

Rail-Flow Programme Guide

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1. WHAT IS RAIL-FLOW?

Rail-Flow is Europe's platform for rail freight and intermodal transport services. It manages the entire logistics process, from order creation to order management.

2. GLOSSARY OF TERMS

ITU – is an intermodal transport unit, e.g. container, crane semi-trailer, non-craneable semi-trailer.

- **Non-craneable semi-trailer** – is a semi-trailer that cannot be lifted by crane.
- **Swap body** is a cargo container that can be removed from the chassis and placed on supports. This container is used for intermodal transport to quickly change cargo between trucks or rail.
- **UNNO**, usually associated with the UN Number (United Nations Number), is used to identify dangerous goods according to the UN classification.
- **NAG** and **NOS** are mainly used as internal codes in transport planning or to designate cargo types.
- For example:
 - i. **NAG** can mean “Non-ADR Goods”, i.e. not classified under ADR.
 - ii. **NOS** often stands for “Not Otherwise Specified” (e.g. chemicals or cargoes that do not fall within a specific classification).
- **ADR** is dangerous goods, i.e. products, materials with dangerous properties that are potentially hazardous to humans and all other living organisms, the environment and property.

3. LOGIN TO THE PROGRAMME

3.1 Getting your login details and changing your password

3.1.1. New LTG Cargo customers who have signed the Contact of the Provision of Intermodal Services will receive an e-mail within 1 working day from an LTG Cargo employee with their login details (login name, temporary password and login link).

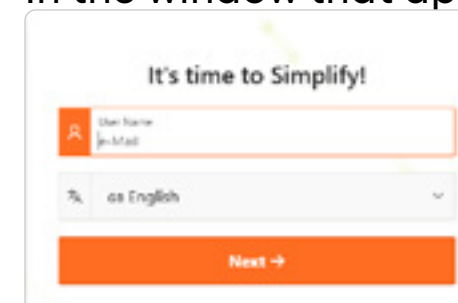
! If you have not received your login details, please inform us by e-mail intermodal@ltgcargo.it.

3.1.2. First time you log in, the programme will ask you to change your temporary password. The password must contain 12 characters, of which at least 1 must be a number and at least 1 must be a symbol (/, *, = etc.).

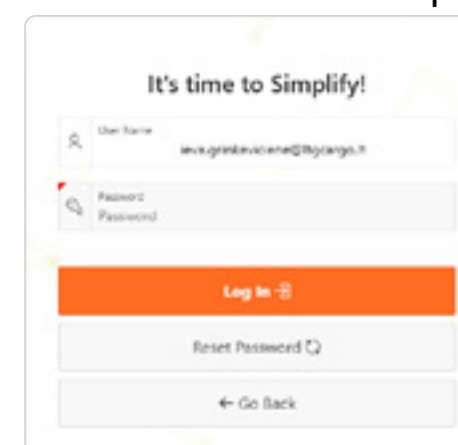
! You can change your password at any time by clicking on the User Name > “Change password” in the left-hand corner of the top navigation bar and entering your new password in the pop-up window.

3.2. Login to the programme

3.2.1 You can log in to the Rail-Flow programme via the link <https://apps.simplydeliver.com/ords/f?p=501>. In the window that appears, enter your User Name, select your preferred language and click Next.



3.2.2. In the window that opens, enter your password and click “Log In”.



3.2.3. If you have forgotten your password and cannot log in, click “Reset Password” in the login window. In the pop-up window, enter your new password (it must be 12 characters, at least 1 of which must be a number and at least 1 of which must be a symbol (/, *, =, etc.)), then repeat it and click “Upgrade”. Your password has been changed – you can now log in to the programme.

- ! If you cannot log in to Rail-Flow, we recommend to:
- check that you have the correct e-mail address and password;
 - try logging in from another browser (we recommend Google Chrome and Microsoft Edge).

