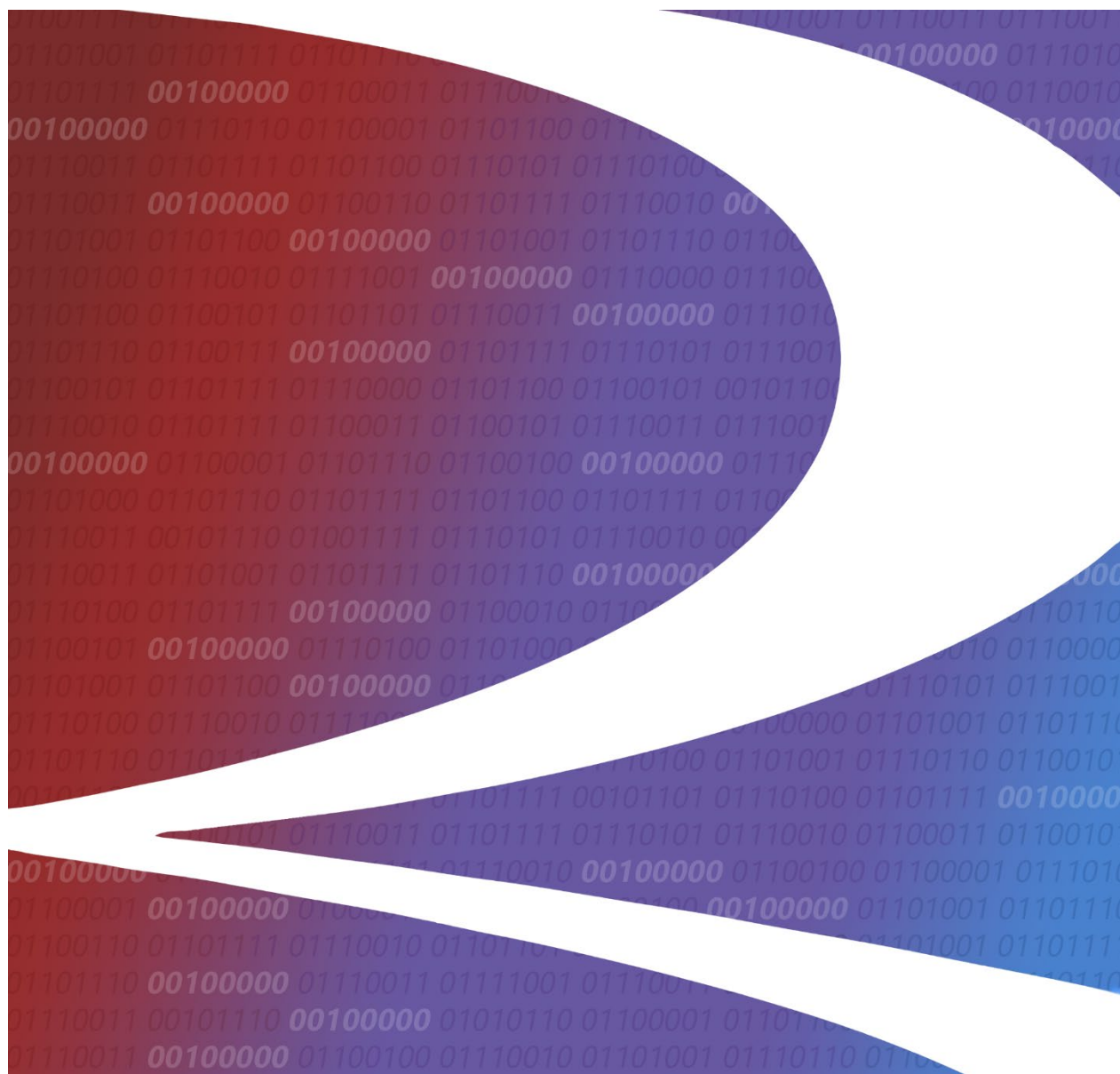




MD-502 Reports User Guide



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Overview

MD-502 Report

MD-502 Reports are submitted to Railinc for analysis with the goal of reducing coupler related mechanical service interruptions (derailments and other line of road failures) and increasing yard and shop efficiency.

