

# Car Order Webinar

Changes on Sunday January 23, 2011

Welcome to CN's Car Order Webinar

## Agenda

- Changes to the order input
- Car Order Walk-through
- Live Demo
- Questions



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.

## What has changed?

- **The order input page has changed, you will:**
  - See the delivery switch service options that will bring in cars as you enter the order
  - In some cases you may be able to select the service that will bring in the cars
  - Your previously selected loading times will be retained for the current week
    - You can copy them to the next week
  - Submit an order without a loading time if loading time is not important
- **Other pages have not changed**

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.

# New Order Input Page



[Orders](#) | [Supply List](#) | [Reports](#) | [Transaction History](#)

[Print](#) | [Help](#)

## Orders

Company: CN Metals Distribution Ctr | Location: Toronto Macmil Yard, ON | Pattern: 001328, W110, CN POOL P8020 | Update

CCO#: 001328 | Track: W110 | Car Type: CN Pool P8020 | Lead time: 0 Hrs | Order Cutoff: Wed 14:00 ET

Status	At receiver (start of week)	At receiver (current)	At station	En route	CP	Ordered	Confirmed	Shortage
Jan 2-Jan 8	7	4	0	7	0	10	10	1

Order input |  Delivery plan

Show previous week's detail  
 Jan 2 - January 8, 2011

Loading Date	Loading Time (Optional)	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 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	<input checked="" type="radio"/> Fri 7 Jan, 23:30 - 07:30 <input type="radio"/> Sat 8 Jan, 23:30 - 07:30	2	2	0	0	2	0	0
Totals for Jan 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.

→ **Pattern Selector is still the same**

→ **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 Input - Previous week detail

Order input | Delivery plan

Show previous week's detail

December 26 - January 1, 2011

Loading Date	Loading Time (Optional)	Cars Required	Delivery Switch Service	Confirmed	Available	Start of day Shortage/ Surplus	Constructively Placed	Placed (Actual or Planned)	Released	Rejected
Sun 26 Dec						5	0	1	0	0
Mon 27 Dec						6	0	0	0	0
Tue 28 Dec	06:00	2	Sun 26 Dec, 23:30 - 07:30	2	2	6	0	0	2	0
Wed 29 Dec	06:00	3	Mon 27 Dec, 23:30 - 07:30	3	3	4	0	0	3	1
Thu 30 Dec	06:00	4	Tue 28 Dec, 23:30 - 07:30	3	2	0	0	2	1	1
Fri 31 Dec						-2	0	7	0	0
Sat 1 Jan						5	0	0	0	0
Totals for Dec 26 - Jan 1		9		8	7		0	10	6	2

January 2 - January 8, 2011

Loading Date	Loading Time (Optional)	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 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	<input checked="" type="radio"/> Fri 7 Jan, 23:30 - 07:30 <input type="radio"/> Sat 8 Jan, 23:30 - 07:30	2	2	0	0	2	0	0
Totals for Jan 2 - Jan 8		12		12	12		0	9	9	1

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. →

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

→

# New Order Entry- Overview



Orders Supply List Reports Transaction History

Orders Print Help

Company: CN Metals Distribution Ctr Location: Toronto Macmill Yard, ON Pattern: 001328, W110, CN POOL P8020 Update

CCO#: 001328 Track: W110 Car Type: CN Pool P8020 Lead time: 0 Hrs Order Cutoff: Wed 14:00 ET

Status	At receiver (start of week)	At receiver (current)	At station	En route	CP	Ordered	Confirmed	Shortage
Jan 2-Jan 8	7	4	0	7	0	10	10	1

Order input Delivery plan

Show previous week's detail

January 2 - January 8, 2011

Loading Date	Loading Time (Optional)	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 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	<input checked="" type="radio"/> Fri 7 Jan, 23:30 - 07:30 <input type="radio"/> Sat 8 Jan, 23:30 - 07:30	2	2	0	0	2	0	0
Totals for Jan 2 - Jan 8		12		12	12		0	9	9	1