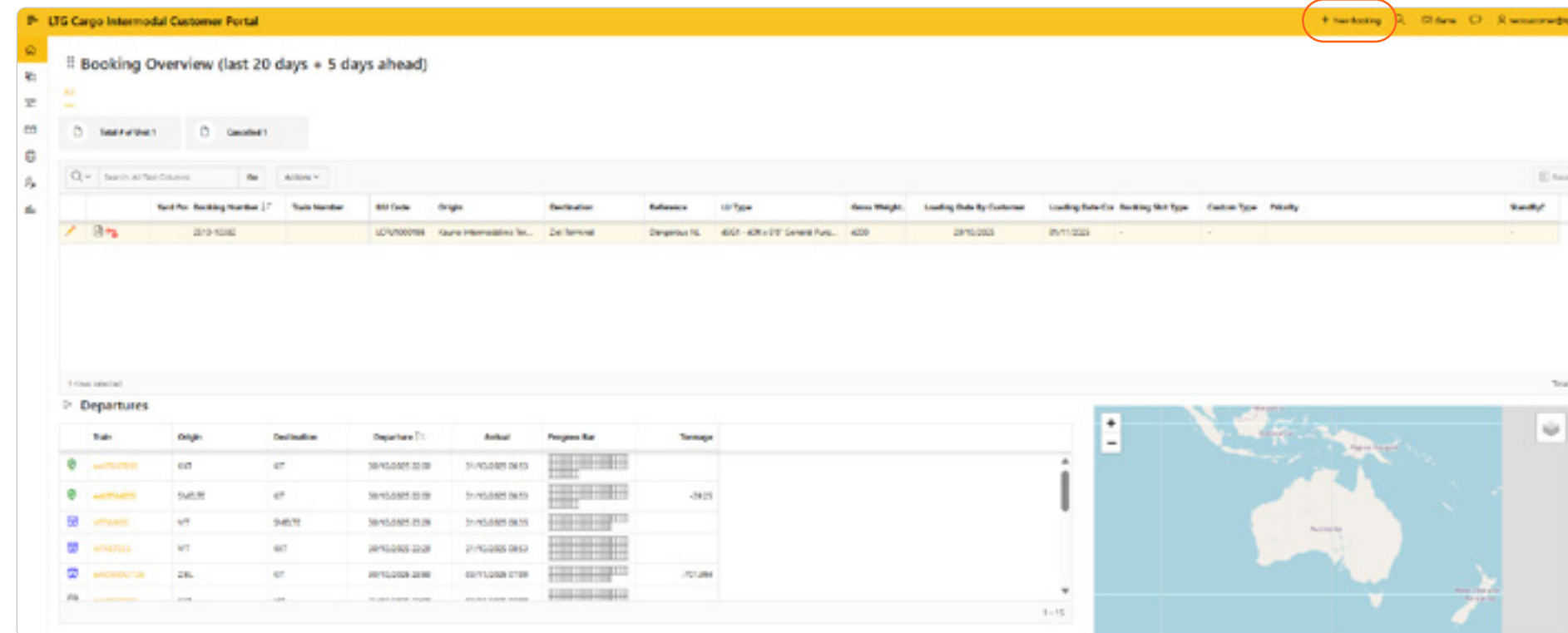


To the top

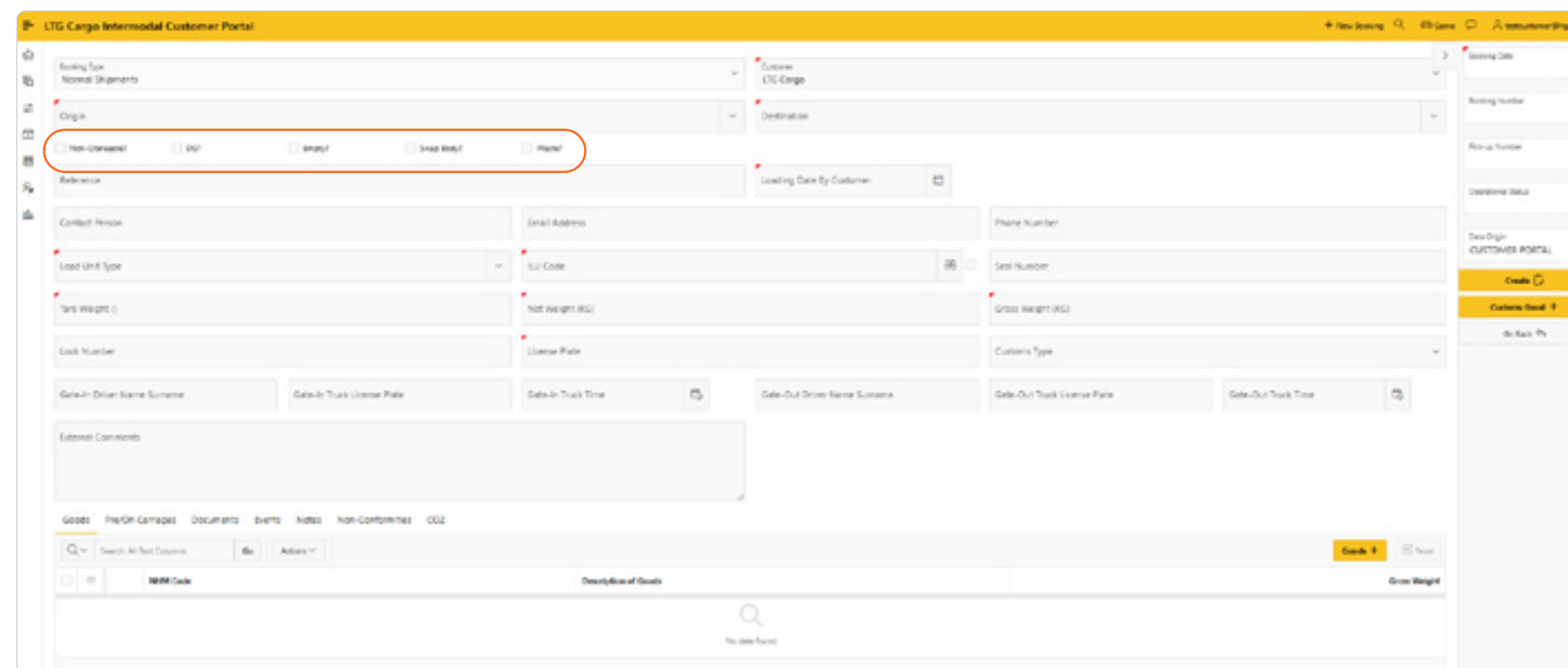
4. VIETOS TRAUKINYJE REZERVACIJA

4.1. Intermodal Transport Unit (ITU) booking

4.1.1. To make a booking, click on “New booking” in the right-hand corner of the top navigation bar.



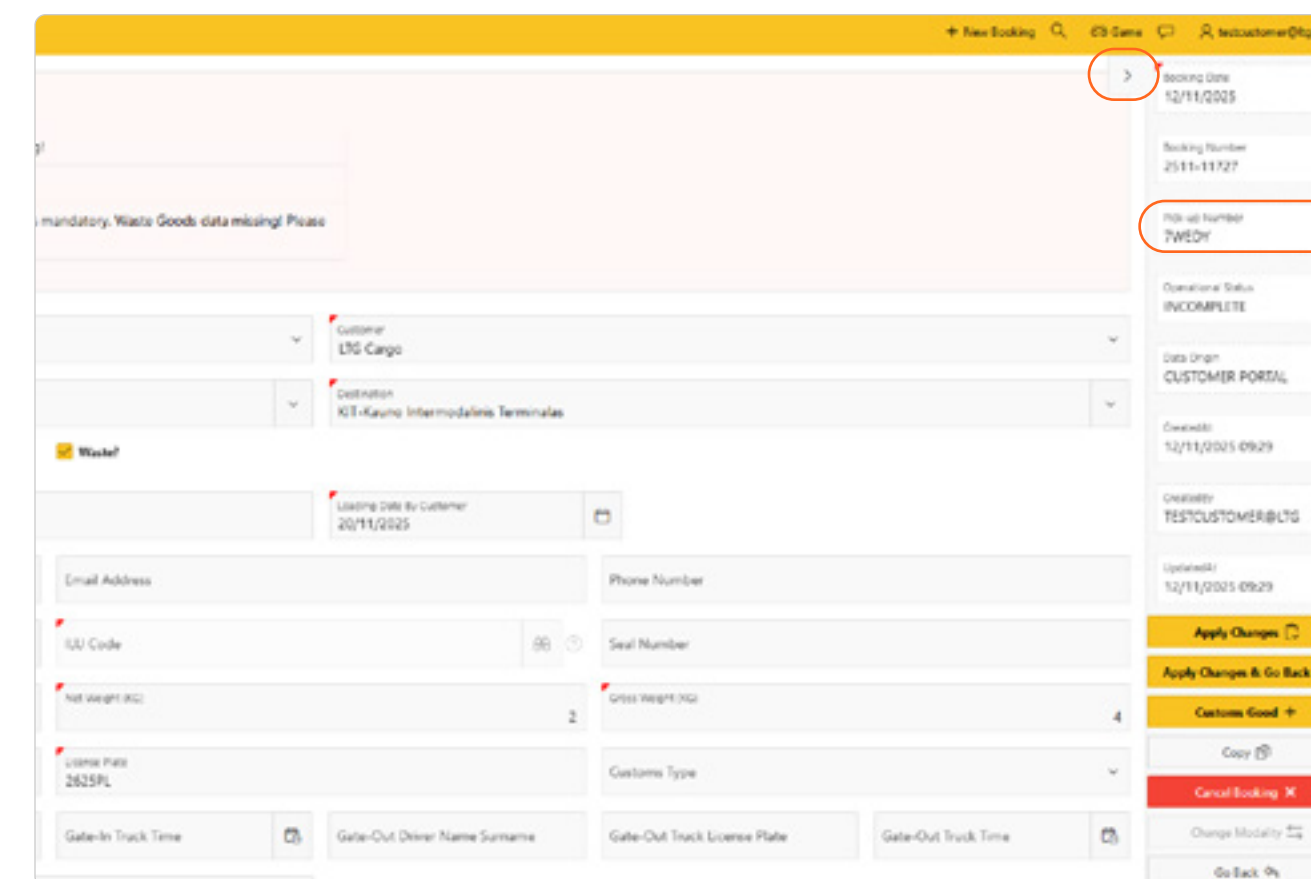
4.1.2. In the new window that opens, select the type of cargo: “Non-Craneable?”, “Empty” (ITU) or “Swap Body?”.



4.1.3. Please fill in the required fields:

- “Origin” – departure or loading terminal
- “Customer” – carrier (to be filled in automatically)
- “Destination” – arrival or unloading terminal
- “Loading date by customer” – train departure date
- “Load Unit Type” – ITU type
- “Tare Weight ()” – the weight of the empty container or semi-trailer (automatically filled in but can be adjusted)
- “Net Weight” – net weight of the cargo
- “Gross Weight” – gross weight of the cargo (to be filled in automatically)
- “Seal Number” - number of the lock (seal)
- “Licence Plate” – semi-trailer number

4.1.4. Once the required fields have been filled in, the Pick-up Number will be automatically filled in in the drop-down bar on the right, marked with an arrow.



! A 5-digit pick-up number is required for drivers picking up or delivering a semi-trailer or container to Kaunas Intermodal Terminal (KIT) or Ziel Intermodal Terminal in Duisburg.

4.1.5. Click “Create” – the booking is made.

! Your booking must be confirmed by an LTG Cargo employee. Confirmation is sent by e-mail from the e-mail box intermodal@ltgcargo.lt. The confirmation contains the booking information.

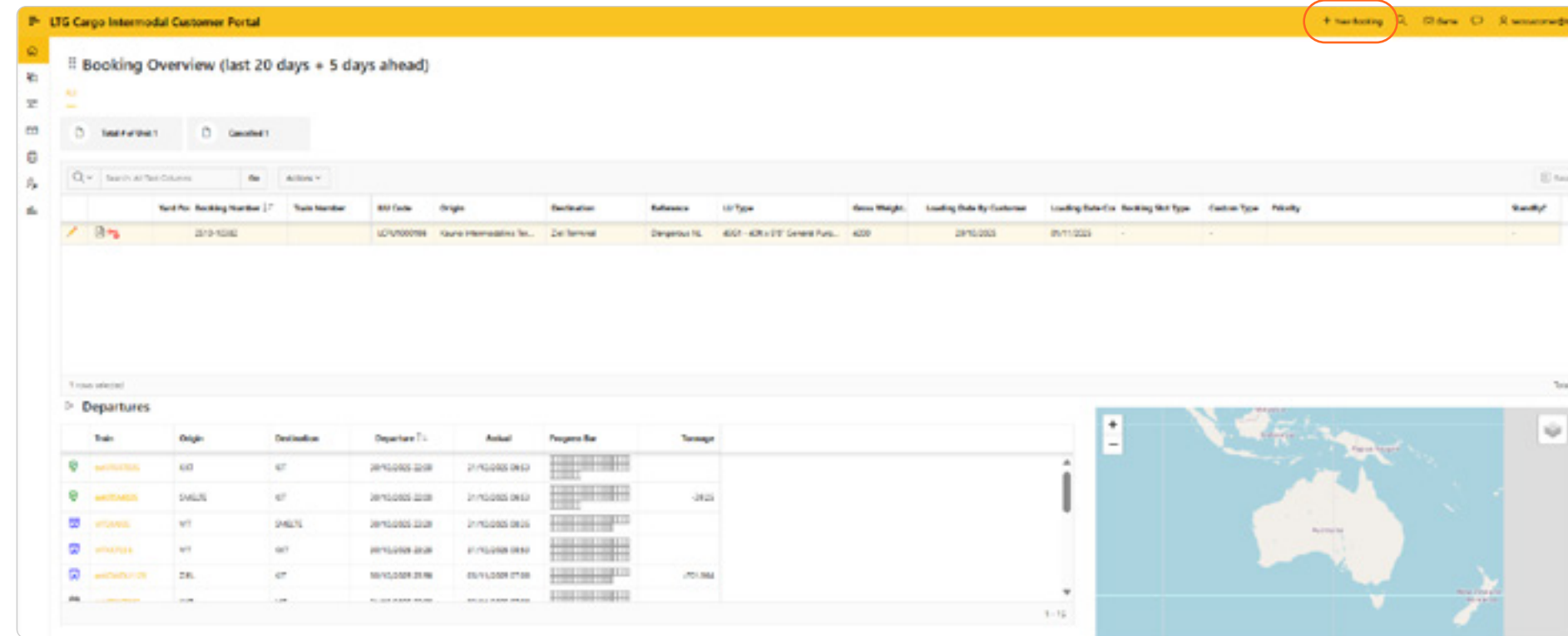
If you have any questions, please contact LTG Cargo by phone +370 6 976 1185 or by e-mail intermodal@ltgcargo.lt. Working hours: I-V 08:00-20:00, VI-VII 08:00-19:00



