371		DOW CHEMICAL CO	140TH & HALSTED	RIVERDALE	IL	06-28-2011	12-31-9999
00A00085550		DOW CHEMICAL CO	355 HWY 3142 GATE 1	HAHNVILLE	LA	11-22-2012	12-31-9999
00020040036		DOW CHEMICAL CO	106 JIRANI ST	HILLSDALE	MI	03-14-2013	12-31-9999

1 to 25 of 45 Page 1 of 2

4. Continue with one of the following steps:

- Select the hyperlink of a CIF ID to view the details of that CIF record. Depending on the type of record, either the Location Details or the Sub-location Details page is displayed (see [Working with Location Details](#) on page 19 or [Working with Sub-location Details](#) on page 43).
- Select the **Print** button to print the search results.
- Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see [Performing Batch Uploads](#) on page 64 for more information).
- Select the **Download CSV** button to download the search results to a CSV file (see [Downloading CIF Records](#) on page 48 for more information).

Searching for Locations and Related Sub-locations

This search returns all location records that match all of the specified criteria and all of their sub-location records that match all the sub-location fields of the search request. For example, if a company is being acquired by another company and changing names, you could use this search to find their locations and all their related sub-locations to change the company name.

Use the following procedure to search for locations and related sub-locations:

1. From the application menu, select the **Customer** menu item and then select **Search**. The default Location Search page is displayed. Select **Location & Related Sub-location** to display the Location & Related Sub-location Search page (see Exhibit 13).

Exhibit 13. Location & Related Sub-location Search

2. Enter your search criteria in the input fields (see Exhibit 14).

Exhibit 14. Location & Related Sub-location Search Fields

Field	Description
CIF ID	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Name	Name of the business (partial match option).
Tran Type	Search by the type of CIF database transaction.
HQ Indicator	Drop-down list to indicate whether the location is a branch, headquarters, or a single location.
Address	Customer’s actual business street address (partial match option).
City	Customer’s actual city of business (partial match option).
State/Province	Customer’s actual state/province of business.
Country	Customer’s actual country of business.
Postal Code	Customer’s actual postal code of business.
Phone Number	Customer’s phone number.
Include Active Records Only	Search for records that are currently active.
REN Flag	Search for the existence of CIF numbers assigned to a patron group or docket.
SCRS Flag	Search for the existence CIF numbers that have associated SCRS records.

3. Select the **Search** button to initiate a search based on the provided search criteria. The Location & Related Sub-location Search Results page is displayed (see Exhibit 15).

Exhibit 15. Location & Related Sub-location Search Results

Location & Related Sublocation Search							
Results							
Rows returned for search criteria: 500 + (Please refine search) <input type="button" value="Clear Filters"/> <input type="button" value="Print"/> <input type="button" value="Export for Mass Update"/> <input type="button" value="Download"/>							
CIF ID	Subloc ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date	Expiration Date
00A00042477		UNION AGRICOLA CERRO DE EN MEDIO SPR DE RL	AVENIDA CENTRAL NUMERO 3	SALTILLO	CU	04-26-2006	01-15-2016
00A00042931		UNION AGRICOLA REGIONAL DE FRUTICULTORES DE CHIHUAHUA	CALZ 16 DE SEPTIEMBRE Y MARIANO	CUAUHTEMOC	CI	04-28-2006	12-31-9999
00A00067950		UNION AGRICOLA REGIONAL DE PRODUCTORES DE MAIZ AMARILLO ASI COMO OTROS GRANOS Y SEMILLAS D	CARR ALVARO OBREGON KM 28 5	CUAUHTEMOC	CI	02-01-2010	12-31-9999
00811768670		UNION ASOCIACIONES AVICOLAS DEL ESTADO DE SONORA A C	SERDAN Y CALLE 22-75	GUAYMAS	SO	03-09-2000	12-31-9999
00130610678		UNION BAY SPORTSWEAR	21216 72ND AVE S	KENT	WA	02-14-1996	12-31-9999
00012665378		UNION BEER DISTRIBUTORS	1213-65 GRAND ST	BROOKLYN	NY	02-26-1996	12-31-9999
00A00068627		UNION BEVERAGE CO	2600 W 35TH ST	CHICAGO	IL	03-29-2010	12-31-9999
00A00150240		UNION BONDED WAREHOUSE	817 N PINCKNEY ST	UNION	SC	09-26-2020	12-31-9999
00003511573		UNION BONDED WAREHOUSE	817 N PINCKNEY ST	UNION	SC	02-26-1996	09-28-2020
00782873488		UNION CARBIDE CHEMICAL & PLASTICS	2020 DOW CTR	MIDLAND	MI	02-25-2019	12-31-9999

1 to 25 of 501 Page 1 of 21

4. Continue with one of the following steps:

- Select the hyperlink of a CIF ID to view the details of that CIF record. Depending on the type of record, either the Location Details or the Sub-location Details page is displayed (see [Working with Location Details](#) on page 19 or [Working with Sub-location Details](#) on page 43).
- Select the **Print** button to print the search results.
- Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see [Performing Batch Uploads](#) on page 64 for more information).
- Select the **Download CSV** button to download the search results to a CSV file (see [Downloading CIF Records](#) on page 48 for more information).

Searching by Alphanumeric Location Records

An alphanumeric location is a location that doesn't have a DUNS number (for example, a new location).

Railinc creates Alphanumeric locations as needed for new locations and then submits them to Dun and Bradstreet for consideration for a DUNS number. You can use this function to find new locations that don't yet have a DUNS number or to find old records that need to be sent to Railinc for updating.

Note: This search returns only location records that match all of the specified criteria.

Searching for Existing Customer Records

Use the following procedure to search by alphanumeric location:

1. From the application menu, select the **Customer** menu item and then select **Search**. The default Location Search page is displayed. Select **Alphanumeric Locations Only** to display the Alphanumeric Locations Search page (see Exhibit 16).

Exhibit 16. Alphanumeric Locations Search

2. Enter your search criteria in the input fields (see Exhibit 17).

Exhibit 17. Alphanumeric Locations Only Search Fields

Field	Description
Name	Name of the business (partial match option).
Tran Type	Search by the type of CIF database transaction.
Address	Customer's actual business street address (partial match option).
City	Customer's actual city of business (partial match option).
State/Province	Customer's actual state/province of business.
Country	Customer's actual country of business.
Postal Code	Customer's actual postal code of business.
Phone Number	Customer's phone number.
Expiration Date	Search within a range of Expiration Dates. Use the calendar icon to assist with the entry of dates.
Last Maintained Date	Search within a range of Last Maintained Dates. Use the calendar icon to assist with the entry of dates.
Include Active Records Only	Search for records that are currently active.
REN Flag	Search for the existence of CIF numbers assigned to a patron group or docket.

Searching for Existing Customer Records

Field	Description
SCRS Flag	Search for the existence CIF numbers that have associated SCRS records.

3. Select the **Search** button to initiate a search based on the provided search criteria. The Alphanumeric Locations Search Results page is displayed (see Exhibit 18).

Exhibit 18. Alphanumeric Locations Search Results

Alphanumeric Locations Search							
Results							
Rows returned for search criteria: 137 <input type="button" value="Clear Filters"/> <input type="button" value="Print"/> <input type="button" value="Export for Mass Update"/> <input type="button" value="Download"/>							
CIF ID	Subloc ID	Preferred or DBA Name	Address	City	St/Prov	Effective Date	Expiration Date
00A00042477		UNION AGRICOLA CERRO DE EN MEDIO SPR DE RL	AVENIDA CENTRAL NUMERO 3	SALTILLO	CU	04-28-2006	01-15-2016
00A00042931		UNION AGRICOLA REGIONAL DE FRUTICULTORES DE CHIHUAHUA	CALZ 16 DE SEPTIEMBRE Y MARIANO	CUAUHTEMOC	CI	04-28-2006	12-31-9999
00A00067950		UNION AGRICOLA REGIONAL DE PRODUCTORES DE MAIZ AMARILLO ASI COMO OTROS GRANOS Y SEMILLAS D	CARR ALVARO OBREGON KM 28 5	CUAUHTEMOC	CI	02-01-2010	12-31-9999
00A00068627		UNION BEVERAGE CO	2600 W 35TH ST	CHICAGO	IL	03-29-2010	12-31-9999
00A00150240		UNION BONDED WAREHOUSE	817 N PINCKNEY ST	UNION	SC	09-28-2020	12-31-9999
00A00046398		UNION CARBIDE CORP	120 RIVERSIDE PLZ	CHICAGO	IL	04-28-2006	12-31-9999
00A00049535		UNION CARBIDE CORP	19500 MARINER AVE	TORRANCE	CA	10-23-2006	12-31-9999
00A00049537		UNION CARBIDE CORP	820 GESSNER RD STE 600	HOUSTON	TX	10-23-2006	12-31-9999
00A00080082		UNION CARBIDE CORP	2326 LONGNECKER	GARLAND	TX	02-24-2012	12-31-9999
00A00056069		UNION CARBIDE CORP	STATE RTE 25	INSTITUTE	WV	09-29-2008	03-16-2021
00A00139607		UNION CARBIDE CORP	2007 AUSTIN ST	MIDLAND	MI	04-18-2019	05-27-2019

1 to 25 of 137 Page 1 Go! Page 1 of 6 > >1

4. Continue with one of the following steps:
 - Select the hyperlink of a CIF ID to view the details of that CIF record. Depending on the type of record, either the Location Details or the Sub-location Details page is displayed (see Working with Location Details on page 19 or Working with Sub-location Details on page 43).
 - Select the **Print** button to print the search results.
 - Select the **Export for Mass Update** button to export the full details of all the displayed CIF records to Excel. You can then make global changes and upload these records back to CIF (see Performing Batch Uploads on page 64 for more information).
 - Select the **Download CSV** button to download the search results to a CSV file (see Downloading CIF Records on page 48 for more information).

Working with Location Details

Once you have performed a search for existing customer records and selected the hyperlink of a CIF from the search results as described in Searching for Existing Customer Records on page 6, either the Location Details page or the Sub-location Details page is displayed, depending on the type of record.

This section describes tasks you can perform from the Location Details page (see Exhibit 19). See Working with Sub-location Details on page 43 for more information about the Sub-location Details page.

Exhibit 19. Location Details

Location Details		Back	Prev	11	Next
		Copy Record	Edit/Change	Expire	More Actions
Customer Information					
CIF ID:	00040027187	Primary Location - Active			
Customer Name:	84 LUMBER COMPANY LP				
SPI:					
Physical Address:			Mailing Address:		
Address 1:	6301 OLD WAKE FOREST RD	Address 1:	6301 OLD WAKE FOREST RD		
Address 2:		Address 2:			
Address 3:		Address 3:			
City:	RALEIGH	City:	RALEIGH		
County:	WAKE	County:	WAKE		
State/Province:	NC	State/Province:	NC		
Country:	US	Country:	US		
Postal Code:	27616	Postal Code:	27616		
Phone Number:	9198726984				
Additional Information					
FS Flag:	Y	HQ Indicator:	BR		
Tax ID Code:		Tax ID Number:			
Immediate Parent:	00610953614	REN Flag:	N		
Ultimate Parent:	00610953614	SCRS Flag:	Y		
Domestic Parent:	00610953614	Sub-location Ind.:	Y		
Business Status:		Alpha:			
Merge CIF ID:		Media Source:	W		
Maintenance Code:		Information Source:	S		
Transaction Type:	CA	Worker ID:	TERRYCAU		
Data Source:	A	Expiration Date:	12-31-9999		
LDM:	08-25-2016 12:00:12	PV:	12-31-9999 00:00:00		
Effective Date:	02-14-1996	Comments:	8/25/16-UPDATED MAILING ADDRESS.		
417 Waybill LDM:	01-22-2021	Original Requestor ID:			
Waybill Usage Counter:	522	Requestor ID for LDM:	RAIL		

Note: When you use functions to change a record, you are actually submitting a maintenance request to change the record. Your request may be handled automatically through CIF system logic, or it may be handled manually by Railinc staff.

