



Automation is the name of the game at Chicago Rail Link. With the help of several RailConnect TMS features, CRL's centralized Customer Service office has automated several of their day-to-day processes.

CRL inbounds about 350 cars daily and uses the blocking tables to automatically apply RWCs to the inbound waybills. This process eliminates the need to look up the correct RWC and reduces the error rate by 25%. The blocking tables are set up to handle a wide range of inbound waybill scenarios including charges, demurrage, and car hire reclaims.

The TMS auto-load process has helped improve CRL's processes. CRL uses TMS to automatically load and release cars based on 404s sent in by Class 1 partners. This process saves at least 60 man hours a month. CRL also uses the automatic movements feature to save time when they place cars into storage.

Using TMS automated features, the CRL has realized greater efficiency and has freed up their operations personnel to work on other important customer service tasks.