



The Montreal, Maine and Atlantic Railway exemplifies the term “well-rounded” when it comes to using RMI’s suite of services. The MMA’s reporting capabilities have been significantly enhanced with the use of SuperTrip for car management, revenue auditing, customer service, and senior management reports. Additionally, the MMA began to use the RailConnect Query Tool in 2005 to create supplementary custom reports and queries for an even more detailed and specialized view of its data.

The MMA also took steps to expand the view of the railroad to its shippers. It began offering ShipperConnect to a handful of customers in 2005, and plans are underway to greatly expand this access in 2006. The addition of ShipperConnect has already resulted in improved communication between railroad and shipper, and a reduction in work effort will only continue with the planned addition of RMI’s bill of lading tool, e-BOL.

TMS and EMS (Car Hire) are also important tools in the MMA operation. The MMA has simplified the application of charges, flags, and special handling codes through the use of TMS blocking technology. Time-consuming procedures that used to be handled manually are now processed automatically as the information is run through the system’s blocking tables. Car Hire reporting has also improved through the use of the EMS comprehensive reporting tools.

Taken as a whole, the well-rounded use of a variety of RailConnect processing and reporting services has made the MMA’s information more consistent, reliable, and comprehensive on a day-to-day basis.