- If you submit a web request, you are only notified via email if your change request is rejected.
- If you send in an EDI change request, it is either accepted in the database or rejected with no update performed. For accepted changes, Railinc sends a maintenance response. For accepted maintenance responses, Railinc also sends distribution messages to all CIF EDI subscribers. For rejected changes, an EDI 838 Reject message is sent – either programmatically on inbound requests, or manually by the Railinc staff.

You can perform the following tasks from the Location Details page:

Copy CIF Records	Copy an existing CIF record and create a new record based on the information in the first record. See Copying CIF Records on page 21 for more information.
Edit/Change CIF Records	Modify the information in an existing CIF record. See Editing/Changing CIF Records on page 24 for more information.
Expire CIF Records	Change the status of an active CIF record to “expired”. See Expiring CIF Records on page 28 for more information.
Reinstate Expired Records	Change the status of an expired CIF record to “active”. See Reinstating Expired Location Records on page 32 for more information.
View CIF Record Hierarchy	View the parent/child relationship of CIF records. See Viewing CIF Record Hierarchy on page 36 for more information.
Add Sub-locations	Create a new sub-location for an existing location record. See Adding Sub-locations on page 37 for more information.
View Sub-locations	View the sub-locations associated with a location record. See Viewing Sub-locations on page 42 for more information.
Work with Sub-location Details	Perform tasks associated with sub-locations. See Working with Sub-location Details on page 43 for more information.
View the Location History	View the history of changes for a location. See Viewing the Location History on page 44 for more information.
Resend CIF Records	Sends the location and all related sub-location records to all of the railroads that receive EDI updates. See Resending CIF Records on page 46 for more information.
Compare CIF and D&B Records	Displays a comparison page for the CIF record and Dun & Bradstreet information. See Comparing CIF and D&B Records on page 47 for more information.
Print Location Details	Print detailed information for a location. See Printing Location Details on page 47 for more information.

Copying CIF Records

You may want to copy a record to create a new location record that is similar to the current record. Railinc also uses this function to convert an alphanumeric record to a D&B-backed location record.

Use the following procedure to copy an existing CIF record and add a new location based on that record:

1. From the Location Details page, select the **Copy Record** button. The Add Location page is displayed and is pre-populated with information from the copied location (see Exhibit 20).

Exhibit 20. Add Location (for Copy Record)

✔ Validate
Submit

Customer Information

CIF ID *	Customer Name *
Alpha: N	84 LUMBER COMPANY LP
Tax ID Code Select One...	Tax ID Number
HQ Indicator *	Name Std Ind
BR - Branch	Y - Yes
Physical Address:	Std Ind
Address 1 *	Address 2
6301 OLD WAKE FOREST RD	
Address 3	City *
	RALEIGH
Country *	State/Province *
WAKE	NC
(US-Only)	
Country *	Postal Code *
US - UNITED STATES	27616
	(US and CA only)
Mailing Address <input type="checkbox"/> Mailing address same as Physical address:	Std Ind
Address 1 *	Y - Yes
6301 OLD WAKE FOREST RD	
Address 3	City *
	RALEIGH
Country *	State/Province *
WAKE	NC
(US-Only)	
Country *	Postal Code *
US - UNITED STATES	27616
	(US and CA only)
Phone Number *	Sub Location *
9198726984	N - No

Additional Information

IMM CIF ID *	ULT CIF ID:
00610953614	00610953614
DOM CIF ID:	Merge CIF ID
00610953614	
Tran Type:	Comments:
NE - New Entity	8/25/16-UPDATED MAILING ADDRESS.
Batch ID:	Change Date
412071518	
Effective Date:	Expiration Date:
04-12-2021	12-31-9999
417 Waybill LDM:	LDM:
01-22-2021	04-12-2021 19:15:18
Waybill Usage Counter:	Original Requestor ID:
522	Requestor ID for LDM:
Requestor ID:	Requestor Company:
RAIL	RAILINC CORPORATION
SPI	User Return Key
Maint Code:	Media Source:
A - Add	W - Web/Internet

2. Make the required changes to the record to identify the new location (see Exhibit 21 for field descriptions). For example, if there is another business at the same location as the copied location, you may only need to modify the Customer Name field with the name of the second business. It is also a good practice to use the SPI field to enter a comment that describes your request. Required fields are identified with an asterisk (*).

Exhibit 21. Add Location Fields (for Copy Record)

Field	Description
Customer Information:	
CIF ID *	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Customer Name *	Name of the business
Alpha	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
Tax ID Code	Qualifier code that identifies if the customer is located in the US, CA, or MX.
Tax ID Number	Tax ID used by the customer of waybills.
HQ Indicator *	Describes the business structure of the CIF location.
Name Std. Ind.	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
Physical Address *	Multiple fields for the customer’s actual business address.
Std. Ind.	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
Mailing Address	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
Std. Ind.	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
Phone Number *	Customer’s phone number.
Sub Location *	Identifies whether the record is a sub-location (Y–Yes, N–No).
Additional Information:	
IMM CIF ID *	CIF ID of the immediate parent; the main headquarters location of the record.

Field	Description						
ULT CIF ID	CIF ID of the ultimate parent; the highest level of a given corporation.						
DOM CIF ID	CIF ID of the highest level of the headquarters within the same country.						
Merge CIF ID	CIF ID of a merged “In Error” record. Use this to expire a location and replace it with an existing CIF record. See “Expiring CIF Records” on page 28 for more information.						
Tran Type	Used to describe the type of maintenance performed on a CIF record. ‘NE’ is the only applicable code. <table border="1" data-bbox="696 627 1383 747"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>NE</td> <td>New Entity</td> <td>42</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	NE	New Entity	42
CIF Code	Maintenance Code Description	EDI Code					
NE	New Entity	42					
Comments	General comments entered by Railinc staff.						
Batch ID	Unique identifier assigned when a change request is initiated.						
Change Date	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.						
Expiration Date	Date when the displayed record expires.						
Effective Date	Date when the displayed CIF record was effective.						
LDM	Last date maintenance was performed on this CIF record.						
417 Waybill LDM	Last Date Maintained on 417 Waybill. <i>When copying, this information is copied from the previous record.</i>						
Original Requestor ID	SSO ID of Original Requestor. <i>When copying, this information cannot be changed.</i>						
Waybill Usage Counter	Number of uses on Forward and Store submitted 417 Waybill. <i>When copying, this information is copied from the previous record.</i>						
Requestor ID for LDM	SSO ID of Requestor for the Last Date Maintained. <i>When copying, this information cannot be changed.</i>						
Requestor Information:							
Requestor ID	Marks the request with your company ID.						
Requestor Company	Marks the request with your company name.						
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request.						
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.						

Field	Description
Maint. Code	Displays “A - Add” for an add record request.
Media Source	Displays “W - Web/Internet” for edits initiated using the CIF application.

3. Continue with one of the following steps:
 - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
 - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc.

Editing/Changing CIF Records

You may want to edit or change a record when the existing information is no longer correct.

Use the following procedure to edit a CIF record:

1. From the Location Details page, select the **Edit/Change** button. The Edit Location page is displayed (see Exhibit 22).

Exhibit 22. Edit Location

Edit Location

Hierarchy
Validate
Submit

Customer Information

CIF ID * 00040027187	Customer Name * 84 LUMBER COMPANY LP
Alpha: N	Tax ID Number
Tax ID Code Select One...	Name Std Ind Y - Yes
HO Indicator * BR - Branch	Std Ind Y - Yes

Physical Address:

Address 1 * 6301 OLD WAKE FOREST RD	Address 2
Address 3	City * RALEIGH
Country * WAKE <small>(US-Only)</small>	State/Province * NC
Country * US - UNITED STATES	Postal Code * 27616 <small>(US and CA only)</small>

Mailing address same as Physical address:

Address 1 * 6301 OLD WAKE FOREST RD	Address 2
Address 3	City * RALEIGH
Country * WAKE <small>(US-Only)</small>	State/Province * NC
Country * US - UNITED STATES	Postal Code * 27616 <small>(US and CA only)</small>

Phone Number *
9198726984

Additional Information

IMM CIF ID * 00610953614	ULT CIF ID: 00610953614
DOM CIF ID: 00610953614	Merge CIF ID
Tran Type * Select One...	
Comments: 8/25/16-UPDATED MAILING ADDRESS.	
Batch ID: 412080428	
Change Date	Expiration Date: 12-31-9999
Effective Date: 02-14-1996	LDM: 04-12-2021 20:04:28
417 Waybill LDM: 01-22-2021	Original Requestor ID:
Waybill Usage Counter: 522	Requestor ID for LDM: RAIL

Requestor Information

Requestor ID: RAIL	Requestor Company: RAILINC CORPORATION
SPI	User Return Key
Maint Code: C - Change	Media Source: W - Web/Internet

2. Make the necessary changes to the record (see Exhibit 23 for field descriptions). It is a good practice to use the SPI field to enter a comment that describes your requested changes. Required fields are identified with an asterisk (*).

Exhibit 23. Edit Location Fields

Field	Description
Customer Information:	
CIF ID *	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Customer Name *	Name of the business
Alpha	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
Tax ID Code	Qualifier code that identifies if the customer is located in the US, CA, or MX.
Tax ID Number	Tax ID used by the customer of waybills.
HQ Indicator *	Describes the business structure of the CIF location.
Name Std. Ind.	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
Physical Address *	Multiple fields for the customer’s actual business address.
Std. Ind.	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
Mailing Address *	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
Std. Ind.	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
Phone Number *	Customer’s phone number.
Additional Information:	
IMM CIF ID *	CIF ID of the immediate parent; the main headquarters location of the record.
ULT CIF ID	CIF ID of the ultimate parent; the highest level of a given corporation.
DOM CIF ID	CIF ID of the highest level of the headquarters within the same country.
Merge CIF ID	CIF ID of a merged “In Error” record. Use this to expire a location and replace it with an existing CIF record. See “Expiring CIF Records” on page 28 for more information.

