RAILINC | **Frequently Asked Questions**

What is the Centralized Car Hire (CCH) application?
The CCH application provides visibility into car hire payments, enables monthly mileage reporting, and streamlines the Rule 5 Transfer of Liability (TOL) error-handling process.

The development of this Railinc-hosted solution to support car hire activities will reduce costs and overhead associated with maintenance and upgrades of internal systems. This foundational project supports future Centralized Car Hire Roadmap development and was supported by the AAR's Equipment Asset Committee (EAC).

What benefits will the CCH application provide?
This first version of CCH is a foundational release that initially includes all of the functionality provided by the Car Accounting Self Service (CASS) system as well as some additional functionality (see below for more information). Moving forward, CCH will be further developed and enhanced with new functionality while CASS remains static.

Who will use the CCH application and what will they be able to do?
The new functionality in the CCH application will replace internal processes and centralize activities within a Railinc-supported solution. Users will be able to:

- View all their TOL Rule 5 errors
- Correct individual and groups of TOL Rule 5 errors
- Submit corrected TOL Rule 5 errors
- View events related to TOL Rule 5 errors
- View their TOL Rule 5 error history

Mileage Data Coverage across North America

CCH User Support enables Railinc to supply mileage information for individual U.S. states, Canada, and Mexico. Users can view summary or detailed mileage reports. This lays the foundation for a system to determine carrier mileage obligations and will enable carriers to eliminate internal processes for creating individual mileage reports.

Improved Visibility into Car Hire Payment Records

CCH User Support converts Car Hire Liability Version 2 (CHLF V2) files to the Car Hire Data Exchange (CHDX) format and enables users to view car hire payments via a Railinc-hosted solution. Users will only be able to view car hire payment information in the car hire payable format. Future development projects will provide greater flexibility, enabling users to submit directly to CHDX and reduce their costs. Users must have CHLF access to view this data in the CCH application.

Is there a fee to use the CCH application?
Yes. Please contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at csc@railinc.com for pricing information.

Why did Railinc develop the CCH application?
The development of this Railinc-hosted solution to support car hire activities will reduce costs and overhead associated with maintenance and upgrades of internal systems. This foundational project supports future Centralized Car Hire Roadmap development and was supported by the AAR's Equipment Asset Committee (EAC).

How do I access the CCH application?
You must have a Railinc Single Sign-On (SSO) account to use Centralized Car Hire application. To create an SSO, go to www.railinc.com. The SSO login is located at the top, right of the page. Click 'Register Here' and follow the prompts to establish your account. You will receive an email confirmation for your profile, which you must verify within 14 days to unlock your account. If you already have an SSO account, you do not need to create a new one.

Once you have established an SSO account, you can request permission to access the Centralized Car Hire application after you have logged on with your SSO account at www.railinc.com.

What roles do I need to request to use the Centralized Car Hire application?

You must request the CCH User Role to view and update the TOL Rule 5 Errors. The User will have ability to query events and view CHLF V2.0. You may also request the CCH USER RO Role for view-only access to TOL Rule 5 Errors. You may also request the CCH Company Admin role, which gives you the ability to assign permissions for your company to the Centralized Car Hire application. Your Company Admin may also assign CCH CHDX User Role, CCH LAM Creation User Role, and CCH Mileage User Role.

Where can I find Centralized Car Hire documentation?
Documentation including the User Guide is available in the CCH application under the 'Documentation' tab.

What if I have questions about the Centralized Car Hire application?
Railinc customer service is available to answer your questions. For more information about the Centralized Car Hire application, contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at csc@railinc.com.

Home Page:

Question: What is the table shown on the Home page in CCH?
Answer: The table shown on the home page is populated with marks that are assigned to a CCH user at log-in. The mark list is created by searching for which marks are setup to receive car hire TRAINII messages under the CCH user's permissions. If no TRAINII messages are setup, CCH searches for any marks that may be in the mark file for the CCH user's permission.

Search:

Event Search:

Question: What do the different highlighted events mean when looking at event search results?
Answer: You can find the meanings for each of the different colors by selecting the Legend button located at the bottom right of the Event Search Results page. After selecting the Legend button, a popup window appears that describes the different highlights. To close the popup window, select the Legend button again.

Question: What is the available date range for an event search?
Answer: CCH supports a date range of up to 90 days for a single car.

Question: Are history events available in CCH?
Answer: Yes, CCH is populated with 24 months of events. A CCH user can search for events that are up to 2 years older than the current date.

Question: What happens when no events are found?
Answer: CCH prompts the user if a secondary search may be performed. The second search returns all events that are currently in the Event Repository at Railinc. This includes the last 90 days of events along with a history of interchange events. This is helpful when a car has not moved for a long period of time.

Question: What is the liable road column in search results?
Answer: The liable road column displays the car hire liable road for the returned events. This is calculated from information that is available to CCH. If there are questions on the liable road, please review the returned events and TRAINII messages.

Question: How do I know the precise time a Rule 5 ended in CCH?
Answer: Special interchange events – like a Rule 5 – are highlighted, indicating the start and the end. If any event with Rule 5 highlighting is double-clicked, the event details page is displayed, which includes the exact end time of the Rule 5. The end time of the TOL may occur after the last highlighted event.

