



# Digital Customer Services

Digitalization

## Our Philosophy

The requirements for digital services are as diverse as our customers.

Based on your **special needs** and **our digital customer service modules** we are excited to develop opportunities **together** to **improve and enhance your daily business.**



# MIKE – the digital assistant

MIKE  
IHR DIGITALER ASSISTENT  
Einfach, effizient und transparent  
ZUGANGSDATEN ANFORDERN

FAQ DE Rail Cargo Group

Login  
E-Mail  
WEITER ALS KUNDE  
WEITER ALS RCG MITARBEITER  
Passwort vergessen?

Einfache und intuitive Eingabe von Transportanforderungen  
Effiziente Kommunikation zwischen Logistikpartner und Kunden  
Transparenter Überblick Ihrer Sendungen auf einer Plattform

## One platform

All digital services for your freight transport accessible in one place.

## New functionalities on an ongoing basis

MIKE currently has tracking, capacity planning and ordering.

## Efficient communication

between logistics service provider and clients.

## Intuitive user experience

Customisable dashboard.

## Multilingual

Available in German, English, Hungarian.

MIKE

# MIKE customer services | Overview of existing functionalities



TRACKING

With MIKE Tracking, you always know exactly where your shipment is. It is clearly displayed on a map view. So, you are always up-to-date from the time of dispatch to the estimated time of arrival.



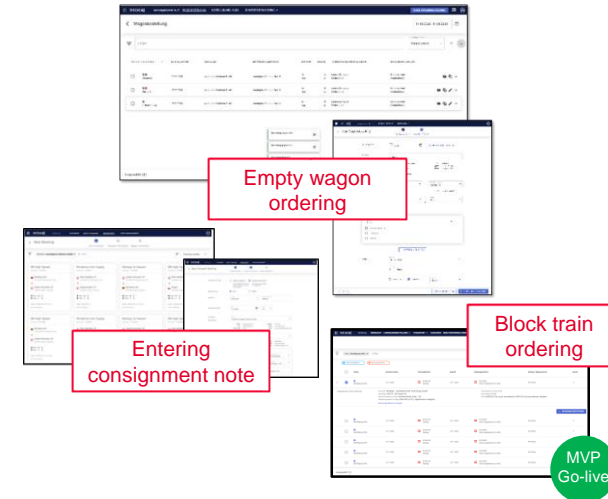
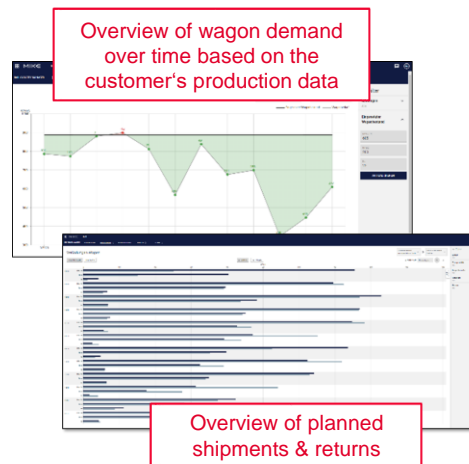
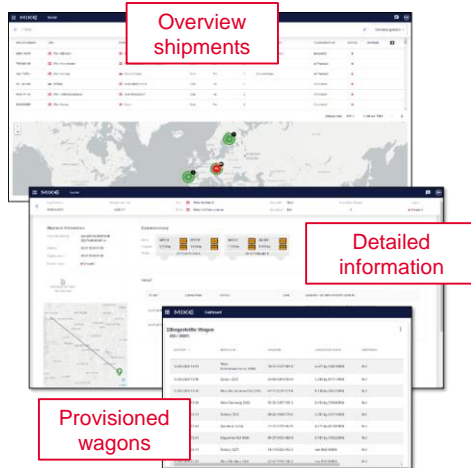
CAPACITY PLANNING

In order to avoid bottlenecks and overcapacities in the freight wagon stock, MIKE Capacity Planning enables you to calculate how many wagons you need at which times based on your production plan.



ORDERING

MIKE Ordering enables the empty wagon ordering. Simply select the shipping and destination station, the date and the quantity. You can check the progress of your order at any time.