Field	Description																					
Tran Type * (For Edit/Change Only)	Used to describe the type of maintenance performed on a CIF record. <table border="1" data-bbox="699 344 1385 655"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>CL</td> <td>Change of Location</td> <td>43</td> </tr> <tr> <td>CT</td> <td>Change of Telephone number</td> <td>44</td> </tr> <tr> <td>NC</td> <td>Business Name Change</td> <td>4A</td> </tr> <tr> <td>NX</td> <td>Business Name Correction</td> <td>4B</td> </tr> <tr> <td>CA</td> <td>Physical or Mailing address correction</td> <td>4C</td> </tr> <tr> <td>PI</td> <td>Parent Identification Change</td> <td>88</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	CL	Change of Location	43	CT	Change of Telephone number	44	NC	Business Name Change	4A	NX	Business Name Correction	4B	CA	Physical or Mailing address correction	4C	PI	Parent Identification Change	88
CIF Code	Maintenance Code Description	EDI Code																				
CL	Change of Location	43																				
CT	Change of Telephone number	44																				
NC	Business Name Change	4A																				
NX	Business Name Correction	4B																				
CA	Physical or Mailing address correction	4C																				
PI	Parent Identification Change	88																				
Comments	General comments entered by Railinc staff.																					
Batch ID	Unique identifier assigned when a change request is initiated.																					
Change Date	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.																					
Expiration Date	Date when the displayed record expires.																					
Effective Date	Date when the displayed CIF record was effective.																					
LDM	Last date maintenance was performed on this CIF record.																					
417 Waybill LDM	Last Date Maintained on 417 Waybill.																					
Original Requestor ID	SSO ID of Original Requestor.																					
Waybill Usage Counter	Number of uses on Forward and Store submitted 417 Waybill.																					
Requestor ID for LDM	SSO ID of Requestor for the Last Date Maintained.																					
Requestor Information:																						
Requestor ID	Marks the request with your company ID.																					
Requestor Company	Marks the request with your company name.																					
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request.																					
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.																					
Maint. Code	Displays “C - Change” for a change record request.																					
Media Source	Displays “W - Web/Internet” for edits initiated using the CIF application.																					

Note: Select the **Hierarchy** button if you want to view the parent/child relationships associated with the record.

3. Continue with one of the following steps:
 - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
 - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc.

Expiring CIF Records

Expiring a CIF record changes its status to “Expired”. You may want to expire a CIF record when a location has gone out of business or the current record should be expired and pointed to a different active CIF record.

Use the following procedure to expire a CIF record:

1. From the Location Details page, select the **Expire** button. The Expire Location page is displayed (see Exhibit 24).

Exhibit 24. Expire Location

Expire Location

Hierarchy
Validate
Submit

Customer Information

CIF ID * 00040027187	Customer Name * 84 LUMBER COMPANY LP
Alpha: N	Tax ID Number
Tax ID Code Select One...	Name Std Ind Y - Yes
HO Indicator * BR - Branch	Std Ind Y - Yes

Physical Address:

Address 1 * 6301 OLD WAKE FOREST RD	Address 2
Address 3	City * RALEIGH
Country * WAKE <small>(US-Only)</small>	State/Province * NC
Country * US - UNITED STATES	Postal Code * 27616 <small>(US and CA only)</small>
Mailing Address <input checked="" type="checkbox"/> Mailing address same as Physical address:	Std Ind Y - Yes

Address 1 * 6301 OLD WAKE FOREST RD	Address 2
Address 3	City * RALEIGH
Country * WAKE <small>(US-Only)</small>	State/Province * NC
Country * US - UNITED STATES	Postal Code * 27616 <small>(US and CA only)</small>

Phone Number *
9198726984

Additional Information

IMM CIF ID * 00610953614	ULT CIF ID: 00610953614
DOM CIF ID: 00610953614	Merge CIF ID
Tran Type * Select One...	Bus Stat * Select One...
Comments: 8/25/16-UPDATED MAILING ADDRESS.	Batch ID: 412084829
Change Date	Expiration Date: 04-12-2021
Effective Date: 02-14-1996	LDM: 04-12-2021 20:48:29
417 Waybill LDM: 01-22-2021	Original Requestor ID:
Waybill Usage Counter: 522	Requestor ID for LDM: RAIL

Requestor Information

Requestor ID: RAIL	Requestor Company: RAILINC CORPORATION
SPI	User Return Key
Maint Code: D - Expire	Media Source: W - Web/Internet

2. Use the **Tran Type** drop-down list to select the appropriate transaction type (see the field description in Exhibit 25 for more information).
3. Use the **Bus Stat** drop-down list to select the appropriate business status (see the field description in Exhibit 25 for more information).

Working with Location Details

Make any other necessary changes to the record (see Exhibit 25 for field descriptions). It is required to use the SPI field to enter a comment that describes your requested changes. Required fields are identified with an asterisk (*).

Note: The Expiration Date sets to the current date once you submit the change.

Exhibit 25. Expire Location Fields

Field	Description
Customer Information:	
CIF ID *	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Customer Name *	Name of the business
Alpha	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
Tax ID Code	Qualifier code that identifies if the customer is located in the US, CA, or MX.
Tax ID Number	Tax ID used by the customer of waybills.
HQ Indicator *	Describes the business structure of the CIF location.
Name Std. Ind.	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
Physical Address *	Multiple fields for the customer’s actual business address.
Std. Ind.	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
Mailing Address *	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
Std. Ind.	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
Phone Number *	Customer’s phone number.
Additional Information:	
IMM CIF ID *	CIF ID of the immediate parent; the main headquarters location of the record.
ULT CIF ID	CIF ID of the ultimate parent; the highest level of a given corporation.

Field	Description									
DOM CIF ID	CIF ID of the highest level of the headquarters within the same country.									
Merge CIF ID	CIF ID of a merged “In Error” record. Use this to expire a location and replace it with an existing CIF record. See “Expiring CIF Records” on page 28 for more information.									
Tran Type *	Used to describe the type of maintenance performed on a CIF record. <table border="1" data-bbox="696 543 1385 716"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>OB</td> <td>Went Out of Business</td> <td>45</td> </tr> <tr> <td>ER</td> <td>Current CIF Record in Error</td> <td>46</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	OB	Went Out of Business	45	ER	Current CIF Record in Error	46
CIF Code	Maintenance Code Description	EDI Code								
OB	Went Out of Business	45								
ER	Current CIF Record in Error	46								
Bus Stat*	<p>O The customer is out of business; no further information is available.</p> <p>E The customer appears under an incorrect/invalid customer ID and points to the correct customer ID.</p>									
Comments	General comments entered by Railinc staff.									
Batch ID	Unique identifier assigned when a change request is initiated.									
Change Date	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.									
Expiration Date	Date when the displayed record expires. Note: This date is subject to change once the expiration is completed by Railinc.									
Effective Date	Date when the displayed CIF record was effective.									
LDM	Last date maintenance was performed on this CIF record.									
417 Waybill LDM	Last Date Maintained on 417 Waybill.									
Original Requestor ID	SSO ID of Original Requestor.									
Waybill Usage Counter	Number of uses on Forward and Store submitted 417 Waybill.									
Requestor ID for LDM	SSO ID of Requestor for the Last Date Maintained.									
Requestor Information:										
Requestor ID	Marks the request with your company ID.									
Requestor Company	Marks the request with your company name.									

Field	Description
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request. Completing this field is required when expiring records.
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.
Maint. Code	Displays “D - Expire” for an expire record request.
Media Source	Displays “W - Web/Internet” for edits initiated using the CIF application.

Note: Select the **Hierarchy** button if you want to view the parent/child relationships associated with the record.

4. Continue with one of the following steps:
 - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
 - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc. Select the **Back** button to return to the Location Search Results page.

Reinstating Expired Location Records

Reinstating a CIF record changes its status from “Expired” to “Active”. You may want to reinstate a CIF record if a record was expired in error.

Use the following procedure to reinstate an expired CIF record:

1. From the Location Details page, select the **More Actions** button and the select **Reinstate**. The Reinstate Location page is displayed (see Exhibit 26).

Exhibit 26. Reinstate Location

Reinstate Location

Hierarchy
Validate
Submit

Customer Information

CIF ID * 00019428952	Customer Name * A&E DISTRIBUTORS INC
Alpha: N	Tax ID Code Select One...
HQ Indicator * SL - Single	Tax ID Number
Physical Address:	Name Std Ind Y - Yes
Address 1 * 89 COMMERCIAL RD	Std Ind Y - Yes
Address 3	Address 2
Country * WORCESTER <small>(US-Only)</small>	City * LEOMINSTER
Country * US - UNITED STATES	State/Province * MA
	Postal Code * 01453
Mailing Address <input checked="" type="checkbox"/> Mailing address same as Physical address:	
Address 1 * 89 COMMERCIAL RD	Address 2
Address 3	City * LEOMINSTER
Country * WORCESTER <small>(US-Only)</small>	State/Province * MA
Country * US - UNITED STATES	Postal Code * 01453
Phone Number * 9785370786	

Additional Information

IMM CIF ID * 00019428952	ULT CIF ID: 00019428952
DOM CIF ID: 00019428952	Tran Type: DO - Removal of Out of Business
Bus Stat: V - V	Comments:
Batch ID: 414094014	Change Date
Effective Date: 02-14-1996	Expiration Date: 12-31-9999
417 Waybill LDM:	LDM: 04-14-2021 09:40:14
Waybill Usage Counter: 0	Original Requestor ID:
Requestor Information	Requestor ID for LDM: RAIL
Requestor ID: RAIL	Requestor Company: RAILINC CORPORATION
SFI: EXPIRE - OOB NOT F&S 08-2020	User Return Key
Maint Code: R - Reinstate	Media Source: M - Manual Entry

2. Use the **Tran Type** drop-down list to select the appropriate transaction type (see the field description in Exhibit 27 for more information).
3. Use the **Bus Stat** drop-down list to select the appropriate business status (see the field description in Exhibit 27 for more information).
4. Make any other necessary changes to the record (the Expiration Date changes accordingly). See Exhibit 27 for field descriptions. It is a good practice to use the SPI field to enter a

comment that describes your requested changes. Required fields are identified with an asterisk (*).

Exhibit 27. Reinstate Location Fields

Field	Description
Customer Information:	
CIF ID *	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Customer Name *	Name of the business
Alpha	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
Tax ID Code	Qualifier code that identifies if the customer is located in the US, CA, or MX.
Tax ID Number	Tax ID used by the customer of waybills.
HQ Indicator *	Describes the business structure of the CIF location.
Name Std. Ind.	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
Physical Address *	Multiple fields for the customer’s actual business address.
Std. Ind.	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
Mailing Address *	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
Std. Ind.	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
Phone Number *	Customer’s phone number.
Additional Information:	
IMM CIF ID *	CIF ID of the immediate parent; the main headquarters location of the record.
ULT CIF ID	CIF ID of the ultimate parent; the highest level of a given corporation.
DOM CIF ID	CIF ID of the highest level of the headquarters within the same country.

Field	Description															
Tran Type	Used to describe the type of maintenance performed on a CIF record. <table border="1" data-bbox="696 342 1383 615"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>DM</td> <td>Delete Merger</td> <td>93</td> </tr> <tr> <td>DB</td> <td>Delete Buyout</td> <td>94</td> </tr> <tr> <td>DO</td> <td>Removal of Out of Business</td> <td>96</td> </tr> <tr> <td>RE</td> <td>Removal of CIF in Error ID</td> <td>95</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	DM	Delete Merger	93	DB	Delete Buyout	94	DO	Removal of Out of Business	96	RE	Removal of CIF in Error ID	95
CIF Code	Maintenance Code Description	EDI Code														
DM	Delete Merger	93														
DB	Delete Buyout	94														
DO	Removal of Out of Business	96														
RE	Removal of CIF in Error ID	95														
Bus Stat	<p>D Delete Merger status; customer now active</p> <p>L Delete Buyout status; customer now active</p> <p>T Remove In Error status; customer now active</p> <p>V Remove Out of Business; customer is now active</p>															
Comments	General comments entered by Railinc staff.															
Batch ID	Unique identifier assigned to batch uploaded transactions.															
Change Date	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.															
Expiration Date	Date when the displayed record expires. Note: This date is subject to change once the reinstatement is completed by Railinc. An expiration date of “12-31-9999” indicates that the record is active.															
Effective Date	Date when the displayed CIF record was effective.															
LDM	Last date maintenance was performed on this CIF record.															
417 Waybill LDM	Last Date Maintained on 417 Waybill.															
Original Requestor ID	SSO ID of Original Requestor.															
Waybill Usage Counter	Number of uses on Forward and Store submitted 417 Waybill.															
Requestor ID for LDM	SSO ID of Requestor for the Last Date Maintained.															
Requestor Information:																
Requestor ID	Marks the request with your company ID.															
Requestor Company	Marks the request with your company name.															
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request.															
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.															

