

FindUs.Rail User Guide



© 2022 Railinc. All Rights Reserved.

Last Updated: March 2022

Table of Contents

Learning about FindUs.Rail	3
Overview	3
System Requirements	4
Accessing the Railinc Customer Success Center	4
Getting Started	5
Learning about User Roles	5
Logging In	6
Login: Managing a Single Company	6
Login: Managing More than One Company	8
Logging Out	9
Viewing the FindUs.Rail Home Page	9
Working with Contacts	10
Searching Contacts	11
Looking up MARKs	14
Looking up CIF Numbers	16
Exporting CSV Files	18
Managing Contacts	19
Adding Contacts	20
Cloning Contacts	22
Cloning a Contact for the Same MARK	22
Cloning a Contact to an Additional MARK	24
Editing Contacts	24
Reviewing Prior Versions	26
Viewing Contacts Requiring Verification	27
Working with Categories	29
Viewing Categories	29
Searching Relationships	31
Searching Relationships	31
Searching MARKs	33
Working with Notifications	35
Viewing and Managing Subscriptions	35
Adding Subscriptions	36
Editing Subscriptions	37
Index	38

List of Exhibits

Exhibit 1. FindUs.Rail Request Permissions	5
Exhibit 2. User Roles and Tasks	6
Exhibit 3. FindUs.Rail Home Page—Single Company	6
Exhibit 4. Contacts Requiring Verification Displayed at Login	7
Exhibit 5. FindUs.Rail Home Page—No Company Selected	8
Exhibit 6. Enter a MARK	8
Exhibit 7. Company Selected.....	8
Exhibit 8. Application Menu Items and Descriptions.....	9
Exhibit 9. Contacts Menu	10
Exhibit 10. Contacts Menu Items and Descriptions.....	10
Exhibit 11. Search Contacts.....	11
Exhibit 12. Contact Search Category List.....	11
Exhibit 13. Search Contacts—Advanced Search.....	12
Exhibit 14. Contact Search Results.....	13
Exhibit 15. View Contact.....	14
Exhibit 16. MARK Lookup Field	14
Exhibit 17. MARK Lookup	15
Exhibit 18. MARK Lookup Field—MARK Selected.....	16
Exhibit 19. CIF Lookup Field.....	16
Exhibit 20. CIF Search.....	17
Exhibit 21. CIF Lookup Field—Selected CIF	18
Exhibit 22. CSV Open/Save Dialog Box	18
Exhibit 23. CSV Output Example in Excel.....	19
Exhibit 24. Manage Contacts.....	19
Exhibit 25. Add Contact	21
Exhibit 26. Adding Categories—Car Hire Example.....	22
Exhibit 27. Add Contact—Via Clone	23
Exhibit 28. Add Contact—Via Clone Changing the Company ID/MARK	24
Exhibit 29. Edit Contact.....	25
Exhibit 30. Contact History—Prior Record Versions.....	26
Exhibit 31. Contact History—Prior Record Versions Showing Prior Version	27
Exhibit 32. Contacts Requiring Verification Using the Menu.....	28
Exhibit 33. Contact Verified	28
Exhibit 34. Categories Menu	29
Exhibit 35. View Categories	29
Exhibit 36. Category Details.....	30
Exhibit 37. Select Contacts Total.....	30
Exhibit 38. Relationships Menu.....	31
Exhibit 39. Search Relationship.....	31
Exhibit 40. Relationship Search Results	32
Exhibit 41. Search MARKs	33
Exhibit 42. Search MARKs Results.....	33
Exhibit 43. MARK Type Reference	34
Exhibit 44. MARK Hierarchy.....	34
Exhibit 45. Notifications Menu.....	35
Exhibit 46. Subscriptions	35
Exhibit 47. Add Subscription.....	36
Exhibit 48. Adding Categories and Companies to a Subscription	36
Exhibit 49. Edit Subscriptions	37

Learning about FindUs.Rail

Overview

FindUs.Rail is a web-based application that stores company contact information in a centralized database. Public users can query FindUs.Rail and browse basic information. Authorized users can review and change their company's contact information. This centralized repository of contact information benefits railroad departments, private car owners, and leasing companies across the rail industry.

Any public user can use the FindUs.Rail free look-up tool at the Railinc portal at <https://findusrail.railinc.com/>.

- Search for railroad industry contacts and browse the results.
- Search for relationships affiliated with the railroad industry and browse the results.
- Search for MARKs and browse the results. Users receive results from the MARK IRF and Company MARKs sourced from the Umler database. Users can view the hierarchy of "parent" and "child" MARKs.

Users who are *registered with Single Sign-On* can perform the following FindUs.Rail function:

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

Users who are registered with Single Sign-On and have the *Contact Company Admin for MARK* role (referred to as Contact Company Administrators) can perform the following FindUs.Rail functions:

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

Users who are registered with Single Sign-On and have the FindUs.Rail Company Admin role (referred to as Company Admins) can perform the following FindUs.Rail functions:

- Assign FindUs.Rail rights to other users within their company.
- Clone contacts from one MARK to another if they have access to multiple MARKs.

Note: FindUs.Rail does not offer web services.

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.

Getting Started

Access the FindUs.Rail application by using 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 <https://public.railinc.com>, select the **Customer Login** link in the top right and log into SSO by entering your **user ID** and **password** in the fields at the top right of the page and then select **Sign In**.

Access Requirements:

1. If you do not already have a Railinc SSO user ID and password, go to the Railinc portal at <https://public.railinc.com>, select the **Customer Login** link in the top right and select the **Create an account now** link. Once you have access to Railinc SSO, you must request access to FindUs.Rail within SSO.
2. If you do not have access to FindUs.Rail, request access by following instructions in the [Railinc Single Sign-On User Guide](#). See [Learning about User Roles](#) below for information about the available levels of access. When you have received e-mail notification confirming your access, you can log on and begin using FindUs.Rail.

Learning about User Roles

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your Company Admin through the Single Sign-On interface ([Exhibit 1](#)).

Exhibit 1. FindUs.Rail Request Permissions

FindUs.Rail
Provides the North American Rail Industry with a central directory of contacts across business functions

1 Select Roles 2 Confirm 3 Done

☐ Contact Company Admin For MARK (MARK required)
This permission must be accompanied with a MARK (2-4 character alphanumeric Company ID) specified in the Company ID field below.

☐ FindUsRail Company Admin (MARK required)
Company Admin can approve users of the same company that request to access the application.

Comments...

0/255

Return Next

[Exhibit 2](#) identifies the user roles that can be assigned to users of FindUs.Rail:

Exhibit 2. User Roles and Tasks

User Role	Task
Contact Company Admin For MARK	This permission can manage and review company contacts. This permission must be accompanied by a MARK (2-4 alphanumeric Company ID) specified in the Company ID field.
FindUs.Rail Company Admin	This permission can approve FindUs.Rail access for users from the same company. This permission also has rights to specify local FindUs.Rail users' tasks and menu items.

Logging In

To log into FindUs.Rail:

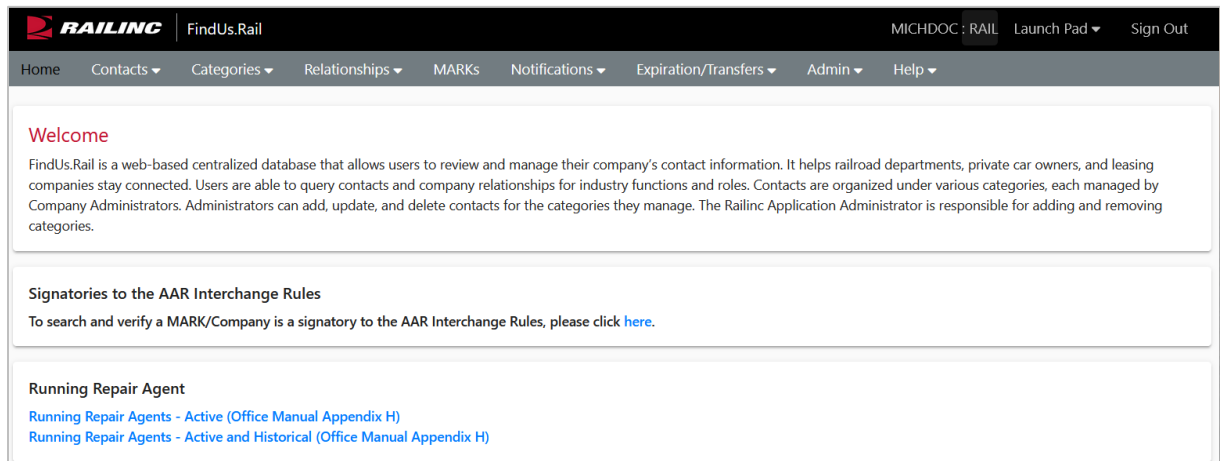
1. Open your internet browser and enter <https://public.railinc.com> to open the Railinc website.
2. Select the **Customer Login** link in the upper right of the page. The Account Access page is displayed.
3. Enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed.
4. Select **FindUs.Rail** in the **Your applications** list at the top left of the page. The initial FindUs.Rail page that appears varies based on assigned access. See either [Login: Managing a Single Company](#) below or [Login: Managing More than One Company](#) on page 8.