The MD-502 Report must be submitted to Railinc within 15 days of coupler removal for each broken coupler removed for Why Made Code 02 and 1J, and for each cracked coupler for Why Made Codes 41, 79, 82, 86, 87, 88, report rotary couplers of type “F”.

Rules 16, 17 and 18 in the *Field Manual of AAR Interchange Rules* establish the minimum mechanical requirements for removing broken and defective couplers. Refer to Rules 16, 17 and 18 in the *Field Manual of the AAR Interchange Rules* for more information.

Mechanical Defects for couplers are overseen by the AAR’s Coupling System and Truck Casting Committee (CSTCC). For MD-502 related comments or questions, send an email to castings@aar.com. If you have questions about completing Form MD-502, send an email to castings@aar.com. If you experience any technical difficulties, call Railinc at 1-877-724-5462 or email the [Customer Success Center](#).

Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to csc@railinc.com.

Getting Started

MD Reports is accessed using the Railinc Single Sign-On (SSO), which is accessed from the Railinc portal at <https://public.railinc.com>. The SSO Login is located at the upper right of the screen.

Register to Use Railinc SSO

For access to MD Reports and other Railinc applications, register to use Railinc Single Sign-On. Refer to the [Railinc Single Sign-On/Launch Pad User Guide](#) for information about the use of Railinc Single Sign-On.

Once SSO registration is complete, you request access to MD Reports within SSO.

Requesting MD Reports Access

After you receive authorization to use Railinc SSO, you must request general access to MD Reports by following instructions in the [Railinc Single Sign-On/Launch Pad User Guide](#). To access MD Reports, select one or more of the available roles. Your level of access to the MD Reports is determined when you request access through Railinc Single Sign-On. [Exhibit 1](#) shows a complete list of available roles as seen in SSO.

Exhibit 1. MD-502 Reports Applicable Permissions

The screenshot shows a web interface for selecting roles. At the top, it says "MD Reports" and "Mechanical Defect Reporter". Below this is a progress bar with three steps: "1 Select Roles", "2 Confirm", and "3 Done". The "1 Select Roles" step is currently active. Under this step, there is a checkbox labeled "MD-502 Reporter (MARK required)" with the description "User responsible for submitting MD-502 forms". Below the checkbox is a text area for "Comments...". At the bottom right, there are two buttons: "Return" (in red) and "Next" (in grey). A character count "0/255" is visible next to the "Next" button.

MD-502 User Roles

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your company administrator through the Single Sign-On interface. The following user roles can be assigned to users of MD-502 Reports, with the subsequently listed functions:

MD-502 Reporter - User can submit MD-502 forms on behalf of a company (reporter mark). This permission is approved by the MD Reports company admin.

- Submit Reports
- Search Reports

- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports
- Add and Edit Trademarks
- Add and Edit Reconditioners

MD-502 Report Reviewer - User can view and edit MD-502 reports belonging to his/her company (reporter mark).

- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Add and Edit Trademarks
- Add and Edit Reconditioners

MD-502 Report Viewer - User (CSTCC members) can view all submitted MD-502 reports.

- Search Reports
- View Reports

MD-502 Report Editor - User (MxV) can edit all submitted MD-502 reports.

- Submit Reports
- Search Reports
- View Reports
- Edit Reports
- Upload Images to Reports
- Delete Reports
- Add and Edit Trademarks
- Add and Edit Reconditioners

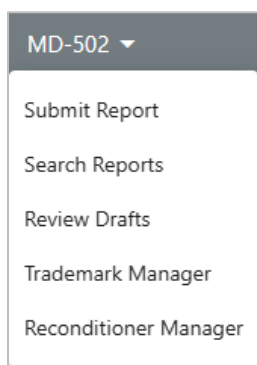
Logging In

To log into the MD Reports:

1. Open your internet browser and enter <https://public.railinc.com> to open the Railinc website.
2. Select the **Customer Login** link in the upper right of the page. The Account Access page is displayed.
3. Enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed.
4. In **My Applications**, select **MD Reports**.
5. The MD Reports Home page is displayed. The menu items available differ depending on your role. [Exhibit 2](#) shows the menu items that support MD Reports functionality.