Field	Description
Maint. Code	Displays “R – Reinstate” for a reinstate record request.
Media Source	Displays “M – Manual Entry”.

Note: Select the **Hierarchy** button if you want to view the parent/child relationships associated with the record.

- Continue with one of the following steps:
 - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
 - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc. Select the **Back** button to return to the Location Search Results page.

Viewing CIF Record Hierarchy

You can view the CIF record hierarchy to see the parent/child relationships associated with the record.

Use the following procedure to view the CIF record hierarchy:

- From the Location Details page, select the **More Actions** button and then select **Hierarchy**. The Location Hierarchy page is displayed (see Exhibit 28).

Exhibit 28. Location Hierarchy

Location Hierarchy										
										Number of records: 4
										 Current Detail
										 Print
										
Level	HQ Ind	Parent Id	CIF	Name	Address 1	City	State	Country	Zip Code	Phone
Ultimate	HQ	00484573670	00484573670	BUHLER HOLDING AG	BAHNHOFSTRASSE 105	UZWIL	CH	CH	9240	0071955111
Domestic	HQ	00484573670	00078719258	BUHLER US HOLDING INC	13105 12TH AVE N	PLYMOUTH	MN	US	554414509	7638470237
Immediate	HQ	00484573670	00078719258	BUHLER US HOLDING INC	13105 12TH AVE N	PLYMOUTH	MN	US	554414509	7638470237
Customer	HQ	00078719258	00003184108	AEROGLIDE CORP	100 AEROGLIDE DR	CARY	NC	US	27511	9198512000

Children
Current record does not have active children.

- Continue with one of the following steps:
 - Select the **Current Detail** button or a CIF number hyperlink to return to the Location Details page.
 - Select the **Print** button to print the displayed record.
 - Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 48 for more information).

Adding Sub-locations

You add a sub-location to a record when you need to set up a bill-to location, delivery address, or doing-business-as – DBA name. Adding a sub-location is similar to adding a new location, except that there must already be an active location in order to add a sub-location.

Use the following procedure to create a new sub-location and associate it with an existing location:

1. From the Location Details page, select the **More Actions** button and then select **Add Sub-location**. The Add Sub-location page is displayed and is pre-populated with information from the main location record (see Exhibit 29).

Exhibit 29. Add Sub-location

Add Sub-location
→ Next

Customer Information

CIF ID:	00003184108	SPI
Customer Name:	AEROGLIDE CORP	

Physical Address: Address 1: 100 AEROGLIDE DR Address 2: Address 3: City: CARY County: WAKE State/Province: NC Country: US Postal Code: 27511	Mailing Address: Address 1: PO BOX 29505 Address 2: Address 3: City: RALEIGH County: WAKE State/Province: NC Country: US Postal Code: 276260505
--	--

Sub-location Address:
 City:
 County:
 State/Province:
 Country:
 Postal Code:

Additional Information

Sub-location Type *	
Select One... ▼	
Change Date	Expiration Date: 12-31-9999
Effective Date: 04-12-2021	
Last Maintained Date: 04-12-2021 21:36:54	User Return Key
Batch ID: 412093654	Maint Code: SA
Media Source *	
W - Web/Internet ▼	
417 Waybill LDM:	Original Requestor ID:
Waybill Usage Counter: 0	Requestor ID for LDM: RAIL

2. Make the required changes to the record to identify the new sub-location (see Exhibit 30 for field descriptions). It is also a good practice to use the SPI field to enter a comment that describes your request. Required fields are identified with an asterisk (*).

Exhibit 30. Add Sub-location Fields

Field	Description
Customer Information:	
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request.
Additional Information:	
Sub-location Type *	Valid sub-location types are: DB Doing Business As BT Bill To DA Delivery Address
Change Date	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.

3. Select the **Next** button. The second part of the Add Sub-location page is displayed. The displayed fields differ depending on the Sub-location Type selected.
 - Continue with step 4a for the “DB – Doing Business As” sub-location type.
 - Continue with step 4b for the “BT – Bill To” sub-location type.
 - Continue with step 4c for the “DA – Delivery Address” sub-location type.
4. a. Complete the fields for Adding Sub-locations – Doing Business As (see Exhibit 31).

Exhibit 31. Add Sub-location (Doing Business As)

Add Sub-location

Validate
Submit

Customer Information

CIF ID: 00003184108

Customer Name: AEROGLIDE CORP SPI

Doing Business As * Name Std Ind
Yes

Physical Address:

Address 1: 100 AEROGLIDE DR

Address 2:

Address 3:

City: CARY

County: WAKE

State/Province: NC

Country: US

Postal Code: 27511

Mailing Address:

Address 1: PO BOX 29505

Address 2:

Address 3:

City: RALEIGH

County: WAKE

State/Province: NC

Country: US

Postal Code: 276260505

Sub-location Address:

City:

County:

State/Province:

Country:

Postal Code:

Additional Information

Sub-location Type: DB

Change Date Expiration Date: 12-31-9999

Effective Date: 04-12-2021

Last Maintained Date: 04-12-2021 21:36:54 User Return Key

Batch ID: 412093654 Maint Code: SA

Media Source *
W - Web/Internet

417 Waybill LDM: Original Requestor ID:

Waybill Usage Counter: 0 Requestor ID for LDM: RAIL

Exhibit 32 identifies the fields you should complete when adding a “Doing Business As” sub-location. It is a good practice to use the SPI field to enter a comment that describes your request. Required fields are identified with an asterisk (*).

Exhibit 32. Add Sub-location Fields (Doing Business As)

Field	Description
Customer Information:	
Doing Business As *	Enter the DBA name.
Name Std. Ind.	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request.
Additional Information:	
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.

4. b. Complete the fields for Adding Sub-locations – Bill To (see Exhibit 33).

Exhibit 33. Add Sub-location (Bill To)

✓ Validate
📤 Submit

Customer Information

CIF ID: 0003184108

Customer Name: AEROGLIDE CORP SPI

Physical Address:

Address 1: 100 AEROGLIDE DR

Address 2:

Address 3:

City: CARY

County: WAKE

State/Province: NC

Country: US

Postal Code: 27511

Mailing Address:

Address 1: PO BOX 29505

Address 2:

Address 3:

City: RALEIGH

County: WAKE

State/Province: NC

Country: US

Postal Code: 276260505

Sub-location Address:

City * State/Province *

Country * Q

Select One... County

Postal Code * Q

(US and CA only)

Additional Information

Sub-location Type: BT Name Std Ind

Yes

Code/Type	Value
Address 1:	<input type="text" value="Address 1 *"/>
Address 2:	<input type="text" value="Address 2"/>
Address 3:	<input type="text" value="Address 3"/>

Change Date Expiration Date: 12-31-9999

Effective Date: 04-12-2021

Last Maintained Date: 04-12-2021 22:19:22 User Return Key

Batch ID: 412101922 Maint Code: SA

Media Source *

417 Waybill LDM: Original Requestor ID:

Waybill Usage Counter: 0 Requestor ID for LDM: RAIL

Exhibit 34 identifies the fields you should complete when adding a “Bill To” sub-location. It is a good practice to use the SPI field to enter a comment that describes your request.

Exhibit 34. Add Sub-location Fields (Bill To)

Field	Description
Customer Information:	
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request.
Sub-location Address	Complete the fields for city, state/province, country, county, and postal code.
Additional Information:	
Address	Use Address Lines 1, 2, and 3 to enter the description of the Bill To address.

4. c. Complete the fields for Adding Sub-locations – Delivery Address (see Exhibit 35).

Exhibit 35. Add Sub-location (Delivery Address)

Validate
Submit

Customer Information

CIF ID: 00003184108

Customer Name: AEROGUIDE CORP SPI

<p>Physical Address:</p> <p>Address 1: 100 AEROGUIDE DR</p> <p>Address 2:</p> <p>Address 3:</p> <p>City: CARY</p> <p>County: WAKE</p> <p>State/Province: NC</p> <p>Country: US</p> <p>Postal Code: 27511</p>	<p>Mailing Address:</p> <p>Address 1: PO BOX 29505</p> <p>Address 2:</p> <p>Address 3:</p> <p>City: RALEIGH</p> <p>County: WAKE</p> <p>State/Province: NC</p> <p>Country: US</p> <p>Postal Code: 276260505</p>
---	---

Sub-location Address:

City * State/Province *

Country * Country

Postal Code * Q

(US and CA only)

Additional Information

Sub-location Type: DA Name Std Ind

Code/Type	Value
Address 1:	<input type="text" value="Address 1 *"/>
Address 2:	<input type="text" value="Address 2"/>
Address 3:	<input type="text" value="Address 3"/>

Change Date Expiration Date: 12-31-9999

Effective Date: 04-12-2021

Last Maintained Date: 04-12-2021 22:29:57 User Return Key

Batch ID: 412102957 Maint Code: SA

Media Source *

417 Waybill LDM: Original Requestor ID: RAIL

Waybill Usage Counter: 0 Requestor ID for LDM: RAIL

Exhibit 36 identifies the fields you should complete when adding a “Delivery Address” sub-location. It is a good practice to use the SPI field to enter a comment that describes your request.

Exhibit 36. Add Sub-location Fields (Delivery Address)

Field	Description
Customer Information:	
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request.
Sub-location Address	Complete the fields for city, state/province, country, county, and postal code.
Additional Information:	
Address	Use Address Lines 1, 2, and 3 to enter the description of the Delivery address.

- Continue with one of the following steps:
 - Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
 - Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Sub-location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc.

Viewing Sub-locations

You can view a list of all the sub-locations associated with a CIF record.

Note: Before viewing the sub-location list, you may want to view the hierarchy (see Viewing CIF Record Hierarchy on page 36) to see the relationships of locations and sub-locations.

Use the following procedure to view the sub-location list:

- From the Location Details page, select the **More Actions** button and then select **Sub-locations**. The Sub-location List page is displayed (see Exhibit 37).

Exhibit 37. Sub-location List

CIF ID	Customer Name	Address	City	St/Prov	Sub-location ID	Sub-location Name
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	7000	
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	8002	
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	8003	
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	8004	
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9000	TRUSTY COMPENTS INC
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9001	84 LUMBER COMPANY 0201
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9002	EIGHTY FOUR LUMBER CO
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9003	TRUSTY BLDG COMPONENTS INC
00610953614	84 LUMBER CO	1019 ROUTE 519	EIGHTY FOUR	PA	9004	84 LUMBER CO

The Sub-location List page shows all of the sub-locations associated with a particular location. Sub-location IDs in the 7000 series indicate bill-to locations, the 8000 series indicates delivery addresses, and the 9000 series indicates doing-business-as (DBA) names.