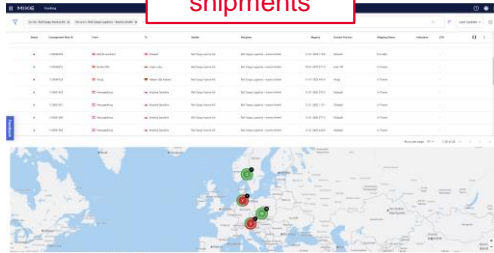
# MIKE TRACKING – Always up-to-date



## Track your shipments within the European rail network

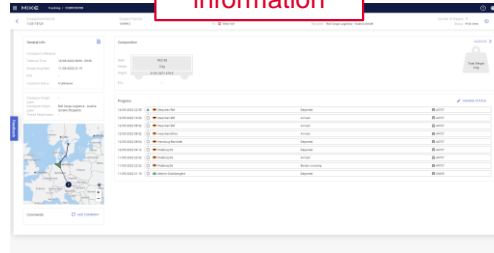
- Automatic tracking of all your relevant shipments
- Clear map or list view
- Immediate updates in case of deviations

### Overview shipments



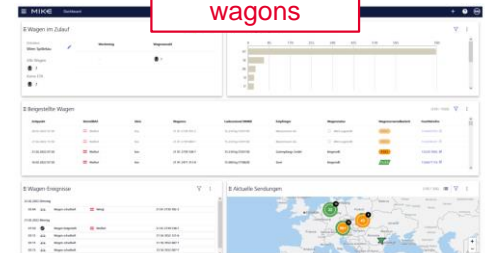
Search and filter your own shipments and pinpoint these on a map.

### Detailed information



You can easily follow all the details of your shipment and download the relevant order information.

### Provisioned wagons



Create individual dashboards with the information that is important to you.

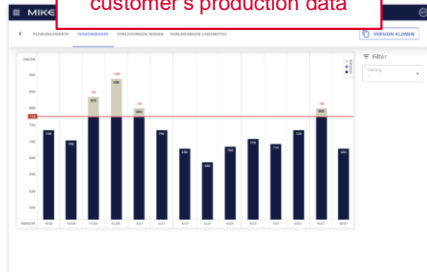
# CAPACITY PLANNING – Coordinated, transparent and reliable



## Everything in one solution

- Coordinated, transparent planning between logistics partners and customers
- Easy simulation of potential new business requirements and their fulfillment
- Overview of planned requirements and current stocks as well as early identification of possible bottlenecks

Overview of wagon demand over time based on the customer's production data



With the help of a diagram, you can compare the planned wagon requirements with the current stock at a glance in order to quickly and easily overview the next planning periods.

Overview of planned shipments & returns



This view gives you an overview of the necessary loadings and the calculated return flow for the coming months. This is the basis for calculating your wagon requirements.

Planning data & visioning

VERSION	VERSIONNAME	ERSTELLT	AUTOR	BESCHREIBUNG
Public	Master Version	1. 1. 2020	System	Loren (raum-filler) ist ammt, connecteurleut adpoccing ist. Aemsen fermentum
Info	0,1500 tonnen in 04/2020 von Lagerbeständen nach Deutschland	2. 12. 2019	Johann Novak	Loren (raum-filler) ist ammt, connecteurleut adpoccing ist. Aemsen fermentum
Public	Master Version	1. 12. 2019	System	Loren (raum-filler) ist ammt, connecteurleut adpoccing ist. Aemsen fermentum
Public	Master Version	1. 12. 2019	System	Loren (raum-filler) ist ammt, connecteurleut adpoccing ist. Aemsen fermentum
Public	Master Version	1. 12. 2019	System	Loren (raum-filler) ist ammt, connecteurleut adpoccing ist. Aemsen fermentum
Public	Master Version	1. 12. 2019	System	Loren (raum-filler) ist ammt, connecteurleut adpoccing ist. Aemsen fermentum

Transport plan data is transmitted via interface and clearly displayed in this view. You can create new versions of the transmitted plan data with just a few clicks.

# BLOCK TRAIN ORDERING – Fast and available from anywhere



## Bundled communication for block train orders

- All parties involved have insight into the current data of the block train orders at all times
- Simple change of order data with full transparency about their effects
- Less coordination via e-mail or telephone

### General overview of block trains

A screenshot of a software interface showing a general overview of block trains. It features a table with columns for 'Bestellung', 'Status', 'Anschluss', 'Versandbehälter', 'Ankunft', and 'Empfangsbehälter'. The table lists several orders with their respective dates and statuses.

