



CARLOAD CUSTOMER SERVICE ESCALATION PROCESS

(Merchandise & Bulk Customer Service Representatives for Rail service related issues)

CN's Customer Service Representatives are your connection to Operations. We provide reliable shipment information or assistance in moving goods. We have three (3) regional centers to service our customer needs.

- The CN West team services all customers West of Thunder Bay, ON.
- The CN East team services customers in Ontario, Quebec and the Maritimes.
- The CN South team services all of our U.S. based customers.

Whether you are shipping goods originating on CN or destined to a CN location, our Customer Service Representatives are here to serve you. Please use the following process:

STEP 1

- Email one of CN's Customer Service Representatives (CSR) for all non-urgent items.
CNWEST@CN.CA, CNEAST@CN.CA, CNSOUTH@CN.CA or CNGRAIN@CN.CA for Grain only customers
- **If urgent** – please email our CSRs (*indicate URGENT in the Subject of the email*) and immediately follow-up with a phone as call. **Phone: 1-866-9CN-RAIL (1-866-926-7245)**
- NOTE: We do not encourage you to copy your Account Managers or Assistant Managers on every email. It creates confusion and duplication of work for all parties.

STEP 2

- Contact one of your Customer Service Assistant Managers (*email or phone*) should a situation become urgent and our CSR is unable to provide appropriate assistance. We have Customer Service Assistant Managers available 7 days per week

STEP 3

- Contact your Senior Manager (*email or phone*) when the situation is urgent and Steps 1 & 2 have not produced results. Our Senior Customer Service Managers are available Monday to Friday.



Merchandise & Bulk Customer Service
 1-866-9CN-RAIL (1-866-926-7245)
 Grain customers
 1-877-208-5019

CONTACTS FOR CARLOAD CUSTOMER SERVICE

Western Region	Eastern Region	Southern Region
<p>CNWEST – Edmonton, AB Email: CNWEST@CN.CA</p> <p>CNWEST Manager: Ainsley Thompson <i>Assistant Managers: (Christian and Gary)</i> Phone: 780-643-7853 Email: SERVICE_WEST_SUPV_LIST@CN.CA</p> <p>Merchandise Supply Chain Sr. Manager West: Jason Ho Phone: 780-643-7682 Email: jason.ho@cn.ca</p>	<p>CNEAST – Montreal, QC Email: CNEAST@CN.CA</p> <p>CNEAST Manager: Lyne Mailloux <i>Assistant Managers: (Shawn, Mathieu and Lisa)</i> Phone: 514-734-3850 Email: SERVICE_EAST_SUPV_LIST@CN.CA</p> <p>Merchandise Supply Chain Sr. Manager East: Katie Roop Phone: 219-883-7987 Email: katie.roop@cn.ca</p>	<p>CNSOUTH – Stevens Point, WI Email: CNSOUTH@CN.CA</p> <p>CNSOUTH Manager: Tammie Hutchinson <i>Assistant Managers: (Brian, Jessica and Jennifer)</i> Phone: 715-345-2474 Email: SERVICE_SOUTH_SUPV_LIST@CN.CA</p> <p>Merchandise Supply Chain Sr. Manager South: Katie Roop Phone: 219-883-7987 Email: katie.roop@cn.ca</p>
<p>Director Customer Service: Jay Roberts Phone: 403-462-2563 Email: jay.roberts@cn.ca</p>		

CONTACTS FOR OPTIONAL SERVICES

Optional Services	East	West	South	Gulf
Team	OSEAST@CN.CA	OSWEST@CN.CA	OSPOINT@CN.CA	OSGULF@CN.CA
Team Leader	Anouk Ducharme - Manager Phone: 514-734-3855 anouk.ducharme@cn.ca	Kris Persaud - Manager Phone: 780-643-7518 kristopher.persaud@cn.ca	Tammie Hutchinson - Manager Phone: 715-345-2564 tammie.hutchinson@cn.ca	Robin Williams - Manager Phone: 901-786-5649 robin.williams@cn.ca

For escalations, please contact the regional Merchandise Supply Chain Sr. Manager



CONTACTS FOR E-BUSINESS, EDI SUPPORT AND CUSTOMS

e-Business

eBusiness/Velocity – Winnipeg, MB

Email: ebusiness@cn.ca

1-800-361-0198

CN

Manager: Kristine Meleskie

Email: kristine.meleskie@cn.ca Phone: 780-472-3208

Customs

EDISUPT – Winnipeg, MB

Email: CUSTOMSTRAINS@CN.CA

1-800-267-9779 Option -1

CN

Manager: Barbara Plant

Email: barbara.plant@CN.CA Phone: 204-795-0291

Email: OMC-ESC@CN.CA

EDI Support/Holds, Overloads

EDISUPT – Winnipeg, MB

Email: EDISUPT@CN.CA

1-800-267-9779 Option -1

CN

Manager: Barbara Plant

Email: barbara.plant@CN.CA Phone: 204-795-0291

Email: OMC-ESC@CN.CA



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OTHER CONTACTS

Waybill Restrictions An embargo is a method of controlling traffic when, in the judgment of the serving railroad, temporary circumstances, such as congestion, track conditions or acts of God, warrant restrictions against such movements.	Email : CN-EMBARGO@cn.ca
e-Business Customer Service CN's eBusiness and Transaction Centre is a single point of contact to answer your questions on e-Business tools and electronic transmissions efficiently and accurately.	Phone : 1-800-361-0198 Email : ebusiness@cn.ca
EDI Support/ Waybill Centre/Holds/Overloads	Phone : 1-800-267-9779 Option 1 Email : edisupt@cn.ca
Customs Rail Manifests/Transborder Shipments	Phone : 1-800-267-9779 Option 2 Email : customstrains@cn.ca
CN Brokerage	Phone : 1-866-890-1931 Email : customs_brokerage@cn.ca
Customer Service Mexico	Phone : 001-800-514-1999

EMERGENCY NUMBERS – 24 HOURS KEY CONTACTS

At CN, safety is a core value. It underpins every activity we undertake. Our goal is to keep our employees, our customer, customer goods and the countless communities we travel through safe. Every railcar moved, every brake applied, every container loaded can have an impact. Unless explicitly permitted by CN, no work should take place within 8m/25 feet of CN owned track except in the presence of CN Representative. We ask all our employees to play their role as a safety leader. We ask the same of our valued customers.

Please report to your Customer Service Center at 1-866-926-7245

- Derailment of any railcar, on any track within your facility.
- Leak of dangerous commodity at your facility that could prevent your ability to receive rail service.
- Damage to any switch, derail, sign, rail/track structure at your facility.
- Damage to any railcar, including ladders, doors, couplers.:
- Changes to any structures, ramps, loading docks, ground conditions, temporary piles, parked vehicles, etc. within the track clearance envelope for industrial track:
 - Height 6.72 M (22ft) above the rail
 - Top of rail to 1.22 m above rail requires side clearance of 1.83m / 6 ft
 - Over 1.22 M above the rail requires side clearance of 2.44m / 8 ft

Please report to CN Police at 1-800-465-9239

- Trespassers, vandalism, damage to CN property.
- Railroad crossing concerns, violations or accidents.
- Derailment of any railcar within CN's network.
- Equipment or materials within 8m/25ft from the nearest rail.
- Derails left unlocked or in non-derailing position which may affect CN's main line

Learn more:
www.cn.ca/safety
www.cn.ca/winter