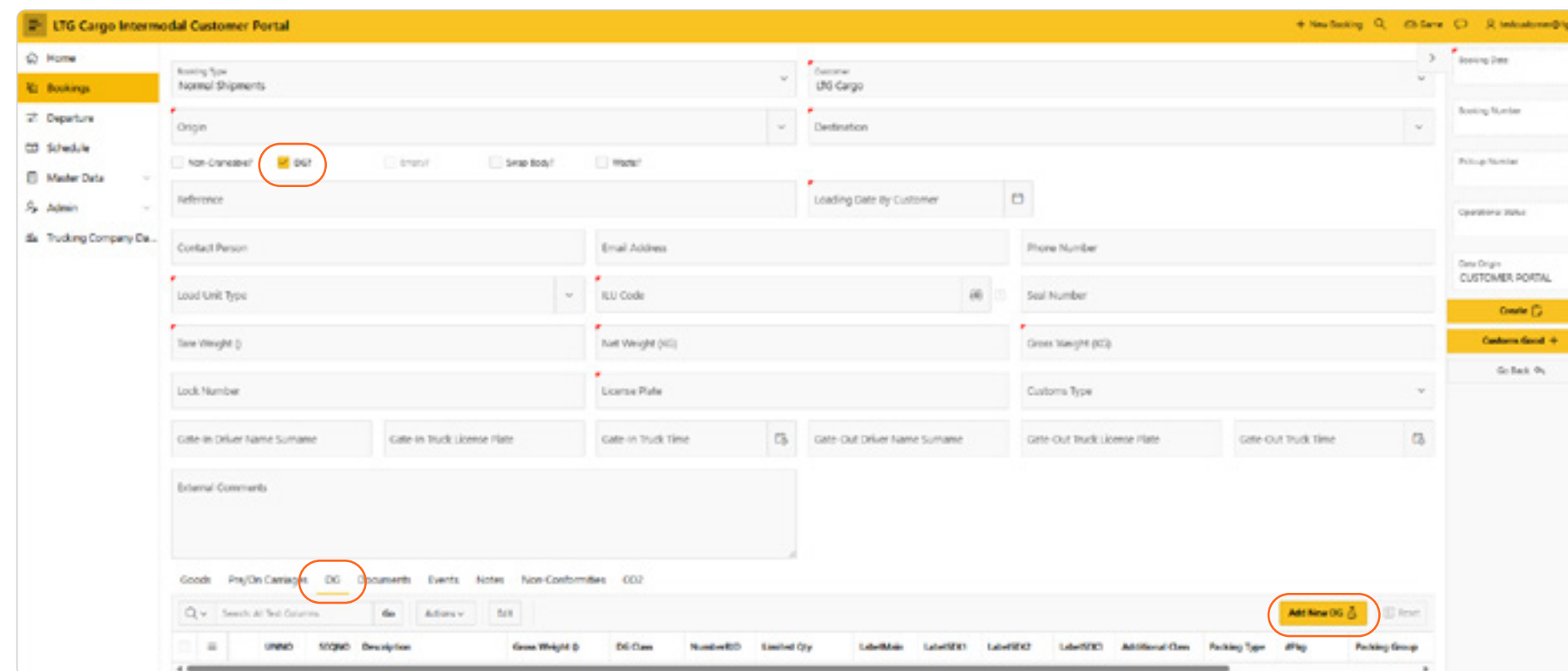
To the top

4.2. Dangerous goods (ADR) transport booking

4.2.1 To make a booking, click on “New booking” in the left-hand corner of the top navigation bar.



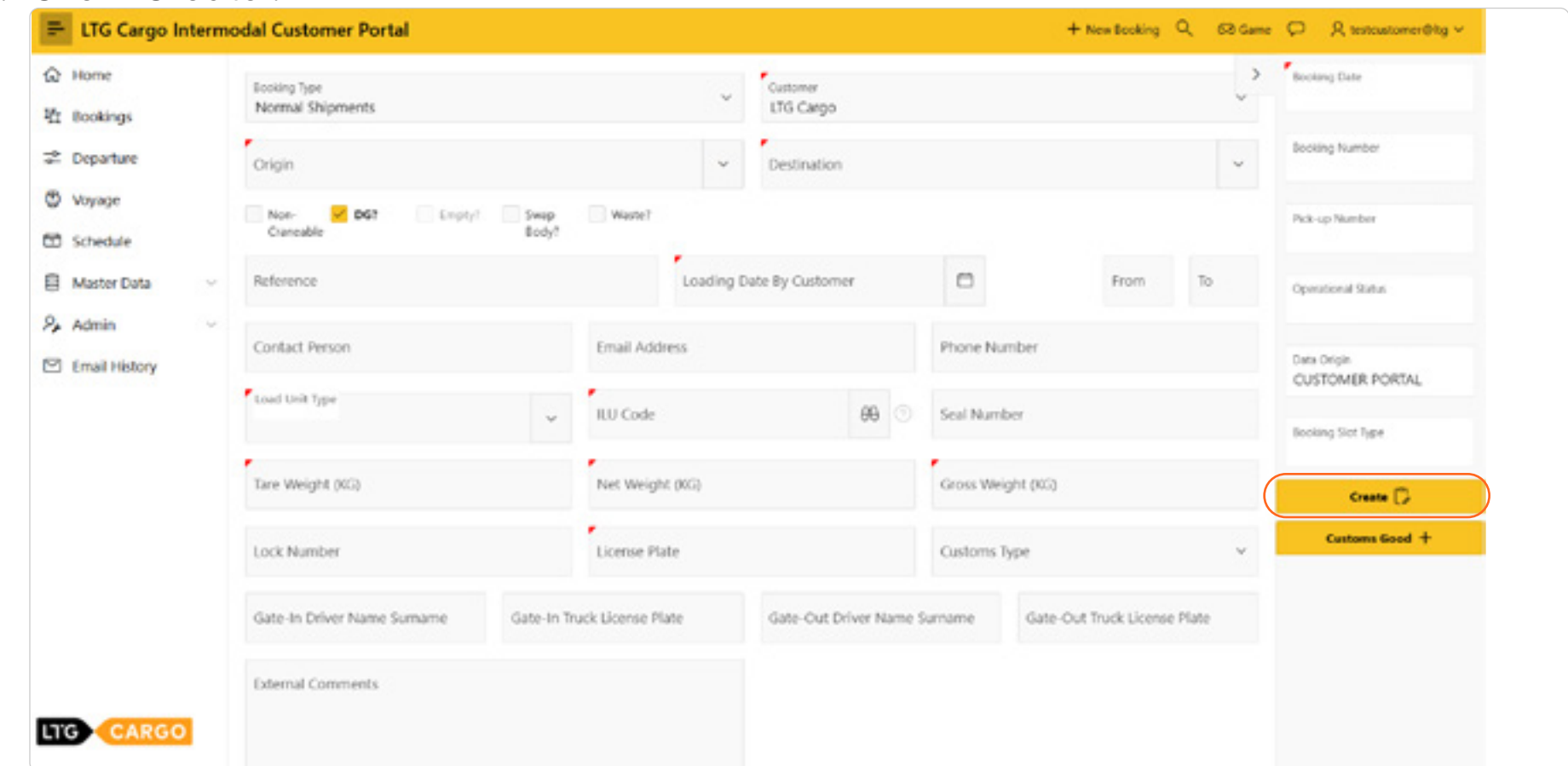
4.2.2. In the new window that opens, select “DG?” (ADR), click on “DG” (ADR) in the bar just below and “Add New DG”.



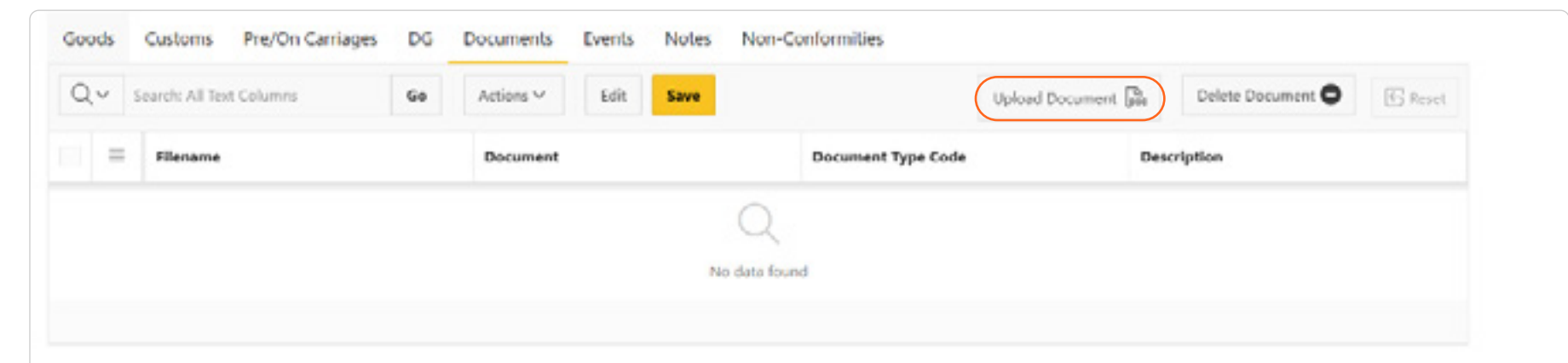
4.2.3. In the new window “Dangerous Good Details” (information on dangerous goods) that opens, fill in the required fields:

