# Car Manager

A component of the Railcar Integrated Maintenance Suite (RIMS)

## **User Guide**



## **Contents**

Introduction	1
System Requirements	2
Getting Started	3
Installing Car Manager	3
Initial Setup	6
Database Connection Settings	6
RIMS Service settings	9
Log on / Log off	10
Users and Groups	11
Managing Groups	11
Managing Users	13
Reports	15
Component Association	16
Overview	16
Repair History	17
Managing Equipment Types	18
Adding Equipment	19
Editing Equipment	21
Deleting Equipment	23
Searching Equipment	24
Filters	24
Search Criteria	24
Advanced Search	26
Component Application	27
Association	29
Trucks	30
Component Registration	31
Overview	31
Searching Components	32
Filters	32
Search Criteria	32

Advanced Search	34
Managing Components	36
Registration	
Component Shipping	
Shipment Info	
Components	
Import/Export	
Manage Customers	
Appendix A: Frequently Asked Questions (FAQ)	
Appendix B: License	
Appendix C: Contact Information	

#### Introduction

Car Manager is a desktop application that serves two primary purposes. It is an administrative tool used for user management and system settings. It is also a portal for monitoring, editing, and managing your Equipment and Component data. For more information refer to the sections on Component Association and Component Registration.

Car Manager is intended for use by Managers, Quality Assurance personnel, and office administrators. In most cases it is a supplement to other components of the Railcar Integrated Maintenance Suite (RIMS) installed on the production floor or shop/yard. For more information about our other RIMS components please visit our website at www.wheelshopautomation.com or contact us.

Car Manager requires access to an instance of the RIMS database which can be installed on the same computer or any computer with network access and the required permissions. In most cases a computer running our RIMS Service is also required. Refer to the Initial Setup for more information

## **System Requirements**

This application has minimum system requirements as described below. These requirements must be met in order for the application to operate as designed.

This application supports the following Microsoft Windows operating systems.

- Windows Vista SP2 (x86 and x64)
- Windows 7 SP1 (x86 and x64)
- Windows Server 2008 R2 SP1 (x64)
- Windows Server 2008 SP2 (x86 and x64)

The application requires the Microsoft .Net Framework 4.5 Full which can be obtained from Microsoft at <a href="http://www.microsoft.com/en-us/download/details.aspx?id=30653">http://www.microsoft.com/en-us/download/details.aspx?id=30653</a>

The application requires the following hardware at a minimum.

- 2.0 GHz Processor
- 1 GB installed RAM
- 100 MB available disk space
- Ethernet Card

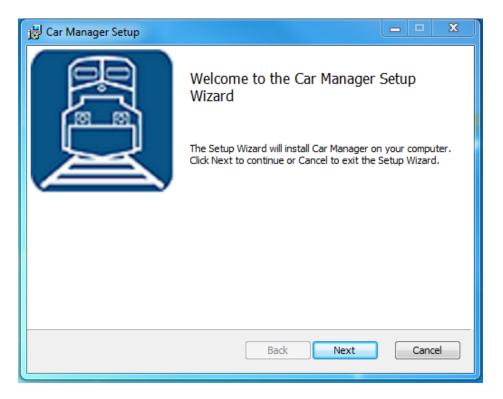
## **Getting Started**

## **Installing Car Manager**

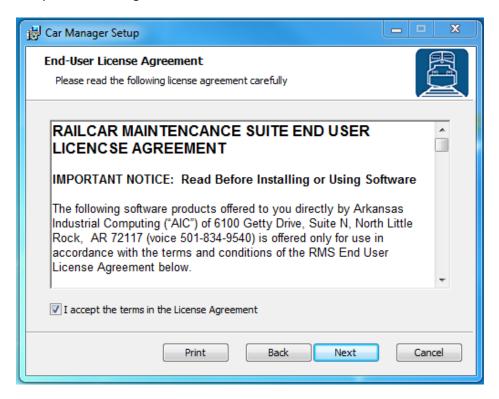
You will need Administrator rights to install Car Manager.

Make sure you have the latest version of our Car Manager Setup program. Contact our support team for assistance. To install Car Manager, run the setup program and follow the on screen prompts as described below:

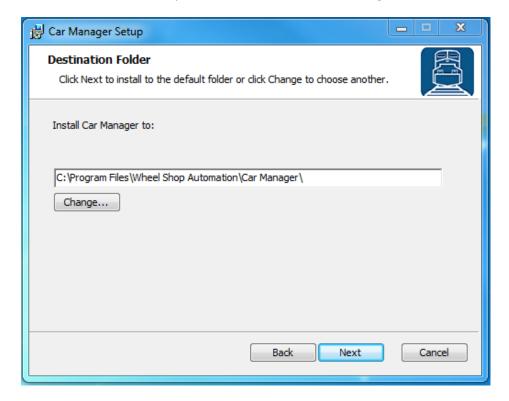
Click Next to continue.



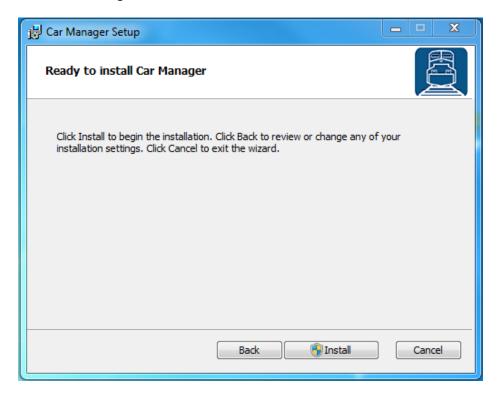
Accept the license agreement and click Next.



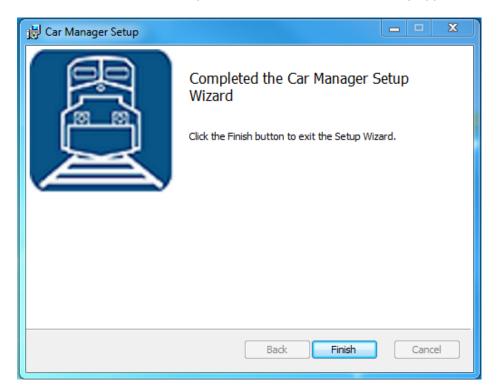
Select the location where you would like to install Car Manager to and click Next.



Click Install to begin the installation.



When the installation has completed, click Finish to close the setup application.



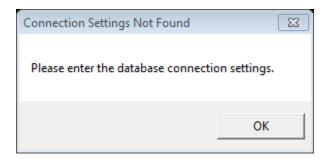
## **Initial Setup**

Once you have installed Car Manager you can double click the desktop shortcut to start the application.

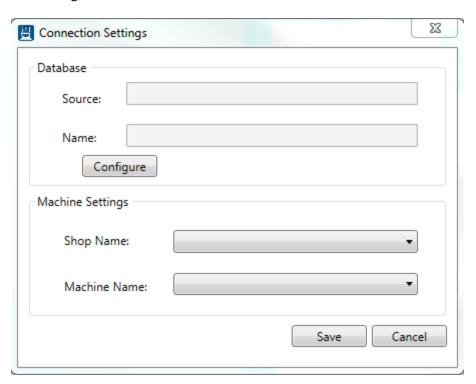
#### **Database Connection Settings**

Car Manager requires access to an instance of the RIMS database which can be installed on the same computer or any computer with network access and the required permissions. The first time you run Car Manager you will be prompted to enter your database connection settings.