Note: 7000 and 8000 series sub-location records do not have sub-location names.

- Continue with one of the following steps:
 - Select a CIF ID hyperlink to view the details for that sub-location record (see Working with Sub-location Details on page 43 for more information).
 - Select the **Current Detail** button or a CIF number hyperlink to return to the Location Details page.
 - Select the **Print** button to print the displayed record.
 - Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 48 for more information).

Working with Sub-location Details

The Sub-location Details page displays information about sub-locations (see Exhibit 38).

Exhibit 38. Sub-location Details

The screenshot shows the 'Sub-location Details' page with the following data:

Customer Information	
CIF ID:	00610953614
Customer Name:	84 LUMBER CO
Physical Address:	Address 1: 1019 ROUTE 519 Address 2: Address 3: City: EIGHTY FOUR County: WASHINGTON State/Province: PA Country: US Postal Code: 153302813
Mailing Address:	Address 1: 1019 ROUTE 519 Address 2: Address 3: City: EIGHTY FOUR County: WASHINGTON State/Province: PA Country: US Postal Code: 153302813
Sub-location Address:	City: EIGHTY FOUR County: WASHINGTON State/Province: PA Country: US Postal Code: 15330
Additional Information	
Sub-location Type:	BT
Code/Type & Value:	At: 1019 ROUTE 519 BLDG 1
Maint Code:	SA
Last Maintained Date:	01-28-2013 20:17:11
Effective Date:	01-28-2013
417 Waybill LDM:	
Waybill Usage Counter:	0
Sub-location ID:	7000
Sub-location - Active:	
REN Flag:	N
SCRS Flag:	N
Worker ID:	EFIRF01
Expiration Date:	12-31-9999
Original Requestor ID:	
Requestor ID for LDM:	

Location – returns to the main CIF location record

History – shows the history of the sub-location record

Expire – expires the sub-location

Reinstate – reinstates an expired record (only viewable for expired records)

Edit/Change – enables edits to the sub-location record.

Select one of the following buttons to perform tasks from the Sub-location Details page:

Location

Returns to viewing the main CIF location record.

History

Displays the history of changes for the sub-location. This is similar to viewing location history. See Viewing the Location History on page 44 for more information.

Expire	Changes the status of an active CIF sub-location record to “expired”. This is similar to expiring a CIF location record. See Expiring CIF Records on page 28 for more information.
Reinstate	Changes the status of an expired CIF sub-location record to “active”. This is similar to reinstating a CIF location record. See Reinstating Expired Location Records on page 32 for more information.
Edit/Change	Modifies the information in an existing sub-location record. This is similar to editing/changing a CIF location record. See Editing/Changing CIF Records on page 24 for more information.
Print	Print detailed information for a location. See Printing Location Details on page 47 for more information.

Viewing the Location History

You can view a history of any changes associated with a CIF record.

Use the following procedure to view the location history:

1. From the Location Details page, select the **More Actions** button and then select **History**. The Location History List page is displayed (see Exhibit 39).

Exhibit 39. Location History List

The screenshot shows a web interface titled "Location History List". At the top, it displays "Effective Date: 07-15-1999" and "Number of records: 7". There are buttons for "Clear Filters", "Current Detail", "Print", and a download icon. Below this is a table with the following columns: Last Maintained Date, Tran Type, Customer Name, Worker ID, and Expiration Date. The table contains seven rows of data, all for "AEROGUIDE CORP" with Worker ID "EFIRF01". The "Last Maintained Date" column contains hyperlinks. At the bottom right, there is a pagination control showing "1 to 7 of 7", "Page 1", and a "Go" button.

Last Maintained Date	Tran Type	Customer Name	Worker ID	Expiration Date
10-26-2020 14:08:16	PI	AEROGUIDE CORP	EFIRF01	12-31-9999
08-28-2008 22:00:23	PI	AEROGUIDE CORP	EFIRF01	12-31-9999
05-29-2007 19:39:43	PI	AEROGUIDE CORP	EFIRF01	12-31-9999
10-26-2001 19:01:04	CA	AEROGUIDE CORP		12-31-9999
08-22-2000 18:32:15	CA	AEROGUIDE CORP		12-31-9999
09-02-1999 18:34:23	PI	AEROGUIDE CORP		12-31-9999
06-08-1999 00:00:00	NE	AEROGUIDE CORP		12-31-9999

The Location History List page shows a list of transaction dates and the transaction type, which describes the change that occurred during that transaction. You can select a Last Maintained Date hyperlink to see the contents of the record as it existed at that time.

From this page, you can perform the following tasks:

- Select the **Current Detail** button or a CIF number hyperlink to return to the Location Details page.
 - Select the **Print** button to print the displayed record.
 - Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 48 for more information).
2. Select a Last Maintained Date hyperlink to view the details for a listed Location History record. The Location History Details page is displayed (see Exhibit 40).

Exhibit 40. Location History Details

Customer Information	
CIF ID:	00003184108
Customer Name:	AEROGLIDE CORP
SPI:	
Physical Address:	Mailing Address:
Address 1: 100 AEROGLIDE DR	Address 1: PO BOX 29505
Address 2:	Address 2:
Address 3:	Address 3:
City: CARY	City: RALEIGH
County: WAKE	County:
State/Province: NC	State/Province: NC
Country: US	Country: US
Postal Code: 27511	Postal Code: 276260505
Phone Number:	9198512000

Additional Information	
FS Flag:	HQ Indicator: HQ
Tax ID Code:	Tax ID Number:
Immediate Parent: 00482783958	REN Flag: N
Ultimate Parent: 00484573670	SCRS Flag:
Domestic Parent: 00003184108	Sub-location Ind.:
Business Status:	Alpha:
Merge CIF ID:	Media Source: P
Maintenance Code:	Information Source: D
Transaction Type: PI	Worker ID: EFIRF01
Data Source: D	Expiration Date: 12-31-9999
LDM: 08-28-2008 22:00:23	
Effective Date: 07-15-1999	
PV: 12-31-9999 00:00:00	
Comments:	
417 Waybill LDM: 04-12-2021	Original Requestor ID:
Waybill Usage Counter: 0	Requestor ID for LDM:

The Location History Details page shows the record contents at a particular point in time.

Continue with one of the following steps:

- Select the **History List** button return to the Location History List page.
- Select the **Current Detail** button or a CIF number hyperlink to return to the Location Details page.
- Select the **Print** button to print the displayed record.
- If available, select the Immediate Parent, Ultimate Parent, or Domestic Parent hyperlink to view details of the associated record.

Resending CIF Records

Resending CIF records sends the location and all related sub-location records to all of the railroads that receive EDI updates.

Use the following procedure to resend a CIF record:

1. Access the Location Details page (see [Working with Location Details](#) on page 19), select the **More Actions** button and then select **Resend**. The Resend request is processed and the Location Request Submission Confirmation page is displayed (see [Exhibit 41](#)). A copy of the CIF record (including any sub-locations) is generated and distributed to users as an EDI 838 message.

Exhibit 41. Location Request Submission Confirmation

✔ Primary validation passed.
 Secondary validation passed.
 Re-Transmit Data Request successfully submitted.

Location Request Submission Confirmation
← Back

Print

Customer Information

CIF ID: 00003184108	Customer Name: AEROGLIDE CORP
Alpha: N	
Tax ID Code:	Tax ID Number:
HQ Indicator: HQ	Name Std Ind: Y
Physical Address:	Mailing Address:
Address 1: 100 AEROGLIDE DR	Address 1: PO BOX 29505
Address 2:	Address 2:
Address 3:	Address 3:
City: CARY	City: RALEIGH
County: WAKE	County: WAKE
State/Province: NC	State/Province: NC
Country: US	Country: US
Postal Code: 27511	Postal Code: 276260505
Phone Number: 9198512000	

Additional Information

Immediate Parent: 00078719258	Domestic Parent: 00078719258
Ultimate Parent: 00484573670	Duplicate ID:
Bus Stat: -	Tran Type: RD - Re-Transmit Data
Merge CIF ID:	Reject Code:
Comments:	
Change Date: 04-13-2021	Expiration Date: 12-31-9999
Effective Date: 07-15-1999	
LDM: 04-13-2021 09:39:00	PV Date: 12-31-9999
Change Status: A	Worker ID:
417 Waybill LDM: 04-13-2021	Original Requestor ID:
Waybill Usage Counter: 0	Requestor ID for LDM:

Requestor Information

Request ID: 2736679	
Requestor ID: RAIL	
Requestor Company: RAILINC CORPORATION	
SPI: UPDATE HIERARCHY 10-2020	
Maint Code: B - Resend	Media Source: M - Manual Entry
Inf Source: D - Dunn & Bradstreet	Data Source: D - Dunn & Bradstreet
User Return Key:	Batch ID: 413093900

2. Select **Back** to return to the Location Details page.

Comparing CIF and D&B Records

You can view a comparison page for a CIF record and the corresponding Dun & Bradstreet information. This page is useful for determining if the CIF data and D&B data is in sync and whether or not a change needs to be made (either to CIF or D&B data).

Use the following procedure to compare CIF and D&B data:

1. Access the Location Details page (see [Working with Location Details](#) on page 19), select the **More Actions** button and then select **CIF and D&B Compare**. The CIF and D&B Comparison page is displayed (see Exhibit 42).

Exhibit 42. CIF and D&B Comparison

	CIF Information	D&B Number Match	D&B Data Match
CIF ID:	0003184108	003184108	
Customer Name:	AEROGlide CORP	BUHLER AEROGlide CORPORATION	
DBA Name:	Sub-location	AEROGlide	
Physical Address:	Address 1: 100 AEROGlide DR Address 2: Address 3: City: CARY County: WAKE State/Province: NC Country: US Postal Code: 27511	Address 1: 100 AEROGlide DR Address 2: Address 3: City: CARY County: State/Province: NC Country: US Postal Code: 275116900	Address 1: Address 2: Address 3: City: County: State/Province: Country: Postal Code:
Phone Number:	9198512000	9198512000	
LDM:	10-26-2020 14:08:16	04-13-2021 07:08:22	
Expiration Date:	12-31-9999		
Out of Business Indicator:		N	
D&B Change Indicator:			
Immediate Parent:	00078719258	078719258	
Domestic Parent:	00078719258	078719258	
Ultimate Parent:	00484573670	484573670	
Received Date:		10-28-2013 12:12:13	
HQ Indicator:	HQ	HQ	
Bemfab Indicator:			
Match Flag:		1	

The left column contains the CIF data, center column shows the D&B number match (based on the CIF number and the D&B number), and the right column shows the D&B data match (based on the CIF data and the D&B data).

2. Select **Back** to return to the Location Details page.

Printing Location Details

Depending on contents of the current page, you can print a list of CIF records or the details of those records.

From any page containing a Print button (for example, the Customer Search Results page, Location Details, or the Location Hierarchy page), simply select the **Print** button to print the contents of the page.

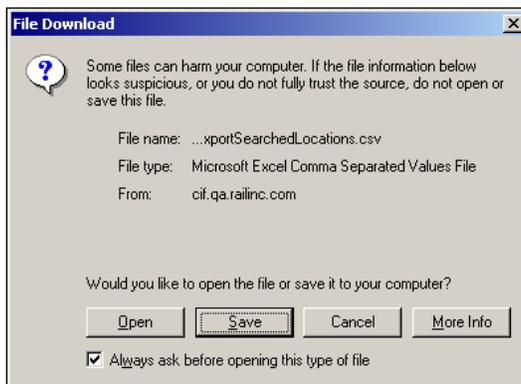
Downloading CIF Records

You can download (export) CIF records to a comma separated values (CSV) file. You can then work with the records using a third-party tool, such as Microsoft Excel, or some other spreadsheet or database tool.