- UNNO – dangerous goods identification number
- “Environmentally Hazardous” – the environmental hazardousness of the cargo
- “Packing Type” – type of packing
- “#Package” – number of places
- “Net Weight” – net weight of the cargo
- “Gross Weight” – gross weight of the cargo

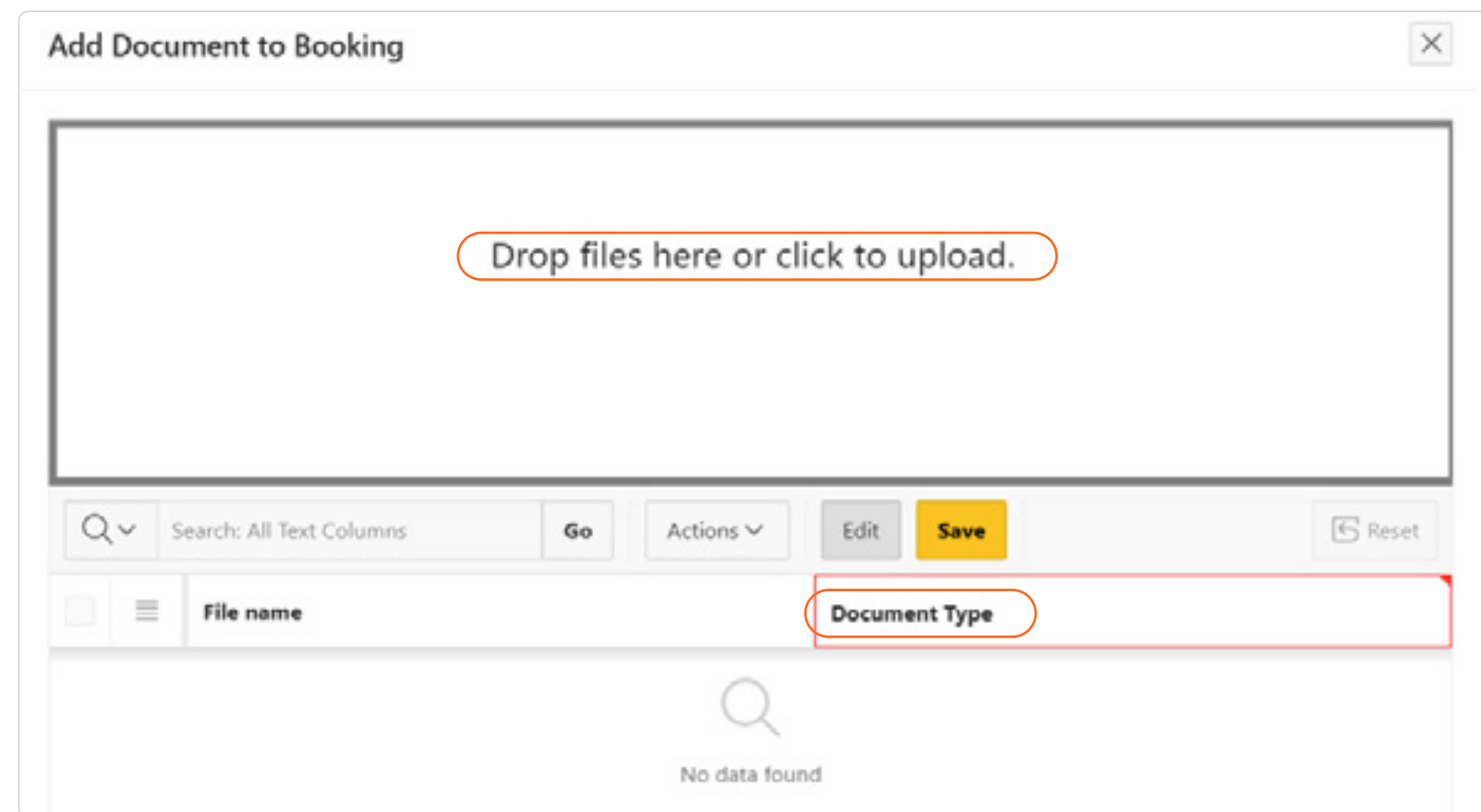
4.2.4. Click “Create”.



4.2.5. Add the required documents – click on “Documents” and “Upload documents”.



4.2.6. In the new window that opens, under “Drop files here or click to upload”, upload your documents (the bill of lading (CMR) and, if applicable, the dangerous goods storage documents) and select the document type as “Dangerous Goods Declaration”.



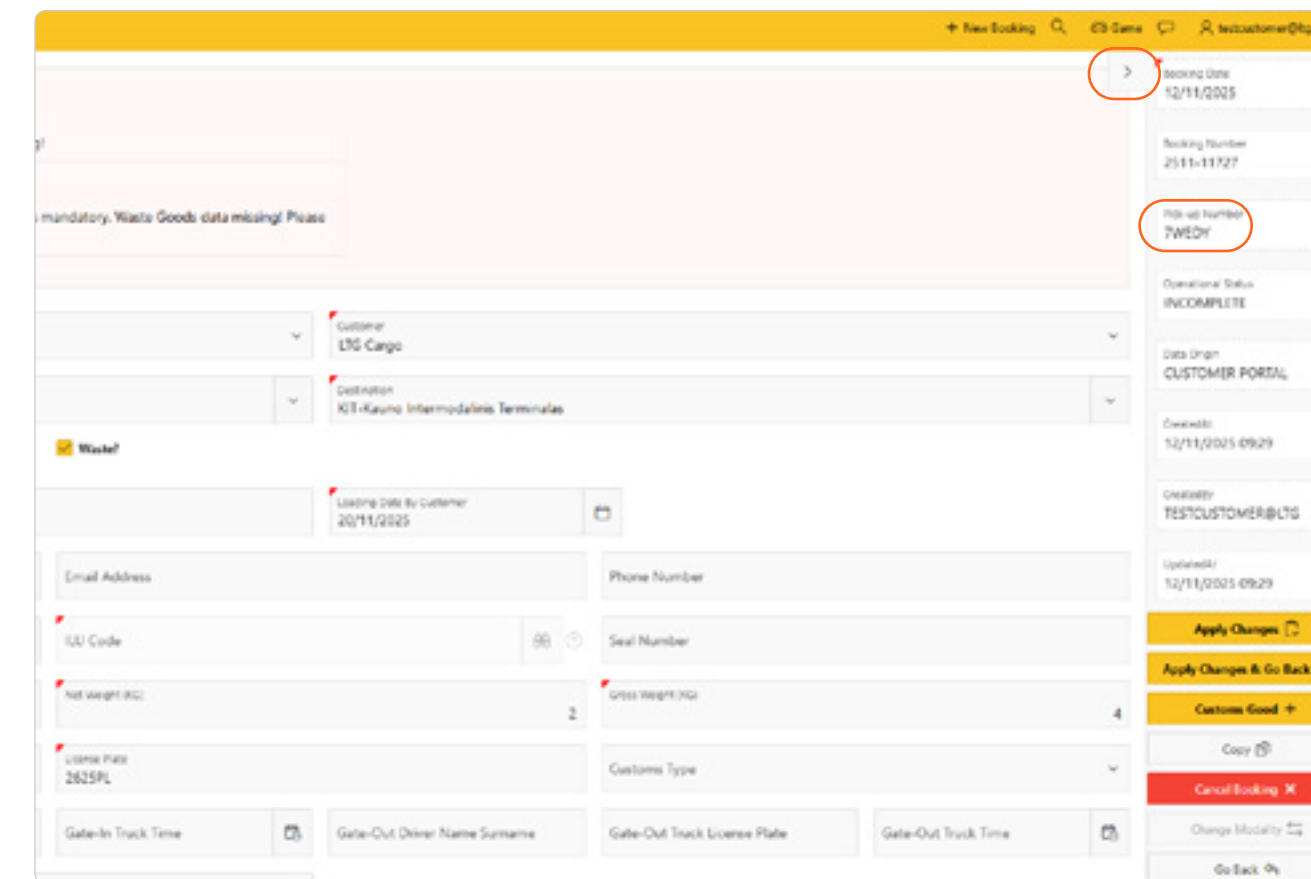
4.2.7. Click “Save”.

4.2.8. Please continue to fill in the required fields below:

- “Origin” – departure or loading terminal
- “Customer” – carrier (to be filled in automatically)
- “Destination” – arrival or unloading terminal
- “Loading date by customer” – train departure date
- “Load Unit Type” – ITU type
- “ILU Code” – ITU number
- “Tare Weight (t)” – the weight of the empty container or semi-trailer (automatically filled in but can be adjusted)
- “Net Weight” – net weight of the cargo
- “Gross Weight” – gross weight of the cargo (to be filled in automatically)
- “Licence Plate” – semi-trailer number

! We recommend to fill in the “Seal Number” (number of the lock (seal)).

4.2.9. Once the required fields have been filled in, the Pick-up Number will be automatically filled in in the drop-down bar on the right, marked with an arrow.



! A 5-digit pick-up number is required for drivers picking up or delivering a semi-trailer or container to Kaunas Intermodal Terminal (KIT) or Ziel Intermodal Terminal in Duisburg.

