



## C I S Customer Information Service

### Internet Portal Manuel

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## 1. General information

Introducing CIS: we would like to make the administrative processes around the rail freight transport more transparent for our customers. With CIS, you can access the current status data of the operating system of the TRANSWAGGON group via the Internet at <https://portal.transwaggon.de>.

### 1.1 Software requirements

We recommend as your browser either **Internet Explorer 8.0 or higher** or **Firefox 3.5 \* or higher** and the establishment of access to the portal in "**Favorites**". If you want to export data to Excel or as a PDF you will need **Adobe PDF Reader and MS Excel\*** (all versions possible).

The screen size and settings can affect the proper display of the data.

Recommendation: Whenever possible use a small size font and high resolution (1024x768) or higher.

\* Products and company names mentioned on this site are trademarks or registered trademarks of the respective companies:

Microsoft Corporation  
Adobe Systems

## 2. Access and Security

To protect your privacy and to prevent misuse by unauthorized third parties CIS is equipped with a comprehensive security concept. This includes, in addition to the user authorization with user ID and password, the encryption of transmitted data (https).


Encryption technology ensures that third-party access is not possible during the transmission of data over the Internet. For security reasons the connection is interrupted after 15 minutes of inactivity.

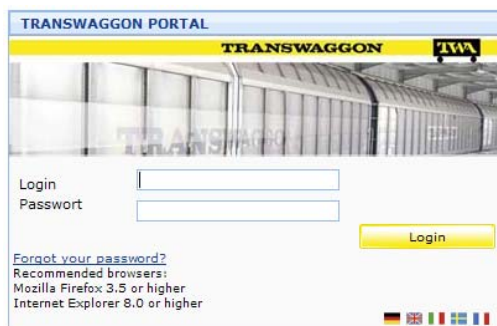
As a rule, the Terms of Use are displayed **only on the first connection**.

To access the internet TRANSWAGGON Hamburg assigns a user ID and password, with which you can register in CIS.

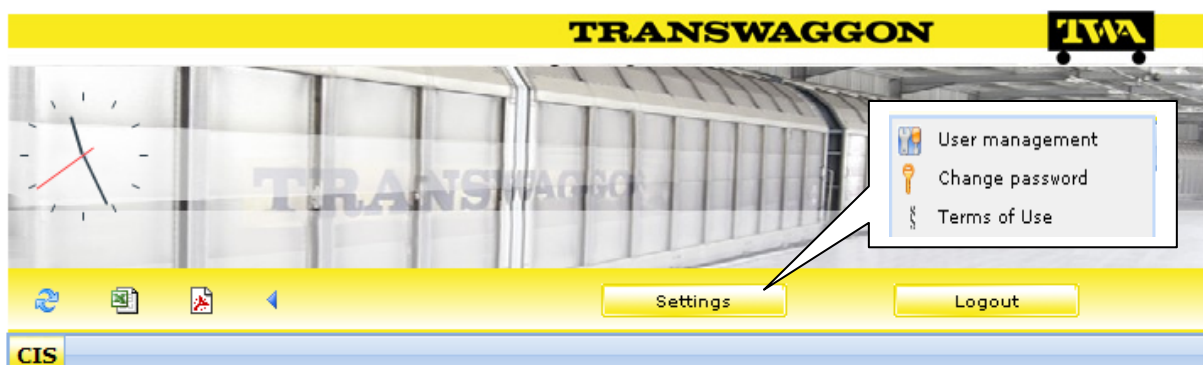
### 2.1 CIS Login

After entering <https://portal.transwaggon.de> or clicking on the current entry in “Favorites” the login page is displayed.

Please enter your user ID in the **Login** box and your password in the **Password** box. By pressing Return (Enter) or clicking on  you will come to the selection screen where you can access all other functions of CIS.

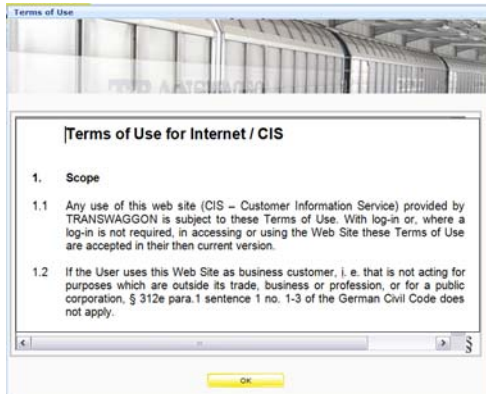


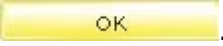
After successful login you can change your password and your mail address in the menu under **Settings**.



## 2.2 Terms of Use

The Terms of Use are displayed after the first successful login.



The Portal can be used only by accepting the Terms of Use and by clicking on .

## 2.3 Information on upcoming maintenance



The information about an upcoming maintenance event will appear here.