Use the following procedure to download a CIF record:

1. From any page containing the **Download CSV** button  button (e.g., the Customer Search Results page or the Location Hierarchy page), select the **Download CSV** button . Depending on your browser, the downloaded file may be displayed at the bottom of your browser window or the File Download pop-up may be displayed (see Exhibit 43).

Exhibit 43. File Download



2. If the file is displayed at the bottom of your browser window, select it to open the downloaded CSV file in your spreadsheet application (e.g., Microsoft Excel).

If the File Download pop-up is displayed, select the **Open** button to view the downloaded CSV file in your spreadsheet application (e.g., Microsoft Excel) (see Exhibit 44).

Note: If you do not have Microsoft Excel, refer to the [Railinc UI Dictionary](#) for information about downloading a free Excel Viewer).

Exhibit 44. Viewing CIF Records Using Excel

Level	HQ Ind	Parent Id	CIF	Name	Address 1	City	State	Country	Zip Code	Phone
Ultimate	HQ	484573670	484573670	BUHLER HOLDING AG	BAHNHOFSTRASSE 105	UZWIL	CH	CH	9240	71955111
Domestic	HQ	484573670	78719258	BUHLER US HOLDING INC	13105 12TH AVE N	PLYMOUTH	MN	US	554414509	7638470237
Immediate	HQ	484573670	78719258	BUHLER US HOLDING INC	13105 12TH AVE N	PLYMOUTH	MN	US	554414509	7638470237
Customer	HQ	78719258	3184108	AEROGLIDE CORP	100 AEROGLIDE DR	CARY	NC	US	27511	9198512000

3. Use a third-party tool (e.g., Excel or some other program) to work with the downloaded data.

Adding CIF Records

You can add a new CIF location record when you need to work with a customer that is not already in CIF (for example, they may have never before done business with a railroad).

Use the following procedure to create a new location record:

1. From the application menu, select the **Customer** menu item and then select **Add**. The Add Location page is displayed (see Exhibit 45).

Exhibit 45. Add Location

Validate
 Submit

Add Location

Customer Information

CIF ID *	Customer Name *
Alpha: N	
Tax ID Code Select One...	Tax ID Number
HQ Indicator * Select One...	Name Std Ind Y - Yes
Physical Address:	Std Ind Y - Yes
Address 1 *	Address 2
Address 3	City *
County * <small>(US-Only)</small>	State/Province * Q
Country * US - UNITED STATES	Postal Code * Q <small>(US and CA only)</small>
Mailing Address <input checked="" type="checkbox"/> Mailing address same as Physical address:	Std Ind Y - Yes
Address 1 *	Address 2
Address 3	City *
County <small>(US-Only)</small>	State/Province * Q
Country * US - UNITED STATES	Postal Code * Q <small>(US and CA only)</small>
Phone Number *	Sub Location * N - No

Additional Information

IMM CIF ID *	ULT CIF ID:
DOM CIF ID:	Merge CIF ID
Tran Type: NE - New Entity	
Comments:	
Batch ID: 413100625	
Change Date	Expiration Date: 12-31-9999
Effective Date: 04-13-2021	LDM: 04-13-2021 10:06:25
417 Waybill LDM:	Original Requestor ID:
Waybill Usage Counter:	Requestor ID for LDM:

Requestor Information

Requestor ID: RAIL	Requestor Company: RAILINC CORPORATION
SPI	User Return Key
Maint Code: A - Add	Media Source: W - Web/Internet

Adding CIF Records

2. Make the required changes to the record to identify the new location (see Exhibit 46 for field descriptions). It is also a good practice to use the SPI field to enter a comment that describes your request. Required fields are identified with an asterisk (*).

Exhibit 46. Add Location Fields

Field	Description
Customer Information:	
CIF ID *	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Customer Name *	Name of the business
Alpha	Displays P, T, or N where P = Permanent, T = Temporary, and N means it is not an Alpha record.
Tax ID Code	Qualifier code that identifies if the customer is located in the US, CA, or MX.
Tax ID Number	Tax ID used by the customer of waybills.
HQ Indicator *	Describes the business structure of the CIF location.
Name Std. Ind.	Identifies whether CIF Name Standards are applied to the customer name (Y–Yes, N–No). CIF Name Standards apply logic to change the customer name within CIF to follow certain standards (for example, “Manufacturing” to “MFG”). This field allows an exception to this rule.
Physical Address *	Multiple fields for the customer’s actual business address.
Std. Ind.	Identifies whether CIF Address Standards are applied to the physical address (Y–Yes, N–No). CIF Address Standards apply logic to change the customer address within CIF to follow certain standards (for example, “County” to “CTY”). This field allows an exception to this rule.
Mailing Address *	Multiple fields for the customer’s mailing address. If the mailing address is the same as the physical address, select the “Mailing address same as Physical address” checkbox.
Std. Ind.	Identifies whether CIF Address Standards are applied to the mailing address (Y–Yes, N–No).
Phone Number *	Customer’s phone number.
Sub-location *	Requests a sub-location at the same time the location request is submitted (Y–Yes, N–No).
Additional Information:	
IMM CIF ID *	CIF ID of the immediate parent; the main headquarters location of the record.
ULT CIF ID	CIF ID of the ultimate parent; the highest level of a given corporation.
DOM CIF ID	CIF ID of the highest level of the headquarters within the same country.
Merge CIF ID	CIF ID of a merged “In Error” record. Use this to expire a location and replace it with an existing CIF record. See “Expiring CIF Records” on page 28 for more information.

Adding CIF Records

Field	Description						
Tran Type *	Used to describe the type of maintenance performed on a CIF record. 'NE' is the only applicable code. <table border="1" data-bbox="516 323 1200 428"> <thead> <tr> <th>CIF Code</th> <th>Maintenance Code Description</th> <th>EDI Code</th> </tr> </thead> <tbody> <tr> <td>NE</td> <td>New Entity</td> <td>42</td> </tr> </tbody> </table>	CIF Code	Maintenance Code Description	EDI Code	NE	New Entity	42
CIF Code	Maintenance Code Description	EDI Code					
NE	New Entity	42					
Comments	General comments entered by Railinc staff.						
Batch ID	Unique identifier assigned when a change request is initiated.						
Change Date	Date when the displayed record is updated/changed. The requestor can indicate a future effective date. If no date is entered, the current date is used.						
Expiration Date	Date when the displayed record expires.						
Effective Date	Date when the displayed CIF record was effective.						
LDM	Last date maintenance was performed on this CIF record.						
417 Waybill LDM	Last Date Maintained on 417 Waybill.						
Original Requestor ID	SSO ID of Original Requestor.						
Waybill Usage Counter	Number of uses on Forward and Store submitted 417 Waybill.						
Requestor ID for LDM	SSO ID of Requestor for the Last Date Maintained.						
Requestor Information:							
Requestor ID	Marks the request with your company ID.						
Requestor Company	Marks the request with your company name.						
SPI	Allows free-form text to communicate to and from the requestor on a maintenance request.						
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.						
Maint. Code	Displays "A - Add" for an add record request.						
Media Source	Displays "W - Web/Internet" for edits initiated using the CIF application.						

3. Continue with one of the following steps:

Note: If you submit a request to modify CIF data, you must email supporting documentation with a total weight of 10 points or greater as described in the [CIF Name Verification Matrix](#) to the CIF Product Support team at cif@railinc.com.

- Select the **Validate** button, which checks to ensure that all entry fields have been completed properly and that the transaction is ready to submit.
- Select the **Submit** button to send your request for maintenance to Railinc. If all validation rules pass, the Location Request Submission Confirmation page is displayed and the request for the indicated change is transmitted to Railinc.

Working with the Request Queue

CIF enables you to view submitted maintenance requests (requests for adding new records or updating current records) to see if they have been accepted or rejected by Railinc. You can also query historical request data.

Viewing Current Requests

Current requests are maintenance requests that have been submitted but not yet accepted or rejected by Railinc.

Note: An accepted request does not indicate that the record has been entered into CIF. There may be up to a half hour delay before accepted requests are entered into CIF.

Use the following procedure to search and view current requests:

1. From the application menu, select the **Requests** menu item and then select **Current**. The Request Search page is displayed (see Exhibit 47).

Exhibit 47. Request Search

The screenshot shows a 'Request Search' form with the following fields and options:

- Radio buttons for **Location** (selected), **Sub-location**, and **Both**.
- CIF ID**: A text input field.
- Name**: A text input field with a 'Starts with' dropdown menu.
- Assigned To**: A text input field.
- User Return Key**: A text input field.
- Batch ID**: A text input field.
- Requestor ID**: A text input field.
- Request Status**: A dropdown menu with 'I - Initial' selected.
- Transaction Type**: A dropdown menu.
- Assigned**: A dropdown menu.
- Request Date**: A date range selector with 'To' and calendar icons.
- Worker ID**: A text input field.
- Last Maintained Date**: A date range selector with 'To' and calendar icons.
- Maint Request ID**: A text input field.
- Buttons for **Clear** and **Search** at the bottom right.

2. Enter your search criteria in the input fields (see Exhibit 48).

Exhibit 48. Request Search Fields

Field	Description
Location, Sub-location, Both	Select the types of maintenance request records to search.
CIF ID	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Name	Name of the customer location.
Assigned To	SSO ID of Railinc Product Support.
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.

Field	Description																						
Batch ID	Unique identifier assigned when maintenance request is initiated.																						
Requestor ID	ID of the company that requested maintenance on the record.																						
Request Status	<table border="0"> <tr> <td>Accepted</td> <td>Processed but not completed by the EDI batch process</td> </tr> <tr> <td>W Status</td> <td>Accepted but request contains a future effective date</td> </tr> <tr> <td>Completed</td> <td>Completed by the EDI batch process</td> </tr> <tr> <td>From D&B</td> <td>Returned from investigation</td> </tr> <tr> <td>Q Status</td> <td>(Future Effective Date) Request received has future effective date and has not been reviewed by Railinc staff</td> </tr> <tr> <td>Hold</td> <td>Failed the EDI batch process</td> </tr> <tr> <td>Initial</td> <td>Not reviewed by Railinc staff</td> </tr> <tr> <td>Pending</td> <td>Requires further information before request can be approved/rejected</td> </tr> <tr> <td>Rejected</td> <td>Manually rejected by Railinc staff</td> </tr> <tr> <td>Sent to D&B</td> <td>Requires D&B investigation</td> </tr> <tr> <td>X Review</td> <td>Batch requests that fail system edits and require manual research to determine reason for the edit failure</td> </tr> </table>	Accepted	Processed but not completed by the EDI batch process	W Status	Accepted but request contains a future effective date	Completed	Completed by the EDI batch process	From D&B	Returned from investigation	Q Status	(Future Effective Date) Request received has future effective date and has not been reviewed by Railinc staff	Hold	Failed the EDI batch process	Initial	Not reviewed by Railinc staff	Pending	Requires further information before request can be approved/rejected	Rejected	Manually rejected by Railinc staff	Sent to D&B	Requires D&B investigation	X Review	Batch requests that fail system edits and require manual research to determine reason for the edit failure
Accepted	Processed but not completed by the EDI batch process																						
W Status	Accepted but request contains a future effective date																						
Completed	Completed by the EDI batch process																						
From D&B	Returned from investigation																						
Q Status	(Future Effective Date) Request received has future effective date and has not been reviewed by Railinc staff																						
Hold	Failed the EDI batch process																						
Initial	Not reviewed by Railinc staff																						
Pending	Requires further information before request can be approved/rejected																						
Rejected	Manually rejected by Railinc staff																						
Sent to D&B	Requires D&B investigation																						
X Review	Batch requests that fail system edits and require manual research to determine reason for the edit failure																						
Transaction Type	Used to describe the type of maintenance that was submitted or performed on a CIF record.																						
Assigned	Indicates whether CIF maintenance requests have been assigned or not assigned by Railinc.																						
Request Date	Date or date range when the maintenance request was sent.																						
Worker ID	ID of the Railinc employee who last performed maintenance on the CIF record.																						
Last Maintained Date	Last date or date range when maintenance was performed on a CIF record.																						
Maint. Request ID	Unique maintenance number assigned when a request is initiated.																						

