

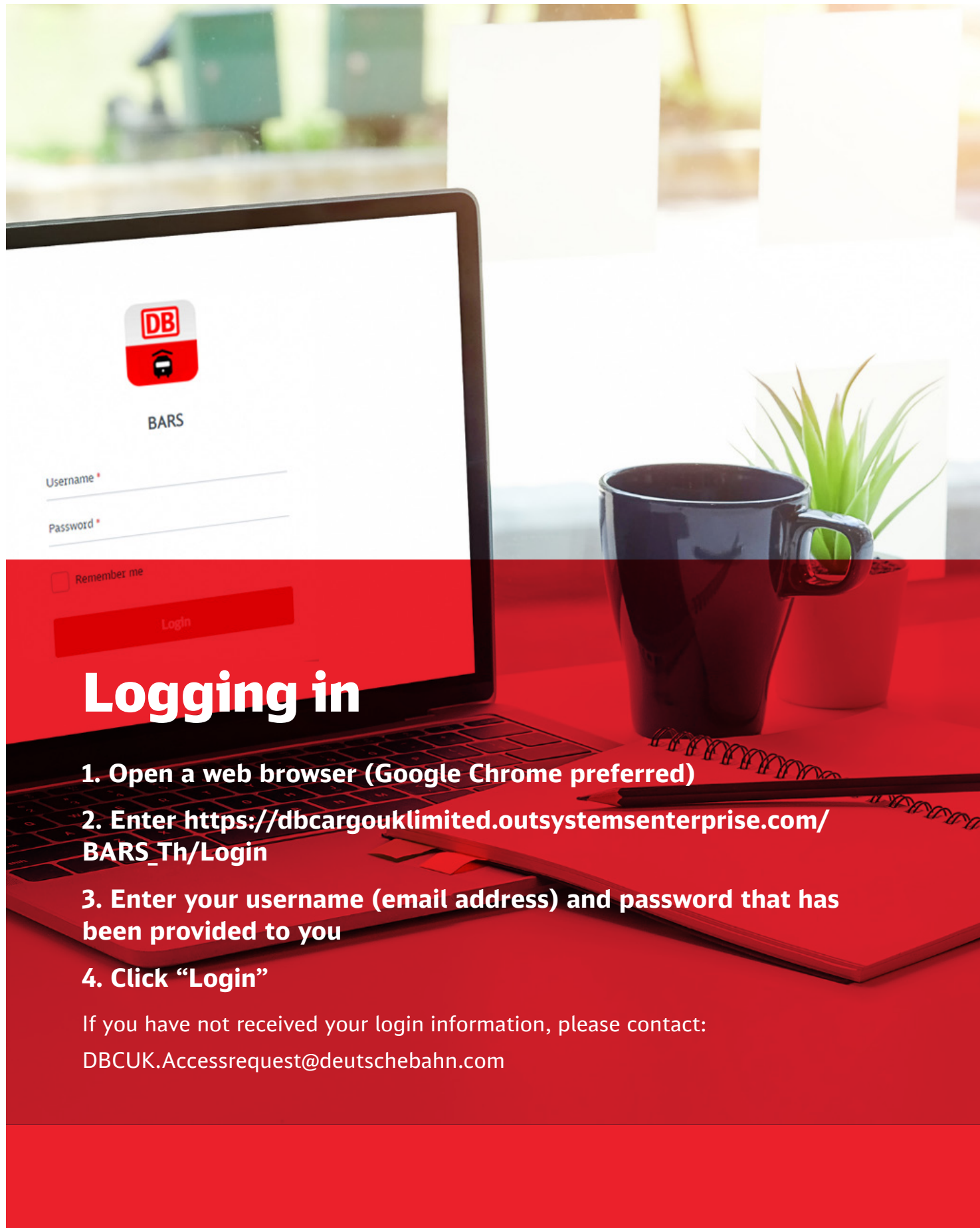


An introduction to BARS

Your quick guide to the new Beneficiaries
Access Request System (BARS)



Cargo



Logging in

- 1. Open a web browser (Google Chrome preferred)**
- 2. Enter https://dbcargouklimited.outsystemsenterprise.com/BARS_Th/Login**
- 3. Enter your username (email address) and password that has been provided to you**
- 4. Click “Login”**

If you have not received your login information, please contact:
DBCUK.Accessrequest@deutschebahn.com

System requirements

Recommended configuration:

- Browser: Chrome, Firefox, or Edge (Opera, Brave, & Safari also compatible)
- Devices: Desktop or laptop

Minimum requirements:

- Resolution: Minimum 1600x900
- Download speed: Minimum of 1 Mb/s
- Browser limitations: Not compatible with Internet Explorer
- Device limitations: Not suited to mobile devices

