STEELWHEELS.CO

THE ACCOUNT · RUN SHEET · READ 28

The working pages of Read 28, for whoever runs them on the railroad. The section numbers are the Read's.

ISSUED BY

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§ 02 THE SEVEN

RUN THEM ON YOUR OWN BOOK · YOUR SCORE IS THE READING

	THE QUESTION	WHAT YOU ARE LOOKING FOR, AND WHAT A BAD ANSWER MEANS
01	**Which accounts, once the move and the track are costed, actually pay?**	Take each name. Time the switch. Price the haul to the interchange, the track under the move, and the accessorials that travel with it. Subtract that from what you keep after the division. If the remainder is nothing or less, the account is a cost center with a customer's name on it. A list of names is Door 20. This is the costed list.
02	**Which traffic do you keep or grow, and which do you stop chasing?**	Rank the costed book. Some accounts should be grown. Some should be held as they are. Some should be released or repriced, and a volume target is not a reason to keep doing the ones that lose money. Chasing volume you have already costed as a loss is not a commercial program.
03	**How is a new account found and qualified so it arrives profitable?**	Door 20 will tell you who to call, including the ones who left. This question asks what you know about the move before the first one is made: the commodity, the origin and destination, the switch, the interchange, the days the car will stand, and the rate that would cover it. A prospect costed after the first move is a prospect costed too late.
04	**Were you at the table before the site, the siding or the transload was chosen?**	Industrial development sets the rate in the ground. In our field experience, a site chosen without the railroad in the room arrives with a siding nobody can switch at a cost the rate cannot carry, or with a transload that is already spoken for. Door 20 touches the call. This Read asks whether you were present before the foundation went in. Once the site is poured, the move is priced against you.
05	**When do you publish a tariff, when do you write a 10709 contract, and who is owed notice before a rate moves?**	A common-carrier rate is established and disclosed under 49 U.S.C. 10702 and 11101, and under 49 CFR Part 1300. A rail transportation contract under 49 U.S.C. 10709 sits outside Board regulation of the rate, except as the statute keeps. Twenty days' notice is owed before a common-carrier rate or charge goes up or a service term changes, to anyone who formally asked for those rates or terms, or arranged a future shipment under them, in the previous 12 months (49 U.S.C. 11101(c); 49 CFR 1300.4(a)). The instrument you choose is the one you will have to defend, and the notice you miss is a rate you cannot yet collect.
06	**How is your interline share set, and when is it reopened?**	Door 21 reads the division and Rule 11 as they stand. This Read asks how the short line's share was set, whether it was ever reopened, and what the costed move says it should be. A through rate that looks whole can still leave you unpaid for the switch you actually perform. 49 U.S.C. 10705 is the statute on divisions. A share that has not been opened since the account arrived is a share set for a different railroad than the one you run today.
07	**Are surcharges and accessorials, including demurrage, part of the rate, or added after it?**	Fuel, heavy-haul, storage and demurrage (49 CFR Part 1333) belong in the conversation that sets the rate, not in a letter that follows it. A competitive quote with a surcharge behind it is not the quote the customer accepted. Door 27 treats demurrage at a plant making its first move. Here the question is whether your own accounts were priced as a whole. If the accessorial is how the move actually pays, it is not an extra. It is the rate, and it should have been on the page.

§ 11 THE ACCOUNT WORKSHEET

ONE SHEET A BOOK, FILLED FROM YOUR OWN RECORDS AND DATED

	WHAT YOU WRITE DOWN	HELD IN WRITING	KNOWN, NOT WRITTEN	NOT HELD
01	Each account, with the remainder after the move and the track are costed			
02	Which accounts you will grow, hold, reprice or release, and why			
03	For each prospect, the costed move written before the first one is made			
04	For each new site, siding or transload, whether you were at the table before it was chosen			
05	For each account, the instrument it moves under, and the notice owed if the rate changes			
06	Your share of each interline move, and the date it was last opened			
07	Every surcharge and accessorial, including demurrage, and whether it was on the page that set the rate			

Score: ___ held in writing · ___ known, not written · ___ not held. The ones not held are the finding.

Walked by: _____ · Date: _____ · Signed: _____

Notes from the walk

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WHERE THE WHEELS MEET THE STEEL

Not an impression — what the seven returned on your own book: your score, and the account you could not cost, or could cost and could not defend. That one is the finding. You will have a reply within one business day, from the principal and not from a form. Writing puts you on no list. If what comes back says you have no problem, you will be told so, in so many words.

Let us know what you found, and we will take it from there.

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FIND IT. NAME IT. DISSOLVE IT. · READ ON THE BALLAST, NOT THE CHART.

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