e-railsafe
A SERVICE OF e-VERIFILE.COM

Applicant/Employee Appeal Process

1. Applicant/Employee receives a hardcopy letter that:

A). Notifies them that they have been denied by the e-RAILSAFE system as per the criteria set by the relevant Railroad(s).

B). Provides instructions on how to appeal the decision.

2. As per the instructions in the letter, an appeal can be initiated by one of two ways:

A). A Contractor can launch an appeal on behalf of its applicant/employee (SEE NEXT PG)

OR

B). The Applicant/Employee can start the appeal process by visiting the e-RAILSAFE website where they can either login or simply select the"**APPEALS**" link On the HOME page

3. At the Appeals webpage, the applicant/employee completes the online **Appeals Form** as instructed.

4. The system queries the applicant/employee as to whether they would like to supply any additional documentation to support their appeal.

A). If **yes,** the applicant/employee is instructed to fax the additional documents to e-VERIFILE.COM along with an **Appeal Fax Cover Sheet** which can be downloaded and printed from the **e-RAILSAFE website.**

B). If no then applicant proceeds to the next step in the process.

5. Applicant/employee submits the appeal by selecting the "**SUBMIT**"button.

6. Appeal is automatically sent to the relevant Railroad and is documented in the e-RAILSAFE system where it can be reviewed.

The Railroads have 10 days from receipt of the Appeal to make a final decision.

7. The Contractors & applicant/employee can check the status of their appeal by logging into **e-RAILSAFE**.

8. Railroad Makes decision & notification is sent to applicant/employee & the contractor via e-mail

9. If approved, the Contractor authorizes the I.D. badge to be printed.

10. The badge will be delivered to the contractor for distribution to the applicant/employee

Contractor:
Applicant/Employee Appeal Process

1. Contractor receives an e-mail informing them that an applicant/employee has been denied by the e-RAILSAFE system and has been issued written notification.

The e-mail further provides additional information on how:

A). applicant/employee can launch an appeal. (SEE PRECVIOUS PG)

OR

B). The Contractor can launch an appeal on behalf of their applicant/employee by visiting the e-RAILSAFE website where they can login into the system.

2. Once logged into e-RAILSAFE, the Contractor simply:

A). Scroll down to the "**SCOPE**" search field and select **INACTIVE**

B). **Click the SEARCH button** to find applicants/employees that have been denied by the system.

3. The search generates a status list of all applicants that are designated as **INACTIVE** including those that have been denied by the **e-RAILSAFE** system.

4. The Contractor selects from among the entries of applicant/employees that are identified as being denied by the e-RAILSAFE system.

After clicking on the entry of the appropriate applicant/employee the Contractor is taken to the **Contractor Appeal Process Page.**

5. The Contractor completes the appeal form and has the option to include additional documentation along with a copy of the **Denial Letter** from the applicant/employee which should be faxed to:

770-859-0717

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6. The Appeal is automatically sent to the relevant Railroad and is documented in the e-RAILSAFE system where it can be reviewed.

The Railroads have 10 days from receipt of the Appeal to make a final decision.

7. The Contractors & applicant/employee can check the status of their appeal by logging into **e-RAILSAFE**.

8. Railroad Makes decision & notification is sent to applicant/employee & the contractor via e-mail

9. If approved, the Contractor authorizes the I.D. badge to be printed.

10. The badge will be delivered to the contractor for distribution to the applicant/employee