## → 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.

## New Order Entry- Overview

CN

Loading Date	Loading Time (Optional)	Cars Required	Delivery Switch Service	Confidence
Sun 9 Jan			<input type="radio"/> Sat 8 Jan, 04:20 - 11:35 <input checked="" type="radio"/> Sun 9 Jan, 04:20 - 11:35	
Mon 10 Jan	06:00	2	<input checked="" type="radio"/> Sun 9 Jan, 04:20 - 11:35 <input type="radio"/> Mon 10 Jan, 04:20 - 11:35 <input type="radio"/> Mon 10 Jan, 06:30 - 09:00	
Tue 11 Jan	06:00	3	<input type="radio"/> Mon 10 Jan, 06:30 - 09:00 <input checked="" type="radio"/> Tue 11 Jan, 04:20 - 11:35 <input type="radio"/> Tue 11 Jan, 06:30 - 09:00	
Wed 12 Jan	06:00	3	<input type="radio"/> Tue 11 Jan, 06:30 - 09:00 <input checked="" type="radio"/> Wed 12 Jan, 04:20 - 11:35 <input type="radio"/> Wed 12 Jan, 06:30 - 09:00	
Thu 13 Jan	06:00	2	<input checked="" type="radio"/> Thu 13 Jan, 04:20 - 11:35 <input type="radio"/> Thu 13 Jan, 06:30 - 09:00	
Fri 14 Jan		5	<input type="radio"/> Thu 13 Jan, 06:30 - 09:00 <input checked="" type="radio"/> Fri 14 Jan, 04:20 - 11:35 <input type="radio"/> Fri 14 Jan, 06:30 - 09:00	
Sat 15 Jan			<input type="radio"/> Fri 14 Jan, 06:30 - 09:00 <input checked="" type="radio"/> Sat 15 Jan, 04:20 - 11:35	
Totals for Jan 9 - Jan 15		0		

**Two Options:**

- Saturday
- Sunday 04:20-11:35

**Three Options:**

- Previous Day
- Same Day
- 04:20-11:35
- 06:30 -09:00

**Selected previous day's service to ensure cars are delivered by 06:00**

**Selected same day service because the customer is confident that CN will deliver them at this time on that switch.**

**No Required Loading Time is entered, and the first switch of the day is selected.**

Let's enter an order for next week.

→ **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.

## Order Input - Notification CN

You will receive an email every time you enter or change an order

Totals for Jan 23 - Jan 29	0	0	0	0	0	0	0	0	0
----------------------------	---	---	---	---	---	---	---	---	---

Send me a copy of my request  
 Notify me when the confirmation changes [Update recipients](#)  
If you select a loading time that falls within a delivery switch window, CN will try to meet your requested loading time, however cars may arrive up to the end of the switch window.

Specify the e-mail addresses that will be cc'd on your notifications.

Your E-mail Address:

Additional E-mail Addresses:

Enter multiple addresses separated by commas (ex: joe.smith@abc123.com, mary.stein@abc0123.com).

You will receive an email every time CN changes the Confirmed level of cars

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.

## Common Questions

- What happens to my existing orders?
  - *On January 23<sup>rd</sup>, all existing orders will be converted with the loading time and the service that you see today in the Delivery plan.*
- What are the Order Change Rules?
  - *Cars cancelled within 72 hrs of the required loading date/time will be re-distributed **if possible**, but if not, cars will be delivered and Asset Use charges will apply.*
  - *CN will continue to search daily to fulfil any un-confirmed orders*
  - *Car Management reviews any **cancelled** or **new orders** on a **daily basis** and confirms them if equipment is available by next business day.*
- What is the Lead Time?
  - *Lead Time is the time before the start of an assignment where cars are already lined up for your facility. Therefore no cars can be added or removed from the train. eBusiness will lock out entry, and internally at CN orders are also locked.*

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

## Car Order Walk-through

(these pages have not changed)

- Delivery Plan
- Supply List
- Transaction History
- Reports

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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.

**Delivery Plan**

Orders Supply List Reports Transaction History

Orders Print Help

Company: CN Metals Distribution Ctr Location: Toronto Macmill Yard, ON Pattern: 001328, W110, CN POOL P8020 Update

CCO#: 001328 Track: W110 Car Type: CN Pool P8020 Lead time: 0 Hrs Order Cutoff: Wed 14:00 ET

Status	At receiver (start of week)	At receiver (current)	At station	En route	CP	Ordered	Confirmed	Shortage
Jan 2-Jan 8	7	4	0	6	0	10	10	1

Order input **Delivery plan**

Show Loading Dates

Switch Date/Time	Planned Delivery	Constructively Placed	Placed (Actual or Planned)
Sat 01 Jan 23:30 - 07:30	2	0	0
Loading Date/Time	Ord	Cfm	
Mon 03 Jan 08:00	2	2	
Sun 02 Jan 23:30 - 07:30	0	0	0
Mon 03 Jan 23:30 - 07:30	2	0	2
Loading Date/Time	Ord	Cfm	
Tue 04 Jan 08:00	2	2	
Tue 04 Jan 23:30 - 07:30	3	0	0
Loading Date/Time	Ord	Cfm	
Wed 05 Jan 08:00	3	3	

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).

