



Revenue diversification and customer service efficiency has become the primary focus of the Mississippi Export Railroad (MSE) in recent years. Due to changes in economic conditions, the MSE has broadened its customer base and expanded its storage capacity. With these changes, automation became a necessary time management tool.

Using TMS blocking tables to automate the application of switching and storage codes has improved the accuracy and completeness of billings from 60% to 95%. MSE's storage customers are updated on their inventory levels with automatically delivered Online Inventory reports. This has significantly reduced the number of customer service calls, thereby creating considerable time savings.

The MSE recently took automation to an even higher level with the implementation of mCrew in 2008 and the installation of AEI readers in 2009. TRAIN II reporting on interchanges increased from 85% to 96% and customer moves (placement and releases) went from 96% to 100%.