Evaluating Rail Cars Upon Arrival
Telling the Big Story!
Receiving Guidelines Part 2
Presenter – Evaluating Rail Cars Upon Arrival

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Telling the Big Story!

While Pictures of Damaged Rolls are Required for the Claim, Pictures Telling the “Big Story” will Prevent Future Transit Damage Claims
Stop the Damage Cycle

1. Damage
2. Big Story
3. Analysis
4. Solution

IDEAAlliance®
Wet Rolls

Damage

05/06/2013
Water Damaged Rail Car

Big Story

Pictures in the railcar show where the water was leaking into the car and help the car owner identify the exact area that needs repair.
More Wet Rolls

Damage
Water Damaged Trailer

Pictures in the trailer show where the water was leaking and allow the carrier to repair the correct area of the trailer. Plus, pictures aid in the claim recovery, proving that water damage occurred in the trailer.
Damage from Foreign Object
Picture of the nail in the trailer floor shows the shipper what was missed in the loading process that created this damage.
Gauge

Damage
Damage occurred at the Mill

Because the gauge occurred on the top roll, it was most likely caused when the rolls were being loaded, not in transit. This is Loader Damage.
More Wet Rolls

Damage
Big Story

Pictures in the trailer show the loader placed absorbent pads in the nose of the trailer. This indicates that water was present when the shipper loaded this trailer instead of rejecting the trailer for not being watertight.
Heavily Damaged Rolls
Wrong Size Rail Car – No Approved Loading Plan

Big Story

This doorway picture shows an unapproved load plan that can cause damage but more importantly an unsafe load. Further investigation found that this 3rd party warehouse was supplied a 60 foot railcar with a 16 foot doorway with no instructions on how to properly load.

Understanding the Big Story, the shipper was allowed to intervene in the process and ensure that future outbound loads were safe.
Transit Burst

Damage
Pictures in the railcar show the shipper eliminated the second layer for one roll spot. The pressure against the single roll was too much during transit. The other rolls on the second layer were squeezing against the single roll and caused the damage. The shipper would not know what caused this problem had the receiver not sent back these pictures of the load.
Edge Damage

Damage
Edge Damage Close Up

Damage
Deflated Airbags

Big Story

Pictures of the doorway show the airbags became deflated and the load shifted into the doorway. Seeing the condition of the airbags at receipt directs the shipper to investigate airbag quality and the inflation process to determine the root cause of the failure.
Transit Burst

Damage
Rolls Toppling...Rail Car Door Bulging

Big Story
Poor Quality Risers

Big Story

Pictures of rolls toppling in the rail car allowed the shipper to investigate the root cause. In this case, the shipper found the riser strength to be suspect and was able to correct the issue.
Edge Damage
Risers at the Doorposts

Big Story

Pictures in the railcar and notes about the unloading show the shipper that placing rolls on risers at the doorpost is creating issues at this particular printer location. The unloader can not grab the front doorpost rolls without sliding the rolls into the center of the car a bit. When these rolls are placed on risers, the riser will stick to the floor. When the rolls are moved, they will drop the 6 inch height to the floor creating edge damage.
Significant Transit Burst

Damage
Load Strapping Failed

Big Story

Pictures of this intermodal load at the receiver show that the straps unitizing the second island on this load failed. This not only creates severe damage to the rolls but an unsafe load. It is important that the shipper investigate these type failures to prevent a reoccurrence.
Damaged Sheets on Skids

Damage
Low Package Strength

Big Story

Pictures of the skids in the trailer before it is unloaded show that this damage happened in transit.

In this case, the packaging was not of sufficient strength to withstand the rigors of transport.
Crushed Cores

Damage

(Crushed Core)
Pictures of the doorway of this railcar show the airbags have burst. This is an important element to show the carrier as evidence of rail mishandling.
More Wet Rolls

Damage

01/31/2013

01/31/2013
Pictures of the trailer roof show several suspect patches that question if the shipper should have rejected this trailer at origin. Based on these, the shipper can set clearer acceptance standards with their loaders and also follow back with carriers on acceptable standards.
Chafe Damage

Damage
Incorrect Loading

Big Story

Pictures of the doorway of this railcar show the rolls pushed up against the door which created chafe damage and edge crush.

Pictures of the “4 in the door” rolls not aligned on the centerline help the shipper understand if the damage is a result of a loading problem or a rail handling issue.
More Damaged Sheets on Skids
Pictures of the skids in the trailer before it is unloaded show that this damage happened in transit. In this case, the packaging was not of sufficient strength to withstand the rigors of transport. Additionally, the shipper can see the load was not secured in the trailer properly.
More Transit Burst

Damage
Unsafe Load!

Big Story

Pictures of the rolls in this railcar show where the incomplete layer restraint has failed and the rolls are MOBILE creating damage and a very UNSAFE LOAD.
Analysis

Analysis of this load showed that the load was restrained properly at origin. Pictures at receipt show the shipper that there is an issue with this load pattern, if it allows the rolls to break out in this manner. The shipper can then present these examples to the Rail Road to help work out a solution.
Pictures in General

Take pictures of anything unusual. If the shipper usually does not load with wood (Picture 2) it may be an indication the load shifted in transit and the carrier had to adjust it. Carrier adjustment occurred in both these examples. In Picture 1, the contractor hired to adjust this railcar did not secure the rear upper roll properly which created a potentially dangerous load. The shipper receiving these pictures was able to give the needed feedback to the railroad and their contractor to prevent this potentially dangerous act from occurring again.
The picture of the doorway of this car shows an incorrect load pattern which led to the rolls in the doorway walking into the door creating damage and an unsafe load.
Incorrect Load Plan

Analysis

The diagram on the left is how the load should be when a horizontal air bag is used. The blue rolls are the doorpost rolls. There must be 4 doorpost rolls placed as shown in the diagram. The doorpost rolls must be located so that 50% of the roll is positioned behind the doorpost. The diagram on the right is how this particular load was configured. The point roll (red roll) will act as a wedge and push these rolls out towards the doors which is a problem. The picture on the left shows the actual rolls and the point roll is highlighted.
With pictures, the shipper can analyze the issue and follow back with the loading crew to show them why this load pattern was incorrect and the damage caused by using this shipping plan.
THANK YOU!