



The Montreal, Maine & Atlantic Railway (MMA) supplies most of its customers with daily Online Inventory Management reports from TMS, enabling them to control their own inventory. In addition, a majority of its customers' cars are constructively placed automatically on arrival to serving rail yards. The use of the daily reports and automatic PCONs has reduced the number of phone calls to the Customer Service Center for car tracing/location by 70% and has reduced the amount of demurrage disputes by over 50%.

The MMA is also using TMS blocking rules to add weigh charges, zone switch charges, haulage charges, and APHIS charges automatically. From 2007 to 2008, this automation generated over 7,300 charges and increased the percentage of charges created automatically from 66% to 91%.