



The mission statement of the Chemins de Fer du Québec/Quebec Railway Corporation is to be the customers' preferred supplier of transportation logistics services to help them meet the needs of their own customers. With the use of RailConnect, the QRC/CFQ was able to accomplish this goal in 2006.

Using TMS, the railroad has automated many aspects of its operation. Switching, storage, and demurrage charges are now generated automatically. Blocking tables have been established to apply RWCs to all types of equipment and attach special instructions where necessary.

The QRC/CFQ is now offering both eBOL and ShipperConnect to all of its customers, allowing them to monitor their own track distribution and generate their own car requests. This advancement has saved the QRC/CFQ at least 28 man-hours per month, reduced no-billed cars by up to 90% for some customers, and led to much greater overall customer satisfaction.

The railroad's efforts have not gone unnoticed: CFQ has been recognized for the best overall TRAIN II reporting for the past two years at the CN Short Line Conference