After maintenance, the maintenance date will be deactivated and is no longer visible in CIS.

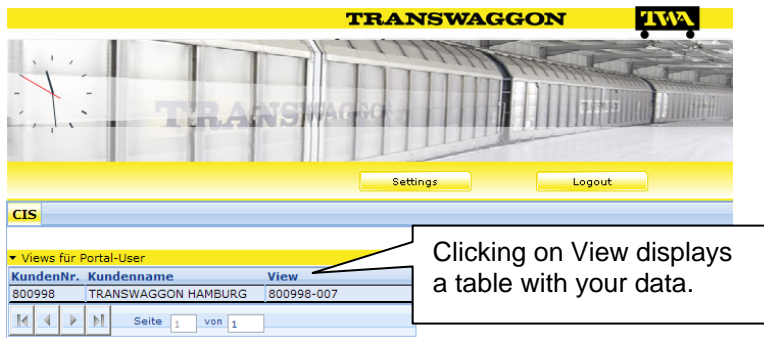
## 2.4 Information on error / Maintenance of CIS access



This message is displayed when either scheduled or unscheduled maintenance temporarily denies access to CIS.

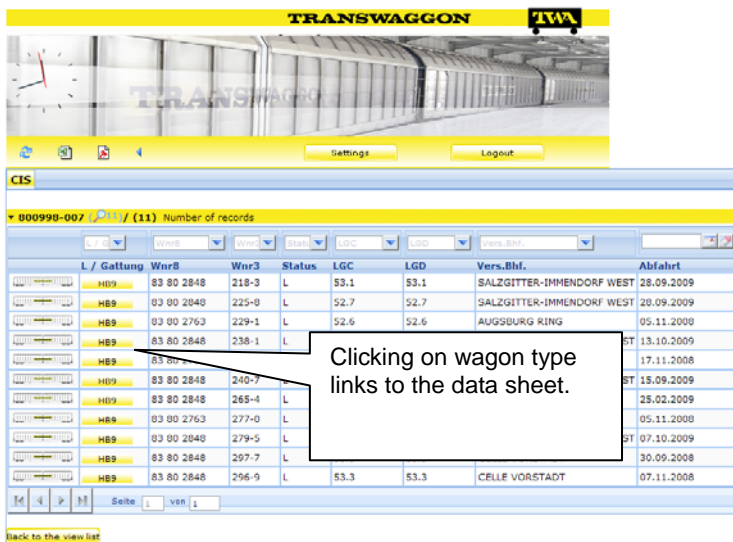
After error / maintenance the access is again available to users.

## 3. Working with CIS



Clicking on View displays a table with your data.

### 3.1 Selecting and viewing wagons



Clicking on wagon type links to the data sheet.

L / Gattung	Wnr8	Wnr3	Status	LGC	LGD	Vers.Bhf.	Abfahrt
HB9	83 80 2848	218-3	L	53.1	53.1	SALZGITTER-IMMENDORF WEST	28.09.2009
HB9	03 00 2040	225-0	L	52.7	52.7	SALZGITTER-IMMENDORF WEST	28.09.2009
HB9	03 00 2763	229-1	L	52.6	52.6	AUGSBURG RING	05.11.2008
HB9	83 80 2848	238-1	L				05.11.2008
HB9	83 80 2848	240-7	L				13.10.2009
HB9	83 80 2848	240-7	L				17.11.2008
HB9	83 80 2848	265-4	L				15.09.2009
HB9	83 80 2848	265-4	L				25.02.2009
HB9	03 00 2763	277-0	L				05.11.2008
HB9	03 00 2040	279-5	L				07.10.2009
HB9	83 80 2848	297-7	L				30.09.2008
HB9	83 80 2848	296-9	L	53.3	53.3	CELLE VORSTADT	07.11.2008

In the data set provided you can quickly filter by one or more criteria.

The individual selection fields are empty at the start of the program. This empty entry means: all information on this selection will be displayed.

You can limit your choice in any selection field to a certain value. Click on the arrow at the right edge of the column and then on the desired value you want to select, or enter the first few values or letters directly in the box.

Similarly, you can enter further selection criteria and thus limit the display of the wagons in the list area. With each new selection the amount of selectable content in the individual selection boxes is automatically reduced, as the underlying database is updated.