Click OK to display the Connection Settings dialog.



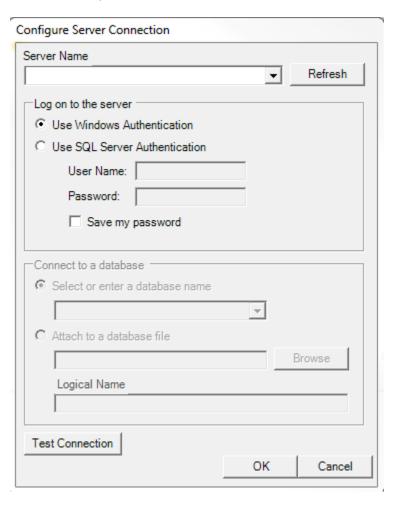
#### Click Configure.



Enter the connection settings for the server where the RIMS database is located. If you are unsure contact your IT Department or our <u>support team</u>.

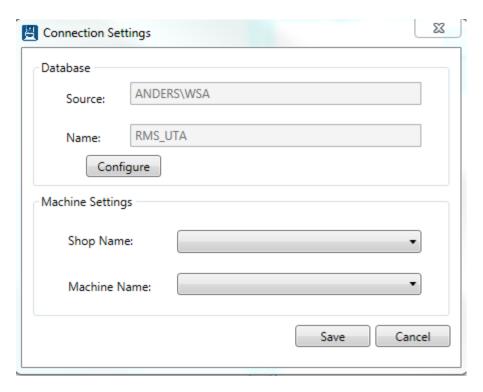
Click Test Connection to verify your settings.

Click OK when you are finished.



Click the Shop Name drop down to select the location for which you want to configure this installation. RIMS can support multiple locations or 'shops' hosted in one database. In order to isolate the data and settings to your location you must provide this information.

After you have selected the Shop Name click on Machine Name and select the machine you are installing on. Some settings are stored per machine so this setting will be used to differentiate each installation.



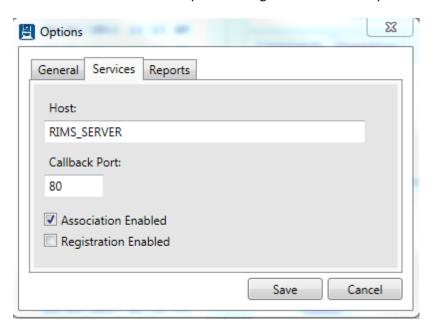
Click Save to save your changes.

Once you have entered your database settings you will be prompted to log on. You must have an existing user name and password in the RIMS system. If you do not have this information, contact your manager or a system administrator. See the following section regarding <u>Log on</u> for more information.

#### **RIMS Service settings**

The final configuration step is to enter the RIMS Service endpoint. RIMS Service is a web service endpoint used by components in the RIMS system including Car Manager. It enables Car Manager to submit component associations, component registrations, and queries to <u>Railinc</u> via their web services endpoint.

To enter the RIMS Service endpoint settings click on Tools->Options.



Enter the computer name or network address of the computer hosting the RIMS Service application in the Host box.

The Port is the HTTP port number on your computer. This allows the RIMS Service to send response information back to Car Manager. The default port is 80. If you are having problems connecting to the RIMS Service you may need to use a different port number. Contact your IT department or our support team if you need assistance.

In some cases you may want to disable Association or Registration features on a computer. Disabling these features will not disable any data viewing or editing; it will only disable the communication between this instance of Car Manager and the RIMS Services.

Click Save to save your changes.

## Log on / Log off

Each user is given a unique user name and password for the RIMS system for authentication and accountability. You must provide your user name and password each time Car Manager starts before you can begin. Your log on also determines what functions you have permissions to perform. For more information about permissions and users refer to the next section on <u>Users and Groups</u>.



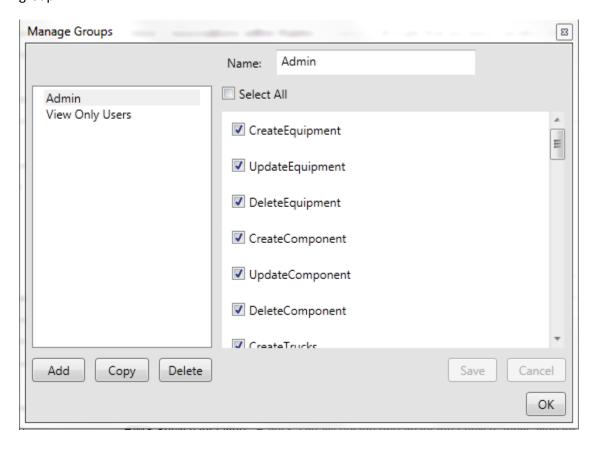
To log off the current user select Log off from the File menu.

## **Users and Groups**

#### **Managing Groups**

Groups determine the permissions granted to each user. You can create as many groups as required. Each group can be assigned a different combination of permissions. For example, you may want User 1 to have view only access but User 2 needs permission to create equipment. To accomplish this you can create a 'view only users' group that does not have any permissions. Assigning User 1 to this group will allow them to log in and view/search equipment but they won't be able to make any changes. Creating a second group with the 'CreateEquipment' permission and assign User 2 to that group will allow them to add new equipment.

Select Manage Groups from the Tools menu to add/modify groups and set the permissions for each group.

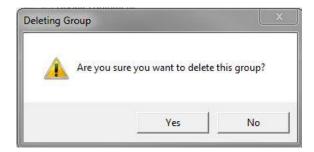


Select a group from the left side to edit the permissions for an existing group.

Click Add to create a new group.

Click Copy to make a copy of the selected group and give it a new name. This is useful if you want to create a new group with just one or two different permissions from the group you are copying.

Click Delete to delete the currently selected group. You will be prompted to confirm that you want to delete. Click Yes to delete the group.



If creating a new group/copying an existing group, enter a name for the group in the Name box. If you are editing an existing group this box cannot be edited.

Check the box next to the permission name to allow the selected group to perform that function. Uncheck the box to remove the permission from the currently selected group. To assign all permissions you can click the 'Select All' checkbox. To remove all permissions click the 'Select All' checkbox a second time.

Click Save to apply any changes or save a new group.

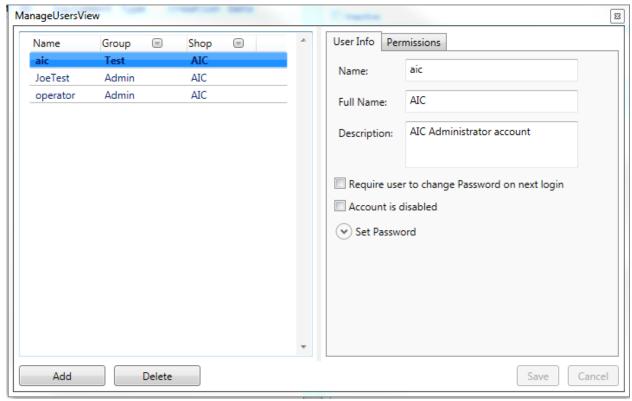
Click Cancel to undo any changes.