Login: Managing a Single Company

The following login sequence applies if you manage a single company in FindUs.Rail:

1. If you manage a single company, then following a successful login the FindUs.Rail Welcome/Home page appears with the company identified in the page header ([Exhibit 3](#)). Continue by selecting a FindUs.Rail application menu item.

Exhibit 3. FindUs.Rail Home Page—Single Company



- If you have contacts that require verification, then the Contacts Requiring Verification screen appears first ([Exhibit 4](#)).

Exhibit 4. Contacts Requiring Verification Displayed at Login

The following contacts are due for verification. Please review the information specified for each contact.
You may use 'Mark As Verified' below to indicate a contact record has been reviewed. [Remind Me Later](#)

Contacts Requiring Verification

Number of records: 60 [Clear Filters](#) [Download](#)

<input type="checkbox"/>	Name / Title	Company Name	MARK	Pri./Sec.	Category Name	Function	Relationship (if appl.)	Created	Last Modified	Last Verified
<input type="checkbox"/>	919-651 ext-5290	RAILINC CORPORATION	RAIL	S	Clear Path	<ul style="list-style-type: none"> • CIRDC • Mini Scorecard • Scorecard • Scorecard Pilot • Trains Stopped Summary 		02-04-2019 14:41:07	05-11-2020 14:13:04	05-11-2020 14:13:04
<input type="checkbox"/>	Location Management Team loc.mgmt.project.team@r +1-877-724-5462	RAILINC CORPORATION	RAIL	P	LOCMGMT	<ul style="list-style-type: none"> • Billed Party • Invoicing Party/Pool Operator 		12-10-2019 10:55:21	12-10-2019 10:55:21	12-10-2019 10:55:21
<input type="checkbox"/>		RAILINC CORPORATION	RAIL	S	Clear Path	<ul style="list-style-type: none"> • Scorecard 		10-30-2014 13:07:28	08-17-2015 09:56:40	08-17-2015 09:56:40

26 to 50 of 60 Page 2 of 3 [Go!](#) [<](#) [>](#)

[Mark As Verified](#)
[+ Add](#)
[Clone](#)
[Edit](#)
[Delete](#)
[Done](#)

- You can either opt to verify the continued accuracy of these displayed contacts (see [Editing Contacts](#) on page 24) or select **Remind Me Later** to verify contacts later.

Login: Managing More than One Company

The following login sequence applies if you manage more than one company in FindUs.Rail:

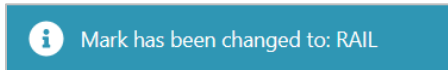
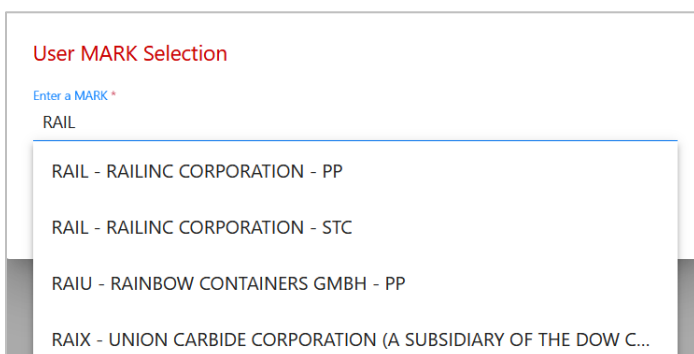
1. If you manage more than one company, the FindUs.Rail Welcome page appears with no company to manage indicated (“manage company” appears in the header; see [Exhibit 5](#)).

Exhibit 5. FindUs.Rail Home Page—No Company Selected



2. Begin typing a mark for the company and select from the list ([Exhibit 6](#)).

Exhibit 6. Enter a MARK



3. In the **Company to Manage** field, select the MARK for the company that you have been granted access to manage and then select **OK**. The FindUs.Rail Home page appears with the selected company indicated at the top next to the Launch Pad link ([Exhibit 3](#)).

Note: If the selected company has contacts that require verification, then the Contacts Requiring Verification screen appears first ([Exhibit 4](#)). You can either opt to verify the continued accuracy of these displayed contacts (see [Editing Contacts](#) on page [24](#)) or select **Remind Me Later** to verify contacts later.

Note: If at any point you need to switch to manage another company:

Select the link of the currently managed company ([Exhibit 7](#)). The User MARK Selection pop-up appears again ([Exhibit 6](#)).

Exhibit 7. Company Selected



- a. Select the appropriate MARK and select **Select**. You must have assigned permissions to manage any selected MARK.
4. Continue by selecting a FindUs.Rail application menu item.

Logging Out

Select the **Sign Out** link to end a FindUs.Rail session and return to the SSO Login Page.

If multiple SSO applications are open (in separate browser tabs or windows), and you want to close only one, close the unwanted session window by **Xing** out or pressing **Ctrl +F4**. **Do not** select the **Sign Out** link—it ends the entire Single Sign On session (and any open SSO applications).

If your user session has been idle for more than 30 minutes, a warning message panel appears. To resume working, you must log back in.

Viewing the FindUs.Rail Home Page

The Home page appears once you successfully log in to FindUs.Rail ([Exhibit 3](#)).

The Application Menu, shown at the top of each FindUs.Rail page, provides access to the following functions ([Exhibit 8](#)):

Exhibit 8. Application Menu Items and Descriptions

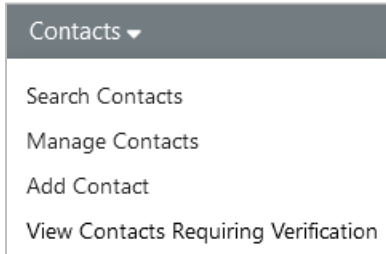
Menu Item	Description
Home	Navigates to the FindUs.Rail Home page (Exhibit 3).
Contacts	Opens the Contacts menu, enabling you to search contacts, and, depending on your permissions, manage contacts, add contacts, and view contacts requiring verifications. See Working with Contacts on page 10 .
Categories	Enables you to look up the kinds of requests a contact handles. You can view categories of functions as well as the names of people and companies associated with those functions. See Working with Categories on page 29 .
Relationships	Opens the Relationships menu, which enables you to search all types of relationships. See Searching Relationships on page 31 .
Search MARKs	Enables you to look up MARKs. See Searching MARKs on page 33 .
Notifications	Opens the Notifications menu, which enables you to manage your subscriptions and category notifications. See Working with Notifications on page 35 .
Help	Provides a link to this user guide.

Note: For detailed instructions about using the Railinc interface elements such as menus, calendar tools, and drop-down text boxes, refer to [Railinc UI Dictionary](#). Certain screens support the use of asterisks (*) as wildcard characters. Screen fields marked with the number one (1) support wildcard (*) searches. (For example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson)

Working with Contacts

The Contacts menu appears when you select **Contacts** on a FindUs.Rail page ([Exhibit 9](#)).

Exhibit 9. Contacts Menu



The Contacts menu provides access to the following functions ([Exhibit 10](#)):

Exhibit 10. Contacts Menu Items and Descriptions

Menu Item	Description
Search Contacts	Perform either a quick or advanced search for registered contacts. See Searching Contacts on page 11 .
Add Contact	Add a new contact. See Adding Contacts on page 20 .
Manage Contacts	Edit, clone, or delete existing contacts. See Managing Contacts on page 19 .
View Contacts Requiring Verification	Verify the accuracy of existing contacts. See Viewing Contacts Requiring Verification on page 27 .

Searching Contacts

Use the following procedure to search for contact information:

1. Select **Contacts > Search Contacts**. The Search Contacts page appears ([Exhibit 11](#)).

Exhibit 11. Search Contacts

2. Complete the available described fields:
 - **Company ID/MARK**— Use the drop-down field to select either MARK or CIF. Use the field next to the drop-down to enter either a MARK or a CIF number (based on your selection in the previous drop-down). If needed, select the magnifying glass icon to display a lookup tool to search for MARKs or CIF numbers. See [Looking up MARKs](#) on page 14 or [Looking up CIF Numbers](#) on page 16 for details.
 - **Category**— Select a listed category for the specified MARK or Company ID ([Exhibit 12](#)). Scroll down to see all categories.

Exhibit 12. Contact Search Category List

3. **Company Relationships** – Search Contacts provides the option of searching based on any relationship. This option is automatically selected.
4. **Advanced Search** – Select the **Advanced Search** switch in the right corner for additional search options to filter your results. The Advanced Search input fields appear ([Exhibit 13](#)). Enter the required fields.