CHLF Search:

Question: What is CHLF Search?
Answer: CHLF Search allows recipients of the Car Hire Liability File to query a single car's liability records inside CCH. These records include interchanges, loaded and empty cycle breaks, TOLs, mileage, Umler data, rate and waybill data, and more.

Question: How do I access CHLF Search?
Answer: CHLF Search is only available to subscribers to the Car Hire Liability File. If you already receive the CHLF, you may request and receive access through SSO. Access should be requested under any mark for which you receive a CHLF. If you would like to subscribe to the CHLF, contact the Railinc Customer Success Center at 1-877-RAILINC (1-877-724-5462) or csc@railinc.com.

Question: What files are available in CHLF Search?
Answer: CHLF Search allows users to view the most recent Periodic Estimate File, the most recent Final Estimate File, and all older Actual Files as far back as two years.

Question: How can I access detailed mileage data for a cycle?
Answer: Users can double-click the cycle record in their search results. A popup window is displayed that shows detailed information about the mileage generated based on the start and end time and the location of the cycle.

Messages:

LAM Creation:

Question: What is a Liability Acceptance Message (LAM) and how is it used?
Answer: A LAM is commonly known today as a TRAIN31 Type 5 message. It is used when a Railroad wants to take liability for a piece of equipment. The LAM does not allow the assignment of car hire to another party; it can only be used to take car hire liability.

Question: What is a valid event time when creating a LAM?
Answer: CCH allows events to be created up to 120 hours (5 Days) from the current date and time calculated (based on Eastern Time Zone). CCH guides the user when a date entered is outside the allowed 120-hour window and advises a valid event time.

Question: Why am I limited to only a few Submitting Roads in LAM creation?
Answer: CCH only allows for creation of LAMs by Railroads. The Submitting Road drop-down is populated with marks that have a checkmark shown in the Operating Mark column from the mark table on the home page. This indicates that the mark is an operating Railroad.

LAM History:

Question: What LAMs show up in my LAM History?
Answer: CCH provides the option to display the last 7, 30, or 60 days of LAMs submitted using CCH. The system displays all LAMs submitted based on company and not by User ID. For example, if you were logged-in to CCH under company marks RAIL and AARG, you would have the ability to submit LAMs for both RAIL and AARG along with any associated Railroads. CCH message history would display LAMs for all Submitting Roads associated with RAIL and AARG.

Question: Can I see the actual TRAIN message that was submitted?
Answer: Yes, the actual TRAINII message is shown in the CSV download from the LAM Message History. A CCH user can download the CSV by selecting the Download CSV button on the bottom right of the LAM Message History screen.

Question: What do the different statuses mean once LAMs are displayed in message history?
Answer: The different statuses refer to the different processing stages of a LAM.

- **Submitted** – This status indicates that a LAM has been submitted but has not reached the Event Repository at Railinc. If a message remains in this status for longer than an hour, there has been an issue with the LAM processing and the user should contact Railinc.
- **Posted** – This status advises that the message has been posted to the Event Repository at Railinc. When a LAM reaches this status, the LAM can also be viewed as an event using the Event Search in CCH.
- **LCS Evaluated** – This status should occur 120 hours (5 Days) after a LAM event has been posted. This indicates that LCS has evaluated the event. An Event Search can be performed to see the results of LCS.

TOL Rule 5:

Question: Why do I not see any errors grouped By Location on the Summary page?
Answer: The By Location table is not displayed if there are fewer than two errors associated with a Switch Road, Responsible Road, Report Type, and Error Code

Question: How many events are displayed with the TOL Rule 5 error?
Answer: Thirty (30 days); ten (10) days before and twenty (20) days after the Event Time.

Question: What do the Start and End dates represent on the TOL History Search?
Answer: The Start and End dates are when the TOL error was originally added to the error queue.

Question: When can I make group corrections for Rule 5 TOLs?
Answer: You make correct a group of TOL Rule 5 errors if they occurred at the same Switch Road, Responsible Road, and SPLC that have the same error code(s). To do so, from the Message > TOL Rule 5

page; select all the TOL Rule 5 errors that are alike. The TOL Rule 5 correction fields will populate and the field that needs to be corrected will be highlighted in red.

Question: How do I remove a Rule 5 TOL error from my work queue?
Answer: To remove Rule 5 TOL error(s) from your work queue, access the errors from Messages > TOL Rule 5. Click on the Number of errors hyperlink. Select the specific error you wish to remove and select the 'Remove' button in the upper-right hand corner of the screen.

Reports:

Question: What does the Haulage Agreements Report show?
Answer: This report shows you your current haulage agreements so you can verify your haulage setups with other carriers.

Question: What does the TOL Rule 5 Liability Limits Report show?
Answer: This report shows you the agreed limit between the Switch Carrier and the Line–Haul Carrier.

Question: What does the DDCT Dismantled Equipment Report show?
Answer: This report shows you all of your cars that have moved to DEAD status. DEAD denotes that a car has been designated for dismantling.

Question: What does the Mileage Information Report show?
Answer: This report shows you summary or detailed mileage reports for your company mark.

Question: What does the difference between a Railroad and Private Mileage report?
Answer: The railroad report shows private car mileage where your road is liable. The private report shows the private car owners' mileage on all liable roads.

Question: What does the CHDX Information Report show?
Answer: This report shows view car hire payment information in the car hire payable format.

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