



**Frequently Asked Questions**  
about  
**New Car Order**

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**Q1. If I specify a required loading time, will my switch time change to match?**

A1. *No, your switch time may change over time to be closer to your normal required time, but switch time is influenced by many factors in addition to when you want the cars, such as inbound train connection.*

**Q2. If I order cars for two shifts will they all be delivered at the same time?**

A2. *It depends on the service. If we have service to your facility between the two times, then most likely you will receive them in two deliveries.*

**Q3. How will CN know which assignment to deliver the car for my order?**

A3. *We will plan to deliver the cars the assignment that ends closest to the required loading date and time.*

**Q4. How do I figure out when cars will be delivered?**

A4. *In the Orders section, the **Delivery** view shows the actual assignments servicing your facility and the orders (and the number of cars) that will be handled by that assignment.*

**Q5. If CN doesn't confirm all my orders, should I add more orders?**

A5. *No, un-confirmed orders will continue to be reviewed daily up until the lead time to find you cars. If we can, we will update the confirmation, if we are sure we can't find them, we will indicate that in the transaction log (and later in 2010 by subscription email).*

**Q6. If CN doesn't confirm all my orders, and I ship differently, should I reduce my orders?**

A6. *Yes. If you decide to ship by truck, or cancel and order, you can reduce the order down to the confirmation level at any time without penalty, and it will be applied immediately. If you don't reduce the order, we will continue to search for cars to fill your initial order.*

**Q7. If CN misses a couple of cars on one day, how can I determine when I will get those cars?**

A7. *On the eBusiness Calendar view you will see the "Available" column showing a number greater than the confirmation. This is an indication that we have cars available. This information is also presented to the train crew as they make up the train that will service your facility.*

**Q8. If CN misses a couple of cars on one day and I can't recover loading, how do I tell CN that I can't use those cars anymore?**

A8. *This is a manual process, where we will reduce the shortfall by the number of cars you cannot load at a later date. You must contact your Customer Support*

*Representative (CSR). We are looking at ways to allow you to update this in the future.*

**Q9. When can I reorder cars that are cancelled from a shortfall the previous week?**

*A9. The reorder capability remains the same as today. You can reorder up to the number of orders that were cancelled, from 13:00MT Sunday through 12:00MT Monday.*

**Q10. How can I tell when my Lead Time kicks in?**

*A10. The easy answer is to look on the Calendar view, where any days within the lead time will not have input boxes. The lead time is show at the top of the Calendar view, and is the number of hours before the start of the assignment that services the facility in which the cars on that assignment are dedicated to you. In some cases it will be very short allowing maximum flexibility to change, while in others we need to move the cars for many hours or even a few days to get them ready for you.*

**Q11. If cars are placed in advance of my order, won't I have extra Asset Use charges?**

*A11. No, the Asset Use clock begins at midnight after the required loading date of your order (note the required loading time is not a factor as Asset Use is a daily charge).*

**Q12. Will Asset Use late placement credit now be based on the Required Loading Time?**

*A12. No, at this time extra credit for late placement is still based on the actual service. If your service is 08:00 – 16:00 and we deliver at 16:01 you will receive credits up to the end of your next switch time.*

**Q13. Will this change mean a change to Asset Use on shortlines?**

*A13. No, Shortlines have the ability to view your required loading date and time on CN's eBusiness tool (or via EDI). Their Asset Use (or demurrage) policy will govern when you will be charged for delayed loading. The change in Car Order should not affect that in any way.*