Exhibit 13. Search Contacts—Advanced Search

Search Contacts

Quick Search

Company Type

MARK

+Company ID/MARK

Company:

Company Relationships:

☒ Include contacts based on relationships

Company Hierarchy:

☐ Include parent company contacts

☐ Include child company contacts

+Category

--- Choose a Category ---

Category Role:

☐ Include only primary contacts

☐ Include only secondary contacts

At least one field indicated by (+) must be specified for quick search.

Field supports wildcard (*) search. (Example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson)

Advanced Search

+Contact Type

--- Choose a Cont...

+First Name¹

+Last Name¹

+Title/Position¹

+Email

+Phone:

Intl.

Area

Number

Ext.

+Fax:

Intl.

Area

Number

Ext.

+Address¹

+City¹

+St./Prv.

--- Choose a St./Pr...

+Postal Code¹

+Country

--- Choose a Coun...

+Contact Added Date:

+Last Verified Date:

+Contact Effective D...

From

To

From

To

Cancel

Clear

Search

5. Perform one of the following actions:
 - Select **Search** to initiate the records search. Go to next step.
 - Select **Clear** to clear all input fields.
 - Select **Cancel** to cancel the search.

6. When **Search** is selected, the search results appear ([Exhibit 14](#)).

Exhibit 14. Contact Search Results

Search Contacts + At least one field indicated by (+) must be specified for quick search.
1 Field supports wildcard (*) search. (Example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson)

Results Number of records: 18 [Clear Filters](#) [Download](#)

Name / Title	Company Name	MARK	Pri./Sec.	Category Name	Function	Relationship (if appl.)	Created	Last Modified
Anderson, Eva - BA eva.anderson@railinc.com 919-651-5207	ASSOCIATION OF AMERICAN RAILROADS	AAR	S	AskRailUM Approvers List	• Approvers		07-28-2016 12:43:47	07-28-2016 12:43:47
	ASSOCIATION OF AMERICAN RAILROADS	AAR	P	AskRailUM Approvers List	• Approvers		07-27-2016 10:51:14	07-27-2016 10:51:14
	ASSOCIATION OF AMERICAN RAILROADS	AAR	P	Car Repair Billing	• Billed Party • Billing or Invoicing Party • Inquiries • Invoice Exceptions • Remit To • Remit To Canada • Remit To Mexico • Remit To USA		03-11-2014 06:49:58	03-11-2014 07:03:08
			P	Component Manufacturer	• Manufacturer			
			P	Contract Shop Billing	• Invoice Exceptions			

1 to 18 of 18 Page 1 [Go!](#) [Page 1 of 1](#)

Note: If your search results in more than 25 records then an additional navigational option appears (as indicated in [Exhibit 14](#)). Move to other pages of results by entering the desired page number and then select **Go!**. Select the arrow (>) to move to the next page or select the end arrow (>|) to move to the last page of records.

7. Perform one of the following actions:


- Select the export icon:  to save the results as a CSV file (see [Exporting CSV Files](#) on page [18](#)).
- FindUs.Rail automatically hides your search criteria. Select the arrow in the Search Contacts section to unhide your search criteria. Select **Search** again to initiate a new contacts search.
- Select **Done** to exit the search results screen.
- Enter criteria in either the **Quick Search** section or the **Advanced Search** section ([Exhibit 13](#)) to modify your existing search criteria.
- Select the [hyperlinked name](#) of a contact to view details of that contact ([Exhibit 15](#)). The View Contact screen appears ([Exhibit 15](#)).

Exhibit 15. View Contact

View Contact

Contact

Company ID/MARK: AAR

Company: ASSOCIATION OF AMERICAN RAILROADS

Contact Type: PER

First Name: Eva

Last Name: Anderson

Title/Position: BA

Email: eva.anderson@railinc.com

Phone - Primary: 919-651-5207

Phone - Secondary:

Fax:

Address: 7001 Weston Parkway

City: Cary

St./Prv.: NC

Postal Code: 27513

Country: US

Company Reference:

Website URL:

Notes:

Created By: HMADMIN

Created Date: 07-28-2016 12:43:47

Last Modified By: HMADMIN

Last Modified Date: 07-28-2016 12:43:47

Last Verified By: HMADMIN

Last Verified Date: 07-28-2016 12:43:47

Categories

AskRailUM Approvers List

Category Role: Secondary

Category Functions:

- Approvers
- AskRailUM Approvers

Clone

Edit

Delete

Prior Versions

Audit Log

Done

Select **Done** to exit the View Contact screen.

Looking up MARKs

Use the following procedure to search for MARKs from the lookup field ([Exhibit 16](#)):

1. From any of the Company ID/MARK lookup fields in the application, select the magnifying glass to the right of the field.

Exhibit 16. MARK Lookup Field

Search Contacts

Quick Search

Company Type

MARK

+ Company ID/MARK

The MARK Lookup page appears ([Exhibit 17](#)).

Exhibit 17. MARK Lookup

MARK Search

- At least MARK, Parent MARK, or Company Name must be specified.
- Minimum characters required for fields: MARK: 1, Parent MARK: 1, Company Name 3
- All fields supports wildcard (*) search. (Example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson)

MARK

RAIL

Company Name

Parent MARK

Clear

Search

Number of MARK(s): 2

Clear Filters

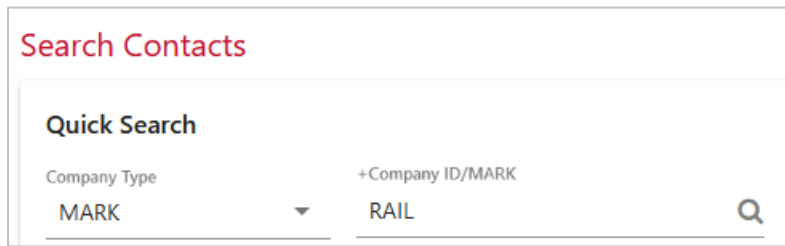
	MARK	Company Name	Type	Parent MARK
<input type="radio"/>	RAIL	RAILINC CORPORATION	PP	RAIL
<input checked="" type="radio"/>	RAIL	RAILINC CORPORATION	STC	RAIL

Close

Select

- Complete one or more of the available search input fields for MARK, Company Name, or Parent MARK. Please observe the following rules:
 - At least MARK, Parent MARK, or Company Name must be specified.
 - Minimum characters required for fields: MARK: 1, Parent MARK: 1, Company Name 3.
 - All fields support wildcard (*) search. (Example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson).
 - Select **Search** to initiate the search. The results appear at the bottom of the screen. FindUs.Rail automatically hides your search criteria. Select the arrow in the MARK Search section to unhide your search criteria. Select **Search** again to initiate a new MARK search.
- Select the specific MARK that you want added to your search and then the **Select** button. That MARK is added to the search field on the screen from which you selected the magnifying glass ([Exhibit 18](#)).

Exhibit 18. MARK Lookup Field—MARK Selected



Search Contacts

Quick Search

Company Type +Company ID/MARK

MARK RAIL

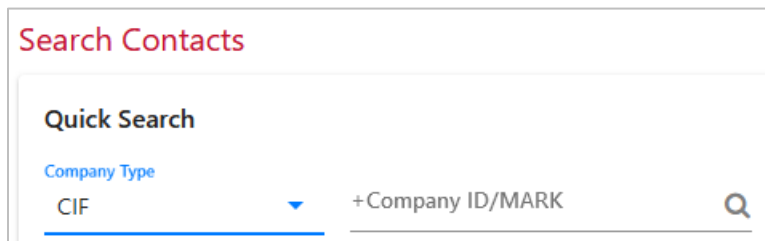
Q

Looking up CIF Numbers

Use the following procedure to search for CIF Numbers from the lookup field ([Exhibit 19](#)):

1. From any of the Company ID/MARK look-up fields in the application, select **CIF** from the drop-down and then select the magnifying glass to the right of the field.

Exhibit 19. CIF Lookup Field



Search Contacts

Quick Search

Company Type +Company ID/MARK

CIF

Q

The Customer Search screen appears ([Exhibit 20](#)).

