



Florida East Coast Railway
FECR CONNECT
Customer User Manual
Requesting Cars
With Spotting Instructions
Effective October, 2017

Connecting Florida to the world

Welcome to FECR Connect!

Florida East Coast Railway. Connecting Florida to the world.

Below are quick links to FECR Connect applications. Click a thumbnail to open that application or hover over a thumbnail for a description. If you do not see any quick links please contact support.

For any questions or issues, please contact FECR Connect support at 1-800-824-2330, option 1



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.

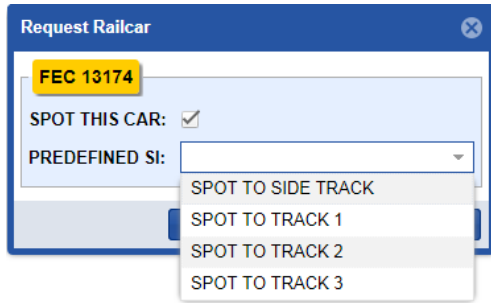
The screenshot shows the 'Equipment Trace' application interface. At the top, there is a search bar with '1,SMW 735840,NOKL 736130' and a search icon. To the right of the search bar are buttons for 'Refresh', 'Filters', and 'Customer View'. Further right, there are controls for 'Last 3' and 'days: 4 units'. The main table has columns for 'Status/ETA', 'Cust.', 'Unit No.', 'Eq. Type', 'Waybill | BOL No.', 'Event Location', 'Time', 'L/U/E', 'SI', 'Origin Destination', and 'Pickup No.'. The 'SI' column contains a down arrow icon for each row. A red box highlights the down arrow icon in the third row, and a tooltip with the text 'Request Railcar / Add Spotting Instructions' is visible over it.

Status/ETA	Cust.	Unit No.	Eq. Type	Waybill BOL No.	Event Location	Time	L/U/E	SI	Origin Destination	Pickup No.
IN-TRANSIT	RLA INC	NOKL 736130	80'	104431 1092338/2...	Constructive-Placement MIAMI	10/13 15:03	L	⌵	DOTHAN MEDLEY	
IN-TRANSIT	GEORGIA-PACI...	NS 120601	79'	402103 21872859	Constructive-Placement MIAMI	10/13 15:03	L	⌵	EAST WARRENT...	
IN-TRANSIT	RLA INC	SMW 735840	80'	104513 1092341/2...	Constructive-Placement MIAMI	10/13 15:03	L	⌵	DOTHAN MEDLEY	
IN-TRANSIT	RLA INC	SMW 735811	80'	104340 1092323/2...	Constructive-Placement MIAMI	10/10 13:52	L	⌵	DOTHAN MEDLEY	

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.

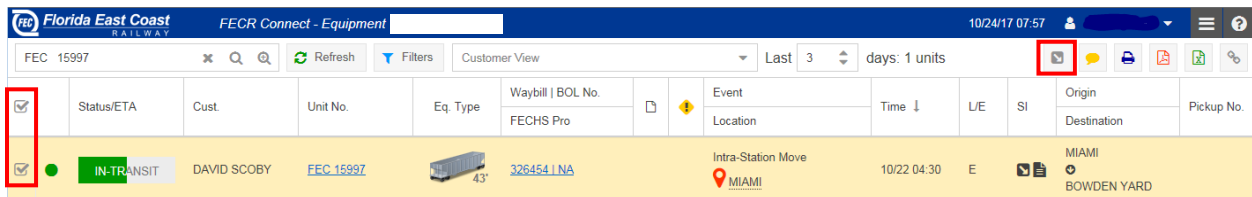
Once you click on the  icon under the SI column, it will open the below window where the spotting instructions can be added.



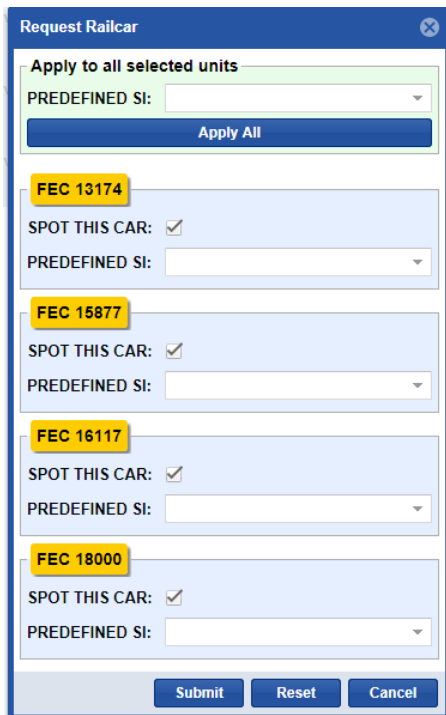
When this window appears, **SPOT THIS CAR** is pre-checked. From there, choose which track the car needs to be spotted to.

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.