

Car Order My First Order

Ordering your empty railcars on the CN eBusiness site

Step By Step...?

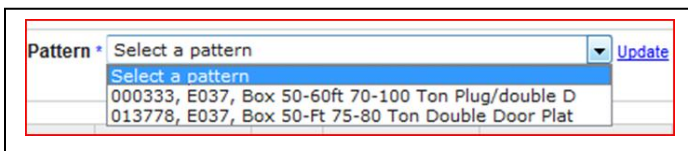
This Job Aid will guide you through the decisions you need to make when you order empty railcars.

1 Do I need cars next week?

- Yes, then you must enter them before **Noon Mountain Time on Wednesday** of the previous week.
- Login to CN's eBusiness site, and select Car Order from the menu of tools.

2 What Type of Cars?

- Select the Pattern for the cars you need

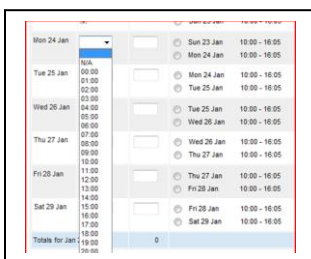


3 Next Week's Loading Plan is the same as this week's?

- Yes, Scroll to the next week, and press the **Copy** button. It will copy your required loading times if any, and selected service to the next week.
- No, you should select a required loading time and service for each day you plan to load.

4 Do I need to specify a Required Loading Time?

- Yes if your loading crew starts at a specific time - Select the time that your loading crew will start loading from the picklist:



- No, leave it blank. Go to Step 6

5 Which Service is best?

- If the **Required Loading Time** you specified in step 4, is **within** the switch window, you will have more than one service delivery option:
- Select Today's service if your Required Loading Time is equal or greater than the time we **normally deliver** cars on that service.
Note CN may not deliver cars until the end of the switch window depending on assignment workload.
- Select the Previous service if we normally don't deliver cars until later in the service than your Required Loading Time.

6 I've Finished My Order

- Time to press **Submit** and your order will immediately update CN's order system.
- You will be presented with a confirmation page
- If you subscribed to email notification:
 - Send me a copy of my request
 you will also receive an email.

CN Confirmation of Order

- When CN confirms an order, generally within 24 hours, it will be displayed in the Confirmed column. You can subscribe to receive an email:
 - Notify me when the confirmation changes [Update recipients](#)

How many cars are coming each day?

When will CN deliver my cars? Select the **Delivery Plan** tab, and you will see the service and the orders that will be included:

