RAILINC | CHRNSS FAQs

What is the Car Hire Rate Negotiation Self-Service (CHRNSS) application?
CHRNSS provides users with a single access point where they can participate in negotiations related to car hire (the compensation paid by a user to an owner for the use of a railcar) and ensure that the needs of lessees match the characteristics of available railcars. It replaced the deprescription application, which Railinc decommissioned in March 2013.

CHRNSS features a bid-and-offer dashboard that displays open, closed, and expiring offers which provides efficient and immediate turnaround of validations prior to offer submissions. The tickler notification management enables users to view ticklers received over the last 90 days. The user can respond to all tickers by clicking the bid/offer number link initiating new offer activities.

What benefits does CHRNSS provide?
The primary benefits of CHRNSS are:

- **Convenience:** With CHRNSS, users have a single point of access where they can manage and participate in the bid-and-offer negotiation process.

- **Productivity:** Through features like a detailed bid-and-offer dashboard, CHRNSS lessens the administrative effort required to participate in bid-and-offer negotiations, streamlining operations and improving productivity.

- **Cost Savings:** CHRNSS enables users to transition from legacy in-house deprescription bid-and-offer systems to a centralized, Railinc-supported solution. Since Railinc supports this solution, users can avoid replacement and/or upgrade development costs associated with their in-house systems.

- **Improved Decisions:** CHRNSS provides specific information about car type and characteristics to help users better define the types of cars they need. Car owners can then segment their cars during the rate negotiation process and bid recipients can quickly validate that the offered cars meet their expectations.

Who uses CHRNSS and what can they do?
Railroads, private car owners, and third-party leasing companies are the primary users of CHRNSS. With the application, users can:

- Access a Railinc-supported car hire rate negotiation tool in a single location
- Streamline day-to-day operations, reducing the administrative effort required to participate in bid-and-offer negotiations
- Instantaneously send bids and get immediate feedback
- Upload a list of railcars into the application from a CSV file
- Delete cars from the Car Detail List when creating a new offer
- See which offers are pending and have visibility into offers they have sent other users
- View more granular data on railcars to ensure offered cars meet expectations
- Avoid building, maintaining and upgrading their own in-house systems and applications

- Get real-time, front-end validation prior to submitting an offer
- Query CHARM rates and download up to 100,000 records via CSV
- Query default rates for existing or new equipment
- Query bid and offer details, download up to 100,000 records via CSV and select record to view detail and to create or copy bids and offers
- Create fee-based reports of current market data with the Market Report user role
- Manage notifications/ticklers via the CHRNSS dashboard and view bid and offer details with a single click
- View transaction history information when responding to an open offer or copying a closed/expiring offer
- View default rate information when creating a new offer, responding to an open offer and copying a closed or expired offer

How much historical information can the CHARM query return using the Umler characteristics?
The CHARM query can return up to 3 years of historical information using the Umler characteristics.

How many items does the CHARM query 'Recent Queries' list contain?
The 'Recent Queries' list contains the last 5 queries the user performed.

Is there a limit to the number of filters that can be selected in the CHARM query 'Edit filters' popup?
There is no limit to the number of filters that can be selected.

What is the purpose of the CHARM query 'Options' popup?
The 'Options' popup enables the user to select the fields they would like displayed within the onscreen results. Changes made in the 'Options' popup do not affect CSV downloads, which contain all fields.

Why is the effective date blank on the Open and Closed Offer dashboard?
When the effective date is blank on the dashboard, the offer has not been concurred. A user can create an offer without an effective date. Once an offer is concurred, an effective date is filled in.

What rates will be used when copying an offer from the Closed/Expiring dashboard?
When a user copies an offer, the concurred rates are prefilled. The user can modify the rates before submitting an offer.

Why am I unable to view offer details from some offers under the Expiring Agreements dashboard?
Offers created before March 24, 2013, might not have full transaction details because they were migrated from the mainframe system. If the offer was created after that date, the transaction details should be viewable.

If I have received a bid/offer, how do I find a contact at that road?
Bid-and-offer contacts are available in FindUs.Rail.

Do industry rules require companies to use CHRNSS?
No. Companies can continue to use their current systems.

Is there a fee to use CHRNSS?
No, currently there is no fee to use CHRNSS.

Why did Railinc develop CHRNSS?
A Railinc-centralized bid-and-offer solution replaced the Railinc depreciation application and encompassed the Class 1 system functionality, while providing much-needed, industry-requested enhancements. This solution provides the industry with an overall annual cost savings and avoids the need for individual migration projects.

How do I access CHRNSS?
You must have a Railinc Single Sign-On (SSO) account to use CHRNSS. To create an SSO, go to https://public.railinc.com. Select the **Customer Login** link located at the top, right of the page. Click **Need help signing in?** and follow the prompts to establish your account. You will receive an email confirmation of 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, use your SSO credentials to log into your SSO account at https://public.railinc.com to request permission to access CHRNSS.

What roles do I need to request to use CHRNSS?
You must request the CHRNSS User role to view bid-and-offer transactions submitted to and from your company. You can also request the Car Hire Rate Negotiation Company Administrator role, which gives you the ability to assign permissions for your company to CHRNSS.

Where can I find CHRNSS documentation?
Documentation including business rules and the user guide are available on the Car Hire product page.

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

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