Exhibit 20. CIF Search

Customer Search

- At least customer name or CIF number must be specified.
- Minimum characters required for fields: Customer Name 3, CIF 9, City 3
- Name, CIF, and City matches are exact. Use * wildcard when uncertain. (example: AMOCO, AMOC*)

Customer Name or DBA: CIF Number: Entity Type:

City: State/Province:

Number of CIF(s): 250

	CIF	Customer Name	Doing Busi...	Address	City	St...	Po...	Ent...
<input type="radio"/>	0011899970000	RAIL CONSTRUCTION		1901 HARISON AVE	ROCK...	IL	61104	SL
<input type="radio"/>	0021628890000	RAIL LOGIX LP		1920 S 16TH ST	LA PO...	TX	77571	HQ
<input type="radio"/>	0038967439902	SWEETMAN	RAIL TO ROAD ...	1500 N SWEETMAN PL	SIOUX...	SD	57107	HQ
<input type="radio"/>	0053277650000	RAILWORKS TRACK		4023 STATE ST STE 20B	BISMA...	ND	58503	BR
<input type="radio"/>	0068023000000	RAILROAD		75-77 GROVE ST	PATER...	NJ	07503	HQ
<input type="radio"/>	0072554870000	RAIL WORKS INC		41384 STATE HIGHWA...	WASE...	MIN	56093...	SL
<input type="radio"/>	0080029470000	RAIL LINK INC		HWY 301 N & 84	JESUP	GA	31545	BR
<input type="radio"/>	0088521700000	RAILWAY & INDUSTRIAL		2201 N CENTER ST	JOLIET	IL	60403	SL
<input type="radio"/>	0099140629000	RAILPORT SERVICES LLC	SUNTECKTTS I...	4500 SALISBURY RD ST...	JACKS...	FL	32216	HQ
<input type="radio"/>	0110590710000	RAILWAY SIGNAL		2351 SUNSET BLVD ST...	ROCK...	CA	95765	SL
<input type="radio"/>	0138569000000	RAILWORKS TRACK		2486 COUNTRYCLUB ...	SANF...	FL	32771	SL
<input type="radio"/>	0147098890000	RAILCAR INNOVATIONS		3855 OCOEE ST N	CLEVE...	TN	37312	SL

- Complete one or more of the available search input fields for Customer Name, CIF Number, Entity Type, City, or State/Province. Please observe the following rules:
 - At least customer name or CIF number must be specified.
 - Minimum characters required for fields: Customer Name 3, CIF 9, City 3.
 - Name, CIF, and City matches are exact. Use * wildcard when uncertain (example: AMOCO, AMOC*).
- Select **Search** to initiate the search. The results appear at the bottom of the screen.
- Select the specific CIF listing that you want added to your search and then select the **Select** button. The CIF value is added to the search field on the screen from which you selected the magnifying glass ([Exhibit 21](#)).

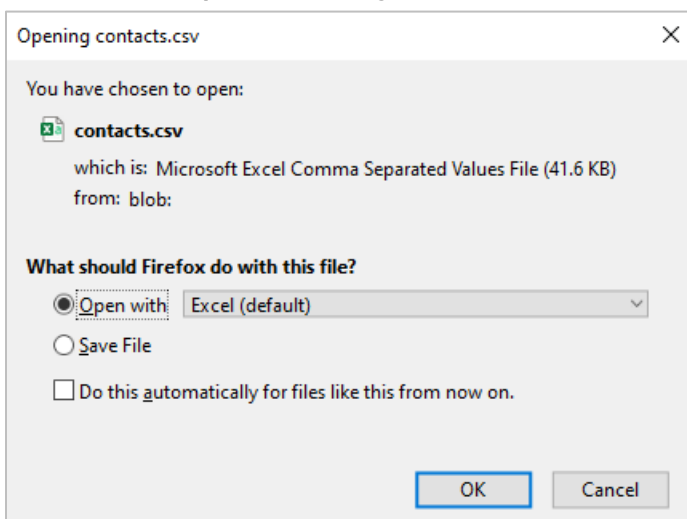
Exhibit 21. CIF Lookup Field—Selected CIF

Company Type	+Company ID/MARK
CIF	1000617589500
Company: RAILINC CORP	

Exporting CSV Files

Use the following procedure to export search results to a CSV file:

1. From a contact, category, agency, or MARK search results screen, select the export icon:
2. A dialog box appears asking if you want to open or save the file ([Exhibit 22](#)).

**Exhibit 22. CSV Open/Save Dialog Box**

3. Perform one of the following actions:
 - Select **Open with** to immediately view the CSV file in the application associated with that file type on your computer (typically Microsoft Excel®).
 - Select **Save File** to save the file to your computer. A confirmation dialog appears which allows you to open or locate the downloaded CSV file.

This is an example of a CSV file opened in Excel:

Exhibit 23. CSV Output Example in Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	First Name	Last Name	Position	Company	Company	Company	Company	Email	Add Phone - P	Phone - S	Fax	Address1	Address2	Address3	City	State/Prov	Postal Code	C
2	Pergerson	Alex	Product Si	RAIL	RAILINC CORPORATION			alex.perg	919-651-5			7001 Weston Parkway			Cary	NC	27513 US	
3	Pergerson	Alex	Product Si	RAIL	RAILINC CORPORATION			alex.perg	919-651-5			7001 Weston Parkway			Cary	NC	27513 US	
4	Pergerson	Alex	Product Si	RAIL	RAILINC CORPORATION			alex.perg	919-651-5			7001 Weston Parkway			Cary	NC	27513 US	
5	Pergerson	Alex	Product Si	RAIL	RAILINC CORPORATION			alex.perg	919-651-5			7001 Weston Parkway			Cary	NC	27513 US	
6	Abhay	Babbar	Business /	RAIL	RAILINC CORPORATION			abhay.bat	919-987-6			7001 Weston Parkway			Cary	NC	27513 US	
7	Pushan	Bishi	Manager	RAIL	RAILINC CORPORATION			pushan.bi	987-654-3			23 test			Cary	NE	23423 US	
8	Pushan	Bishi	Manager	RAIL	RAILINC CORPORATION			pushan.bi	987-654-3			23 test			Cary	NE	23423 US	
9	Tracy	Brewer	Product Si	RAIL	RAILINC CORPORATION			tracy.brev	919-651-5			7001 Weston PKWY			Cary	NC	27511 US	
10	Cameron	Bumgarne	BA	RAIL	RAILINC CORPORATION			cameron.l	+919-555-			7001 Weston Parkway			Cary	NC	27513 US	
11	EQR	CMOREJE	QA	RAIL	RAILINC CORPORATION			sushma.pi	+919-651-			7001 weston parkway			cary	NC	27512 US	
12	Jeremy	Caldwell	Business /	RAIL	RAILINC CORPORATION			jeremy.ca	+1-919-37			7001 Weston Parkway			Cary	NC	27513 US	
13	Terry	Caulfield	Product Si	RAIL	RAILINC CORPORATION			terry.caul	+001-919-			7001 WestSuite #200			Cary	NC	27513 US	
14	Terry	Caulfield	Product Si	RAIL	RAILINC CORPORATION			terry.caul	+001-919-			7001 WestSuite #200			Cary	NC	27513 US	
15	Mayuree	Chinnari	QA	RAIL	RAILINC CORPORATION			mayuree.i	919-379-7			7001 Weston Parkway			Cary	NC	27513 US	
16	Jennifer	Collins	Product Si	RAIL	RAILINC CORPORATION			jennifer.c	+919-651-			7001 Weston Parkway			Cary	NC	27513 US	
17	Katie	Cunneinh	Business /	RAIL	RAILINC CORPORATION			katelnv.c	+1-877-72			7001 WestSuite 200			Carv	NC	27513 US	

Managing Contacts

Use the following procedure to manage contact information:

1. Select **Contacts > Manage Contacts**. The Manage Contacts page displays.

Exhibit 24. Manage Contacts

Home

Contacts

Categories

Relationships

MARKs

Notifications

Expiration/Transfers

Admin

Help

Manage Contacts

To view or edit a contact, click the contact name.

Number of records: 70

Clear Filters

Download

<input type="checkbox"/>	Name / Title	Company Name	MARK	Pri./Sec.	Category Name	Function	Relationship (if appl.)	Created	Last Modified	Last Verified
<input checked="" type="checkbox"/>	Ganesan, Rohini - Project Manager	RAILINC CORPORATION	RAIL	S	Clear Path	<ul style="list-style-type: none"> CIROC Scorecard Scorecard Pilot 		03-20-2015 10:52:16	11-28-2018 11:42:16	09-11-2019 17:28:51
				S	PTC Monitoring & Analysis of Integrated Network	<ul style="list-style-type: none"> CDX Contact 				
<input type="checkbox"/>	Gern, Meredith - Product Support Specialist II	RAILINC CORPORATION	RAIL					06-16-2021 16:59:58	06-16-2021 16:59:58	06-16-2021 16:59:58
<input type="checkbox"/>	Gorrepati, Swarna - Sr. Software Engineer	RAILINC CORPORATION	RAIL					03-08-2016 11:01:42	09-23-2020 09:03:12	09-23-2020 09:03:12
<input type="checkbox"/>	Haakey, Parmalee - Product Support	RAILINC CORPORATION	RAIL					08-21-2017 10:56:17	04-03-2020 11:42:57	04-03-2020 11:42:57

1 to 25 of 70

Page 1

Go!

