

Welcome to CN's Car Order Webinar



Today I want to outline some of the exciting changes that we are making to our Car Order process and eBusiness tool.

The changes happen on Sunday January 23rd.

I'll focus on the new order input page

And review the existing pages of Car Order that remain unchanged.

We'll then go into the Test system and do a live demo

Following that we'll open the lines for questions.



Really the only thing that has changed is the Order Input, formerly called the Calendar.

You can now see the delivery service options as you enter an order,

In some cases, which I'll go over in a moment, you can choose more than one service option

The new page will also remember the required loading times and service selections you entered for the previous week, and allow you to copy them to the following week if they still apply.

Many customers said they simply load when CN arrives, or have around the clock operations, so the new tool will allow you to enter an order without a required loading time.

All other pages in the tool have not changed.

Orders	upply List Repor	ts Transactio	on History								
Orders										Ę	Print \varTheta Helş
Company *	CN Metals Distr	ibution Ctr	v I	ocation * Toron	to Macmil Yard,	ON 🔽 Patte	ern • 001328,	W110, CN POOL	P8020		V Update
CCO#: 001328	8 Tr	ack: W110	Car T	pe: CN Pool P8020		Lead tin	ne: 0 Hrs	Order Cu	toff: Wed 14:	00 ET	
Status	us At receiver (start of week)		r 🖌 ek)	At receiver (current)		En rou	te CP	Ordered	Confirm	ned	Shortage
Jan 2-Ja	in 8	7		4	0	7	0	10	10		1
Loading Date	Coptional)	Cars Required	Delivery S	witch Service	Confirmed	Available	Shortage / Surplus	Constructively Placed	(Actual or Planned)	Released	Rejected
Sun 2 Jan									0		
Mon 3 Jan	06:00	2	Sat 1 Jan,	23:30 - 07:30	2	2	5	0	2	2	1
Wed 5 Jan	06:00	3	Tue 4 Jan,	23:30 - 07:30	3	3	2	0	2	3	0
Thu 6 Jan	06:00	2	Wed 5 Jan,	23:30 - 07:30	2	1	1	0	0	2	0
Fri 7 Jan	06:00	1	Thu 6 Jan,	23:30 - 07:30	1	2 🌒	-1	0	3	0	0
Sat 8 Jan	06:00 💌	2	 Fri7 Jan, Sat 8 Jan, 	23:30 - 07:30 23:30 - 07:30	2	2 🌒	0	0	2	0	0
	2 Jan 8	12			-12	12		0	9	9	1

This is the new order input page, still selected by the **Orders** tab at the top.

- \rightarrow Pattern Selector is still the same
- \rightarrow Status is still the same

→ Calendar Tab is now Order Input

The Calendar tab has been renamed Order Input. I'll go over this in detail in a couple of slides

The Delivery Plan is still the same

→ Previous Week status is now available

We had many requests to bring back the status of the previous week which we removed in August. Clicking on the checkbox opens the previous week above the current week.

Let's have a look at what that looks like

Order in	put Delive	ry plan								
Show pre	vious week's deta	1								
Loading Date	Loading Time (Optional)	Cars Required	Delivery Switch Service	Confirmed	Available	Start of day Shortage i Surplus	Constructively Placed	Placed (Actual or Planned)	Released	Rejecte
Sun 26 Dec			÷	_		5	0	1	0	
Mon 27 Dec						6	0	0	0	(
Tue 28 Dec	06:00	2	Sun 26 Dec, 23:30 - 07:30	2	2	6	0	0	2	
Wed 29 Dec	06:00	3	Mon 27 Dec, 23:30 - 07:30	3	3	4	0	0	3	
Thu 30 Dec	06:00	4	Tue 28 Dec, 23:30 - 07:30	3	2	0	0	2	1	
Fri 31 Dec						-2	0	7	0	
Sat 1 Jan						5	0	0	0	
Totals for De	c 26 - Jan 1	9		8	7		0	10	6	
January 2 - J	anuary 8, 2011									
Loading Date	Loading Time (Optional) Copy 🗢	Cars Required	Delivery Switch Service	Confirmed	Available	Start of day Shortage / Surplus	Constructively Placed	Placed (Actual or Planned)	Released	Rejecte
Sun 2 Jan						5	0	0	0	1
Mon 3 Jan	06:00	2	Sat 1 Jan, 23:30 - 07:30	2	2	5	0	2	2	
Tue 4 Jan	06:00	2	Mon 3 Jan, 23:30 - 07:30	2	2	4	0	0	2	
Wed 5 Jan	06:00	3	Tue 4 Jan, 23:30 - 07:30	3	3	2	0	2	3	(
Thu 6 Jan	06:00	2	Wed 5 Jan, 23:30 - 07:30	2	1	1	0	0	2	
Fri 7 Jan	06:00	1	Thu 6 Jan, 23:30 - 07:30	. 1	2 •	-1	0	3	0	
Sat 8 Jan	06:00 🖌	2	 Fri 7 Jan, 23:30 - 07:30 Sat 8 Jan, 23:30 - 07:30 	2	2 鱼	0	0	2	0	
Totals for Jan	2 - Jan 8	12		12	12		0	0	9	

The Previous Week report allows you to see what happened last week, to help with any decisions you need to make about what to order next week.