Service requests

The screenshot displays the BARS Service Requests interface. At the top left, there is a logo for BARS and the text 'Service Requests'. On the top right, there is a user profile icon labeled 'Username'. Below the header, the main content area is titled 'Requests'. On the right side of this area, there is a red button labeled 'New Service Request'. Below the title, there is a search bar with the placeholder text 'Search SI or TS numbers' and two buttons: 'Search' and 'Clear'. Below the search bar is a table with the following columns: BARS, Beneficiary, Site, Arrival Headcode, Arrival Date, Arrival, Departure Headcode, Departure Date, Departure, Status, Copy, and PDF. The table contains one row of data: SE-22-0027538, Company, Acton Yard, 6Z01, Thu 01 Dec, 13:36, 6Z01, Thu 01 Dec, 15:36, New, and icons for Copy and PDF. Below the table, it says '1 to 1 of 1 Items'. On the right side of the table, there is a 'Filters' panel with three sections: 'Access Date' with 'From' and 'To' date pickers (values: 24/11/2022 and 08/12/2022), 'Site' with a search input, and 'Status' with a search input.

- To raise a service request, click the “New Service Request” button to open the request form. Proceed to fill in the different fields with details of the request, then click “Save” at the bottom of the form when complete.
- Once service requests are created they will appear on the Home Page in the Requests list with their status. To view details of the request, simply click in the line of the request; here you can amend or cancel the request.
- Filters can be applied using the filter column.
- The “Copy” functionality can be used for a request with the same details as a previously created request and the date can be amended.

Recurring requests

A multiple access request can be created if there is an identical request for multiple days. To create a multiple access request click “Yes” in the “Is the request recurring” checkbox.

A box will then be displayed allowing you to select the days of the week for the access request. An identical request is created for each day of the week selected.

The screenshot shows a form titled "Service Time" with the following fields and options:

- Is the request recurring:** Radio buttons for "Yes" (selected) and "No".
- Start Date *:** Text input with value "24/11/2022".
- Time of arrival *:** Time picker with value "13:39". A red box highlights this field with the text "The arrival time cannot be in the past".
- Arrival Headcode *:** Text input with value "6801".
- Arrival From *:** Dropdown menu with value "Caeriff Tidal Yard".
- End Date *:** Text input with value "01/12/2022".
- Time of departure *:** Time picker with value "15:39".
- Departure Headcode *:** Text input with value "6801".
- Depart To *:** Dropdown menu with value "Grangemouth Terminal".
- Runs on:** A row of seven buttons for days of the week: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday. The "Wednesday" button is highlighted in red.

Please don't forget

Additional services:

- Additional service requests can be added via the “Add Services” button if they are required.
- Most common additional services are shunting/run-round provision, load examination, stabling/rail vehicle storage, and car/light van parking.

The screenshot shows a table titled "Site and Services" with a dropdown menu set to "Acton Yard". The table has the following columns: Service, Quantity, Unit, Estimated Charge, and Purchase Order No.

Service	Quantity	Unit	Estimated Charge	Purchase Order No.
Access - Arrival	1	Per Instance/Event	£76.02	<input type="text" value="Add PO"/>
Access - Departure	1	Per Instance/Event	£76.02	<input type="text" value="Add PO"/>

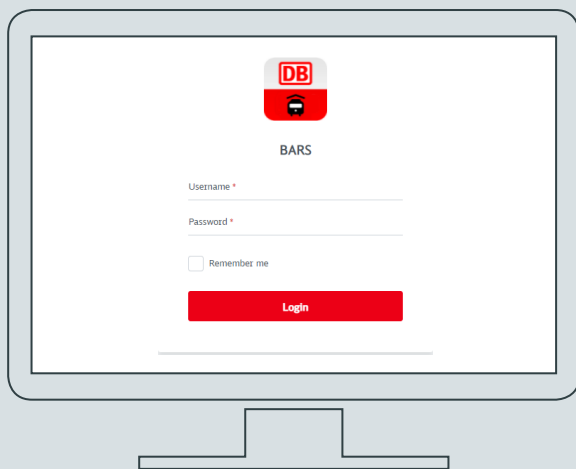
Below the table is a red button labeled "Add Services".

Train length:

- Accurate information in the “Train Length” field enables our team to understand if the request can be accepted.
- Train length information must include the loco and wagons in metres (to the nearest full metre).

Monitoring the status of your request

When submitted, your request will be reviewed by our team and it will display its "Status" on your BARS Home Page.



Technical support for BARS

Please contact the DB Cargo UK IT Helpdesk on:

helpdesk.db.cargo.uk@deutschebahn.com

Please note

When your request is approved, declined, or cancelled, you will receive an automatic email informing you of this.

Service requests must be raised in advance so that our team have sufficient time to review, make necessary arrangements, and accept the request.

In cases where a request is too close to the current date/time, an error message will be displayed in BARS indicating that the Emergency Service Request process must be followed.



Cargo