## 3.2 Viewing details of a wagon

Detailsicht für Wagen ▶ 33 80 2743 114-1

Detailsicht	Historie
<b>Gattung, WNr:</b> HB14 114 <b>TWAU:</b> <b>Lastgrenzen:</b> LGC:56.6 To LGD:64.6 <b>Profil:</b> <b>von Land:</b> 80 DEUTSCHLAND <b>nach Land:</b> 74 SCHWEDEN  <b>Letzte Bahnmeldung:</b> <b>Soll Abfahrt/Ankunft:</b> <b>Abweichung:</b> <b>Zug-Nr:</b>  <b>Schadcode:</b> <b>Aussetzmeldung:</b> <b>Bemerkungen:</b>	<b>Versender:</b> 807009 ALCAN SINGEN <b>Versandbahnhof:</b> 80145599 SINGEN (HOHENTWIEL) <b>Leer an(TT.MM.JJJJ):</b> 25.03.2011 <b>Beladen ab(TT.MM.JJJJ):</b> 31.03.2011  <b>Gewicht(Kg):</b> 63320 <b>Ordernummer:</b> 838449/10/6, 838438/10/4, 839056/10/1-7 <b>Ladung:</b> ALUMINIUM, ROH <b>NHM-Nr.:</b> 7601  <b>Empfänger:</b> 747102 COMITAL SKULTUNA AB <b>Bestimmungsbahnhof:</b> 74046318 VAESTERAAS HAMN <b>spätester Ankunftstag(TT.MM.JJJJ):</b> <b>Beladen an(TT.MM.JJJJ):</b> 04.04.2011 <b>ETA:</b> 05.04.2011 <b>ETA Neu(TT.MM.JJJJ):</b> <b>Leer weg(TT.MM.JJJJ):</b>

schließen

After you have clicked a line in the list view, the details of the selected wagon are shown. This is the current data for this wagon. By clicking on **Return** you return to the list view where you can select another wagon. Clicking on **History** opens another page on which the timeline of the run of the wagon, with its location reports, is displayed.

## 3.3 History / Location report

Detailsicht für Wagen ▶ 33 80 2743 114-1

Detailsicht	Historie						
Zeitpunkt	Abf.	Ankunft	Lade-Zustand	Akt.Standort	ZugNr	von	Schadcode
31.03.2011 19:10:02	Abfahrt vom Standort		B	80 145581 SINGEN(HOENTWIEL)BF	56182	DB Schenker	
31.03.2011 22:26:01		Ankunft am Standort	B	80 290247 KORNWESTHEIM RBF	56182	DB Schenker	
01.04.2011 04:31:02	Abfahrt vom Standort		B	80 290247 KORNWESTHEIM RBF	52783	DB Schenker	
01.04.2011 07:35:01		Ankunft am Standort	B	80 222034 NUERNBERG RBF	52783	DB Schenker	
01.04.2011 20:46:02	Abfahrt vom Standort		B	80 222034 NUERNBERG RBF	51648	DB Schenker	
02.04.2011 02:39:01		Ankunft am Standort	B	80 135624 SEELZE RBF	51648	DB Schenker	
02.04.2011 08:47:02	Abfahrt vom Standort		B	80 135624 SEELZE RBF	51284	DB Schenker	
02.04.2011 10:40:01		Ankunft am Standort	B	80 011767 MASCHEN RBF S/N	51284	DB Schenker	
03.04.2011 07:36:02	Abfahrt Grenzausgang		B	80 078642 PADBORG DB	44738	DB Schenker	
03.04.2011 13:02:02	Abfahrt vom Standort		B	74 026989 MALMOE BRO UTLAND	44738	GreenCargo	
03.04.2011 18:19:02	Abfahrt vom Standort		B	74 026153 MALMOE GODSBANGAARD	4264	GreenCargo	
04.04.2011 01:00:01		Ankunft am Standort	B	74 013730 HALLSBERG RANGERBANG		GreenCargo	
05.04.2011 04:17:02	Abfahrt vom Standort		B	74 013730 HALLSBERG RANGERBANG	5441	GreenCargo	
05.04.2011 08:00:01		Ankunft am Standort	B	74 046292 VAESTERAAS CENTRAL		GreenCargo	

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This page displays all location reports of the railway companies providing data for the indicated transport in chronological order.

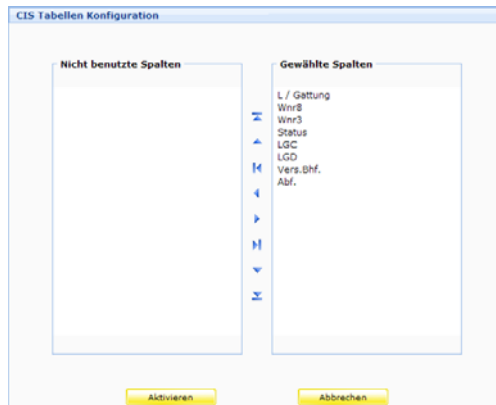
Click **Close** to return to the detail view.



## 3.4 Tabellenkonfiguration



If you move your mouse over CIS it will take you to the menu configuration table.



By clicking on a value you can switch this to “elected” or “not elected”, or configure the order of columns in the table for the selected values.

## 3.5 Exporting data to Excel or PDF

After selecting the data you can export it to Excel or as a PDF. This feature requires Excel or Adobe installed on your computer.