MD Reports Menu

Exhibit 2. MD-502 Menu



Logging Out

Select the **Sign Out** link in the upper right corner to end a MD Reports session. You are returned to the SSO Login Page.

MD-502 Report

Submit MD-502 Reports

You must be assigned to the MD-502 Reporter role to submit MD-502 Reports.

Use the following procedure to complete Form MD-502:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed (Exhibit 2).
2. From the menu bar, select **MD-502 > Submit Report**. The Submit MD-502 Report page is displayed.

Exhibit 3. Submit MD-502 Defect Report

Defect Report Sections

- Reporter Contact**
- Equipment Details
- Casting Information
- Failure Information
- Attachments
- Repair Key (Optional)

Submit MD-502 Defect Report

* Indicates Required Field

This report covers couplers that are removed for defects, represented by the following:
WHY MADE CODES 02, 1J for broken couplers and WHY MADE CODES 41, 79, 82, 86, 87, and 88 for cracked couplers. (See Field Manual of AAR Interchange Rules 16, 17, and 18).
All items must be completed. If the number or letters are illegible, please use "XX" where applicable.

For MD-502 related comments or questions, please email castings@aar.com.

Reporter Contact Information

Name *
John Smith

Phone Number *
9196515000

Email *
john.smith@railinc.com

City *
Cary

State/Province *
NC

Country *
USA

Railroad/Company *

Equipment Details

Equipment Initial *

Equipment Number *

Equipment Type *

Gross Rail Load *

Casting Information

Coupler Type *

Manufactured Date *
Unknown / Missing / Illegible

Coupler Catalog Number *
Unknown / Missing / Illegible

Serial Number *

End of Equipment *
☐ A End ☐ B End

Component Initial

Component Number

Trademark *
[Lookup](#)

Click 'Lookup' to select Trademark. If Trademark is not listed, select 'Other'.
An image of the Trademark should be uploaded along with the Defect Images at the bottom of the form.

Previously Reconditioned *
☒ Yes ☐ No

Click 'Lookup' to select Reconditioned Stamped Mark.
Reconditioned Stamped Date and Reconditioned Stamped Mark are required if **Yes** is selected for 'Previously Reconditioned'.

Reconditioned Stamped Date *
Reconditioned Stamped Mark *
[Lookup](#)

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Failure Information

Failure Date *

Repair Date *

Why Made Code *

Method of Detection *

D - Derailment

Number of Equipment Derailed

Loaded/Empty Status

☐ Loaded ☐ Empty ☐ Unknown

Was Car in Unit Train Service?

☐ Yes ☐ No ☐ Unknown

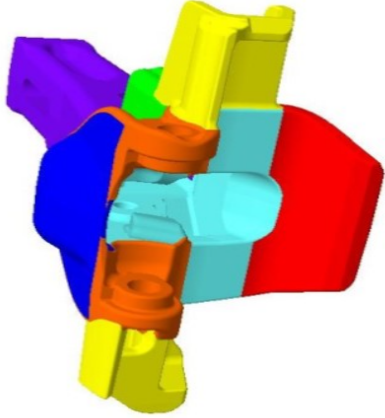
Defect Location

- Indicate defect location on color-coded coupler. Use the < and > icons to scroll through images.
- When the defect location cannot be identified, select 'Other Location' and provide details in the 'Additional Comments' field.
- You can change the image displayed by selecting the proper 'Coupler Type' in the Casting Information section.