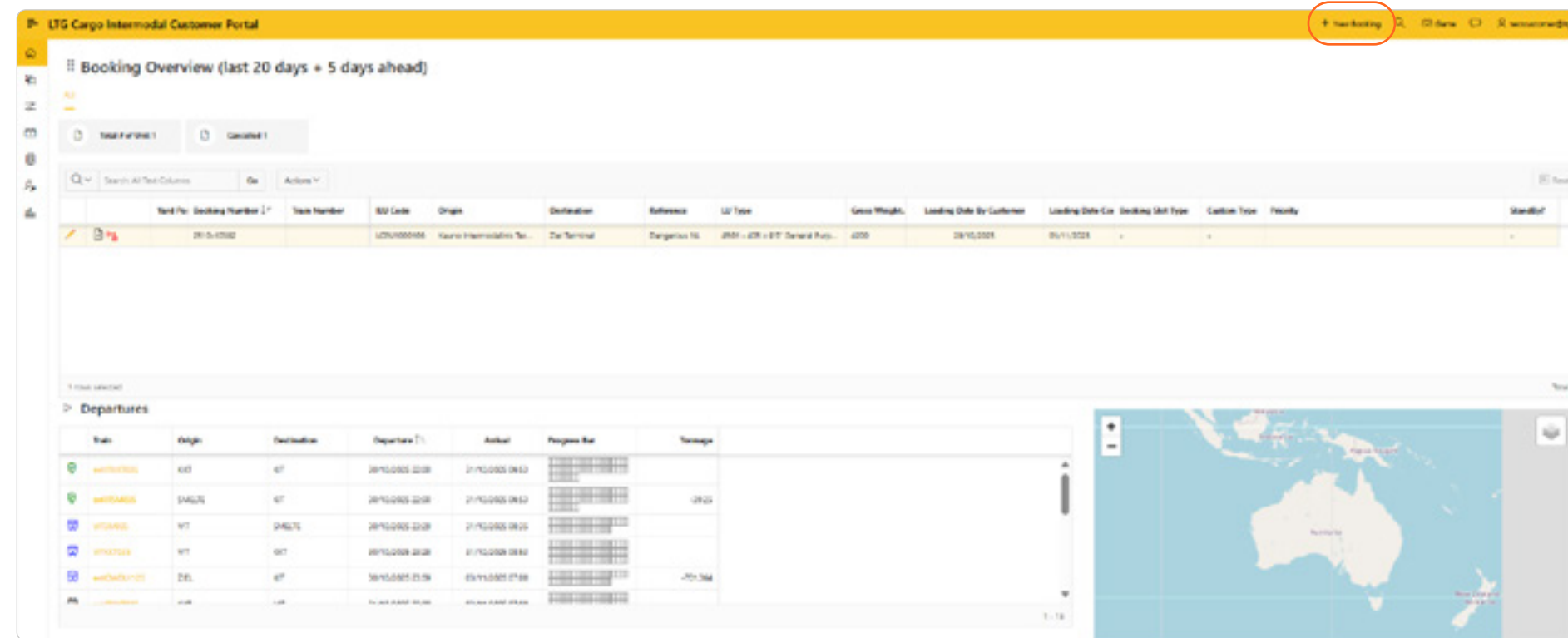
4.2.10. Click “Create” – the booking is made.

! Your booking must be confirmed by an LTG Cargo employee. Confirmation is sent by e-mail from the e-mail box intermodal@ltgcargo.lt. The confirmation contains the booking information.

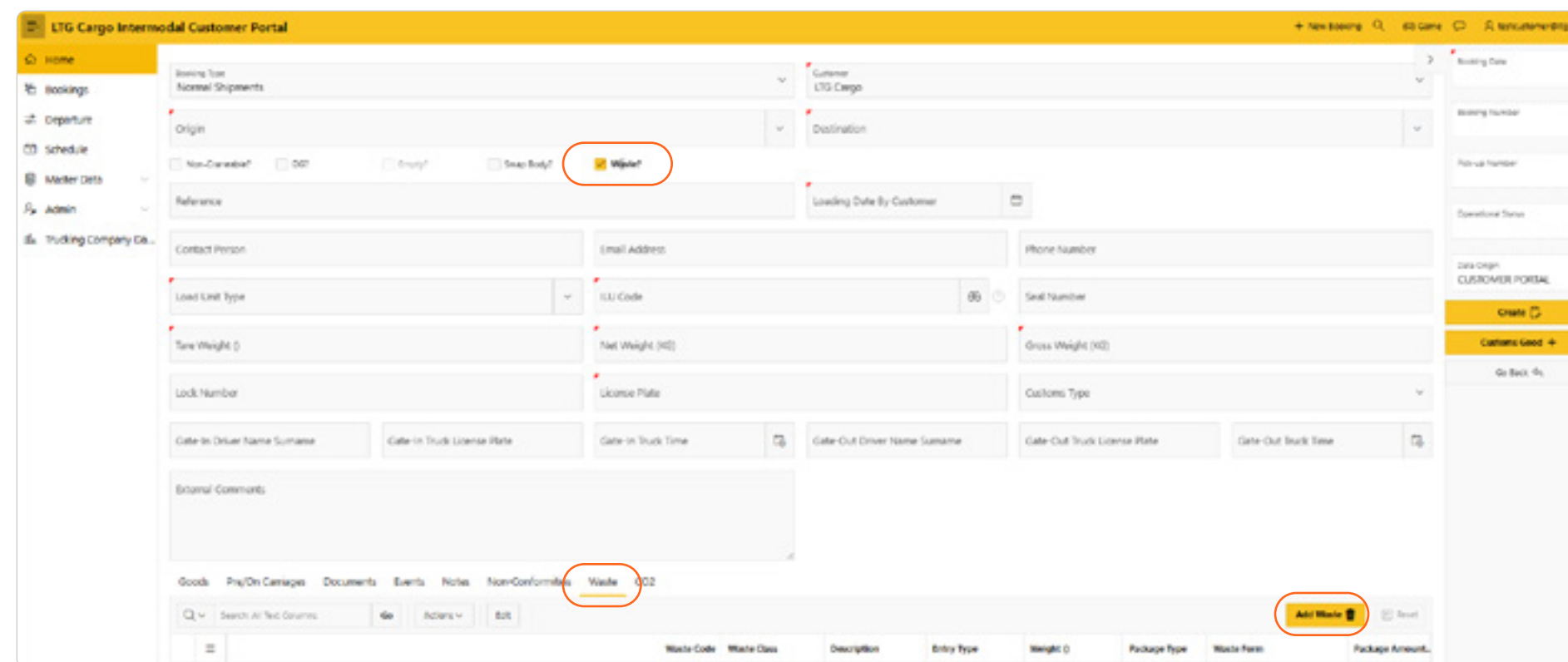
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4.3. Booking a cargo transport with waste

4.3.1. To make a booking, click on “New booking” in the left-hand corner of the top navigation bar..

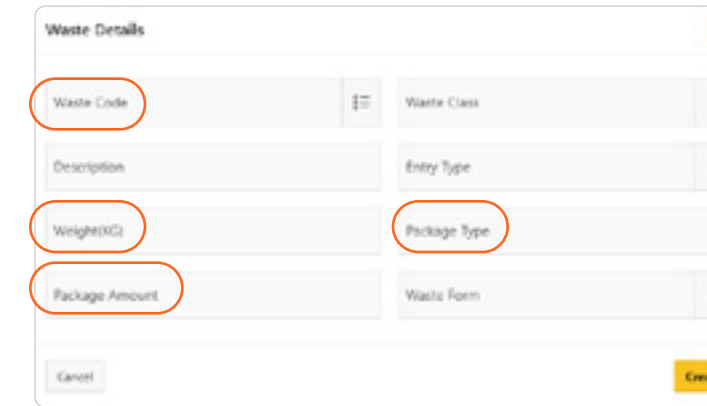


4.3.2. In the new window that opens, select “Waste?“, click on “Waste” in the bar just below and “Add Waste”.



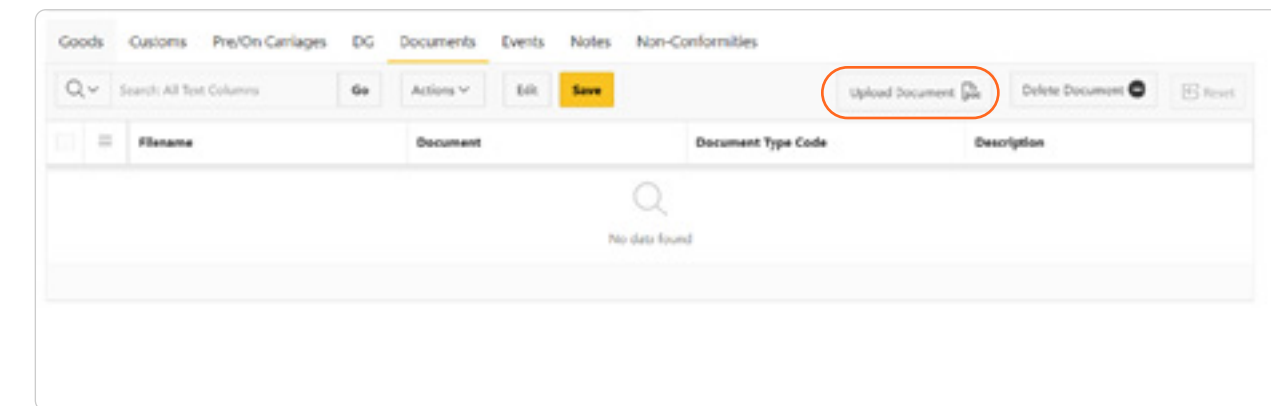
4.3.3. In the new “Waste Details” window that opens, fill in the required fields:

- “Waste Code” – code for the cargo with waste
- “Weight(KG)” – the weight of the cargo
- “Package Type” – type of packaging
- “Package Amount” – number of places