Click Ok to close the Manage Groups dialog.

#### **Managing Users**

Each user should be assigned a unique user name and password for authentication and accountability. Any changes are logged and tracked to the user name of the currently logged on user. It also helps to ensure certain functions can only be performed by trained and qualified persons.

Select Manage Users from the Tools menu to add/modify users.



Select an existing user from the list on the left to edit an existing user.

Click Add to create a new user.

Click delete to remove the currently selected user.

If creating a new user, you can assign the user name in the Name box. If editing an existing user the Name cannot be edited.

The Full Name box allows you to enter the first and last name of the user. This field is optional.

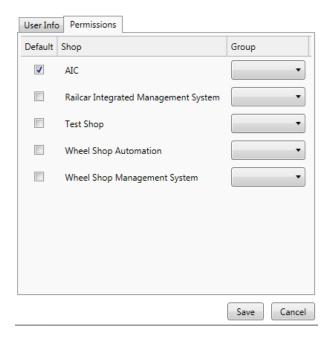
The Description box allows you to enter any other information that may pertain to the user. This could be something like the user's job title, department, or employee ID. This field is optional.

The Set Password button allows you to change the user's password. When creating a new user the default password is left blank. Once the user has been saved the password can be set using the Set Password button.

When checked, the 'Require user to change Password on next login' checkbox sets a field in the user's account that will require them to change their password the next time they log on to any RIMS application. After they log on using their current user name and password they will be prompted to enter a new password and will not be allowed to continue until they have done so. This field is automatically disabled once the user has changed their password.

The 'Account is disabled' checkbox determines whether or not the user can log on to any RIMS system. When checked the user will be blocked from logging on to any RIMS application.

Once you have filled in the new user's information, select the Permissions tab next to User Info.



This tab lets you select which shops the new user will be able to access. The Group determines which permissions group the user belongs to for each shop. Refer to the section above on <u>Managing Groups</u> for more information about groups and permissions. Leaving this box blank indicates that the user does not have permission to access the associated shop.

Finally, use the checkboxes to select the user's default shop. A user's default shop does not affect the permissions granted for any shop; it only determines which shop the user logs into (regardless of the shop chosen in <u>Database Connection Settings</u>) when Car Manager is started. NOTE: A default shop must be selected in order to save the new user information.

Click Save to save your changes to the user.

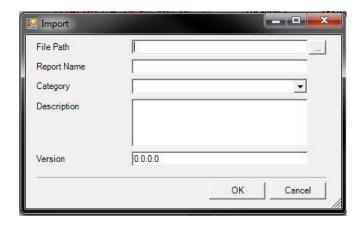
Click Cancel to undo any changes.

Click Ok to close the Manage Users dialog.

#### Reports



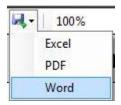
The Reports tab shows all the reports stored on the database, which can be in separate categories. Selecting one of the reports will bring it up into a separate Report Viewer window. To remove a report from Car Manager, click on the red 'X' beside the report you want to remove. If there are no reports under the tab, some must be uploaded to the database from the desktop using the import feature.



The import feature uploads reports files from the host computer onto the database, using the information provided.

- File Path The location on the hard drive of the report file to be uploaded.
- Report Name The name to store the report under in the database.
- Category An optional value to give each report in order to sort them when they are uploaded.
- Description Reserved for future use.
- Version Reserved for future use.

When viewing reports, you can export the current report from the database to the desktop either in Excel, PDF, or Word format.



## **Component Association**

#### **Overview**

One of the roles of Car Manager is to assist with Component Association as required by the AAR's Comprehensive Equipment Performance Monitoring (CEPM) program. This program tracks the application of Wheelsets, Side Frames <sup>1</sup>, Bolsters 1, and Couplers 1 to the equipment.

For more information refer to the CEPM Program Overview at

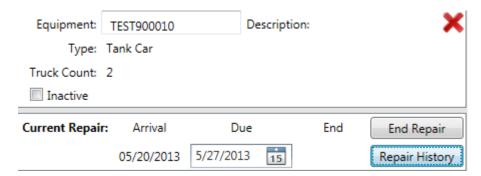
https://www.railinc.com/rportal/cepm-project-overview

\_

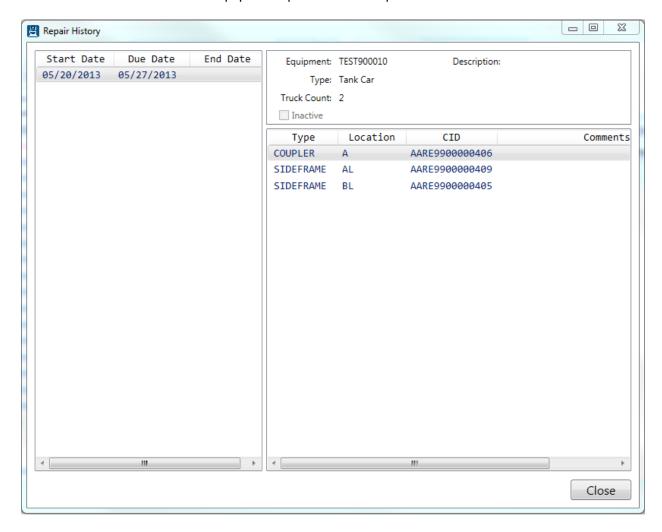
<sup>&</sup>lt;sup>1</sup> Required in 2014

## **Repair History**

Once you have selected an equipment from the list, you can view the equipment's repair history by clicking the 'Repair History' button in the details pane.



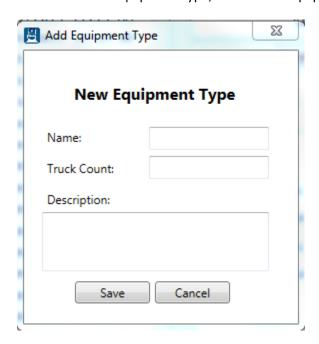
The Repair History window displays all repairs for the current equipment in the left pane. Select a repair to view the modifications to the equipment specific to that repair.



#### **Managing Equipment Types**

The first step in tracking equipment and components is to identify the different types of equipment. The equipment types determine the number of component locations based on the number of trucks. This allows for the RIMS system to work with all forms of articulated and non-articulated equipment.

To create a new equipment type, click on the Equipment menu and select 'Add Equipment Type'.



The equipment type Name can be as generic as 'Coal Car', 'Box Car', 'Hopper', or as specific as part numbers. Enter the Name of an equipment type as long as it isn't already in use.

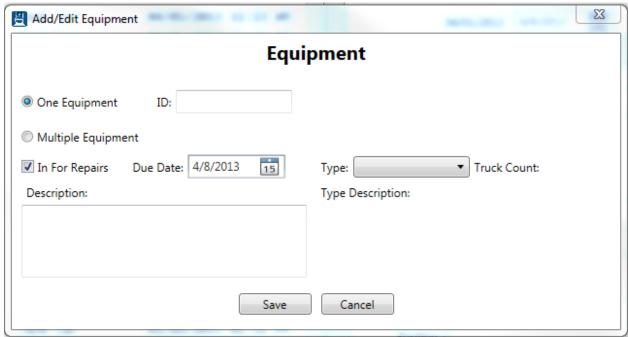
Truck Count is an integer value defining the number of trucks for the specified equipment type. For non-articulated equipment this value will usually be 2. For articulated cars the value typically ranges from 3 to 11. This value is used to determine how many possible locations are available for each component type.