Broken or Cracked Locations *

☐ Other Location (A)

E-Type Coupler



Additional Comments

Attachments

It is recommended to submit at least 5 photos of the failure. Attachments can be no larger than 5MB in size and the number of attachments cannot exceed 15. Accepted formats include JPG, PNG, HEIC, and HEIF.

Recommended Photos: Overall of Coupler, Close-up of Damaged Area (Fracture Face), Marks on the Top and Bottom, Reconditioned Stamp, Trademark

Browse

No File Selected

Repair Key (Optional) ⓘ

Repair Key

Save Draft

Submit

3. Complete all required fields (marked with a red asterisk). See the [MD-502 Specification Document](#) for details about expected field values.

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4. The **Reporter Contact Information** section on this page is prepopulated based on information in your SSO profile. Changing your contact information for this report does not change the information in your SSO profile.
5. For users with one Mark/Company ID, the **Railroad/Company** field is prepopulated with your Mark/Company ID. For users with more than one Mark/Company ID, select one from the drop-down list. This field is required to proceed.
6. Enter the **Equipment Details**: When the Equipment Initial and Equipment Number are found in Umler, the **Equipment Type** and **Gross Rail Load** are automatically populated. If the car is not found, enter these fields.
7. In the **Casting Information** section, if the **Coupler Catalog Number** is missing, enter “Piece Missing” in the field or select the **Unknown/Missing/Illegible** link.
8. The **Serial Number** must be up to 6 characters. If the Serial Number is missing, enter “XXXXXX” or select the **Unknown/Missing/Illegible** link.
9. Select the **Lookup** button to choose a **Trademark** from the list. Select **Other** from the list if the trademark is not represented.
10. When **Previously Reconditioned** is **Yes**, the **Reconditioned Stamped Date** and **Mark** fields are required. When the **Reconditioned Stamped Date** month and/or year is unknown, then select **XX** for month and **XXXX** for the year from the drop-down list. Select the **Lookup** button to choose a **Reconditioned Stamped Mark** from the list. Select **Other** from the list if the stamp is not represented.
11. In the **Failure Information** section, selecting **02 - Broken** for the **Why Made Code** means a complete separation of parts. Select the **Why Made Code** and **Method of Detection**. When **Derailment** is selected, enter the **Number of Equipment Derailed**.
12. Enter **Failure** and **Repair Dates**. The **Repair Date** must be after the **Failure Date** and **Reconditioned Date**.
13. Click through the **Broken or Cracked Locations** and select the color-coded area of the image that best represents the broken or cracked location on the coupler. If cracked, enter the length of the crack in inches (e.g., .5). If the broken or cracked area is not represented by any of the colors, choose **Other Location** and enter the location in the **Additional Comments** field, along with comments for the any other information in the form that you want to provide.
14. To add attachments, select **Browse** in the **Attachments** section. It is recommended that you add at least 5 pictures of the failure. Recommended pictures are the overall coupler, damaged area, marks on the bottom, reconditioned stamp and trademark image. Attach up to 15 images.
 - a. Attach files in the following formats: .JPG, .PNG, .HEIC, .HEIF. Each image has a 5 MB size limit.
 - b. Select **Delete** to remove an attached file from the form.
 - c. The recommended attachments are requested but are not required to submit Form MD-502.
15. You have the opportunity to customize a **Repair Key** for each report to help you keep track of each MD-502 coupler reported. For example, you may want to name it with your name, the equipment ID and the date. When this field is left blank, the system will auto-generate a Repair Key for you.

Exhibit 4. MD-502 Attachment

Attachments

It is recommended to submit at least 5 photos of the failure. Attachments can be no larger than 5MB in size and the number of attachments cannot exceed 15. Accepted formats include JPG, PNG, HEIC, and HEIF.