It can be hidden by un-checking the checkbox. ightarrow

Let's go back to the order input and look at that in more detail

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Orders	Supply List Repor	ts Iransactio	on History							6	Print 🕑 Help
Company •	CN Metals Distr	ibution Ctr	~	Location * Toron	to Macmil Yard,	ON 🔽 Patter	n * 001328,	W110, CN POOL	P8020		V Update
CO#: 00132	28 Tr	ack: W110	Car	Type: CN Pool P8020)	Lead time	: 0 Hrs	Order Cu	toff: Wed 14:	00 ET	
Statu	IS	At receive	f ek)	At receiver	At station	En route	СР	Ordered	Confir	med	Shortage
Jan 2-J	an 8	7		4	0	7	0	10	10		1
Loading Date	Loading Time (Optional) Copy 🗢	Cars Required	Delivery	Switch Service	Confirmed	Available	Start of day Shortage / Surplus	Constructively Placed	Placed (Actual or Planned)	Released	Rejected
Sun 2 Jan							5	0	0	0	0
Mon 3 Jan	06:00	2	Sat 1 Jan,	23:30 - 07:30	2	2	5	0	2	2	1
Tue 4 Jan	06:00	2	Mon 3 Jan	, 23:30 - 07:30	2	2	4	0	0	2	0
Wed 5 Jan	06:00	3	Tue 4 Jan	23:30 - 07:30	3	3	2	0	2	3	0
Thu 6 Jan	06:00	2	Wed 5 Jar	n, 23:30 - 07:30	2	1	1	0	0	2	0
Fri 7 Jan	06:00	1	Thu 6 Jan	23:30 - 07:30	1	2 🗨	-1	0	3	0	0
	06:00 💌	2	 Fri7 Jan, Sat 8 Jan, 	23:30 - 07:30 23:30 - 07:30	2	2 🌒	0	0	2	0	0
Sat 8 Jan	+										

→ Calendar is now Order Input

It's laid out vertically with one row per day.

- It is very similar to the Car Order report, and it provides a lot more information about your order.
- You can see required loading time and the service available on each day.
- You still have a display of the confirmation, as well as the green, yellow, red status indicators against each order.
- As well you can see on the previous days, the actual placement and release performance.

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anuary 9 - Janua	ary 15, 2011					ptions:	
	Loading Time (Optional)	e Cars Required			Cont • Sund	ay 04:20-11:35	
Sun 9 Jan	-		Sat 8 Jan,	04:20 - 11:35			_
			 Sun 9 Jan, 	04:20 - 11:35	Three	Options:	
Mon 10 Jan	06:00 -	2	Sun 9 Jan.	04:20 - 11:35	•Previo	us Day	
	÷		Mon 10 Jan,	04-20 - 11:35	• Same	2 Day	
			Mon 10 Jan,	06:30		06:30 -09:00	
Tue 11 Jan	06:00 -	3	Mon 10 Jan,	06:30 - 09:00			
	+		Tue 11 Jan,	04:20 - 11:35			_
			Tue 11 Jan,	06:30 - 09:00			
Wed 12 Jan	06:00 -	3	Tue 11 Jan,	06:30 - 09:00	Selected pro	evious day's	
	+		Wed 12 Jan,	04:20 - 11:35	service to e	nsure cars are	
			 Wed 12 Jan, 	06:30 - 09:00	delivered by	06:00	
Thu 13 Jan	06:00 -	2	Wed 12 Jan,	06:30 - 09:00			1
	+		Thu 13 Jan, -	04-20 11-25	Selected sa	me day service	
			 Thu 13 Jan, 	06:30 - 09:00	because the	e customer is	
Fri 14 Jan	-	5	Thu 13 Jan,	06:30 - 09:00	confident th	at CN will	
	+		Eri 14 Jan,	04:20 - 11:35	that switch	r at this time on	
			Fri 14 Jam	00.00	that switch.		1
Sat 15 Jan	-		Fri 14 Jan.	06:30 - 09:00	No Require	d Loading Time	
			Sat 15 Jan,	04:20 - 11:35	switch of the	e dav is	
Fotals for Jan 9 - J	lan 15	0			selected.		