<<

<

>

>>

+ Add

Clone

Edit

Delete

- Select an existing contact's checkbox and select **Delete** to delete that contact. A confirmation message appears. Select **OK** to confirm your decision.
- Select the [hyperlinked name](#) of a listed contact to view/manage that contact. The View Contact screen appears ([Exhibit 15](#)).
 - Select **Edit** to edit that contact (see [Editing Contacts](#) on page [24](#)).
 - Select **Delete** to delete the contact. A confirmation message appears. Select **OK** to confirm your decision.
 - Select **Clone** to create a new contact based on the selection (see [Cloning Contacts](#) on page [22](#)).
 - Select **Prior Versions** to display a list of prior versions of the displayed contact information (see [Reviewing Prior Versions](#) on page [26](#)).
 - To view the contact's audit log, select **Audit Log**.
 - Select **Done** to exit the View Contact screen. The Manage Contacts screen appears again ([Exhibit 25](#)).

Adding Contacts

Use the following procedure to add contact information to an available MARK:

1. Select **Contacts > Add Contact**. The Add Contact page appears ([Exhibit 26](#)).

Exhibit 25. Add Contact

Add Contact

Company Type

MARK

*Company ID/MARK

RAIL

First Name

Last Name

Company

RAILINC CORPORATION

Company Reference

0/50

*Contact Type

*Title/Position

Website URL

0/100

*Email

Notes

*Phone - Primary:

Intl

0/4

*Area

0/5

*Number

0/15

Ext.

0/6

Phone - Secondary:

Intl

0/4

Area

0/5

Number

0/15

Ext.

0/6

Fax:

Intl

0/4

Area

0/5

Number

0/15

Ext.

0/6

*Address

*City

*St./Prv

*Postal Code

*Country

Categories

Any assigned categories must have at least one category function specified.

☐

☐

Category

Delete Category

Add Category

Cancel

Save

2. Complete the available input fields. Fields marked with an asterisk (*) are required.
3. In the **Categories** section, select the appropriate category for the contact, for example Car Service/Car Hire Voting Subscribers ([Exhibit 27](#)). Depending on the selection, additional

details appear regarding the category role. Any relationship or agency applies for any category.

Exhibit 26. Adding Categories—Car Hire Example

The screenshot shows a web form titled 'Categories'. At the top, it states: 'Any assigned categories must have at least one category function specified.' Below this is a list of categories. The first category is 'Car Hire', which is selected. To the left of 'Car Hire' is a checkbox and a trash icon. Below the category name, there is a 'Category Role' dropdown menu set to 'Primary'. Under 'Category Functions', there are three checkboxes: 'Payable Claims', 'Receivable Claims', and 'Reclaims'. Below these is a checkbox labeled 'Apply Contact to Additional Marks?'. At the bottom of the form, there are two buttons: 'Delete Category' (with a trash icon) and '+ Add Category'.

For this example, under the **Category Role** drop-down, select either **Primary** or **Secondary**.

Apply Contact to Additional Marks: Select this checkbox to identify additional MARKs to represent. The list of additional MARKs is populated by your **Relationships** (Parent-Child MARK Hierarchy, Holding Parent-Child Hierarchy and Agencies granted in active Letters of Authorization-LOA). When users search for a contact on the **Search Contacts** page, your contact will display for your MARK and all the additional MARKs you select.

4. Select **Save** to save the new contact record.

Cloning Contacts

You can clone a contact to make a new contact for the same MARK, or you can clone a contact for use with an additional MARK. See either [Cloning a Contact for the Same MARK](#) below or [Cloning a Contact to an Additional MARK](#) on page 24.

Cloning a Contact for the Same MARK

Use the following procedure to clone the fields of an existing contact to set up a new contact for the same MARK:

1. From either the View Contact page ([Exhibit 15](#)), the Manage Contacts page ([Exhibit 25](#)) or the Contacts Requiring Verification pages ([Exhibit 4](#) and [Exhibit 33](#)), select a listed contact and select **Clone**. The Add Contact by Cloning page appears ([Exhibit 28](#)).

Exhibit 27. Add Contact—Via Clone

Add Contact - Via Clone

Company Type
MARK

+Company ID/MARK
RAIL

First Name
John

Last Name
Smith

*Contact Type
PER - Person

*Title/Position
product manager

*Email
michelle.ferrar@railinc.com

Company
RAILINC CORPORATION

*Phone - Primary:

Intl
1

Area
919

Number
651

Ext.
5000

Company Reference
0/50

Phone - Secondary:

Intl

Area

Number

Ext.

Website URL
0/100

Fax:

Intl

Area

Number

Ext.

Notes

*Address
7001 Weston Parkway

*City
Cary

*State/Prov
NC - NORTH CAROLINA

*Postal Code
27513

*Country
US - UNITED STATES

Categories

Any assigned categories must have at least one category function specified.

☐

Category
Umler

Category Role: Secondary

Category Functions: Umler File Maintainer

☐ Apply Contact to Additional Marks?:

2. Complete/modify the available input fields as necessary.
3. Perform one of the following actions:
 - Select **Save** to save the cloned contact record.
 - Select **Cancel** to cancel the addition of the clone.

Cloning a Contact to an Additional MARK

Use the following procedure to clone the fields of an existing contact and set up a new contact for use with an additional MARK:

Note: To clone a contact to an additional MARK, you must have FindUs.Rail Contact Company Admin permissions to multiple MARKs: the one you are cloning from and the one you are cloning to.

1. From either the View Contact page ([Exhibit 15](#)), the Manage Contacts page ([Exhibit 25](#)) or the Contacts Requiring Verification pages ([Exhibit 4](#) and [Exhibit 33](#)), select a listed contact and select **Clone**. The Add Contact—Via Clone page appears ([Exhibit 28](#)). Note the Company ID/MARK drop-down list at the top.
2. In the Company ID/MARK field, select the MARK to which you want to clone the contact ([Exhibit 29](#)).

Exhibit 28. Add Contact—Via Clone Changing the Company ID/MARK

Add Contact - Via Clone

Company ID/MARK: AARE (selected), BNSF, RAIL

PERSON TYPE: PER - Person (selected)

*Email: rick.gambrell@railinc.com

Last Name: Gambrell

*Title/Position: PS 1

Company: RAILINC CORPORATION - TEST

Company Reference: 0/50

Website URL: 0/100

Notes

3. Complete/modify any additional available input fields as necessary.
4. Perform one of the following actions:
 - Select **Save** to save the cloned contact record for use with the additional specified MARK.
 - Select **Cancel** to cancel the addition of the clone.

Editing Contacts

Use the following procedure to edit an existing contact:

1. From either the View Contact page ([Exhibit 15](#)), the Manage Contacts page ([Exhibit 25](#)), or the Contacts Requiring Verification pages ([Exhibit 4](#) and [Exhibit 33](#)), select a listed contact and select **Edit**. The Edit Contact page appears ([Exhibit 30](#)).

Exhibit 29. Edit Contact

Edit Contact

Company ID/MARK *

AARE

First Name

Rick

Last Name

Gambrill

*Contact Type

PER - Person

*Title/Position

PS 1

*Email

rick.gambrill@railinc.com

*Phone - Primary:

Intl Area Number Ext.

0/4 919 3/5 651-5115 8/15 0/6

Phone - Secondary:

Intl Area Number Ext.

0/4 0/5 0/15 0/6

*Address

7001 Weston Parkway

*City

Cary

Suite 200

*St./Prv

NC - NORTH CAROLINA

*Postal Code

27513

*Country

US - UNITED STATES

Company:

RAILINC CORPORATION - TEST

Company Reference

0/50

Website URL

0/100

Notes

0/100

Created By:

BSRGX01

Created Date:

02-21-2018 13:07:01

Last Modified By:

BSRGX01

Last Modified Date:

02-21-2018 13:07:01

Categories

Any assigned categories must have at least one category function specified.

☐

☐ Category

Damaged Defective Car Tracking

Category Role: Secondary

Category Functions:

- ☒ Handling Carrier Damaged Car Management
- ☒ Handling Carrier Defective Car Management
- ☒ Handling Carrier ICB Management
- ☒ Mark Owner Damaged Car Management
- ☒ Mark Owner Defective Car Management
- ☒ Mark Owner ICB Management

☒ Apply Contact to Additional Marks?: ☐

Delete Category Add Category

☒ Done Clone Delete Save

- Edit the available contact information input fields as needed.
- The bottom portion of the screen allows you to specify a category assignment for the displayed contact. As needed, use the category drop-down to select an appropriate category. Options allow you to specify the details of an agency relationship for categories to which you have been assigned permissions. Use the **Add Category** and **Delete Category** buttons to add or delete categories for the displayed contact.