Recommended Photos: Overall of Coupler, Close-up of Damaged Area (Fracture Face), Marks on the Top and Bottom, Reconditioned Stamp, Trademark

File No.	File Name	File Size	Action
1	E-Type Coupler.PNG	78.48 KB	Delete

Browse

16. Save the form as draft by selecting the **Save Draft** button. The draft is kept saved for 60 days. Reporters and Editors have the ability to save, view and edit drafts that they have created. A draft can be saved without entering all the mandatory fields.
17. When you have completed the form, click **Submit**. A submission success message is displayed.

Exhibit 5. MD-502 Successful Submission



Search Reports

To search MD-502, you must be assigned to one or more of these roles: the MD-502 Reporter, MD-502 Report Reviewer, MD-502 Report Viewer or MD-502 Report Editor.

Use the following procedure to search for MD-502 Reports:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Search Reports**. The **MD-502 Search Reports** page is displayed:

Exhibit 6. MD-502 Search Reports

MD-502 Search Reports

Equipment IDs

Repair Key

Created Date

Why Made Code (WMC)

Failure Date

Reporter Mark

Coupler Type

Trademark

Lookup

Catalog Number

Reset Search

- To search for one or more MD-502 Reports, enter any or no criteria in the fields and select **Search**.
- A Search Results example is displayed in the image below.

