Florida East Coast Railway

FEFCR CONNECT
Customer User Manual

Requesting Cars with Spotting Instructions
Once logged into FECR Connect, please select the Equipment Trace application to request all of the cars you would like to have delivered on your next scheduled spot.

**Spotting Instructions**

To request a car or cars, find the SI – Spotting Instructions column on the equipment trace screen. This is where you will access the SI’s for requesting cars.

Click on the (Down Arrow) icon to add spotting instructions to the requested car.

Click on the icon to view the spotting instructions on the requested car.
Once you click on the icon under the SI column, it will open the below window where the spotting instructions can be added.

When this window appears, **SPOT THIS CAR** is pre-checked. From there, choose which track the car needs to be spotted to.

If specific locations or instructions are needed, FEC can provide this for you. By doing this, it allows the train crews to position the car to the proper location for unloading or loading.

To request multiple cars to your facility, check mark all cars that are applicable. Once checked, go to the top right of the screen and select the **button**.

The below menu will appear. Please note the top portion is shaded in green. This will apply the same instructions to all selected cars. To add spotting instructions to individual cars, apply accordingly to each car.

**Team Track Customers:**

All team track customers must send an email to Customer Service to order cars for placement. Team tracks are first come, first serve and must be managed by FEC to ensure availability is good for placement.

PLEASE NOTE THAT ONCE A CAR HAS SPOTTING INSTRUCTIONS APPLIED, THE CUSTOMER CAN’T REMOVE THEM. TO CHANGE THE SPOTTING REQUEST, PLEASE CONTACT FEC CUSTOMER OPERATIONS AT RELEASE@FECRWY.COM OR CALL 800-824-2330, OPT#3 FOR CARLOAD.

Once the car or cars have been requested, the user ID that was used to request the car or cars will receive an email confirmation of the transaction.