

Car Order Helpful Hints

Ordering your empty railcars on the CN eBusiness site

What is the loading time?

If you have specific loading shifts at your company, use the loading time field to specify the start of that loading shift. It represents the latest time that you need cars at your facility to start loading.

Can I order cars for a day, without a loading time?

Yes, you can order cars for a given day without specifying a loading time. Simply leave the loading time pick-list blank or select N/A.

Do I need to select the switch service?

The Car Order tool will automatically select the switch service for you. In most cases, you will see the current day's switch service, as well as one service from the previous day. Here are some scenarios:

- If you do not input a loading time, the earliest switch service on that day will be selected. However, you do have the option to select the previous day's service.
- If you select a loading time that is before the start of the day's service, the previous day's service will be automatically selected.
- If you select a loading time that is after the end of the day's service, that day's service will be automatically selected.
- If you select a loading time that is within a day's switch service, that day's service will be automatically selected. However, you do have the option to select the previous day's service. If you know that our switch service consistently arrives at your facility in time to meet you loading time, leave the service on that day, otherwise choose the previous day's switch.

When is the order cut-off?

Orders must be entered by Wednesday 1400ET for the following week. The orders are confirmed within 24hrs.

What is the confirmation?

This is CN's plan for how many cars we can supply.

Can I cancel orders?

Yes, unless you are within the pattern lead-time (the number of hours prior to the local switch service required to allow the addition or removal of railcars from a train). There is no penalty for cancellations. If orders are cancelled:

- 72 hour or more before the want time, the confirmation will be automatically reduced
- Within 72 hours, the cancellation will be reviewed as we may not be able to reduce the confirmation

*Note: Lead times are **pattern** specific and depend on factors such as train service, customer location, proximity to switching yards, etc.*

How do I know if CN has confirmed my new orders or order modifications?

You can check the 'Confirmed' column on the Order input page or you can receive an automatic email notification whenever the confirmation changes, by clicking the checkbox at the bottom of the Order input page.

Notify me when the confirmation changes [Update recipients](#)

Note: You can add the email addresses of other people at your company who also want to receive the notification, by clicking the "Update recipients" link.

How are Available cars on the Order Input page determined?

- **Past Days:** Cars placed + Constructively Placed+ Surplus (if any).
- **Current Day:** Cars En route + cars At Station + Surplus (if any).

Status	At station	En route	Surplus
	2	1	2

Note: En route cars are considered as available starting from the day the car is scheduled to arrive.

- **Future Days:** Surplus (if any) + cars scheduled to arrive (En route).

*Note: Available cars for the current day may exceed your confirmed order if there is supply available to meet your confirmed order **and** fill any orders we may have missed in the current week (shortage).*