Exhibit 7. Search Results

MD-502 Search Reports

Search Results

16,005 Results

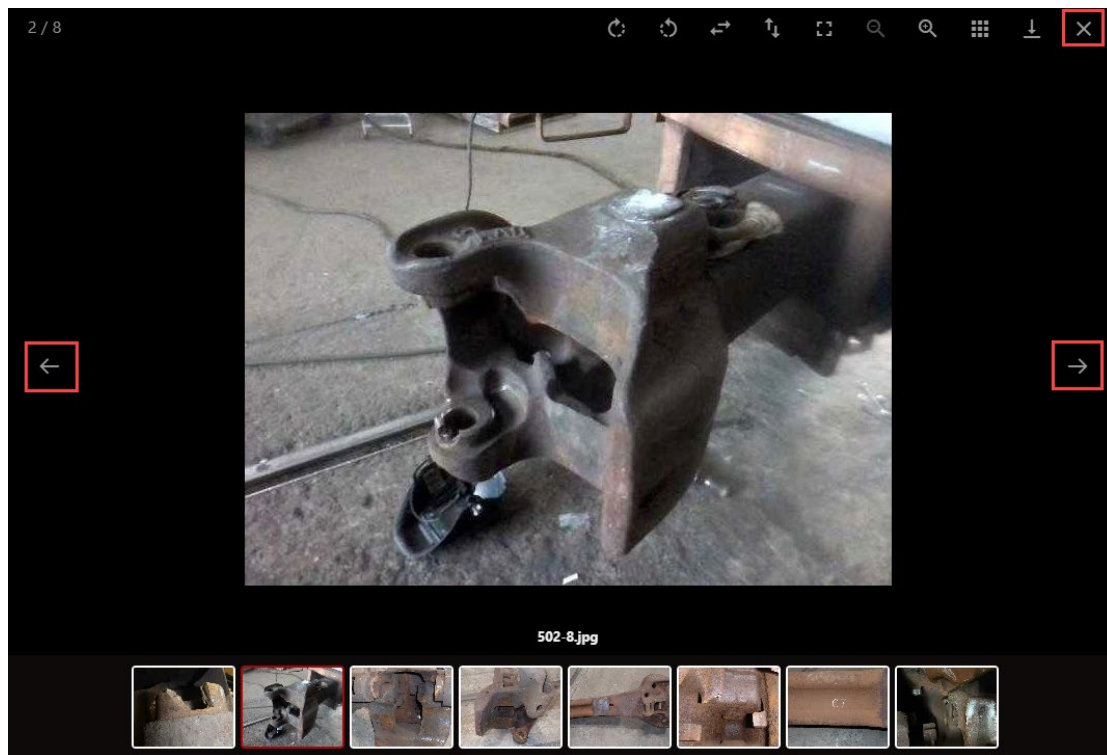
Export to CSV

Equipment ID	Equipment Type	Coupler Type	Catalog Number	Serial Number	Trademark	Cast Date	WMC	Damage Locations	Attachments	Failure Date
CP123	Box Car	EF	PIECE MISSING	XXXXXX	EOT	XX-XXXX	1J	A		12-08-
RAIL787	Locomotive	Rotary	PIECE MISSING	XXXXXX	GPTST1	05-2021	79	B		12-01-
RAIL3432	Locomotive	Rotary	PIECE MISSING	XXXXXX	heyyy44	01-2025	79	B		12-02-
RAIL3343	Passenger	EF	PIECE MISSING	XXXXXX	FHASA	02-2024	41	B		12-01-
RAIL35345	Locomotive	F	PIECE MISSING	XXXXXX	Omaha	01-2025	82	B,D		12-01-
RAIL2343	Locomotive	EF	PIECE MISSING	XXXXXX	REP	01-2025	79	B		12-01-
CN400	Box Car	E	PIECE MISSING	XXXXXX	TESTING FINAL	XX-XXXX	1J	C		12-01-
RAIL12345	Box Car	EF	PIECE MISSING	XXXXXX	Testing Trademark11	XX-XXXX	02	C		12-01-
SOXX526671	Other	F	PIECE MISSING	XXXX	ASF	XX-XXXX	87	B	1	11-12-
CSXT10001	Covered Hopper Car	E	PIECE MISSING	XXXXXX	Testing Trademark11	XX-XXXX	1J	D		12-01-
TBOX671377	Other	E	PIECE MISSING	12222	ASF	XX-XXXX	41	C		11-19-
AITX37364	Other	F	PIECE MISSING	XXXX	ASF	XX-XXXX	87	C		11-12-
RAIL45458	Covered Hopper	F	PIECE MISSING	XXXXXX	National	01-2025	41	B,G	15	11-18-

10 25 50 100

- To view the file attachments when available, select the numbered link in the **Attachments** column for the appropriate row. The number represents the amount of attachments for the report. The attachments open in the table view. Click on an attachment to use the image carousel view ([Exhibit 8](#)). Use the X in the top right to close both views.

Exhibit 8. Carousel View of Attachments



6. To view a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.

Edit MD-502 Reports

To edit MD-502 Reports, you must be assigned to one or more of these roles: the MD-502 Reporter, MD-502 Report Reviewer or MD-502 Report Editor.

Use the following procedure to edit MD-502 Reports:

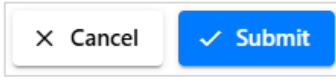
1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Search Reports**. Search for reports as described in [Search MD-502 Reports](#).
3. To open a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.
4. Scroll to the bottom of the report and select **Edit**.

Exhibit 9. MD-502 View Button Panel



5. The Edit MD-502 Defect Report page displays. All fields are editable except for **Repair Key** and **Created Date**.
6. Edit the necessary fields, then scroll to the bottom of the report and select **Submit**.

Exhibit 10. MD-502 Update Button Panel



7. A submission success message is displayed.

Exhibit 11. Update Successful Submission



Review Drafts

To review MD-502 draft reports, you must be assigned to the MD-502 Reporter role for the company mark.

Use the following procedure to review MD-502 draft reports:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Review Drafts**. Available draft reports for your company mark are listed on the **Review Drafts** page.
3. To open a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.

Exhibit 12. View Drafts

Review Drafts							
1 Result							
Equipment ID ▾	Equipment Type ▾	Coupler Type ▾	Manufactured Date ▾	Attachments ▾	Failure Date ▾	Modified Date ▾	Created Date ▾
BNSF99916	Box Car	E Type		1		07-14-2025	07-14-2025

4. Scroll to the bottom of the report and select the **Edit** button ([Exhibit 9](#)). See [Edit MD-502 Reports](#) for details.
5. Once you've made your updates, select **Save Draft** to save your draft or **Submit** to submit the report. Once the report is submitted, the **Save Draft** button is no longer available when viewing the report.