3. Select the **Search** button to initiate a search based on the provided search criteria. The Request Search Results page is displayed (see Exhibit 49).

Exhibit 49. Request Search Results

Request Search (Initial)

Results

Rows returned for search criteria: 4

CIF ID	Sub-location ID	Preferred or DBA Name	Physical Address 1	Physical City	Tran Type	Requestor ID	Request Date	Status
		SEINO LOGIX COMPANY LTD	11 FLR QUEEN'S TOWER A 231 MINATOMI	YOKOHAMA	NE	CPRS	04-12-2021 093321	I - Initial
00079345490					SA	CSXT	03-16-2020 000000	I - Initial
00004423153		AUSTIN SALES LLC			SC	CSXT	03-29-2021 000000	I - Initial
00050506836					SA	CPRS	04-12-2021 093321	I - Initial

1 to 4 of 4 Page 1 of 1

4. Continue with one of the following steps:

- Select the hyperlink of a customer name to view the details of that record in the Location Request Details page (see the next step below).
- Select the **Print** button to print the search results.
- Select the **Download CSV** button to download the search results to a CSV file (see Downloading CIF Records on page 48).

- View the details of the selected record. The Location Request Details page is displayed (see Exhibit 50).

Exhibit 50. Location Request Details

Location Request Details

[← Back](#)
Prev
1
Next →

History

Customer Information

CIF ID:	Alpha:	N
Name Std Ind: Y	HQ Indicator:	
Customer Name: SEINO LOGIX COMPANY LTD	Phone Number:	6306187976
Physical Address: Std Ind: Y	Mailing Address: Std Ind: Y	
Address 1: 11 FLR QUEEN'S TOWER A 231 MINATOMI	Address 1: 11 FLR QUEEN'S TOWER A 231 MINATOMI	
Address 2: NISHI KU	Address 2: NISHI KU	
Address 3:	Address 3:	
City: YOKOHAMA	City: YOKOHAMA	
County:	County:	
State/Province: JP	State/Province: JP	
Country: JP	Country: JP	
Postal Code: 2206011	Postal Code: 2206011	

Additional Information

Immediate Parent: 0000000000	REN Flag:	
Ultimate Parent: 0000000000	SCRS Flag:	N
Domestic Parent: 0000000000	Merge CIF ID:	
Comments:	Bus Stat:	
PV Date: 12-31-9999 00:00:00	LDM: 12-31-9999 00:00:00	
Effective Date: 04-12-2021	Expiration Date: 12-31-9999	
Change Date: 04-12-2021	Tax ID Code:	
Tax ID Number:	Reject Code:	
Duplicate ID:	Change Status: I	
Worker ID:	Tran Type: NE	

Requestor Information

Request ID: 2734971	User Return Key: 697464773
Requestor ID: CPRS	Requestor Company: CANADIAN PACIFIC RAILWAY
Media Source: E	Inf Source: S
Data Source:	DB Status:
Batch ID: 412093321	SPI: CPRS See email
Maint Code: A	

Select **Back** to go back to the Request Search Results page, or use the navigation buttons at the top to view the details for other records in the results list.

You can also select **History** to view any previous requests associated with this record (see “Viewing the Request History” on page 55 for more information).

Viewing the Request History

You can view completed or historical requests associated with location and/or sub-location records. This search shows records that have already been entered into CIF.

Use the following procedure to search and view historical requests:

- From the application menu, select the **Requests** menu item and then select **History**. The Request History Search page is displayed (see Exhibit 51).

Exhibit 51. Request History Search

2. Enter your search criteria in the input fields (see Exhibit 52).

Exhibit 52. Request History Search Fields

Field	Description
Location, Sub-location, Both	Select the types of maintenance request records to search.
CIF ID	Unique 9-digit ID referencing a customer location in CIF, either alpha numeric or all numeric.
Name	Name of the customer location.
User Return Key	Reference identification number supplied by the requestor company on a maintenance request.
Requestor ID	ID of the company that requested maintenance on the record.
Merge CIF ID	ID of the CIF record that was expired and pointed to a new record.
Reject Code	The reject reason code entered for a maintenance request.
Batch ID	Unique identifier assigned when maintenance request is initiated.

Field	Description
Request Status	<p>Accepted Processed but not completed by the EDI batch process</p> <p>W Status Accepted but request contains a future effective date</p> <p>Completed Completed by the EDI batch process</p> <p>From D&B Returned from investigation</p> <p>Q Status (Future Effective Date) Request received has future effective date and has not been reviewed by Railinc staff</p> <p>Hold Failed the EDI batch process</p> <p>Initial Not reviewed by Railinc staff</p> <p>Pending Requires further information before request can be approved/rejected</p> <p>Rejected Manually rejected by Railinc staff</p> <p>Sent to D&B Requires D&B investigation</p> <p>X Review Batch requests that fail system edits and require manual research to determine reason for the edit failure</p>
Transaction Type	Used to describe the type of maintenance that was submitted or performed on a CIF record.
Maint. Request ID	Unique maintenance number assigned when a request is initiated.
Request Date	Date or date range when the maintenance request was sent.
Worker ID	ID of the Railinc employee who last performed maintenance on the CIF record.
Last Maintained Date	Last date or date range when maintenance was performed on a CIF record.
DB Status	Dun & Bradstreet status
Address	Customer's actual business street address (partial match option)
City	Customer's actual city of business (partial match option)
State/Province	Customer's actual state/province of business
Country	Customer's actual country of business
Phone Number	Customer's phone number

3. Select the **Search** button to initiate a search based on the provided search criteria. The Request History Search Results page is displayed (see Exhibit 6).

Exhibit 53. Request History Search Results

Request History Search

Results

Rows returned for search criteria: 500 + (Please refine search)

CIF ID	Sub-location ...	Preferred or DBA Name	Physical Address 1	Physical City	State/Province	Tran Type	Requestor ID	Request Date	Status
00251742524		WELLTON EXPRESS	249 - 750 STUART	DORVAL	PQ	NE	CPRS	11-20-2000 15:29:59	C - Completed
00004638263		CUMBERLAND	901 W WALNUT ST STE 20	DANVILLE POST	KY	CA	NS	12-01-2000 14:19:30	C - Completed
00253712533		QUEBEC NORTH SHORE & LABRADOR RAILROAD CO	1010 SHERBROOKE STREET W STE 2500	MONTREAL	PQ	NE	ON	11-24-2004 08:38:20	C - Completed
00253711014		DISTRIBUTION TOITURE MAURICIE INE INC	2907 BLV DAGENAIS	LAVAL	PQ	NE	ON	11-24-2004 13:05:10	C - Completed
00244589180		CANAM STEEL CORP	966 BERLIER	VILLE DE LAVAL	PQ	NX	BNSF	11-24-2004 13:12:15	C - Completed
00045513277		AGRILLANCE LLC	5900 CENEX DR	INVER GROVE	MIN	ER	CPRS	11-24-2004 15:00:14	C - Completed
00A00002015		JR JOHNSON	1240 2A AVE N	LETHBRIDGE	AB	NE	ON	11-24-2004 15:13:29	C - Completed
00252145347		ARALCO CANADA LTD	575 PLAINS RD E UNIT A	BURLINGTON	ON	NE	CPRS	11-24-2004 17:01:05	C - Completed
00253707970		COSTCO WHOLESALE CANADA LTD	2616 91 ST NW	EDMONTON	AB	NE	CPRS	11-25-2004 17:00:09	C - Completed
00254988637		CARGILL LTD	3315 2ND AVE N	LETHBRIDGE	AB	ER	CPRS	11-26-2004 09:00:14	C - Completed

1 to 25 of 1002 Page 1 of 41

4. Continue with one of the following steps:
 - Select the hyperlink of a customer name to view the details of that record. The Location History Request Details page is displayed (see the next step below).
 - Select the **Print** button to print the search results.
 - Select the **Download CSV** button  to download the search results to a CSV file (see Downloading CIF Records on page 48).
5. View the details of the selected record. The Location History Request Details page is displayed (see Exhibit 54).

Exhibit 54. Location History Request Details

Location History Request Details		Back	Prev	9	Next
Customer Information					
CIF ID:	00253707970	Customer Name:	COSTCO WHOLESALE CANADA LTD		
Alpha:	N	DB Status:			
Tax ID Code:		Tax ID Number:			
HQ Indicator:	BR	Name Std Ind:	Y		
Std Ind:	Y	Std Ind:	Y		
Physical Address			Mailing Address		
Address 1:	2616 91 ST NW	Address 1:	2616 91 ST NW		
Address 2:		Address 2:			
Address 3:		Address 3:			
City:	EDMONTON	City:	EDMONTON		
County:		County:			
State/Province:	AB	State/Province:	AB		
Country:	CA	Country:	CA		
Postal Code:	T6N1N2	Postal Code:	T6N1N2		
Phone Number:	7805771200				
Additional Information					
Immediate Parent:	00252875349	Domestic Parent:	00252875349		
Ultimate Parent:	00103391843	Duplicate ID:			
Bus Stat:		Tran Type:	NE		
Merge CIF ID:		Reject Code:			
Comments:					
Change Date:	11-25-2004	Expiration Date:	12-31-9999		
Effective Date:	11-25-2004				
LDM:	12-06-2004 09:45:46	PV Date:	12-31-9999 00:00:00		
REN Flag:		SCRS Flag:	N		
Request Status:	C	Worker ID:	EFJEM01		
Previous Worker ID:	EFJEM01				
Comment Code:					
Requestor Information					
Request ID:	1148917				
Requestor ID:	CPRS				
Requestor Company:	CANADIAN PACIFIC RAILWAY				
SPI:					
Maint Code:	A	Media Source:	E		
Inf Source:	S	Data Source:	S		
User Return Key:	63805659	Batch ID:	1125170009		

6. Select **Back** to go back to the Request History Search Results page, or use the navigation buttons at the top to view the details for other records in the results list.