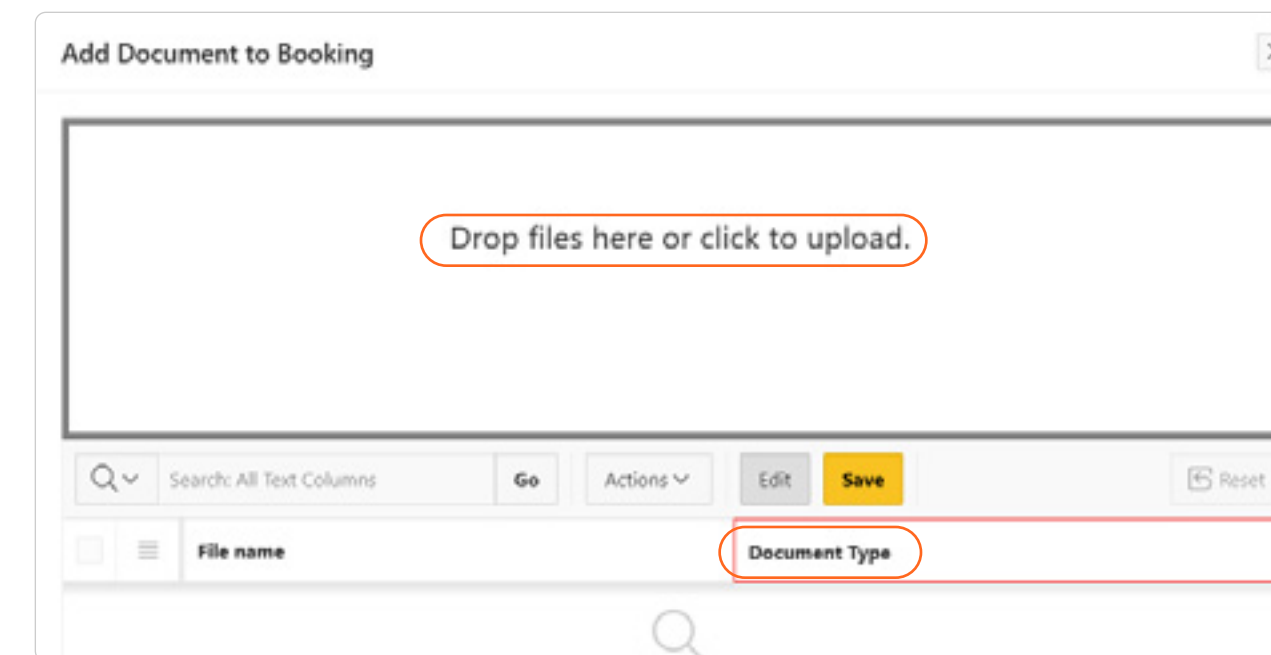


4.3.4. Click “Create”.

4.3.5. Add the required documents – click on “Documents” and “Upload documents”.



4.3.6. In the new window that opens, under “Drop files here or click to upload”, upload your documents (the bill of lading (CMR) stating the waste code) and select the document type as “Waste Declaration”.



4.3.7. Click “Save”.

4.3.8. Please continue to fill in the required fields below:

- “Origin” – departure or loading terminal
- “Customer” – carrier (to be filled in automatically)
- “Destination” – arrival or unloading terminal
- “Loading date by customer” – train departure date
- “Load Unit Type” – ITU type
- “ILU Code” – ITU number
- “Tare Weight ()” – the weight of the empty container or semi-trailer (automatically filled in but can be adjusted)
- “Net Weight” – net weight of the cargo
- “Gross Weight” – gross weight of the cargo (to be filled in automatically)
- “Licence Plate” – semi-trailer number

4.3.9. Once the required fields have been filled in, the Pick-up Number will be automatically filled in in the drop-down bar on the right, marked with an arrow.

! A 5-digit pick-up number is required for drivers picking up or delivering a semi-trailer or container to Kaunas Intermodal Terminal (KIT) or Ziel Intermodal Terminal in Duisburg.

4.3.10. Click “Create” – the booking is made.

! Your booking must be confirmed by an LTG Cargo employee. Confirmation is sent by e-mail from the e-mail box intermodal@ltgcargo.lt. The confirmation contains the booking information.

! Making a booking does not guarantee a place on a train. You must wait for confirmation before transporting the cargo to the intermodal terminal.

If you have any questions, please contact LTG Cargo by phone +370 6 976 1185 or by e-mail intermodal@ltgcargo.lt. Working hours: I-V 08:00-20:00, VI-VII 08:00-19:00

5. BOOKING MANAGEMENT AND TRACKING

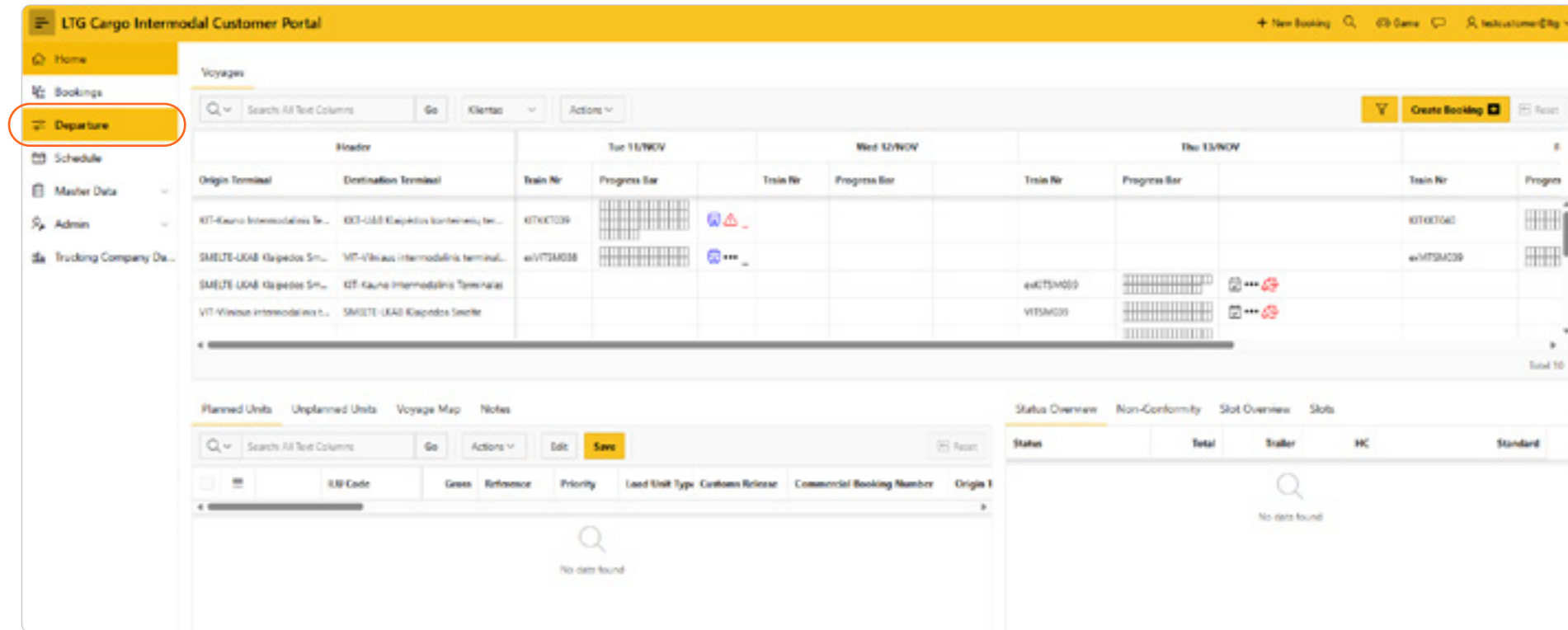
5.1. Viewing bookings made

5.1.1. Click on the menu icon marked with three lines on the left-hand side of the navigation bar at the top of the main programme window.

Yard	Booking Number	Train Number	ILL Code	Origin	Destination	Reference	ITU Type	Gross Weight	Loading Date by Customer	Loading Date Car	Booking Slot Type	Custom Type
	2515-11725			Kaunas Intermodalas Ter...	Vilnius intermodalas...		empty intermodal plate	4	14/11/2025			
	2515-11702		LCPL000084	Kaunas Intermodalas Ter...	Ziel Terminal	seki apt	2011 - 20K - Seta	3522	15/11/2025	15/11/2025		
	2515-11537		DSW1214507	Kaunas Intermodalas Ter...	Ziel Terminal		4301 - 40K x 19K General Purg...	4222	15/11/2025			
	2515-11251			Kaunas Intermodalas Ter...	Ziel Terminal		1125P430K - Sealer 13.62 P43...	13548	15/11/2025			
	2510-10382		LCPL000146	Kaunas Intermodalas Ter...	Ziel Terminal	Dengimas RL	4301 - 40K x 19K General Purg...	4200	25/10/2025	01/11/2025		