You keep track of your recorded orders for the coming weeks and months.

### Detailed overview of block train orders

A screenshot of a software interface showing a detailed overview of block train orders. It includes a 'Wochenplanung' (Weekly Planning) section with a table of orders. The table has columns for 'Status', 'Anschluss', 'Versandbehälter', 'Ankunft', and 'Empfangsbehälter'. The orders are listed with their dates and statuses, and there are filters and search options available.

You can confirm or cancel trains from your weekly programme and keep track of the status.

### Order ad-hoc trains

A screenshot of a software interface showing an order ad-hoc trains. It features a table with columns for 'Wochentag', 'Datum', 'Buchungen', 'Frachteinheit', 'Zieländer', and 'Status'. The table lists several orders with their respective dates and statuses.

Order ad-hoc trains using the information of your contract data stored in MIKE.

# EMPTY WAGON ORDERING – Fast and available from anywhere



## Ordering empty wagons has never been so easy

- Clear and comprehensible overview of the orders entered and their status
- Enter new orders with just a few clicks
- Copy, edit, cancel and export orders and their contents at the touch of a button

### General overview of orders

Bestellungsnummer	Bestellungsdatum	Wagengattung	Wagengruppe	Status	Erstellungsdatum
111111	21.11.2023	41	201	OK	21.11.2023
111112	14.11.2023	18	201	OK	14.11.2023
111113	14.11.2023	31	201	OK	14.11.2023
111114	14.11.2023	18	201	OK	14.11.2023
111115	14.11.2023	17	201	OK	14.11.2023
111116	14.11.2023	14	201	OK	14.11.2023
111117	14.11.2023	11	201	OK	14.11.2023
111118	14.11.2023	11	201	OK	14.11.2023
111119	14.11.2023	11	201	OK	14.11.2023
111120	14.11.2023	18	201	OK	14.11.2023

You keep track of your recorded orders for the next few days.

### Detailed overview wagon orders

Bestellungsnummer	Wagengattung	Wagengruppe	Status	Erstellungsdatum	Tracking number
111111	41	201	OK	21.11.2023	
111112	18	201	OK	14.11.2023	
111113	31	201	OK	14.11.2023	
111114	18	201	OK	14.11.2023	
111115	17	201	OK	14.11.2023	
111116	14	201	OK	14.11.2023	
111117	11	201	OK	14.11.2023	
111118	11	201	OK	14.11.2023	
111119	11	201	OK	14.11.2023	
111120	18	201	OK	14.11.2023	

You can track the status of your orders and details as well as the position of the allocated and scheduled wagons.

### Entering orders

MIKE

Bestellungsnummer: 111111

Wagengattung: 41

Wagengruppe: 201

Status: OK

Erstellungsdatum: 21.11.2023

Tracking number:

MIKE

Enter orders simply, quickly and easily. You can use these as the basis for new orders.



# ORDERING BOOKING & CHECK-IN – Fast and available from anywhere



## Easy booking of transports and entering of transport orders in the check-in

- Easy and uncomplicated work in modern interfaces & supported by templates, create a booking or start the check-in process with a few clicks
- Copy, edit, cancel and export transport bookings and orders at the touch of a button, clear overview of all bookings and orders & efficient status tracking

### General overview & transport orders

Reference	Date	Origin	Destination	Status
123456789	2023-10-01	Frankfurt	Munich	Booked
987654321	2023-10-02	Munich	Vienna	Booked
111111111	2023-10-03	Vienna	Prague	Booked
222222222	2023-10-04	Prague	Warsaw	Booked
333333333	2023-10-05	Warsaw	London	Booked
444444444	2023-10-06	London	Amsterdam	Booked
555555555	2023-10-07	Amsterdam	Paris	Booked
666666666	2023-10-08	Paris	Madrid	Booked
777777777	2023-10-09	Madrid	Rome	Booked
888888888	2023-10-10	Rome	Athens	Booked
999999999	2023-10-11	Athens	Istanbul	Booked

You keep track of your recorded bookings and submitted transport orders for the coming weeks and months.