Description is optional. It can be used to add additional information or descriptive information about the equipment type.

Click Save to add the equipment type to your system. Cancel closes the dialog without saving changes.

#### **Adding Equipment**

Equipment must be added to the RIMS system so component application can be tracked. Equipment can be added in the shop/field using Car Builder (purchase required) or it can be added from Car Manager. To add new equipment, select 'Add Equipment' from the Equipment menu.



ID consists of the car initial and car number. This is sometimes referred to as the Car ID or 'Road Number'. There is no need to add a space between the initial and the number. All padding/spacing will be handled automatically.

Description is optional. It allows you to enter additional information about this particular equipment.

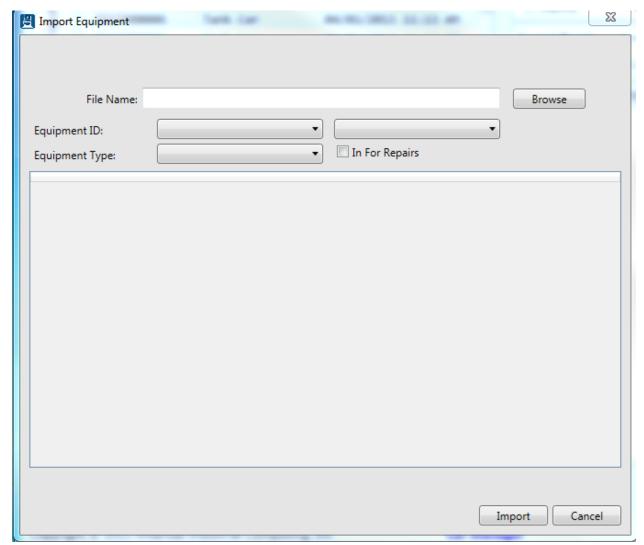
The 'In For Repairs' checkbox flags the new car as In For Repair. You can use this field to filter your <a href="Equipment Search"><u>Equipment Search</u></a> results to only show cars that are in for repair. This will limit the search results to a more manageable number. The default is checked.

Select the Equipment Type from the dropdown. To manage the list of available equipment types refer to the previous section on Managing Equipment Types. The Type Description and Truck Count will be displayed for the selected equipment type to help you verify you have selected the correct equipment type.

Click Save to add the equipment or Cancel to close the dialog without saving.

In most cases it is necessary to add a list of equipment instead of adding them one at a time. If you have a Comma Separated Values (CSV) file containing the required information you can import a list of equipment all at once. The CSV file needs to contain at a minimum the car initial and number (as one

field or separate fields) and the equipment type (as defined in your <u>Equipment Types</u> list). To add a list of equipment, select 'Import Equipment' from the Equipment menu.



Click 'Browse' to select the CSV file you want to import. The preview at the bottom shows the data you are about to import.

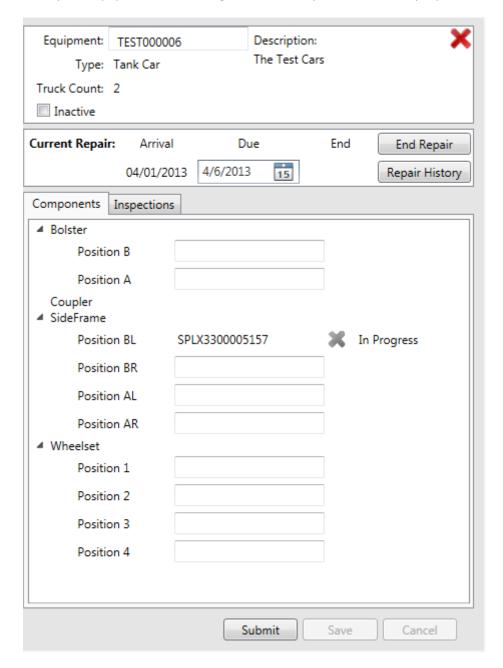
If the car number and initial are contained in the same field, select that field in the first Equipment ID dropdown and leave the second dropdown unselected. Otherwise select the car initial field in the first dropdown and the car number field in the second dropdown.

Select the field that contains the equipment type.

Click Import to add all equipment from the file, or Cancel to close the dialog without adding any equipment.

#### **Editing Equipment**

If you have not already submitted any component applications you can edit the equipment ID from the equipment details area above the Component list. If the user has appropriate permissions they can modify the equipment ID or change the In For Repair and Inactive properties.



To edit the Equipment ID click in the box and make necessary changes. You can only change this if you have not already successfully associated a component. Once you have associated one or more component(s) you must remove the component(s) before you can edit the equipment id.

New equipment and/or equipment that you will be working on in the near future should be marked as In For Repair. Any equipment that you are finished working on can be set to not In For Repair by unchecking this box. This allows you to filter your equipment search so only equipment that you are actively working on appears in the search results.

When the Inactive property is checked, equipment will never show up in the search results list by default. To be able to search for Inactive equipment you must turn on the Show Inactive option from the Equipment Menu. This is useful to hide equipment you never plan to see again. For example if the equipment is being re-stenciled it will be assigned a new equipment ID so you will need to create a new Equipment. You can set the original equipment to Inactive so it won't show up when you search.

Click Save to save changes to the equipment.

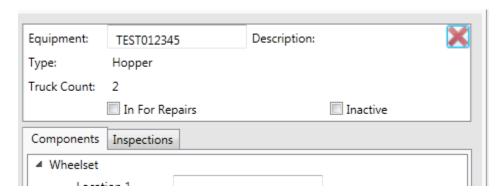
Click Cancel to discard changes.

Click Submit to save changes and try to associate all components that are not already associated.

### **Deleting Equipment**

If you have equipment that was added in error you can delete it from the RIMS System if you have the appropriate permissions.

To remove an equipment simply click the red X in the top left corner of the Equipment Details area.



You will be prompted to confirm you want to remove the equipment.



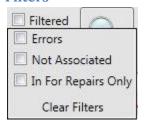
If there are any components applied to the equipment you will not be able to remove the equipment until you have first removed all applied components.



#### **Searching Equipment**

The Equipment tab allows you to search for equipment that you have already added via filters and search criteria. Once the Equipment list is populated with the results, you can click on any of the equipments to show its details and associated components; you can right-click on an equipment in the list to print its details (also available in the 'File' menu), or to copy its Equipment ID to the clipboard.

#### **Filters**



The Errors checkbox will filter the Equipment list to show only equipment with Component Association errors. For more information see the section on Association below.

The Not Associated checkbox will filter the Equipment list to show only equipment with components that have been applied but not submitted to the AAR as a repair. For more information see the section on Components below.

The In For Repairs Only checkbox will filter the Equipment list to show only equipment that is in for repairs.

#### **Search Criteria**

In addition to filtering the equipment list you can also enter search criteria to limit the number of equipment that display in the list.

The first and most common search criterion is the equipment ID.