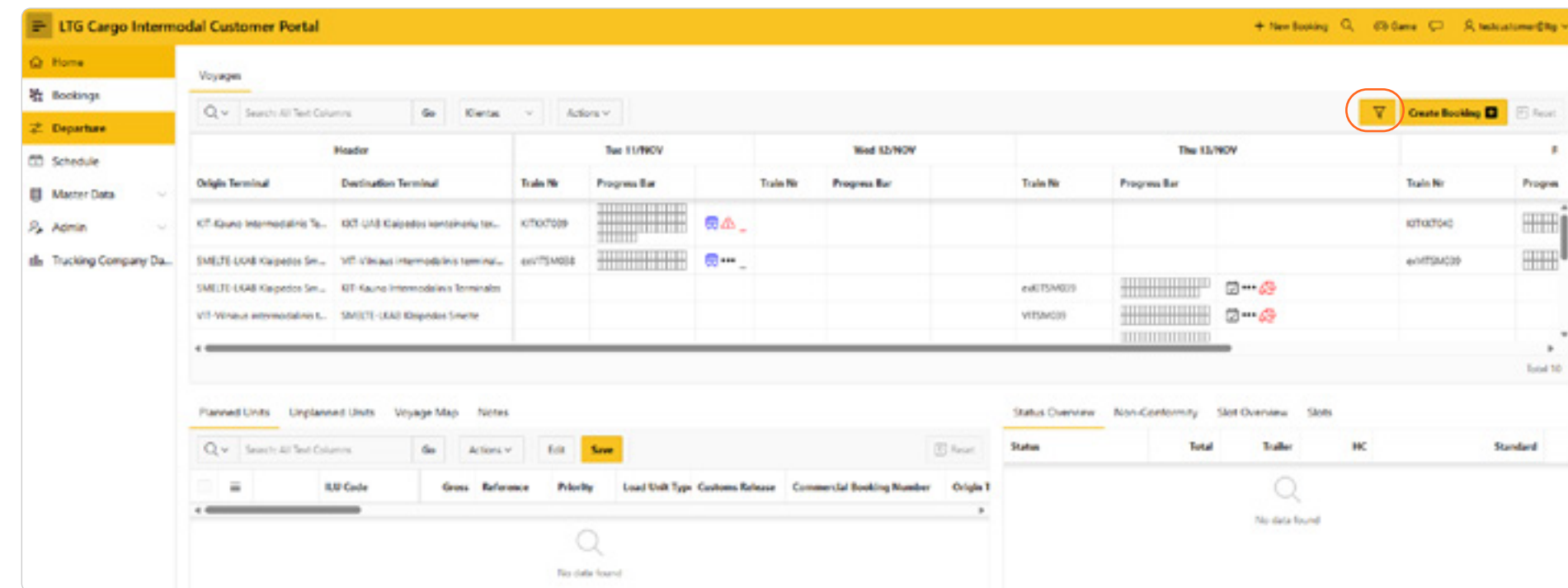
Train	Origin	Destination	Departure Time	Arrival	Progress Bar	Tonnage
1417040018	SM67E	KIT	10/11/2025 22:00	15/11/2025 06:53	[Progress Bar]	45.5
1417040018	KIT	KIT	10/11/2025 22:00	15/11/2025 06:53	[Progress Bar]	
1417040018	KIT	ZIL	10/11/2025 23:00	15/11/2025 06:00	[Progress Bar]	403.572
1417040018	VIT	SM67E	10/11/2025 23:29	15/11/2025 06:30	[Progress Bar]	
1417040018	VIT	KIT	10/11/2025 23:29	15/11/2025 06:30	[Progress Bar]	
1417040018	KIT	VIT	11/11/2025 21:06	15/11/2025 02:00	[Progress Bar]	

5.1.2. Select “Departures”.



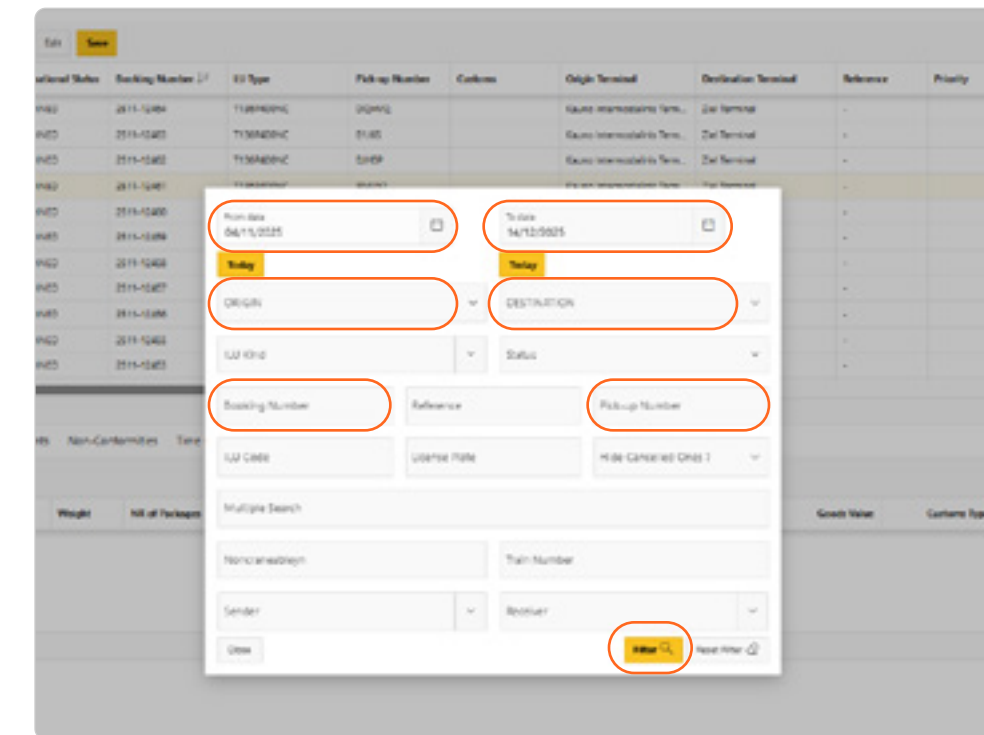
5.1.3. In the “Voyages” list, you will see your bookings and other cargo-related information.

5.1.4. You can use filters to view your bookings. The filters are marked in the top right-hand corner with a funnel icon.



5.1.5. The newly opened window will show the filter options:

- “From date” – date of transport from
- “To date” – date of transport before
- “Origin” – departure terminal
- “Destination” – arrival terminal
- “Booking number” – number of the booking
- “Pick-up number” – cargo pick-up number



5.1.6. Once you have selected the desired filters, click “Filter”.

5.2. Tracking bookings made

- 5.2.1. Click on the locomotive icon “Voyage” on the left-hand side of the navigation bar at the top of the main programme window.
- 5.2.2. Under “Progress” you can see your cargo voyage status. The coloured dashes and the number in the column “No Of Bookings” indicate the number of ITUs booked.

Red indicates that the ITU booking has been accepted but has not yet been delivered to the intermodal terminal, yellow indicates that the ITU has been left at the intermodal terminal, and green indicates that the ITU has departed from the intermodal terminal.

You can find more information about the status of each ITU by clicking on the number in the column “No Of Bookings”.

Train Number	Voyage	Lifecycle Status	Progress	Nr Of Bookings	Origin	Destination
SMELTE_KIT_20260406_1				-	LKAB Klaipėdos Smeltė	Kauno Intermodalinis Term
KIT_ZIEL_20260406_1				5	Kauno Intermodalinis Terminalas	Ziel Terminal
SMELTE_VIT_20260407_1				-	LKAB Klaipėdos Smeltė	Vilniaus Intermodalinis term
KIT_SMELTE_20260407_1				-	Kauno Intermodalinis Terminalas	LKAB Klaipėdos Smeltė
KIT_KKT_20260407_1				-	Kauno Intermodalinis Terminalas	UAB Klaipėdos konteinerių
KKT_VIT_20260407_1				-	UAB Klaipėdos konteinerių terminalas	Vilniaus intermodalinis term
ZIEL_KIT_20260407_1				-	Ziel Terminal	Kauno Intermodalinis Term
KIT_ZIEL_20260408_1				-	Kauno Intermodalinis Terminalas	Ziel Terminal
KKT_KIT_20260409_1				-	UAB Klaipėdos konteinerių terminalas	Kauno intermodalinis Term
VIT_KKT_20260409_1				-	Vilniaus intermodalinis terminalas	UAB Klaipėdos konteinerių
VIT_SMELTE_20260409_1				-	Vilniaus intermodalinis terminalas	LKAB Klaipėdos Smeltė
SMELTE_KIT_20260409_1				-	LKAB Klaipėdos Smeltė	Kauno Intermodalinis Term
ZIEL_KIT_20260409_1				-	Ziel Terminal	Kauno Intermodalinis Term

5.3. Saving changes

The most common changes are:

- Change of the booking type: when a booking is made for non-dangerous cargo (ADR) but dangerous cargo (ADR) is loaded.
- Changing semi-trailer numbers: if the numbers do not match the actual data.
- Changing the type of semi-trailer: from craneable to non-craneable or vice versa.
- Adding an ILU number: if not specified.
- Updating arrival and departure points.

- 5.3.1. Once you have made any changes to your booking, we recommend that you save them in the drop-down bar on the right, marked with an arrow, by clicking on “Apply Changes” or “Apply Changes & Go Back”.