Let's enter an order for next week.

\rightarrow Let's Review the Service

On Weekends, there is one service per day, which provides two potential delivery options:

- 1. Last service of the Previous Day
- 2. Service that runs on the same day

On Weekdays, there are two switches per day, which provides three options for delivery:

- 1. Last service of the Previous Day
- 2. One of the two Services that runs on the same day

→ What orders has this customer entered?

On Monday the customer has ordered 2 cars which they want to load at 06:00.

They have selected delivery on Sunday because they really need the cars on site to start loading on Monday at 06:00

Tuesday they have ordered 3 cars to be delivered on the 04:20-11:35 switch. They are usually the first customer on this assignment, and the actual delivery time is less critical, but still desired for 06:00. The customer has pretty good confidence that they'll get the cars around 06:00 using this switch

Wednesday and Thursday are the same, with different number of cars.

On Friday, their crew works all day so any time the cars are delivered they will load them. So they have not specified a required loading time. Because they did not specify a required loading time, the only delivery option is the first assignment of the day.



There are two types of notification that you can subscribe to in Car Order:

- → 1. Receive an email every time you press the submit on a new or changed order
- → 2. Receive an email when CN changes the Confirmed level on an order. This is useful so you know when CN
 - 1. has found cars for unfulfilled orders after cutoff,
 - 2. If you have cancelled an order within 72 hours and need to know if CN has accepted it
- It means you get notice without having to constantly check on the website.
- → With the Confirmation Notice you can also add up to 10 additional email recipients. This is useful if someone at Headquarters wants to know the CN confirmation changes, or if there are two of you who monitor the orders.
- → You'll also notice the warning when you pick a required loading time within the switch window, that, based on the service delivery window, cars may not appear until the end of the window.



We will send you an FAQ containing all the questions asked in the Webinars.



Let's see how the tool will look when it goes live on January 23rd.

We'll review the other pages that have not changed:

- •Delivery Plan
- Supply List
- Transaction History
- •Other reports

These pages have not changed from what you see today.

Orders Supp	ly List Reports Transact	tion History							
Orders									🛱 Print 🥹 H
Company • CN	Metals Distribution Ct	r (Location • Toro	nto Macmil Yard, C	N 🔽 Pattern *	001328, \	W110, CN POOL F	98020	V Upd
CCO#: 001328	Track: W110	Ci	ar Type: CN Pool P802	0	Lead time: 0	Hrs	Order Cut	off: Wed 14:00 ET	
Status	Atreceiv	er	At receiver	At station	En route	CP	Ordered	Confirmed	Shortage
Jan 2-Jan 8	(start of we	еек)	(current)	0	6	0	10	10	1
Order input	Delivery plan)							
Show Loading	Delivery plan			Planned De	livery	Const	tructively Placed	Placed (Act	ual or Planned)
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Show Loading Switch Daterring Sat 01 Jan 23: Loading	Delivery plan Puto (Times e 30 - 07:30 Date/Time Los 00.00	Ord	Cfm	Planned De	elivery 2	Const	tructively Placed	Placed (Act	ual or Planned) 0
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Switch Date mput Switch Date Trims Sat 01 Jan 23: Mon 03 Jan 23: Mon 03 Jan 23: Loading Tue 04	Delivery plan Construction Construction Date/Time Jan 06:00 30 - 07:30 Date/Time Jan 06:00	Ord 2 Ord 2	Cfm 2 Cfm 2	Planned De	2 2 0 2	Const	tructively Placed	Placed (Act 0 0 0	ual or Planned) 0 0 2
Show Loading Switch Daterring Sat 01 Jan 23: Loading Mon 03 Sun 02 Jan 23: Mon 03 Jan 23: Loading Tue 04 Tue 04 Jan 23:	Delivery plan 30 - 07:30 Date/Time Jan 06:00 30 - 07:30 30 - 07:30 Date/Time Jan 06:00 30 - 07:30 Date/Time Jan 06:00 30 - 07:30	Ord 2 Ord 2	Cfm 2 Cfm 2	Planned Do	2 0 2 3	Const	tructively Placed	Placed (Act 0 0 0	ual or Planned) 0 0 2 0
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- Purpose: To see your orders as they will be delivered. It is a service oriented view of your orders that makes it easier to see how cars will be delivered to your facility.
- 1) The Delivery Plan shows on which switch the orders will be brought in on, with the option to see the orders or not.
- 2) The Planned Delivery column reflects the total number of confirmed cars that must be brought in on the switch; it reflects CN's plan.
- 3) The Constructively Placed column will reflect all empties constructively placed (actual).
- 4) The Total Placed column will reflect all placements (actual or planned).

