



The Dakota, Minnesota & Eastern Railroad (DME) and Iowa, Chicago & Eastern Railroad (ICE) have greatly enhanced their operations by using ShipperConnect, AEI automation, and TMS work lists to standardize and streamline their customer request to service delivery cycle.

Customers use ShipperConnect to input switch requests that update work lists generated from train operating schedules. The work lists are sent directly to the train crews via output queues located in the field offices. AEI automation and the TMS auto-move tables then update car inventory automatically. With this process, the average daily inventory of 12,000 railcars is updated 25% automatically. Industry Reportings within 4 hours include interchanges 90%, customer moves 88%, and train events 94%.

The improvement in data quality has led to a safer operating environment, and the DME/ICE use the time saved to be more proactive with customer concerns.