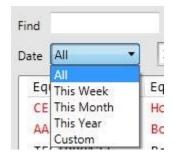
Entering any part of the equipment ID will limit the equipment in the list to only show equipment whose ID contains part or all of the text in the search box. For example, you can enter the car initial to only show equipment with the same car initial. You can also enter the entire equipment ID to find specific equipment. The equipment list is updated as you type. If the equipment list is empty no equipment matches your search criteria and/or filter.

You can see the total number of cars that match your search below the search results list. For more information see the section on Components.

In addition to searching with equipment ID, you can search a component ID (CID) matching one or more of the components applied to equipment by clicking the arrow inside the box where Equipment ID is located. This will expand and allows you to select Component ID.

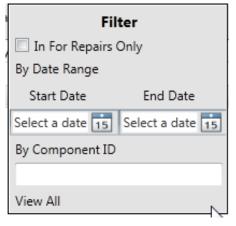


You can also filter your search by date range the equipment was added to the system. By clicking the arrow in the Date box this will allow you to filter by This Week, This Month, This Year, or by using a Custom date range.

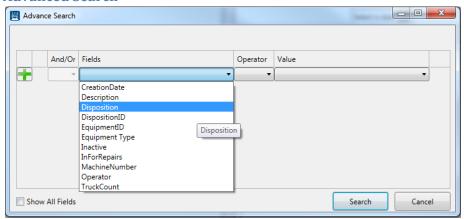


Select Custom and specify your beginning and ending dates to search by a specific date range the equipment was added to the system.





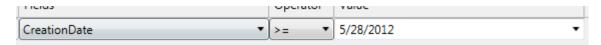
#### **Advanced Search**



Car Manager's Advanced Equipment Search feature allows users to customize searches beyond the standard search criteria to create targeted searches. To access the Advanced Search window, click the '>' button beside the magnifying glass.



To begin creating your advanced search, select a search field from the dropdown box and enter/select a value for the field; when appropriate, you may change the operator to return a range of results instead of only those that equal the criteria. For example, the search below would return all components created AFTER the selected date; changing the operator to '<=' would return components created BEFORE the selected date.



Once your first condition is complete, click the green '+' button on the left of the window if you want to add another condition to your search.

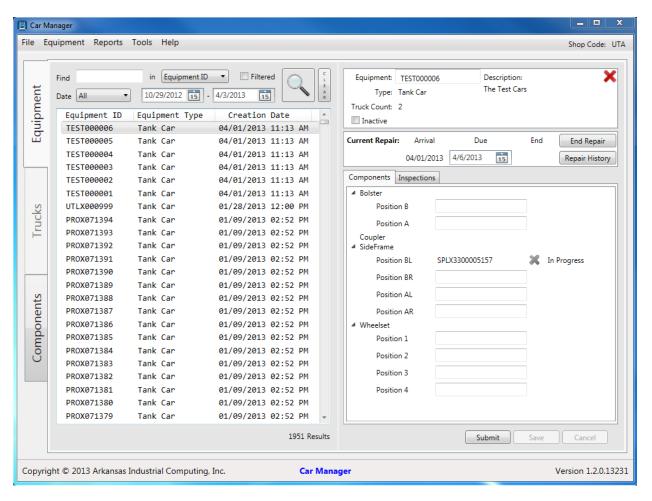
Car Manager's Advanced Search only searches certain fields by default; in order to specify a field that is not shown by default, check the 'Show All Fields' box in the bottom left corner of the pane. Editing the fields shown by default requires altering your database entries for the element descriptions; for more information about this, contact your administrator or our support staff.

When you have finished entering the desired search conditions, click Search. Your results will display in the Components List just like a standard search.

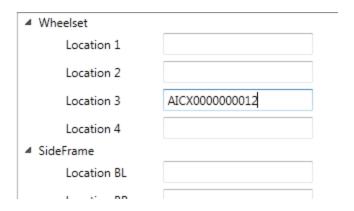
#### **Component Application**

One of the primary roles of Car Manager is in tracking and reporting component application. Components are tracked to equipment by the component ID assigned to each Component at the time of Component Registration (see <a href="https://www.railinc.com/rportal/cepm-project-overview">https://www.railinc.com/rportal/cepm-project-overview</a> for more information).

Each equipment has a list of locations available for component application. The possible locations are determined by the component type as well as the equipment type. For example, an equipment type that has 2 trucks will have locations for 4 wheelsets, 4 side frames, and 2 bolsters.



Component application can be entered manually using Car Manager by typing in the Component ID (CID) of the component you want to apply in the box next to the component type and location where you want to apply it. For example, to apply a wheelset to location 3 you would simply enter the CID in the box next to wheelset location 3.



Click Save to apply any changes.

Click Cancel to undo changes.

Once a component has been applied it must be removed if any changes are required. To remove a component click the X to the right of the CID

4	Wheelset		
	Location 1		
	Location 2		
	Location 3	AICX000000012	×
	Location 4		

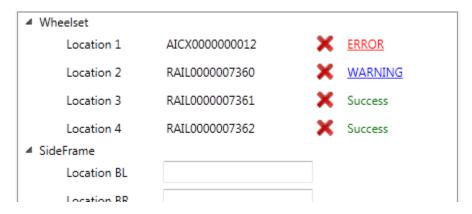
For more information on component application <u>contact us</u> about our other RIMS applications such as Car Builder and Truck Builder. These applications help take the data collection process to the shop floor or field and greatly improve speed and reduce errors.

#### **Association**

Once a component has been applied to an equipment it must be reported to Railinc. This reporting process is referred to as Component Association.

Click the Submit button to report any components that have not already been associated. If there are any components with errors or warnings they will be reported as well. In most cases you will wait to report the component applications until all components have been applied.

When a component is submitted it is sent to the RIMS Service which verifies the required information has been entered and then forwards the information to Railinc using their repair Web Service. Once a response has been received indicating if the association was successful the response is forwarded back to Car Manager where it will display the status as Success, Warning, or Error.



A status of Success indicates the association was successfully reported.

A status of WARNING indicates the association was successfully reported, but a problem occurred during the process. Click the 'WARNING' link to display the warning message that was returned.

A status of ERROR indicates the association was not reported. Click the 'ERROR' link to display the error message that was returned.

For help with warnings and errors refer to Appendix A- Frequently Asked Questions below.

#### **Trucks**

Our Truck Builder application (a component of the Railcar Integrated Maintenance Suite – purchased separately) allows for tracking component application to a truck. That truck can then be tracked and applied to an equipment which in turn applies all components of that truck to the equipment. This allows the user to quickly and easily access the Component ID barcodes as the truck is assembled, instead of requiring them to crawl around the car or truck when the truck is applied to the car.

The Trucks tab allows you to view, edit, and manage the component application for trucks that were entered from Truck Builder.

For more information about Truck Builder, contact us.

## **Component Registration**

#### **Overview**

One of the roles of Car Manager is to assist with Component Registration as required by the AAR's Comprehensive Equipment Performance Monitoring (CEPM) program. This program tracks the application of Wheelsets, Side Frames <sup>1</sup>, Bolsters 1, and Couplers 1 to the equipment. For more information about Component Registration refer to the CEPM Program Overview at <a href="https://www.railinc.com/rportal/cepm-project-overview">https://www.railinc.com/rportal/cepm-project-overview</a>

Our Component Data Collector (CODeC) application (a component of the Railcar Integrated Maintenance Suite – purchased separately) allows for entering component element data required for component registration. A user enters the component data and applies a Component ID barcode label before reporting the Registration to Railinc.