Using CIF Reports

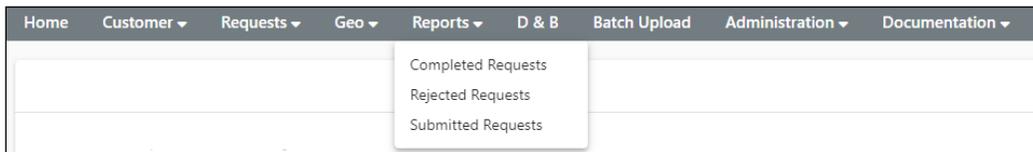
CIF reports identify the numbers of CIF requests that occurred over a specified time period for several different methods (automation performed at central site, EDI, manual entry, non-EDI, proactive maintenance, and web/internet). Railinc and the industry use these reports to identify and analyze the types and numbers of CIF records that are submitted to Railinc.

Railinc uses CIF reports to see monthly or date specific reports on how many completed, rejected, or submitted requests have been created by users.

Industry users access CIF reports to identify requests submitted by their company within a specific period of time.

To access CIF reports, select **Reports** from the application menu. The Reports Menu is displayed (see Exhibit 55).

Exhibit 55. Reports Menu



Select one of the following report types from the Reports Menu:

- [Completed Requests](#)
- [Rejected Requests](#)
- [Submitted Requests](#)

Completed Requests

The Completed Requests report shows the number of CIF requests that have been completed over a specified time period. On the Completed Request Report Search Parameters page, select **Date Search Report** and enter a specific date range, or select **Monthly Report** and choose the report months (see Exhibit 56).

Exhibit 56. Completed Request Report Search Parameters

A screenshot of the 'Completed Request Report Search Parameters' form. The form has a title bar and a 'Report Title' field containing 'Completed Request Report'. Below this is a 'Search Parameters' section with two radio button options: 'Date Search Report' and 'Monthly Report'. The 'Date Search Report' option is selected. Under 'Date Search Report', there are 'From' and 'To' date pickers. The 'Monthly Report' option is unselected, and under it, there are dropdown menus for month and year, currently set to 'March' and '2021'. A blue 'Search' button is located at the bottom right of the form.

Select **Search** once you have specified the time period. The Completed Requests report is displayed (see Exhibit 57).

Exhibit 57. Completed Requests Report

Completed Request Report ← Back

Print Export

March 2021

Requestor ID's	Add		Change		Expire		Reinstate		Resend	
	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	
RAIL										
Automation performed at Central Site	0	0	0	0	0	0	0	0	0	
EDI	0	0	0	0	0	0	0	0	0	
Manual Entry	0	0	0	0	0	0	0	0	0	
Non-EDI	0	0	0	0	0	0	0	0	0	
Proactive Maintenance	0	0	0	0	0	0	0	0	0	
Web/Internet	0	71	0	2	0	30	0	1	0	
Statistical Totals - Completed Requests										
Total Primary Location Add Completed Requests										0
Total SubLocation Add Completed Requests										71
Total Primary Location Change Completed Requests										0
Total SubLocation Change Completed Requests										2
Total Primary Location Expire Completed Requests										0
Total SubLocation Expire Completed Requests										30
Total Primary Location Reinstate Completed Requests										0
Total SubLocation Reinstate Completed Requests										1
Total Primary Location Resend Requests Completed										0

Print Export

Once the report is displayed, you can choose whether to print or export it to a CSV file.

Rejected Requests

The Rejected Requests report shows the number of CIF requests that have been rejected over a specified time period. On the Rejected Request Report Search Parameters page, select **Date Search Report** and enter a specific date range, or select **Monthly Report** and choose the report months (see Exhibit 58).

Exhibit 58. Rejected Request Report Search Parameters

Rejected Request Report Search Parameters

Report Title
Rejected Request Report

Search Parameters

Date Search Report From To

Monthly Report March 2021 March 2021

Search

Select **Search** once you have specified the time period. The Rejected Requests report is displayed (see Exhibit 59).

Exhibit 59. Rejected Request Report

Rejected Request Report ← Back

Print Export

March 2021

Requestor ID's	Customer Inactive		Duplicate		Info. Updated Prior to Request		No Record Found		Unable to Confirm		No Update Performed		Other	
	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub
RAIL														
Automation performed at Central Site	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EDI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Manual Entry	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-EDI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Proactive Maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Web/Internet	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Statistical Totals - Rejected Requests														
Total Rejects for Reason: Customer Is Inactive													0	
Total Rejects for Reason: Duplicate													0	
Total Rejects for Reason: Information Updated Prior to Request													0	
Total Rejects for Reason: No Record Found													0	
Total Rejects for Reason: Unable to Confirm Requested Information													0	
Total Rejects for Reason: No Update Performed, CIF Already Correct													0	
Total Rejects for other reasons													0	

Once the report is displayed, you can choose whether to print or export it to a CSV file.

Submitted Requests

The Submitted Requests report shows the number of CIF requests that have been submitted over a specified time period. On the Submitted Request Report Search Parameters page, select **Date Search Report** and enter a specific date range, or select **Monthly Report** and choose the report months (see Exhibit 60).

Exhibit 60. Submitted Request Report Search Parameters

Submitted Request Report Search Parameters

Report Title
Submitted Request Report

Search Parameters

Date Search Report From To

Monthly Report March 2021 March 2021

Search

Select **Search** once you have specified the time period. The Submitted Requests report is displayed (see Exhibit 61).

Exhibit 61. Submitted Request Report

Submitted Request Report										
← Back										
Print Export										
March 2021										
Requestor ID's	Add		Change		Expire		Reinstate		Resend	
	Prim	Sub	Prim	Sub	Prim	Sub	Prim	Sub	Prim	
RAIL										
Automation performed at Central Site	0	0	0	0	0	0	0	0	0	
EDI	0	0	0	0	0	0	0	0	0	
Manual Entry	0	0	0	0	0	0	0	0	0	
Non-EDI	0	0	0	0	0	0	0	0	0	
Proactive Maintenance	0	0	0	0	0	0	0	0	0	
Web/Internet	0	71	0	2	0	30	0	1	0	
Statistical Totals - Submitted Requests										
Total Primary Location Add Requests Submitted										0
Total SubLocation Add Requests Submitted										71
Total Primary Location Change Requests Submitted										0
Total SubLocation Change Requests Submitted										2
Total Primary Location Expire Requests Submitted										0
Total SubLocation Expire Requests Submitted										30
Total Primary Location Reinstate Requests Submitted										0
Total SubLocation Reinstate Requests Submitted										1
Total Primary Location Resend Requests Submitted										0
Total Active Primary Records										317514
Total Active Sublocation Records										67994
Print Export										

Once the report is displayed, you can choose whether to print or export it to a CSV file.

Performing Batch Uploads

Railinc and industry users can use batch upload to complete a template and upload a large number of new or changed CIF records at once.

The first step in this process is to create a batch upload file. The file must be a Comma Separated Value (CSV) file, which is typically created using Microsoft Excel, and must use a specific format. Refer to the [CIF Batch Upload Layout file](#) to learn the required format for the CSV file to be uploaded.

Once you have created your batch upload file, select **Batch Upload** from the application menu. The Batch Upload page is displayed (see Exhibit 62).

Exhibit 62. Batch Upload



The screenshot shows a web interface titled "Batch Upload". At the top left, the text "Batch Upload" is displayed in red. Below this is a large, empty rectangular area for file selection. At the bottom left of this area, the text "Browse to desired upload file" is visible. In the center, there is a button labeled "Choose File" and the text "No file chosen". At the bottom right, there is a green button with a white upload icon and the text "Upload".

Select **Choose File** to locate the batch upload file containing the records you want to upload, and then select **Upload** to load the records into CIF.

Viewing the City Alias Table

The City Alias Table defines aliases or “vanity names” for cities. This feature allows commonly-used alternate city names, and alternate spellings/punctuations to be used in CIF.

To view the City Alias Table, select the **Administration** menu item from the application menu and then select **View City Alias Table**. The Master City Alias List page is displayed (see Exhibit 63).

Exhibit 63. Master City Alias List

Master City Alias List					
Country Code	State/Province Code	City Name	Vanity City Name	Vanity Indicator	Effective Date
CA	ON	ETOBICOKE	TORONTO	Y	10-02-2007 00:00:00
CA	ON	NORTH YORK	TORONTO	Y	10-02-2007 00:00:00
CA	QC	SAINT-DAMIEN-DE-BUCKLAND	ST DAMIEN	Y	10-28-2010 00:00:00
CA	QC	SAINT-LAURENT	ST LAURENT	Y	02-08-2011 00:00:00
CA	ON	SCARBOROUGH	TORONTO	Y	10-02-2007 00:00:00
CA	NL	ST. JOHN'S	ST JOHNS	Y	10-04-2007 00:00:00
CA	QC	ST-BARNABE-NORD	ST BARNABE NORD	Y	10-02-2007 00:00:00
CA	QC	VAL-D'OR	VAL-DOR	Y	10-02-2007 00:00:00
CA	QC	SALABERRY-DE-VALLEYFIELD	SALABERRY-DE-VALLEY	Y	07-05-2011 00:00:00
CA	AB	RED DEER	PRENTISS	Y	08-09-2011 00:00:00
CA	QC	SAINT-JEAN-SUR-RICHELIEU	SAINT JEAN SUR RICHELIEU	Y	09-20-2011 00:00:00
CA	ON	MISSISSAUGA	PORT CREDIT	Y	12-28-2011 00:00:00
CA	AB	EDMONTON	EAST EDMONTON	Y	01-17-2012 00:00:00
CA	AB	EDMONTON	EDMONTON TFR	Y	01-17-2012 00:00:00
CA	BC	FORT ST. JOHN	FORT ST JOHN	Y	03-08-2012 00:00:00
CA	ON	SAULT STE. MARIE	SAULT STE MARIE	Y	03-20-2012 00:00:00
CA	AB	FORT SASKATCHEWAN	FT. SASKATCHEWAN	Y	04-12-2012 00:00:00

To add a new city alias name to this table, send an email request to CIF@railinc.com containing the country name, state or province name, official city name, and requested alias or vanity city name. Railinc evaluates each request and notifies requestors if and when their request is implemented or rejected.

Notes:

- If the City Alias Name appears in the Alias table and the Vanity Indicator is ‘Y’, the record is passed through inbound validation as long as the city, state, county (optional), country, and the first three characters of the zip code match the postal table. If the city, state, county (optional), country, and the first three characters of the zip code do not match the postal table, the inbound CIF request is rejected.
- The CIF record must contain the valid City Name when it is finally sent out in distribution to the rail industry.

Glossary

AAR—Association of American Railroads. The standard setting organization for North America's railroads.

CIF—Customer Identification File. Carriers use CIF numbers (CIF IDs) to identify customer locations where price and other contract terms apply; to provide accurate delivery instructions; and to improve shipment reservation, booking, and equipment ordering processes.

D&B—Dun & Bradstreet.

Dun & Bradstreet—A company that provides a wide variety of information to businesses.

DUNS Number—A customer location number assigned by Dun & Bradstreet.

Location—A CIF location is any physical location where a customer conducts business. The CIF contains an entry for each customer location. Each location is referenced by a unique CIF Number (CIF ID).

Matchbook—A tool provided by Dun & Bradstreet that enables users to look up DUNS numbers.

SSO—Single Sign-On. The portal for signing into various Railinc applications.

Sub-location—A specific place (logical or physical) within a customer's primary location (i.e., not the main corporate name, address, or billing location for a customer). Sub-locations are assigned the same D&B DUNS number or ALPHA/NUMERIC (nine digit) as the primary location and a unique +4 number. Sub-location numbers are assigned by Railinc and are not registered at D&B.

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