# eBusiness Supply List

Print Email Help

## Supply List

Company: CN Metals Distribution Ctr Location: Toronto Macmil Yard, ON Pattern: 001328, W110, CN Pool P8020 Update  
 CCO#: 001328 Track: W110 Car Type: CN Pool P8020 Lead time: 0 Hrs Order Cutoff: Wed 14:00 ET

Supply Summary:	En route	At Station	At Receiver	Constructively Placed	Loaded or Rejected	Total
Empty	7	0	4	0	0	11
Load	0	0	0	0	0	0
<b>Total</b>	<b>7</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>11</b>

Sort by: Status Event  A-Z  Z-A Then by: Car  A-Z  Z-A

Car	Car Type	Status	Location	ETA	Links
BCOL 864018	Ft Bkhd 66 Ft 100t	Empty Departed Boyme, ON on 07 Jan 10:07 ET	X3164105	09 Jan 07:30	  
BCOL 11243	Ft Bkhd 66 Ft 100t	Empty Departed Valparaiso, IN on 07 Jan 10:31 CT	M3908106	11 Jan 07:30	  
CN 622338	Ft Bkhd 66 Ft 100t	Empty At Receiver Toronto Macmil Yard, ON on 07 Jan 03:18 ET	W11613		  
BCOL 864211	Ft Bkhd 66 Ft 100t	Empty At Receiver Toronto Macmil Yard, ON on 05 Jan 02:00 ET	W1101		  
BCOL 864186	Ft Bkhd 66 Ft 100t	Empty At Receiver Toronto Macmil Yard, ON on 07 Jan 03:18 ET	W11610		  
BCOL 864082	Ft Bkhd 66 Ft 100t	Empty At Receiver Toronto Macmil Yard, ON on 07 Jan 03:18 ET	W11614		  

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

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

# Reports – Car Order Report

Report Date 7 Jan 11:42 ET

## Car Order Report

Report Criteria: CN Metals Distribution Ctr, Toronto Macmil Yard, ON, 001328, W110, CN Pool P8020

Order Date Range: 2010-12-15 to 2011-01-13

CN Metals Distribution Ctr  
Toronto Macmil Yard, ON

Pattern [001328, W110, CN Pool P8020](#)

CCO# 001328      Track W110      Car Type CN Pool P8020      Lead Time 0 hrs      Order Cutoff Wed 14:00 ET

Status		At receiver (start of week)		Total Planned Delivery			Total Confirmed			Placed/CP		Released	
Dec 12-Dec 18		0		12			12			0		0	
Required Date/Time	Switch Date/Time	Ordered	Confirmed	Constructively Placed	Placed (Actual or Planned) Total			Released	Rejected	Shortage / Surplus			
Sun 12 Dec		0	0	0	2	0	2	0	0	0	0	0	
Mon 13 Dec 06:00	Sat 11 Dec 23:30 - 07:30	3	3	0	0	0	0	0	0	0	0	-2	
Tue 14 Dec 06:00	Sun 12 Dec 23:30 - 07:30	2	2	0	8	0	8	5	0	0	0	-1	
Wed 15 Dec 06:00	Mon 13 Dec 23:30 - 07:30	3	3	0	0	0	0	0	0	0	0	+5	
Thu 16 Dec 06:00	Tue 14 Dec 23:30 - 07:30	2	2	0	0	0	0	5	0	0	0	+2	
Fri 17 Dec 06:00	Wed 15 Dec 23:30 - 07:30	4	3	0	3	0	3	3	0	0	0	0	
Sat 18 Dec		0	0	0	0	0	0	0	0	0	0	0	
Totals for Dec 12 - Dec 18		14	13	0	13	0	13	13	0	0	0	0	

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.

# Reports – Delivery Plan Report

Report Date 7 Jan 11:43 ET



## Delivery Plan Report

Report Criteria: CN Metals Distribution Ctr, Toronto Macmil Yard, ON, 001328, W110, CN Pool P8020

Order Date Range: 2010-12-15 to 2011-01-13

CN Metals Distribution Ctr  
Toronto Macmil Yard, ON

Pattern [001328, W110, CN Pool P8020](#)

CCO# 001328      Track W110      Car Type CN Pool P8020      Lead Time 0 hrs      Order Cutoff Wed 14:00 ET

Status	At receiver (start of week)	Total Planned Delivery			Total Confirmed			Placed/CP		Released	
Dec 12-Dec 18		0	12			12			0		0
Switch Date/Time		Planned Delivery	Constructively Placed	Placed (Actual or Planned)			Released	Rejected	Shortage / Surplus		
				Empty	Reload	Total					
Sun 12	Dec 23:30 - 07:30	2	0	2	0	2	0	0	0		
	Required Date/Time	Ord	Cfm								
	Tue 14 Dec 06:00	2	2								
Mon 13	Dec 23:30 - 07:30	3	0	0	0	0	0	0	-2		
	Required Date/Time	Ord	Cfm								
	Wed 15 Dec 06:00	3	3								
Tue 14	Dec 23:30 - 07:30	2	0	8	0	8	5	0	-1		
	Required Date/Time	Ord	Cfm								
	Thu 16 Dec 06:00	2	2								
Wed 15	Dec 23:30 - 07:30	3	0	0	0	0	0	0	+5		
	Required Date/Time	Ord	Cfm								
	Fri 17 Dec 06:00	4	3								

Purpose: To see how cars will be delivered.