4. Perform one of the following actions:
 - Select **Save** to save any completed edits.
 - Select **Clone** to create a new contact based on the displayed record (see [Cloning Contacts](#) on page 22).
 - Select **Delete** to delete that contact. A confirmation message appears. Select **OK** to confirm your decision.
 - Select **Done** to exit the Edit Contact screen. You are returned to the page from which you selected the contact.

Reviewing Prior Versions

Use the following procedure to review prior versions of modified contact information:

1. Complete the [Managing Contacts](#) process on page 19.
2. From the View Contact page ([Exhibit 15](#)), select the **Prior Versions** button. The Contact History - Prior Record Versions screen appears ([Exhibit 31](#)).

Exhibit 30. Contact History—Prior Record Versions


Contact History - Prior Record Versions

Click a version link below to view any previous version of the contact.

Ver.	Modified Date
→ current	10-04-2018 09:21:20
6	10-04-2018 09:20:54
5	09-21-2018 09:58:39
4	09-15-2017 09:31:21
3	01-22-2015 17:28:55
2	01-22-2015 17:28:25
1	01-19-2015 14:08:14


Contact

Company ID/MARK: RAIL	Company: RAILINC CORPORATION
Contact Type: ORG	

First Name: Terry	Company Reference:
Last Name: Caulfield	Website URL:
Title/Position: Product Support Specialist I	Notes: 
Email: terry.caulfield@railinc.com	
Phone - Primary: +001-919-651-5260	
Phone - Secondary:	
Fax:	
Address: 7001 Weston Parkway Suite #200	Created By: BSDXF01
	Created Date: 01-19-2015 14:08:14
City: Cary	Last Modified By: TERRYCAU
St./Prv.: NC	Last Modified Date: 10-04-2018 09:21:20
Postal Code: 27513	Last Verified By: TERRYCAU
Country: US	Last Verified Date: 10-04-2018 09:21:20

Categories

- Tank Car Integrated Database - TCID
 - Category Role:** Secondary
 - Category Functions:**
 - TCID Contact
 - Serving Additional:** RAIL - RAILINC CORPORATION
 - Marks:**
 - AARE - RAILINC CORPORATION - TEST



3. All prior versions of the selected record are listed under the **Prior Versions** heading. To review a prior version, select the hyperlinked modified date or version number. The Contact History - Prior Record Versions screen is refreshed to show the prior version ([Exhibit 32](#)).

Exhibit 31. Contact History—Prior Record Versions Showing Prior Version

Contact History - Prior Record Versions

Click a version link below to view any previous version of the contact.

Ver.	Modified Date
current	10-04-2018 09:21:20
→ 6	10-04-2018 09:20:54
5	09-21-2018 09:58:39
4	09-15-2017 09:31:21
3	01-22-2015 17:28:55
2	01-22-2015 17:28:25
1	01-19-2015 14:08:14

Contact

Company ID/MARK:	RAIL	Company:	RAILINC CORPORATION
Contact Type:	ORG		

First Name:	Terry	Company Reference:	
Last Name:	Caulfield	Website URL:	
Title/Position:	Product Support Specialist I	Notes:	
Email:	terry.caulfield@railinc.com		
Phone - Primary:	+001-919-651-5260		
Phone - Secondary:			
Fax:		Created By:	BSDXF01
Address:	7001 Weston Parkway Suite #200	Created Date:	01-19-2015 14:08:14
		Last Modified By:	TERRYCAU
City:	Cary	Last Modified Date:	10-04-2018 09:20:54
St./Prv.:	NC	Last Verified By:	TERRYCAU
Postal Code:	27513	Last Verified Date:	10-04-2018 09:20:54
Country:	US		

Categories

- Repair Shop

Category Role:	Secondary
Category Functions:	• Shop Contact
- Tank Car Integrated Database - TCID

Category Role:	Secondary
Category Functions:	• TCID Contact
Serving Additional	• RAIL - RAILINC CORPORATION
Marks:	• AARE - RAILINC CORPORATION - TEST

Done

4. Select **Done** to exit the Contact History - Prior Record Versions page.

Viewing Contacts Requiring Verification

FindUs.Rail periodically prompts Contact Company Administrators to review contacts for accuracy. When Contact Company Administrators log into FindUs.Rail and they have been sent a notification to review one or more of their contacts, they are redirected to a screen that prompts them to verify any outstanding contacts ([Exhibit 4](#)). This screen can also be reached through the menu. Contact Company Administrators have the option to view, edit, and mark each contact as having been reviewed. The system updates the last modified and last verified dates for the contact according to whether an edit and/or verification was performed, respectively. Users can skip this screen, but the system continues to prompt to verify any remaining contacts on subsequent logins until all contacts in the queue have been verified.

This procedure describes how to access the option from the menu; however, the functionality is the same if accessed from the login screen.

Use the following procedure to view and verify contacts:

1. Select **Contacts > View Contacts Requiring Verification**. The Contacts Requiring Verification page appears ([Exhibit 33](#)).

Exhibit 32. Contacts Requiring Verification Using the Menu

Contacts Requiring Verification

Number of records: 4 [Clear Filters](#) [Download](#)

<input type="checkbox"/>	Name / Title	Company Name	MARK	Pri./Sec.	Category Name	Function	Relationship (if appl.)	Created	Last Modified	Last Verified
<input checked="" type="checkbox"/>	Gambrill, Rick - PS 1 rick.gambrill@railinc.cc 919-651-5115	RAILINC CORPORATION - TEST	AARE	S	Damaged Defective Car Tracking	<ul style="list-style-type: none"> Handling Carrier Damaged Car Management Handling Carrier Defective Car Management Handling Carrier ICB Management Mark Owner Damaged Car Management Mark Owner Defective Car Management Mark Owner ICB Management 		02-21-2018 13:07:01	02-21-2018 13:07:01	02-21-2018 13:07:01
<input type="checkbox"/>	Kaplan, Christy - Product Support Specialist	RAILINC CORPORATION - TEST	AARE	S	Locomotive Repair Billing	<ul style="list-style-type: none"> BR and Invoice Inquiries Core Returns Point of Contact Invoice Exceptions Permit To 		01-09-2018 09:46:08	04-27-2018 10:39:59	04-27-2018 10:39:59

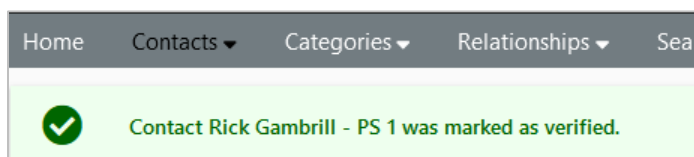
1 to 4 of 4 Page 1 [Go!](#) < > Page 1 of 1 > >

[Mark As Verified](#)
[Add](#)
[Clone](#)
[Edit](#)
[Delete](#)
[Done](#)

3. Perform one of the following actions:

- To verify that a listed contact is still valid, select the checkbox next to the listed contact. Select multiple contact checkboxes to verify more than one. Select the checkbox above the entire list to select all listed contacts. Next select **Mark As Verified**. A message appears at the top of the page ([Exhibit 34](#)) and the contact is removed from the list.

Exhibit 33. Contact Verified

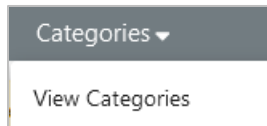


- Select the [hyperlinked name](#) of a listed contact to view/manage that contact. The View Contact page appears ([Exhibit 15](#)). Go to Step 3 of [Managing Contacts](#) on page 19.
- Select **Add** to add a new contact (see [Adding Contacts](#) on page 20).
- Select an existing contact and select **Clone** to create a new contact based on the selection (see [Cloning Contacts](#) on page 22).
- Select an existing contact and select **Edit** to perform edits (see [Editing Contacts](#) on page 24).
- Select an existing contact and select **Delete** to delete that contact. A confirmation message appears. Select **OK** to confirm your decision.
- Select **Done** to exit the page.

Working with Categories

The FindUs.Rail repository for company contacts is organized under various categories, each managed by Contact Company Administrators. This section explains the options available on the Categories menu ([Exhibit 35](#)). Use the **Categories** menu to view existing categories.

Exhibit 34. Categories Menu



Viewing Categories

Use the following procedure to view the available category types and the contacts that have been assigned to a designated category:

1. Select **Categories > View Categories**. The Categories page appears ([Exhibit 36](#)).

Exhibit 35. View Categories

Categories

To view or edit a category, click the category name. To view contacts for a category, click the contact total.

