



The Port Terminal Railroad Association (PTRA) remains at the forefront of automation enhancement with RMI. In 2009, the PTRA developed a new internet-based demurrage/storage charge contentions program through RMI RailConnect. The program allows PTRA customers to monitor daily demurrage/storage charges and contest any they feel may be in error.

This new technology allows customers to see charges on cars immediately, both by day and cumulative. This program also makes the adjustment process more efficient by accelerating the contest and response and by providing supporting information. This communication is now part of the car record and can be accessed anytime. As a result of this new feature, the number of disputes over 30 days has been reduced by 50%, with 78% of all demurrage/storage charges disputes now being finalized and billed within 5 days after the close of each month. With collections at 95%, this new technology dramatically improves debt resolution of demurrage/storage.