For more information about CODeC, contact us.

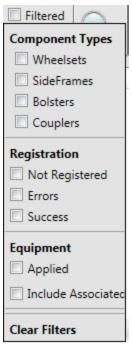
\_

<sup>&</sup>lt;sup>1</sup> Required in 2013

#### **Searching Components**

The Components tab allows you to search for components that you have already added via filters and search criteria. Once the Components list is populated with the results, you can click on any of the components to show its details.

#### **Filters**



The Errors checkbox will filter the Components list to show only equipment with Component Registration errors. For more information see the section on <u>Association</u> below.

The In For Repairs Only checkbox will filter the Equipment list to show only equipment that is in for repairs.

#### **Search Criteria**

In addition to filtering the components list you can also enter search criteria to limit the number of components that display in the list.

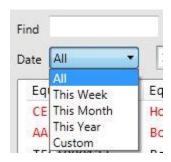
The first and most common search criterion is the Component ID.



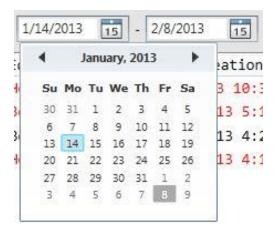
Entering any part of the Component ID will limit the components in the list to only show components whose ID contains part or all of the text in the search box. You can also enter the entire equipment ID to find a specific Component.

In addition to searching by Component ID, you can search for components by their associated Equipment ID by selecting Equipment ID from the dropdown next to the search bar.

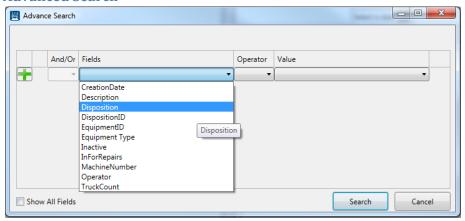
You can also filter your search by date range the component was added to the system. By clicking the arrow in the Date box this will allow you to filter by This Week, This Month, This Year, or by using a Custom date range.



Select Custom and specify your beginning and ending dates to search by a specific date range the component was added to the system.



#### **Advanced Search**



Car Manager's Advanced Component Search feature allows users to customize searches beyond the standard search criteria to create targeted searches. To access the Advanced Search window, click the '>' button next to the magnifying glass.

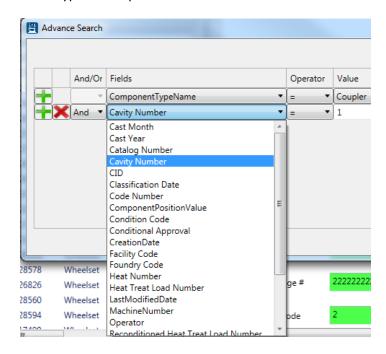


To begin creating your advanced search, select a search field from the dropdown box and enter/select a value for the field; when appropriate, you may change the operator to return a range of results instead of only those that equal the criteria. For example, the search below would return all components created AFTER the selected date; changing the operator to '<=' would return components created BEFORE the selected date.

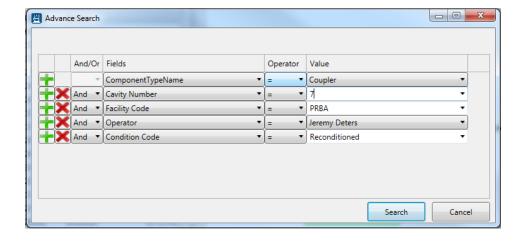


Car Manager's Advanced Search only searches certain fields by default; in order to specify a field that is not shown by default, check the 'Show All Fields' box in the bottom left corner of the pane. Editing the fields shown by default requires altering your database entries for the element descriptions; for more information about this, contact your administrator or our support staff.

In order to search based on criteria that is specific to one type of component, such as a coupler's cavity number, you must first select 'ComponentTypeName' and specify the type of component to which the criteria applies. Once a component type is selected, click the green '+' button on the left of the window to add another condition to your search. Now, the Fields dropdown will include characteristics specific to the type of component selected in the first row.

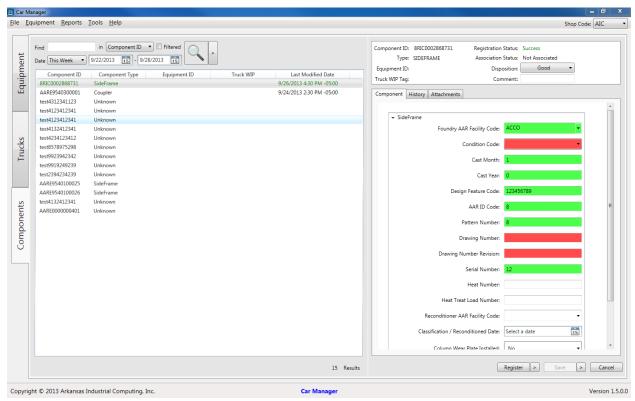


When you have finished entering the desired search conditions, click Search. Your results will display in the Components List just like a standard search.

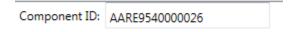


### **Managing Components**

Car Manager currently only allows you to view, modify, and register components that have already been added using the CODeC application. Once you have located a component using the search criteria click on it to view the component data.



If the user has the appropriate permissions you can modify any or all values except the Component ID; the Component ID can only be modified if the selected component has not been registered through Railinc. If the selected component's CID value can be modified, it will be displayed as a textbox instead of plain text in the top of the details pane.



Click Save to apply your changes.

Click Cancel to undo changes.

Click the '>' button next to Save to delete the selected component from the database; this can only be done if the component has not been registered or the registration has been removed.

#### Registration

Once you have entered all required component data it must be reported to Railinc. This reporting process is referred to as component Registration.

Click the Register button to report the component Registration to Railinc.

When a component is registered it is sent to the RIMS Service which verifies the required information has been entered and then forwards the information to Railinc using their registration Web Service. Once a response has been received by the RIMS Service it is forwarded back to Car Manager where it will display the status as Success or ERROR.



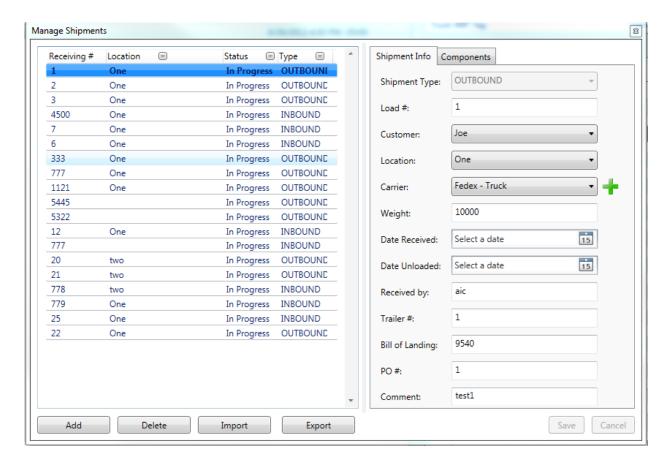
A status of Success indicates the registration was successfully reported.

A status of ERROR indicates the registration was not reported. Click the ERROR link to display the error message that was returned.