Mandatory: Waste: Goods data missing! Please

Customer: LTG Cargo

Destination: KIT-Kauno Intermodalinis Terminalas

Booking Date By Customer: 20/11/2025

Net weight (KG): 2

Gross weight (KG): 4

License Plate: 2523PL

Customer Type

Gate-In Truck Time

Gate-Out Driver Name Surname

Gate-Out Truck License Plate

Gate-Out Truck Time

Apply Changes

Apply Changes & Go Back

Continue Guest

Copy

Cancel Booking

Change Modality

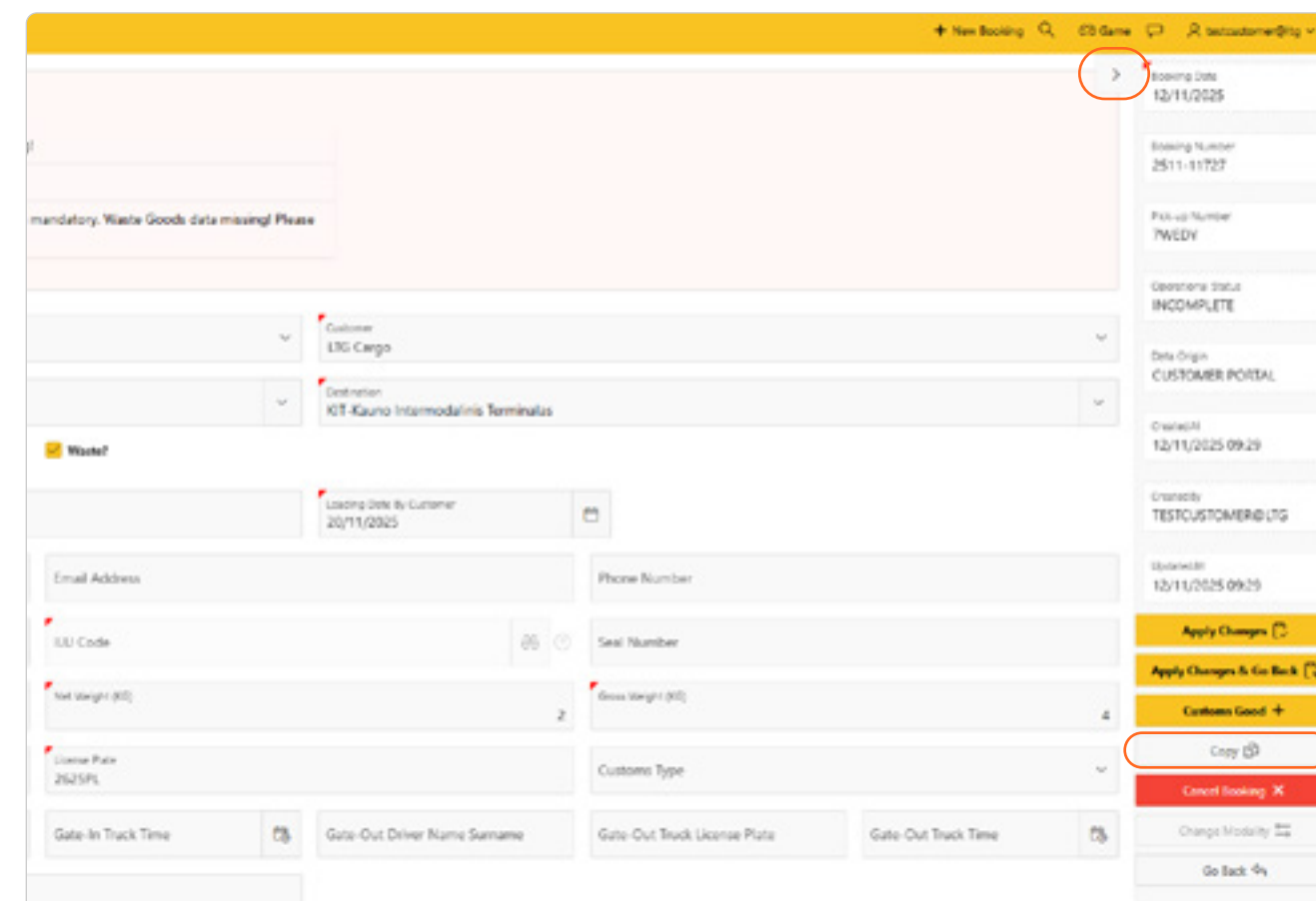
Go Back

5.4. Creating copies of bookings

5.4.1. You can copy the completed booking form in the drop-down bar on the right, marked with an arrow, by clicking “Copy”.

The following fields must be filled in:

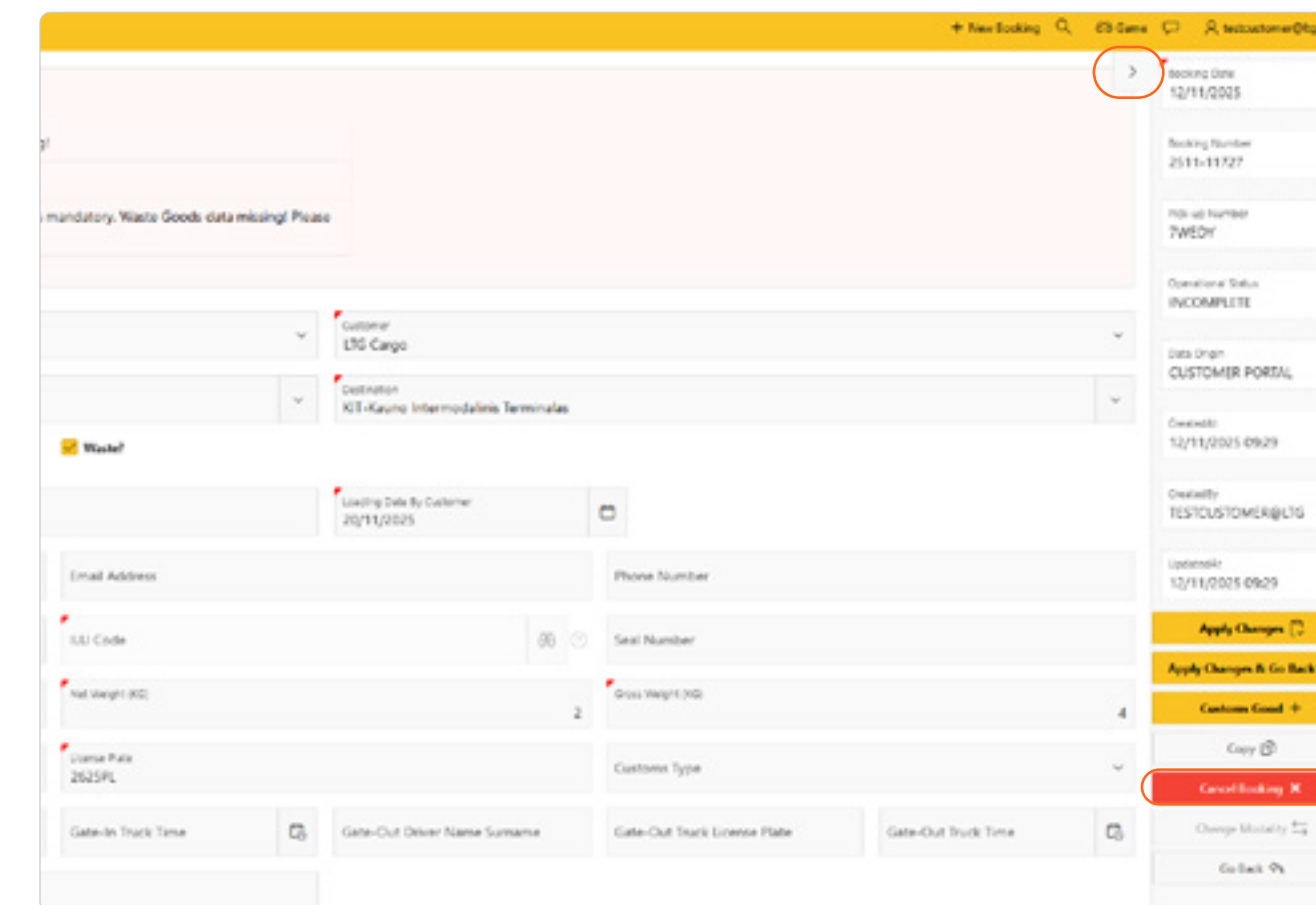
- Change the semi-trailer numbers to match the actual data.
- Add the ILU number if required.
- Upgrade the type of semi-trailer (e.g. from craneable to non-craneable or vice versa).
- Adjust the booking if the cargo requires additional care (ADR / WASTE).



The screenshot shows a web application interface for creating a booking. The right-hand sidebar contains a list of fields with their current values: Booking Date (12/11/2025), Booking Number (2511-11727), Pick-up Number (7WEDY), Operation Status (INCOMPLETE), Data Origin (CUSTOMER PORTAL), Created (12/11/2025 09:29), Created By (TESTCUSTOMER@LTG), Updated (12/11/2025 09:29), and Updated By (TESTCUSTOMER@LTG). At the bottom of this sidebar, there are several action buttons: 'Apply Changes', 'Apply Changes & Go Back', 'Customs Guard', 'Copy' (highlighted with a red circle), 'Cancel Booking', 'Change Modality', and 'Go Back'.

5.5. Cancellation of bookings

5.5.1. If you have provided incorrect details and wish to cancel your booking, you can do so by clicking “Cancel Booking” in the drop-down bar on the right, marked with an arrow.



This screenshot is identical to the one in 5.4.1, but the 'Cancel Booking' button in the right-hand sidebar is highlighted with a red circle.

5.5.2. In the pop-up window, select the “Reason” for cancelling your booking from the list and, if you wish, in the “Additional Info” field provide additional information.



The screenshot shows a 'Cancel Booking' pop-up window. It has a 'Reason' dropdown menu and a text area for 'Additional Info'. At the bottom, there are 'Clear' and 'Cancel Booking' buttons.

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