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

# Transaction History

Print   
 Email   
 Help

**Transaction History**

Company:    
 Location:    
 Pattern:    
 [Update](#)

CCO#: 001328   
 Track: W110   
 Car Type: CN Pool P8020   
 Lead time: 0 Hrs   
 Order Cutoff: Wed 14:00 ET

View transactions up to:  [Retrieve](#) or browse [Previous Week](#) [Next Week](#)

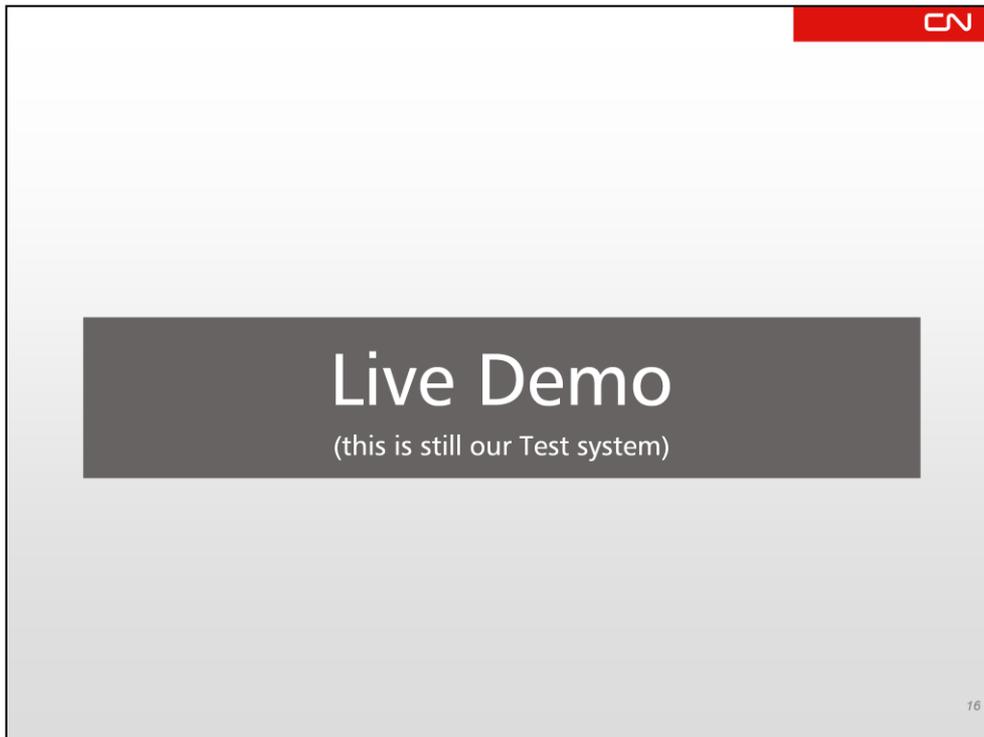
Transaction Date / Time	User	Loading Date / Time	Loading Time		Cars Required		Confirmed		Shortage / Surplus		Comments
			Old	New	Old	New	Old	New	Old	New	
Thu 30 Dec 11:00	CN	Mon 03 Jan 06:00					1	2			Confirmation
Thu 30 Dec 09:08	B.Smith	Mon 03 Jan 06:00			1	2					Order increased after cutoff
Wed 29 Dec 11:13	B.Smith	Mon 03 Jan 06:00				1	1				New order added before cut-off
Wed 29 Dec 09:22	B.Smith	Fri 07 Jan 06:00				1	1				New order added before cut-off
		Thu 06 Jan 06:00				2	2				New order added before cut-off
		Wed 05 Jan 06:00				3	3				New order added before cut-off
		Tue 04 Jan 06:00				2	2				New order added before cut-off
		Thu 30 Dec 06:00			3	4					Order increased after cutoff

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.

## Open Questions

- Introduce yourself by first name
- Keep your questions short and generic (not specific to your company)
- Some answers may have to be deferred
- If you forget to ask a question, please send an email to [eBusiness@cn.ca](mailto:eBusiness@cn.ca)



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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 attending, any additional questions, please  
email [eBusiness@cn.ca](mailto:eBusiness@cn.ca).

We will send participants this presentation.

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](mailto:eBusiness@cn.ca) and we'll get you an answer.