For help with warnings and errors refer to Appendix A- Frequently Asked Questions below.

To remove a registration from the selected component, click the '>' button next to Register in the bottom-right corner of the screen. This must be done before you will be able to remove a component from your database.

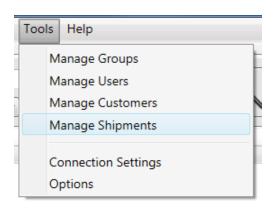
# **Component Shipping**



Car Manager allows you to manage incoming and outgoing shipments, via the Manage Shipments window. Shipping features include the ability to import and export shipment details, so if you work with another company that uses Car Manager, component shipments can be easily tracked and added to the database.

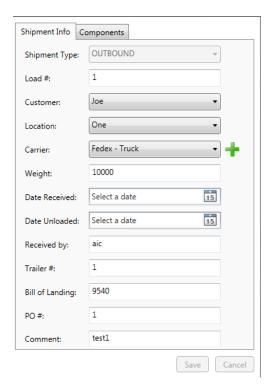
The Inbound and Outbound handheld apps are offered as part of RIMS to handle shipments in the field. The Manage Shipments window in Car Manager is intended primarily for tracking and review.

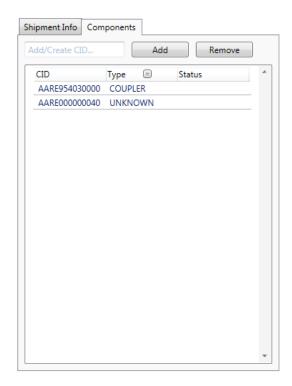
The Manage Shipments window can be accessed by selecting Manage Shipments from the Tools menu.



# **Shipment Info**

Once you have selected a shipment for review, the right pane of the Manage Shipments window will display the stored information about the selected shipment. You can add Carriers by clicking on the green '+' plus sign on the Shipment Info tab.





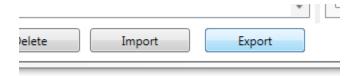
# **Components**

The components tab displays the components on the selected shipment.

### Import/Export

The import and export features allow shipments to be accepted automatically via a shipment file.

To export a shipment, select the shipment and click the 'Export' button.

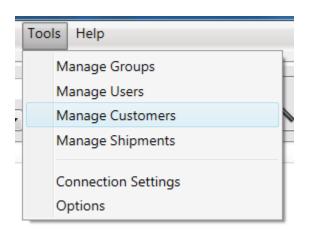


This will open a Save As window where a user can select the file name and save destination. The exported shipment file will be an .xml file type.

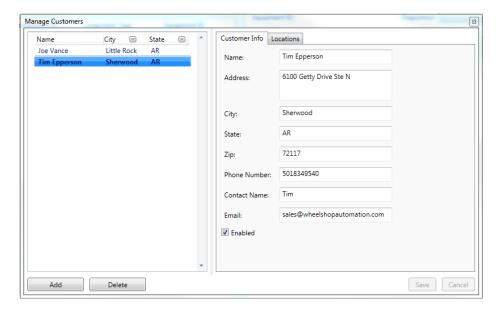
If you receive a shipment file with an incoming shipment, you can import the shipment information by clicking the Import button and selecting the incoming shipment file. Imported shipments are defaulted to INBOUND shipment types. Once the shipment has been imported, the components on the shipment are added to the RIMS database automatically.

## **Manage Customers**

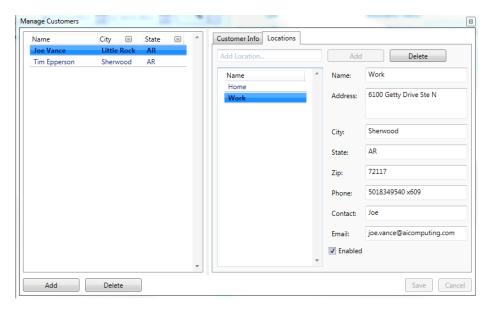
To add a customer and customer location to the RIMS shipping system, select 'Manage Customers' from the tools menu.



The Customer Info tab lets you set default information for customers as well as adding and deleting them.



The Locations tab allows you to set shipping information for multiple locations on a single customer.



Once you have finished entering customer information, click save. The newly entered customer should now appear in the appropriate dropdown lists in Car Manager and the Inbound and Outbound handheld shipping applications.

# Appendix A: Frequently Asked Questions (FAQ)

Q. Why does Car Manager crash when trying to set the database connection information?

A. The most common cause is that the Windows user does not have permission to access the area of the Windows Registry where Car Manager saves some of its settings. Contact us or a member of your IT department for assistance.

Q. I receive the following warning when attempting to associate a component: "One or more Component Tag ID has not changed on the equipment unit."

A. This message is returned from Railinc's web service. It means that you have attempted to associate a component that has already been associated. This is usually the result of clicking the Submit button multiple times.

Q. I receive the following warning when attempting to associate a component: "The equipment unit is not found in Umler on the particular association date, so the component association request is recorded as received, but not applied."

A. This message is returned from Railinc's web service. It means that the equipment ID is invalid, or it cannot be found in Umler. Verify the equipment ID is correct. If it is incorrect you can edit the equipment ID and Submit again.

Q. I receive the following error(s) when attempting to associate a component: "Failed to associate component to car...Component requested does not exist".

A. The component ID is incorrect or the component was not registered. Verify the component ID has been entered correctly. If the component ID is correct you will need to contact the company that you purchased the component from to verify the component was registered.

Q. I receive the following error when attempting to associate a component: "Communications error".

A. This message indicates the RIMS Service could not connect to Railinc's web service, or an error occurred when trying to send the report to Railinc. Contact us or a member of your IT department for assistance.

Q. I am receiving a message that says "The ability to associate components to equipment is currently unavailable, but the connection will be retried again each time the Submit button is clicked". What does this mean?

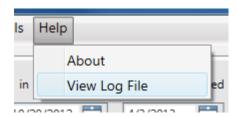
A. Component Association requires a connection to a computer running the RIMS Service application. If Car Manager is unable to communicate with the RIMS Service application the associations cannot be reported to Railinc. If the communications failure is temporary then you don't have to do anything. If you receive this message frequently you need to contact your IT department or our support team for assistance. Refer to the section on RIMS Service settings for more information.

Q. I am receiving a message that says "The ability to register components is currently unavailable, but the connection will be retried again each time the Register button is clicked". What does this mean?

A. Component Registration requires a connection to a computer running the RIMS Service application. If Car Manager is unable to communicate with the RIMS Service application the component registration cannot be reported to Railinc. If the communications failure is temporary then you don't have to do anything. If you receive this message frequently you need to contact your IT department or our support team for assistance. Refer to the section on RIMS Service settings for more information.

Q. How can I view/retrieve the Car Manager log files?

A.



In the event that the Car Manager application does not function properly and you require technical support, you may be asked to submit the Car Manager Log File. A copy of this log can be obtained by selecting Help->View Log File from the Car Manager menu. This will open a .txt file that can be saved and attached to support emails.