Exhibit 13. Draft Edit Button Panel

✕ Cancel
💾 Save Draft
✓ Submit

Delete MD-502 Reports

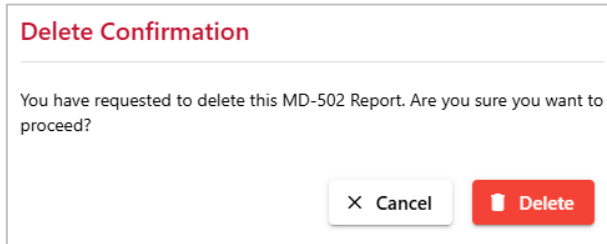
You must be assigned to the MD-502 Reporter and/or MD-502 Report Editor roles to perform delete functions in MD-502 Reports.

Use the following procedure to delete MD-502 Reports:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu bar, select **MD-502 > Search Reports**. Search for reports as described in [Search MD-502 Reports](#).
3. To delete a report, select the **Equipment ID** link for the appropriate row located in the **Equipment ID** column.

4. Scroll to the bottom of the report and select the **Delete** button ([Exhibit 9](#)).
5. A **Delete Confirmation** pop-up box appears. Select **Delete** to delete the report, or **Cancel** to cancel.

Exhibit 14. MD-502 Delete Confirmation



6. If you select **Delete**, a confirmation pop-up box appears to indicate the report has been successfully deleted.

Exhibit 15. Delete Success Message



Manage Trademarks

To add or edit a trademark in MD-502 Reports, you must be assigned to one or more of these roles: the MD-502 Reporter, MD-502 Report Reviewer or MD-502 Report Editor for the company mark. These roles can add trademarks and edit their own. Reviewers can edit any trademarks for their company.

When the **Trademark** is not listed in the MD-502 form, or if an existing trademark needs to be updated, use the following procedure:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu, select **MD-502 > Trademark Manager**. The Trademark Manager page is displayed.

Exhibit 16. Trademark Manager (Editor View)

Trademark Manager

Add Trademark

i Please provide a one-word name or abbreviation to identify this trademark.

i Add a city for companies with multiple locations.

No File Selected

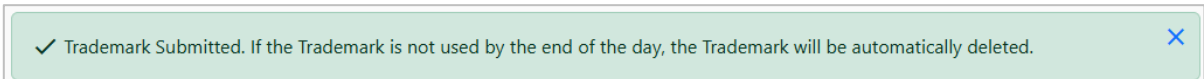
Trademarks

31 Results

Name	Description	City	Used By	Image	Action
ASF	American Steel Foundries (ASF) Indiana Harbor		Industry		Edit
National	National Castings Div.	Sharon (National)	Industry		Edit
National	National Castings Div.	Melrose Park (National)	Industry		Edit
National	National Castings Div.	Cicero (National)	Industry		Edit
Omaha	Omaha Steel Castings Co. (Omaha)		Industry		Edit
Sidna	Siderurgica Nacional	S.A. (Sidena)	Industry		Edit
FATSA	Fundidora DeAceros Tepeyac	S.A. (FATSA)	Industry		Edit
Columbus	Columbus Steel Castings		Industry		Edit
ASF	American Steel Foundries (ASF) Granite City		Industry		Edit
National	National Castings Div., Mexico Sahagun, Hidalgo	Mexico	Industry		Edit

3. To add a new trademark to MD-502 (add when ready to use the same day):
 - a. Enter the **Trademark Name/Description**.
 - b. Enter the **Trademark Abbreviation/One Word Description**.
 - c. For companies with multiple locations, enter the **City**.
 - d. Select **Browse** to upload the **Image of Trademark**. Find and select the image on your computer.
 - e. Select **Submit Trademark**. The Trademark Submitted message appears. If the trademark is not used by the end of the day, it will be automatically deleted.