Number of records: 64 [Clear Filters](#) [Download](#)

Category Name	Category Function	Contacts	Agencies	Type	Admin.	Search Visib.	Rev. Period	Rev. Grace Period	Last Modified	Modified By
Inspection Quality		24	1	Application	Any	Public	90	14	06-12-2018 14:05:02	ADAMSKI
	Approver	19								
	Owner	2								
	Subscriber	19								
Autopool Repairs		0	0	Committee	Any	Public	90	14	06-03-2020 15:31:20	BSDXK01
	Collection									
	Escalation									
	Invoicing									
	Payment/Remittance									
	Statement of Account									
Car Hire		458	387	Application	Any	Public	90	14	08-27-2008 15:05:17	tjhill

1 to 25 of 64 Page **1** [Go!](#) < > Page 1 of 3 > >|

[Done](#)

2. Perform one of the following actions:

- Select the [hyperlinked name](#) of a listed category to view category details. The Category Details page appears ([Exhibit 37](#)). Then, select **Done** to exit the page.

Exhibit 36. Category Details

Categories

Category ID: IQ

Name: Inspection Quality
Type: Application
Administration By: Any
Search Visibility: Public
Review Period (days): 90
Review Grace Period (days): 14
Description: Contact information for railroad representatives to the Asset Health Common UI Inspection Quality TAG

Created Date: 05-06-2016 15:29:23
Created By: SROBINSO
Last Modified Date: 06-12-2018 14:05:02
Last Modified By: ADAMSKI

Functions

Function ID	Function Name	Description
APPROVER	Approver	Contact that will be approving the subscriber request for detector information
OWNER	Owner	Contact of wayside detector owner
SUBSCRIBER	Subscriber	Contact who is requesting access to detector information

Custom Fields

Field Name	Mandatory?	Data Type
There are no items.		

User ID

User ID
There are no items.

✓ Done

- Select the [hyperlinked contact total](#) of a listed category to view category contacts ([Exhibit 38](#)).

Exhibit 37. Select Contacts Total

Category Name	Category Function	Contacts
Inspection Quality		24
	Approver	19
	Owner	2
	Subscriber	19

- The Search Contacts Results page appears. For details, see [Searching Contacts](#) starting in step [7](#) on page [11](#).

Searching Relationships

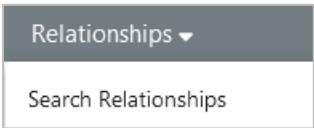
This section explains the options available on the Relationships menu ([Exhibit 39](#)). A relationship can be a mark hierarchy (i.e., parent mark to a child mark), holding company hierarchy or an agency granted through Letter of Authorization (LOA) relationship.

To add an agency, create a LOA with the **Rail Industry Contact Information – FindUs.Rail** category. Allow 5 business days after the LOA has been approved for the agency to be implemented in FindUs.Rail. For more information about the LOA application, see the [LOA User Guide](#).

An agency relationship is needed when one business or administrative division represents another in FindUs.Rail. An agency relationship is set up between a company and the agent(s) for that company. For example, agents typically manage functions such as Car Repair Billing.

Use the **Relationships** menu to search for relationship information.

Exhibit 38. Relationships Menu



Searching Relationships

A Relationship search can be specified by the Company Granting Relationship MARK or CIF, Agent MARK or CIF or both. Use the following procedure to search relationship information:

1. Select **Relationships > Search Relationships**. The Search Relationship page appears ([Exhibit 40](#)).

Exhibit 39. Search Relationship



A screenshot of the "Search Relationship" page. At the top, there is a red heading "Search Relationship" and a note: "+ At least one field indicated by (+) must be specified for search." Below this, the page is divided into two main sections by a "- OR -" separator. The left section is titled "Company Granting Relationship or Agent" and contains a "Company Type" dropdown menu with "MARK" selected, and a text input field labeled "+Company ID/MARK" with a search icon. The right section is titled "Company Granting Relationship" and contains a "Company Type" dropdown menu with "MARK" selected, and a text input field labeled "+Company ID/MARK" with a search icon. Below the right section, there is another section titled "Agent" with a "Company Type" dropdown menu with "MARK" selected, and a text input field labeled "+Company ID/MARK" with a search icon. At the bottom right of the page, there are three buttons: "Cancel", "Clear", and "Search".

2. Enter the Company ID/MARK/CIF field for the Company Relationship, Agent, or both.
 - Company ID/MARK/CIF—Use the drop-down field to select either MARK or CIF. Use the field next to the drop-down to enter either a MARK or a CIF number (based on your

selection in the previous drop-down). If needed, select the magnifying glass icon to display a lookup tool to search for MARKs or CIF numbers. See [Looking up MARKs](#) on page 14 or [Looking up CIF Numbers](#) on page 16 for details.


- Select **Search** to initiate the records search. The search results appear ([Exhibit 41](#)).

Exhibit 40. Relationship Search Results

Search Relationship						
+ At least one field indicated by (+) must be specified for search. Relationship search can be specified by either the company granting relationship, the agent, or both.						
Results						
Number of records: 2 Clear Filters 						
Company Granting Relationship		Agent				
Company ID/ MARK	Company Name	Company ID/ MARK	Company Name	Effective Date	Expiration Date	Created Date
AARW	RAILINC PROGRAM COMMUNICATIN TO TRAIN	AAR	ASSOCIATION OF AMERICAN RAILROADS	08-01-1998	(no exp.)	08-01-1998 00:00:...
AARX	TEMPORARY MOVEMENT PERMIT	AAR	ASSOCIATION OF AMERICAN RAILROADS	06-12-2013	(no exp.)	06-12-2013 09:52:...
1 to 2 of 2 Page 1  Go! < > Page 1 of 1 >						

Note: If your search results is more than 25 records then an additional navigational option appears. Move to other pages of results by entering the desired page number and then select **Go!**. Select the arrow (>) to move to the next page or select the end arrow (>|) to move to the last page of records.

Perform one of the following actions:

- Select the export icon:  to save the results as a CSV file (see [Exporting CSV Files](#) on page 18).
- FindUs.Rail automatically hides your search criteria. Select the arrow in the Search Relationship section to unhide your search criteria. Select **Search** again to initiate a new relationship search.
- Select **Done** to exit the Search Results page.

Searching MARKs

Use the following procedure to search for MARKs:

1. Select **Search MARKs**. The Search MARKs page appears ([Exhibit 42](#)).

Exhibit 41. Search MARKs

Search MARKs

All fields supports wildcard (*) search. (Example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson)
MARK/Company is considered a Signatory to the AAR Interchange Rules if the MARK Type is one of the following: (PP, RA, RR, RR2, RR3, STC).

MARK

Parent MARK

Company Name¹

✕ Cancel

↺ Clear

🔍 Search

2. Complete one or more of the available fields:
 - MARK—Enter the 2 to 4-character MARK.
 - Company Name—Enter the specific company name.
 - Parent MARK—If applicable, enter the Parent MARK of the search record.
3. Select **Search** to continue. The Search MARKs Results tab appears ([Exhibit 43](#)).

Exhibit 42. Search MARKs Results

Search MARKs

All fields supports wildcard (*) search. (Example: Joh* = John, Johnson; *ohn = John, *oh* = John, Johnson)
MARK/Company is considered a Signatory to the AAR Interchange Rules if the MARK Type is one of the following: (PP, RA, RR, RR2, RR3, STC).

Results

You may view the MARK hierarchy for a record by clicking its MARK link.
MARK/Company is considered a Signatory to the AAR Interchange Rules if the MARK Type is one of the following: (PP, RA, RR, RR2, RR3, STC).

[MARK Type Reference](#)
Number of records: 2

✕ Clear Filters

📄

MARK	Company Name	Type	Description	Parent	Eff.	Exp.
AARE	RAILINC CORPORATION - TEST	PP	Property MARK	AARE	08-28-2009	12-31-9999
AARE	RAILINC CORPORATION - TEST	RR	Class 1 Railroad	AARE	08-28-2009	12-31-9999

1 to 2 of 2
Page 1

1

Go!

<<

>>

Page 1 of 1

Note: If your search results in more than 25 records then an additional navigational option appears. Move to other pages of results by entering the desired page number and then select **Go!**. Select the arrow (>) to move to the next page or select the end arrow (>|) to move to the last page of records.

4. Complete one of the following actions:
 - Select the [MARK Type Reference](#) hyperlink to display a quick reference explaining MARK Types ([Exhibit 44](#)).

Exhibit 43. MARK Type Reference

Companies may have one or more MARK types on record.

Type	Description
COMP	Running Repair, Private Owner, or other Company MARK (COMP types will not have Eff./Exp. dates)
PP	Property MARK
RR	Class I Railroad
RR2	Class II Railroad
RR3	Class III Railroad
STC	Switching Terminal Carrier

You may view Interchange Rules if the MA

[MARK Type Reference](#)

Parent

AARE

AARE




- Select the export icon:  to save the results as a CSV file (see [Exporting CSV Files](#) on page 18).
- FindUs.Rail automatically hides your search criteria. Select the arrow in the Search MARKs section to unhide your search criteria. Select **Search** again to initiate a new MARK search.
- Select **Done** to exit the search results screen.
- Select the [hyperlinked MARK](#) of a found MARK record to view the parent/child hierarchy of that record ([Exhibit 45](#)).