### **Appendix B: License**

#### RAILCAR INTEGRATED MAINTENCANCE SUITE END USER LICENCSE AGREEMENT

IMPORTANT NOTICE: Read Before Installing or Using Software

The following software products offered to you directly by Arkansas Industrial Computing ("AIC") of 6100 Getty Drive, Suite N, North Little Rock, AR 72117 (voice 501-834-9540) is offered only for use in accordance with the terms and conditions of the RMS End User License Agreement below.

BY INSTALLING OR USING ANY LICENSED SOFTWARE YOU WILL INDICATE THAT YOU HAVE READ, UNDERSTOOD, AND ACCEPT THESE TERMS AND CONDITIONS AND BECOME A PARTY TO THIS AGREEMENT. IF YOU ARE UNABLE OR UNWILLING TO ENTER AND COMPLY WITH THIS AGREEMENT, DO NOT ATTEMPT TO INSTALL OR USE ANY LICENSED SOFTWARE. INSTEAD, PROMPTLY RETURN ANY MATERIALS THAT WERE PROVIDED TO YOU. CONTACT AIC IF YOU WISH TO DISCUSS THE AGREEMENT BELOW, BEFORE YOU ATTEMPT TO INSTALL OR USE ANY PRODUCT.

#### RMS END USER LICENSE AGREEMENT

**LICENSE:** Subject to the terms and conditions of this Agreement, AIC hereby grants to you a non-exclusive, non-transferable license to use the Licensed Software on one computer. This includes reproducing the Licensed Software, but only as reasonably required to ensure appropriate back-up practices are followed. All copies must bear all copyright and other proprietary rights notices which appear on the Licensed Software as originally provided by AIC. Subject to the license expressly granted above, you obtain no right, title, interest or other license in or to any Product, including but not limited to any copyright, patent, trade secret, trademark, or other proprietary rights therein. All whole and partial copies of the Licensed Software remain the property of AIC and will be considered part of the Licensed Software for the purpose of this Agreement.

Unless expressly permitted by this Agreement, or otherwise by applicable law or by AIC in writing, you shall not: (i) use, reproduce, modify, adapt, translate, update or transmit any Licensed Software, in whole or in part; (ii) rent, lease, license, transfer, or otherwise provide access to any Licensed Software; (iii) alter, remove, or cover trademarks or proprietary notices in or on any Licensed Software; (iv) export any Licensed Software from the country in which it was provided to you by AIC; (v) decompile, disassemble, decrypt, extract or otherwise attempt or assist others to reverse engineer any Licensed Software, except as necessary, when permitted by an applicable law, to correct defects or achieve interoperability with complimentary programs, for your purposes only, but only if AIC has refused to provide the necessary information or assistance. Unless AIC has provided you with express written consent, the Licensed Software may not be used in any application in which the failure of the Licensed Software could lead directly to death, personal injury, or severe physical or property damage (collectively, "High-Risk Activities"). AIC EXPRESSLY DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY OR CONDITION OF FITNESS FOR HIGH-RISK ACTIVITIES.

**WARRANTY:** AIC cannot warrant that any Licensed Software will function in accordance with related documentation in every combination of hardware platform, software environment, and Licensed Software configuration.

**LIMITATIONS:** EXCEPT AS EXPRESSLY WARRANTED ABOVE, THE LICENSED SOFTWARE AND ANY ASSOCIATED AIC MEDIA ARE PROVIDED "AS IS" WITHOUT OTHER WARRANTIES OR

CONDITIONS OF ANY KIND, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. YOU ASSUME THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE LICENSED SOFTWARE. NOTHING STATED IN THIS AGREEMENT WILL IMPLY THAT THE OPERATION OF ANY LICENSED SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE OR THAT ERRORS WILL BE CORRECTED. OTHER WRITTEN OR ORAL STATEMENTS BY AIC, ITS REPRESENTATIVES OR OTHERS DO NOT CONSTITUTE WARRANTIES OF AIC.

IN NO EVENT WILL AIC (OR IT'S OFFICERS, EMPLOYEES, AGENTS, SUPPLIERS, DISTRIBUTORS, OR LICENSORS – COLLECTIVELY "ITS REPRESENTATIVES") BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST REVENUE, LOST OR DAMAGED DATA OR OTHER COMMERCIAL OR ECONOMIC LOSS, ARISING OUT OF OR RELATING TO ANY BREACH OF THIS AGREEMENT, ANY USE OR INABILITY TO USE THE LICENSED SOFTWARE, OR ANY CLAIM MADE BY A THIRD PARTY, EVEN IF AIC OR IT'S REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR CLAIM.

IN NO EVENT WILL THE AGGREGATE LIABILITY OF AIC AND IT'S REPRESENTATIVES FOR ANY DAMAGES OR CLAIMS ARISING OUT OF OR RELATING TO THIS AGREEMENT OR ANY LICENSED SOFTWARE, WHETHER IN CONTRACT, TORT, OR OTHERWISE, EXCEED THE LICENSE FEES YOU PAID FOR THE USE OF THE LICENSED SOFTWARE UNDER THIS AGREEMENT. AIC'S AND IT'S REPRESENTATIVE'S LIMITATION OF LIABILITY IS CUMULATIVE WITH ALL OF AIC'S AND IT'S REPRESENTATIVE'S PAYMENTS IN SATISFACTION OF THEIR LIABILITIES BEING AGGREGATED TO DETERMINE SATISFACTION OF THE LIMIT.

These limitations shall apply whether or not the alleged breach is a fundamental breach of contract. Some jurisdictions curtail limitations of liability for incidental or consequential damages, and/or limitations of implied warranties. Therefore, to the extent prohibited by applicable law, the above limitations may not apply to you.

**TERM:** This Agreement commences upon your acceptance (as described above) and will end when terminated. You may terminate this Agreement at any time. It will be deemed to terminate immediately if you fail to comply with any material term herein. Upon termination, your license rights end and you shall immediately destroy all whole or partial copies of all Licensed Software in your possession or control.

**GENERAL:** This Agreement is governed by and will be construed in accordance with the laws in force in the State of Arkansas, United States of America without regard to the conflict of laws provisions therein. The parties expressly disclaim the provisions of the United Nations Convention on Contracts for the International Sale of Goods. This Agreement constitutes the entire agreement between you and AIC pertaining to the Licensed Software and any associated AIC media, and supersedes all prior or contemporaneous agreements, understandings, negotiations, and discussions, whether oral or written. No amendment or waiver of any term of this Agreement will be binding unless executed in writing by the parties. Subject to the export restrictions provided above, you are entitled to assign this Agreement to a third party who has provided AIC with prior written acknowledgement of their acceptance of the terms and conditions herein. In such a case you will transfer all copies of the Licensed Software and any associated media to the assignee. The provisions of this Agreement will ensure to the benefit of and will be binding upon the parties and their respective successors and permitted assigns. If any provision of this Agreement is held by a court of competent jurisdiction to be illegal, invalid, or unenforceable, the remaining provisions shall remain in full force and effect.

## **Appendix C: Contact Information**

AIC Rail 6100 Getty Drive Suite N Sherwood, AR 72117

#### **Online Support**

Visit our website at <a href="www.aicrail.com">www.aicrail.com</a> for 24/7 technical information and available downloads. Email us at support@wheelshopautomation.com

#### Phone Support (Existing support contract or credit card required)

Call 1-501-834-9540 or 1-877-834-9540 (toll free)