### Detailed overview bookings & transport order

ID	Reference	Status	Origin	Destination	Carrier	Vehicle	Weight	Volume	Created	Updated	Actions
001	123456789	Booked	Frankfurt	Munich	DB Schenker	W1	10000	100	2023-10-01	2023-10-01	[Icons]
002	987654321	Booked	Munich	Vienna	DB Schenker	W1	10000	100	2023-10-02	2023-10-02	[Icons]
003	111111111	Booked	Vienna	Prague	DB Schenker	W1	10000	100	2023-10-03	2023-10-03	[Icons]
004	222222222	Booked	Prague	Warsaw	DB Schenker	W1	10000	100	2023-10-04	2023-10-04	[Icons]
005	333333333	Booked	Warsaw	London	DB Schenker	W1	10000	100	2023-10-05	2023-10-05	[Icons]
006	444444444	Booked	London	Amsterdam	DB Schenker	W1	10000	100	2023-10-06	2023-10-06	[Icons]
007	555555555	Booked	Amsterdam	Paris	DB Schenker	W1	10000	100	2023-10-07	2023-10-07	[Icons]
008	666666666	Booked	Paris	Madrid	DB Schenker	W1	10000	100	2023-10-08	2023-10-08	[Icons]
009	777777777	Booked	Madrid	Rome	DB Schenker	W1	10000	100	2023-10-09	2023-10-09	[Icons]
010	888888888	Booked	Rome	Athens	DB Schenker	W1	10000	100	2023-10-10	2023-10-10	[Icons]
011	999999999	Booked	Athens	Istanbul	DB Schenker	W1	10000	100	2023-10-11	2023-10-11	[Icons]

You can monitor status changes of your bookings and transport orders quickly and easily in detail.

### Entering bookings & transport orders

Form fields include: Reference, Date, Origin, Destination, Carrier, Vehicle, Weight, Volume, and various checkboxes and dropdown menus for additional details.

Enter bookings and transport orders simply, quickly and easily on the basis of templates. You can use entries that have already been entered as a basis for new ones.



## Integration in your in-house systems

- One central interface for data exchange - the services & data can be queried and received per authorisation
- Reduction of errors, double entries etc. in the interaction between you and our company

### Status messages

#### Available from June 2023

- Transmission of information and status updates on the current consignment and its wagon (ETA, status, reporting location, etc.)
- Transmission of PDF consignment notes

### Empty wagon ordering

#### Available from June 2023

- Transmission of templates for orders
- Receive orders, changes & cancellations
- Submitting status updates

### Block train ordering

#### Available from 2024

- Transmission of scheduled trains
- Receiving confirmations, changes & cancellations for scheduled trains
- Receive requests for ad-hoc trains
- Submitting status updates

### Transport orders

#### Available from 2024

- Transmission of templates for bookings & transport orders
- Receive bookings & transport orders / changes & cancellations
- Submitting status updates

## Rail Cargo Group & Transporeon

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## One goal: The simple shift of transport onto rail



RCG and software company Transporeon agree on partnership

- Pilot project for the **integration of rail and intermodal transport** on Europe's largest road logistics marketplace
- Selection and implementation of **integrated end-to-end logistics solutions**
- Retrieval of **status information and improvement of CO<sub>2</sub> balance** (ISO 14083)
- Roll-out on **pilot routes in Germany, Austria and Italy**
- Rail Cargo Group as a **strong and sustainable rail logistics provider** for the supply chain of the future

## Pilot routes: Three routes for a sustainable change

For the first time, customers can easily shift their transports to less CO<sub>2</sub>-intensive rail and intermodal chains. The pilot project is being tested on these routes:

- **North-eastern Austria** (Greater Vienna) **to Lombardy** (Milan area)
- **Southern Austria** (Carinthia) **to Northern and Southern Italy**
- **Northern Bavaria** (Würzburg area) / **Central Germany** (Wuppertal / Kreuztal) **to Veneto** (Verona / Vicenza area)

In addition, our customers have exclusive access to many other benefits, which are gradually being tested, expanded and implemented on the Transporeon platform.

Subsequently, the new offer will be extended to many more routes.

Further information: [railcargo.com/transporeon](https://railcargo.com/transporeon)

# OUR COMPREHENSIVE RANGE OF SUSTAINABLE END-TO-END LOGISTICS SERVICES