Exhibit 17. Trademark Submitted Successfully



4. To edit a trademark that exists in MD-502:
 - a. Select the **Edit** button to open and update the trademark.
 - b. Make your updates and select **Update** to save your changes. The Trademark Submitted message appears. MD-502 reports that use the trademark will be automatically updated.
 - c. Select **Reset** to clear form and messages.

Exhibit 18. Update Trademark (Editor View)

Trademark Manager

Edit Trademark

Trademark Name *

Trademark Description *

City

Trademark Image *



Clear Selection

Please provide a one-word name or abbreviation to identify this trademark.

Add a city for companies with multiple locations.

Reset Update

Trademarks

31 Results

Name	Description	City	Used By	Image	Action
National	National Castings Div.	Melrose Park (National)	Industry		Edit

Manage Reconditioners

To add or edit a reconditioner stamp in MD-502 Reports, you must be assigned to one or more of these roles: the MD-502 Reporter, MD-502 Report Reviewer, or MD-502 Report Editor for the company mark. These roles can add stamps and edit their own. Reviewers can edit any stamps for their company.

When the **Reconditioner Stamp** is not listed in the MD-502 form, or if an existing stamp needs to be updated, use the following procedure:

1. Log into the MD Reports as described in [Logging In](#). The MD Reports Home page is displayed ([Exhibit 2](#)).
2. From the menu, select. From the menu, select **MD-502 > Reconditioner Manager**. The Reconditioner Manage page is displayed.

Exhibit 19. Add Recondition Stamp (Editor View)

Reconditioner Manager

Add Reconditioner

ⓘ Add a city and state for companies with multiple locations.

↺ Reset
✓ Add

Reconditioners

19 Results

Name	Description	Location	Used By	Action
AAAA	aaaa		Industry	Edit
AAFC-PE	American Allied Railway Equipment Company		Industry	Edit
AAX-S	American Industries		Industry	Edit
CCR	Central Coupler Reclaim	Inc.	Industry	Edit
CP-WW	Progress Rail Transcanada Corp.		Industry	Edit
DRRX-D	Donohue Railroad Equipment		Industry	Edit
EDIT	2		Industry	Edit
GCP	Greenbrier Castings		Industry	Edit
GCRI	Greenbrier Castings and Reclamation		Industry	Edit
ICD	Illini Castings	LLC	Industry	Edit
MC-K	McConway & Torley	LLC	Industry	Edit
MR-CI	American Industries-Midland		Industry	Edit
MSR	Mechanical Systems Remanufacturing	Inc.	Industry	Edit
OTHER	Other		Industry	Edit
PR-AA	Progress Rail Services		Industry	Edit
REP	REPORT222		CN	Edit

10
25
50
100

3. To add a new reconditioner stamp to MD-502 (add when ready to use the same day):
 - a. Enter the **Recondition Stamp Mark**.
 - b. Enter the **Reconditioner Name**.
 - c. For companies with multiple locations, enter the **City** and **State**.

- d. Select **Add**. The Reconditioner Submitted message appears. If the reconditioner is not used by the end of the day, it will be automatically deleted.

Exhibit 20. Stamp Submitted Successfully

✕

✓ Reconditioner Submitted. If the Reconditioner is not used by the end of the day, the Reconditioner will be automatically deleted.

4. To edit a reconditioner stamp that exists in MD-502:
 - a. Select the **Edit** button to open and update the reconditioner.
 - b. Make your updates and select **Update** to save your changes. The Reconditioner Submitted message appears. MD-502 reports that use the reconditioner stamp will be automatically updated.
 - c. Select **Reset** to clear form and messages.

Exhibit 21. Update Reconditioner Stamp (Editor View)

Reconditioner Manager

Edit Reconditioner

Reconditioner Stamp Mark *
MR-CI

Reconditioner Name *
American Industries-Midland

City

State

i Add a city and state for companies with multiple locations.

↺ Reset
✓ Update

Reconditioners

19 Results

Name	Description	Location	Used By	Action
MR-CI	American Industries-Midland		Industry	Edit