Exhibit 44. MARK Hierarchy

 FindUs.Rail		DEVTWRIT RAIL		Launch Pad ▾	Contact Us	Sign Out
Home	Contacts ▾	Categories ▾	Relationships ▾	Search MARKs	Notifications ▾	Help ▾
MARK Hierarchy						
RAIL is a parent in the following hierarchy.				MARK Type Reference		
Parent	Child	Name	Type	Description	Eff. / Exp.	
RAIL	▼	RAILINC CORPORATION	PP	Property MARK	02-15-2000 12-31-9999	
RAIL	▼	RAILINC CORPORATION	STC	Switch Terminal Carrier	02-15-2000 12-31-9999	
						

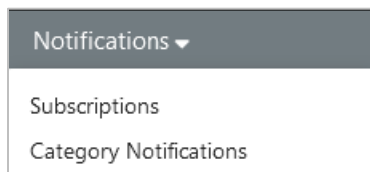
- Select **Done** to exit the MARK Hierarchy page.

Working with Notifications

The Notifications menu allows you to subscribe to email notifications about changes to contact information.

This section describes the options available on the Notifications menu ([Exhibit 46](#)). Use the **Notifications** menu to view and manage subscriptions.

Exhibit 45. Notifications Menu

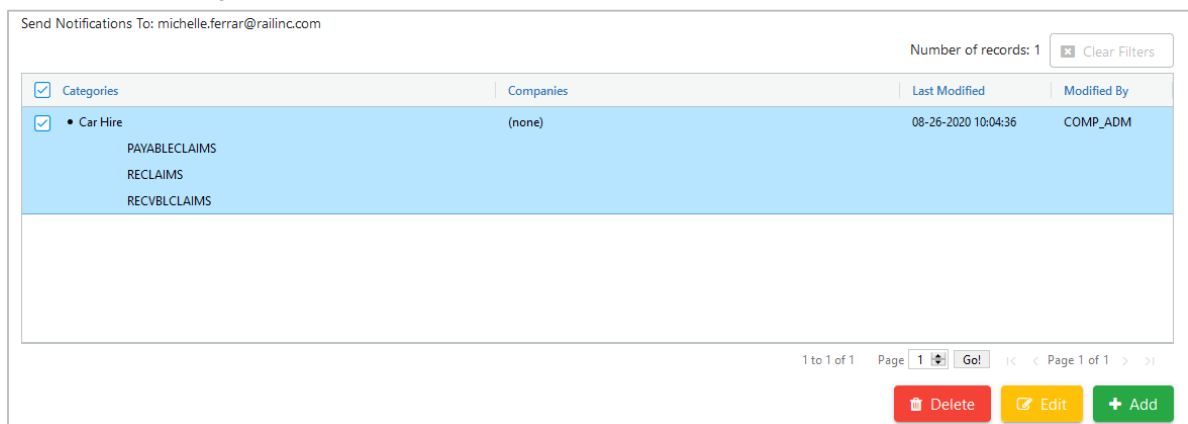


Viewing and Managing Subscriptions

Use the following procedure to view and manage subscriptions:

1. Select **Notifications > Subscriptions**. The Subscriptions page appears showing all current subscriptions ([Exhibit 47](#)).

Exhibit 46. Subscriptions



2. Perform one of the following actions:
 - Select **Add** to add a new subscription (see [Adding Subscriptions](#) below).
 - Select an existing subscription and then select **Edit** to edit that subscription (see [Editing Subscriptions](#) on page [37](#)).
 - Select an existing subscription and then **Delete** to delete that subscription. A confirmation message appears. Select **OK** to confirm your decision.

Adding Subscriptions

Use the following procedure to add a subscription:

1. Select **Notifications > Subscriptions**. The Subscriptions page appears showing all current subscriptions ([Exhibit 47](#)).
2. Select **Add**. The Add Subscriptions page appears ([Exhibit 48](#)).

Exhibit 47. Add Subscription

Add Subscription for Michelle Ferrar

Notifications can be specified for categories, functions, companies or all.

Categories	Companies
<input type="checkbox"/> Category There are no items. <div>+ Add Category</div>	<input type="checkbox"/> Company There are no items. <div>+ Add Company</div>

3. You can specify to have the subscription set up for **Categories** or **Companies** by selecting the associated **Add** button underneath either list.
4. Use the input fields to specify either **Categories** or **Companies** to include in the subscription. Select the **Add** or **Delete** buttons to add or remove **Categories** or **Companies** ([Exhibit 49](#)).

Exhibit 48. Adding Categories and Companies to a Subscription

Add Subscription for Michelle Ferrar

Notifications can be specified for categories, functions, companies or all.

Categories	Companies
<input type="checkbox"/> Category <div> <input type="checkbox"/> Customer Service Functions: <div> <input type="checkbox"/> Canada <input type="checkbox"/> General <input type="checkbox"/> Mexico <input checked="" type="checkbox"/> United States </div> </div> <div> <input type="checkbox"/> Letter of Authorization Functions: <div> <input type="checkbox"/> All <input type="checkbox"/> Authorizations </div> </div> <div> <input type="button" value="Delete Category"/> <input type="button" value="+ Add Category"/> </div>	<input type="checkbox"/> Company <div> <input type="checkbox"/> Company Type MARK +Company ID/MARK AAR </div> <div> <input type="button" value="Delete Company"/> <input type="button" value="+ Add Company"/> </div>

Note: If a company is not selected, the default setting is to send changes for **all** companies.

5. Select **Save** to save the created subscription(s).

Editing Subscriptions

Use the following procedure to make changes to a current subscription:

1. Select **Notifications > Subscriptions**. The Subscriptions page appears showing all current subscriptions ([Exhibit 47](#)).
2. Select an existing subscription checkbox and then **Edit**. The Edit Subscriptions page appears ([Exhibit 50](#)).

Exhibit 49. Edit Subscriptions

Edit Subscription for Michelle Ferrar

Notifications can be specified for categories, functions, companies or all.

Categories

☐ **Category**

☐ **Car Hire** **Functions**

- ☒ All
- ☒ Payable Claims
- ☒ Receivable Claims
- ☒ Reclaims

Companies

☐ **Company**

There are no items.

3. Modify the subscription set up for Categories or Companies by selecting one or more Category or Company checkboxes and then select **Add** or **Delete**.
4. Perform one of the following actions:
 - Select **Save** to save any completed edits.
 - Select **Delete** to delete the **entire** subscription. A confirmation message appears. Select **OK** to confirm your decision.
 - Select **Done** to exit the Edit Subscription page without saving changes.

Index

- adding
 - subscriptions, 36
- application menu, 9
- Catagories menu, 29
- Categories
 - viewing, 29
- CIF numbers, 16
- cloning contacts, 22
- company, selecting your, 8
- computer requirements, 4
- contacting Railinc, 4
- Contacts
 - cloning, 22
 - editing, 24
 - Manage Contacts, 19
 - managing, 19
 - menu, 10
 - Search Contacts, 11
 - searching, 11
 - verifying, 27
 - View Contacts Requiring Verification, 28
 - viewing prior versions, 26
- CSV files, 18
- Customer Success Center, 4
- editing
 - contacts, 24
- exporting CSV files, 18
- FindUs.Rail
 - access, 5
 - computer requirements, 4
 - Customer Success Center, 4
 - getting started, 5
 - Home page, 8
 - Home Page, 9
 - log in, 6
 - log out, 9
 - overview, 3
 - SSO permissions, 5
- getting started with FindUs.Rail, 5
- Home page, 8, 9
- log in, 5, 6
- log out, 9
- managing
 - contacts, 19
- MARK, 14, 33
- menu
 - Contacts, 10
 - Notifications, 35
 - Relationships, 31
 - Search MARKs, 33
 - View Categories, 29
- Notifications menu, 35
- overview of FindUs.Rail, 3
- permissions, 5
- prior versions of contacts, 26
- Railinc, contacting the Customer Success Center, 4
- Relationships
 - menu, 31
 - searching, 31
- roles, 5
- Search MARKs menu, 33
- searching
 - CIF numbers, 16
 - contacts, 11
 - MARKs, 14
 - relationships, 31
- selecting your company, 8
- session time out, 9
- signing in, 5
- Single Sign On, 5
- SSO, 5
- SSO, FindUs.Rail permissions, 5
- subscriptions, 35
- Subscriptions
 - adding, 36
 - editing, 37
 - subscribing to all changes, 36
- system requirements, 4
- time out (session), 9
- user roles, 5
- viewing
 - categories, 29
 - contact history, 26
 - contacts requiring verification, 27
 - subscriptions, 35
- web interface
 - page layout, 9
- Web Services, 4
- wildcard characters, 9