

# RFC North Sea – Med Customer Information Platform Demo

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Co-financed by the European Union  
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# Context of the Customer Information Platform

## What is the Customer Information Platform?

- The Customer Information Platform (CIP) is an interactive, internet-based information tool.
- It is available free of charge and registration, only a CAPTCHA.
- CIP is a multi-corridor tool providing more and more harmonized information for 8 out of 9 RFCs.
- RailNetEurope as the owner is responsible for hosting and maintenance of the CIP.

[The CIP can be reached via our website:](https://www.rfc-northsea-med.eu/en/page/customer-information-platform)

<https://www.rfc-northsea-med.eu/en/page/customer-information-platform>

# Screen after login

The screenshot displays the CORRIDOR CIP interface. At the top, it shows the user is logged in as 'PUBLIC'. Below this is a navigation bar with 'Interactive Map', 'Information Documents', and 'Feedback'. A message prompts the user to select a corridor of interest. A row of logos for various rail freight corridors (All RFCs, CORRIDOR RHINE-ALPINE, CORRIDOR, ScanMed RFC, ATLANTIC, RFCS, MEDITERRANEAN, RFC7, and North Sea - Baltic) is visible, along with a 'Set' button. The main area is titled 'Public-Map' and features a map of Frouard, France, with several rail freight corridors overlaid in different colors. Two nodes are highlighted with red circles and labeled '(m) Bfl 070336/090000' and '(m) Bfl 070336/070000'. The interface includes a search bar, a 'Find a route' button, and a legend on the right side. The legend lists 'Nodes' (Railway Node or Junction, Border Point, Handover Point, Expected Node) and 'By Rail Freight Corridor' (Rhine-Alpine (RFC1), North Sea-Mediterranean (RFC2), ScanMed (RFC3), Atlantic (RFC4), Baltic-Adriatic (RFC5), Mediterranean (RFC6), Orient/East-Med (RFC7), North Sea-Baltic (RFC8), and 'expected'). The bottom of the screen shows a footer with 'Home / Imprint / Legal notice', a disclaimer, and logos for RNECIP and the European Union.

CIP aims to provide information on the routing, terminals and track properties and is developing step by step

# Properties pop-up on clicking

The screenshot shows a GIS application interface with a map of railway corridors. Three orange circles highlight pop-up windows that appear when clicking on different elements:

- Segment Pop-up:** A table with columns 'Name' and 'Value'.

Name	Value
NAME	Hannover-Linden
MANAGER	DB Netz
COUNTRY	Germany
CATEGORY	Principal Line
INTERMODAL_FREIGHT_CODE	PIC 80/410
INTEROPERATIONAL_GAUGE	GC
LINE_CATEGORY	D4
INTERNATIONAL_GAUGE	G2
TRACTION_POWER	15 KV
- Node Pop-up:** A table with columns 'Name' and 'Value'.

Name	Value
NAME	Hannover-Linden
MANAGER	DB Netz
COUNTRY	Germany
TYPE	Handover Point
- Terminal Pop-up:** A text box containing:

Value  
DUSS-Terminal Hannover-Linden  
Peter.Stolle@fit.fichtner.de  
-  
[http://www1.deutschebahn.com/duss/start/terminals\\_uebersicht/1631786/terminal\\_hannover.htm](http://www1.deutschebahn.com/duss/start/terminals_uebersicht/1631786/terminal_hannover.htm)  
Harryweg 9 D-30453 Hannover  
Container/Intermodal Terminal

## Multi-corridor view as a functionality in the Customer Information Platform:

- The full multi-corridor view was developed and is now available in the CIP.
- This new functionality makes it possible to display information for several RFCs at the same time.
- The multi-corridor view has been implemented for both main elements of the CIP:
  - The Interactive Map
  - The Information Documents



# Interactive Map

Multi-Corridor View: Dear Customer, please select the Corridor(s), the 'Interactive Map' of which you are interested in and then press the 'Set' button.

Leave Feedback

Blank

Public-Map

Options

- Background maps
  - None
  - Google Physical
  - Google Streets
  - Google Hybrid
  - Google Satellite
  - OpenStreetMap
- Corridor
  - Terminals
  - Nodes
- Line Properties
  - None
  - By Rail Freight Corridor
  - Corridor Lines
  - Line Category (Load Model)
  - Traction Power
  - Signalling Groups
  - Intermodal Freight Code
  - Interoperable Gauge
  - Multinational Gauge
  - Gradient (1)
  - Gradient (2)

Search location

1:27733947

Legend

- By Rail Freight Corridor
  - Rhine-Alpine (RFC1)
  - North-Sea-Mediterranean (RFC2)
  - ScanMed (RFC3)
  - Atlantic (RFC4)
  - Baltic-Adriatic (RFC5)
  - North Sea-Baltic (RFC8)
  - expected



# Information documents

Interactive Map | Information Documents

Information Documents

Multi-Corridor View: Dear Customer, please select the Corridor(s), the 'Information Documents' of which you are interested in and then press the

**CORRIDOR** RHINE-ALPINE  **CORRIDOR**  **ScanMed RFC**  **ATLANTIC**  **RFC5**  **Baltic Corridor North Sea - Baltic**

**Tree Structure**

Up Search Collapse Tree Expand Tree


Folders: ----Book 1 - Generalities TT 2018

- Book 1 - Generalities TT 2018
  - [RFC Rhine-Alpine](#)
  - [RFC North Sea-Med](#)
  - [RFC ScanMed](#)
  - [RFC Atlantic](#)
  - [RFC Baltic-Adriatic](#)
  - [RFC North-Sea Baltic](#)

**Pages**

Title  
Book 1 - Generalities TT 2018

Page



The key purpose of Bc  
consultation of the CIE

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**ProRail**

**INFRABEL**  
*Right On Track*

**NetworkRail**

**SNCF**  
RÉSEAU



**CFL**



ACF

 **SBB CFF FFS**

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