

# RNE OneStopShop

■ One Europe One Service

# OSS

## ONE SINGLE POINT OF CONTACT FOR:

- International train path management
- Customer Care:
  - Network access information
  - Network Statements
  - Handbooks
  - Contract templates
  - Pricing information
  - Transport planning
  - After sales

Rail (Net) Europe

RNE established one OSS contact point in every country. Each customer can choose the favored OSS contact point for all needs regarding cross border rail traffic. From the 1st question related to network access to international path requests and performance review after train run – all issues are being handled at one contact point for the whole international train journey at customers' convenience.

# OneStopShop

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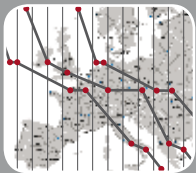
RailNetEurope (RNE) is an association set up by a majority of European Rail Infrastructure Managers (IMs) and Allocation Bodies (ABs) to enable fast and easy access to European rail infrastructure, as well as to increase the quality and efficiency of international rail services. RNE is based on the One Stop Shop (OSS) philosophy, which means that the current 37 members of RailNetEurope aim to act as a single European Infrastructure Manager as regards their international business, both for freight and passengers.

Customers of RNE Members who run international rail services can therefore make use of the RNE One Stop Shop's bundle of services:

- A network of contact points guiding customers through the whole range of procedures: gaining network access, planning of efficient international rail transport, international train path management (ITPM) and performance review after train operation. Response times have been standardised at a customer-friendly level – the attainment of these service levels is currently being tested.
- OSS experts drawn from sales and timetabling merge their expertise in these fields to serve customers together with the OSS contact points.
- IT tools further assist applicants by giving price estimates for rail infrastructure use, by coordinating international train path ordering and supply processes, and by tracking & tracing international trains in real time.

May we invite you to make use of RNE's OSS services! You will benefit from the manifold advantages that they bring to your international rail business!

## INTERNATIONAL TRAIN PATH MANAGEMENT (ITPM)



OSS ITPM core services include: assistance with the formulation of international path studies and requests, coordinated path planning by involved IMs/ABs and delivery of appropriate path offers with support of the Pathfinder system.

OSS contact points take care of harmonised, international path requests in cases where the Pathfinder web tool cannot be used yet. Path requests that have been fully harmonised by all involved Applicants result in a higher quality of the ensuing path offers. Path requests are answered within agreed and harmonised deadlines which are based on legal requirements.

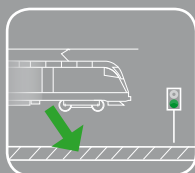
All OneStopShop contact information can be found on

## CUSTOMER CARE



### Network Statement, timetabling handbooks & standard contract templates

You can easily access all RNE Member Network Statements (containing all relevant information regarding access to rail infrastructure), timetabling handbooks and other important documents thanks to the RNE website: [www.railneteurope.com](http://www.railneteurope.com).



### Network access

In order to make access to rail infrastructure easier, OSS contact points inform customers about network access (e. g. safety certificate) and assist customers' efforts to comply with existing rules.



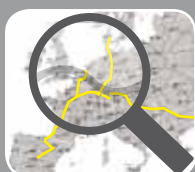
### Pricing information

Information concerning infrastructure charges can be requested from OSS contact points along with all other line characteristics, with the support of the EICIS system.



### Support of transport planning

- consulting service for international transport planning
- coordination of international path studies,
- delivering informations about terminals, sidings, yards, services, etc.,
- delivering specifics of the border-crossing railway lines,
- placement of contacts for all RNE-members



### Operations Monitoring

OSS contact persons promote EUROPTIRAILS and provide access to the system.



### After sales

OSS representatives

- Handle customer complaints,
- Review operations performance and make suggestions on how to improve rail service efficiency with the support of the EUROPTIRAILS system.

# OneStopShop

OSS representatives offer customer consultation regarding the benefits and efficient use of Pathfinder and EUROPTIRAILS as well as access to these IT tools:

## EUROPTIRAILS

This web-based tool supports international train management by delivering real-time train data. A reporting function delivers information enabling international quality analysis within the frameworks of the European Performance Regime (EPR) and corridor-oriented Train Performance Management.

EUROPTIRAILS is currently available in the following countries: AT, BE, CH, DE, FR, IT, LU, NL, SLO.

### Customer benefits:

- Monitor, track and trace international trains
- Optimise disposition of trains and the logistical chain
- Increase the efficiency of resource allocation
- Analyse international traffic on basis of train reports
- Optimise short and long-term planning of international rail services.

RUs and IMs who run international rail services can request temporary, free test user accounts at:  
[support.europtirails@railneteuropa.info](mailto:support.europtirails@railneteuropa.info)

## Pathfinder

### International train path management

This path request coordination web tool for applicants and IMs optimises international train path coordination by ensuring that path requests and offers are harmonised by all involved parties. Since 2009 Pathfinder also supports path requests for running timetable.

### Customer benefits:

- no paper work – no double data input (interfaces available)
  - single platform for all cooperating RU's
  - simplification of the coordination process, only one "digital" dossier per train
  - Railway Undertakings can offer improved services to their customers
- Both Infrastructure Managers who are RNE Members and customers licensed on any of their networks can apply for free Pathfinder user accounts at:  
[support.pathfinder@railneteuropa.info](mailto:support.pathfinder@railneteuropa.info)

## EICIS

### Infrastructure charging information

EICIS is a web-based system that calculates the price for the use of international train paths within seconds, 24 hours a day - all of this free of charge. EICIS also calculates station charges and shunting fees.

RUs and IMs/ABs involved in the international rail business can request free access to EICIS at:  
[support.eicis@railneteuropa.info](mailto:support.eicis@railneteuropa.info)

### RNE IT Service Desk:

Phone: +43 (0)1 907 62 72 25  
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