



In 2009, Genesee and Wyoming (GWI) began an aggressive program to provide customers in its Rail Link, Southern, and Oregon Regions with RMI's ShipperConnect module. Currently, more than 75% of GWI customers in these regions are actively using RMI's internet-based shipper tools. As a result, GWI has seen improved accuracy in demurrage, TRAIN II, and Car Hire. Since these customers are now directly involved in the process, the number of errors has been significantly reduced and customer service has improved.

By taking the guesswork out of car movement reporting, GWI has eliminated many manual processes that, in the past, led to erroneous or late reporting.