



Since starting up with RailConnect TMS in 1998, the Pacific Harbor Line (PHL) has evolved into an advanced user of the system's automated features. In 2007, the PHL began receiving EDI 404s from its two biggest customers, which allows for the automatic loading of almost every outbound load on the railroad.

The PHL uses blocking table functions to automate diversions of inbound cars and empty routing of cars, and the automatic charge blocking table and RWCs allow for efficient processing of almost all transportation charges. The railroad's month-end billing, which previously took three days, can now be done in less than two hours with fewer errors.

These automation initiatives have reduced the necessary hours at PHL's customer service center, and PHL managers can now spend more time in the field with train crews and less time in front of the computer, resulting in a safer and more efficient railroad.