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Supply List								
Company · CN M	etals Distribution Ctr 🎦	Location • Toronto Macmil Yard,	ON 💌 Pattern • 001328,	W110, CN Pool P8	CN Pool P8020			Update
CCO#: 001328	Track: W110	Car Type: CN Pool P8020	Lead time: 0 Hrs	Orde	r Cutoff: Wed 14:00	0 ET		
Supply Sum	mary: En route	At Station	At Receiver Construct	vely Placed Loa	ded or Rejected		Tota	1
E	mpties 7	0	4	0	0		11	
	Total 7	0	4	0	0		11	
Car	Car Type	Sort by Status Event © Z-A	Then by Car	© Z-A	ETA	Links	3	
BCOL 864018	Fit Bikhd 66 Ft 100t	Empty Departed Boyne, ON on 07 Jan	10:07 ET	X3164105	09 Jan 07:30	0	0	0
BCOL 11243	Fit Bikhd 66 Ft 100t	Empty Departed Valparaiso, IN on 07	Jan 10:31 CT	M3908106	11 Jan 07:30	0	0	0
CN 622338	Fit Bikhd 66 Ft 100t	Empty At Receiver Toronto Macmil Ya	ard, ON on 07 Jan 03:18 ET	W11613		3	0	0
BCOL 864211	Fit Bikhd 66 Ft 100t	Empty At Receiver Toronto Macmil Ya	ard, ON on 05 Jan 02:00 ET	W1101		0	0	0
BCOL 864186	Fit Bikhd 66 Ft 100t	Empty At Receiver Toronto Macmil Ya	ard, ON on 07 Jan 03:18 ET	W11610		3	0	0
BCOL SEADED	Fit Bikhd 66 Ft 100t	Empty At Receiver Toronto Macmil Ya	rd. ON on 07 Jan 03:18 ET	W11614		3	0	0

Purpose: To see which specific cars will be delivered for your orders.

- 1. Shows the car numbers, description, latest status, Track or Train, and ETA if has not yet arrived.
- 2. Links to show
 - 1. the location on the CN Network Map
 - 2. Current Trip Plan
 - 3. Equipment Specifications showing load limit and capacity

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rder	Repo	t										
leport Cr	riteria: CN I	letals Distribu	ution Ctr, Toronto Macmil Yard, C	DN, 001328, W	110, CN Pool P8020				Order	Date Range:	2010-12-15 to	0 2011-01
CN Metal	s Distribut	C4										
Tanada		on Ctr										
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Pattern	Macmil Ya 001328, W	on Ctr d, ON 110. CN Poo	<u>I P8020</u>									
Pattern CCO# 00	Macmil Ya 001328. W 1328	d, ON 1 <u>10. CN Poo</u> Trac	1 <u>P8020</u> ck W110 Car Type	CN Pool P8020		Lead T	ne O hrs	Ord	er Cutoff \	Wed 14:00 ET		
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Purpose: To have a summary of what has happened for the past three weeks.

This is similar to what you see on the Order Input page, but goes back three weeks instead of one.

Key feature of this report is the ability to schedule it to be sent to you automatically by email at a time you select.

It also can combine multiple orders in one report, instead of just one pattern at a time.

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CN Metals	Distribution Ctr										
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Purpose: To see how cars will be delivered.

Key feature of this delivery plan is to schedule it to your email.

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fransa	ction	Hist	ory												
Company *	CN Met	als Dist	ribution Ctr		× L	ocation * T	oronto Mad	mil Yard,	ON 🔽	Pattern • 00	01328, W110,	CN POOL	P8020		✓ Upda
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Purpose: To see who has made changes, and what changes, to your orders.

Specifically it will show when people at your company adjust the orders, and when CN makes updates.

For each item that could change, there are two columns – the previous value, and the new one.

Changes to confirmed levels will show up here, and will also be emailed to you (and additional recipients) if you have subscribed to Confirmation Change Notification.



Now let's flip over to the Test system and I'll show you what the system will actually look like.



That concludes the presentation part of the Webinar. In a moment I will open the lines so that you can ask questions interactively.

Just a couple of notes on that: remember there are a lot of people on the line, so don't give away any trade secrets in your question. If you wish to ask very specific questions about your situation, it's probably best to email them to us, and we'll get back to you.



Thank you for taking time to attend our Webinar. I hope it has been useful and look forward to any feedback you have to make the process better.

If you have any additional questions, please drop us an email at eBusiness@cn.ca and we'll get you an answer.