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.

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) 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 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	◉ Fri 7 Jan, 23:30 - 07:30 ◯ 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

→ **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.

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.

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 23rd, 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.

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).

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

Reports – Car Order Report

Report Date 7 Jan 11:42 ET

Car Order Report

Print Email Help

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) Empty	Reload	Total	Released	Rejected	Shortage / Surplus
Sun	12	Dec		0	0	0	2	0	2	0	0	0
Mon	13	Dec 06:00	Sat 11 Dec 23:30 - 07:30	3	3	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	-1
Wed	15	Dec 06:00	Mon 13 Dec 23:30 - 07:30	3	3	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	+2
Fri	17	Dec 06:00	Wed 15 Dec 23:30 - 07:30	4	3	0	3	0	3	3	0	0
Sat	18	Dec		0	0	0	0	0	0	0	0	0
Totals for Dec 12 - Dec 18				14	13	0	13	0	13	13	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.

Purpose: To see how cars will be delivered.

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

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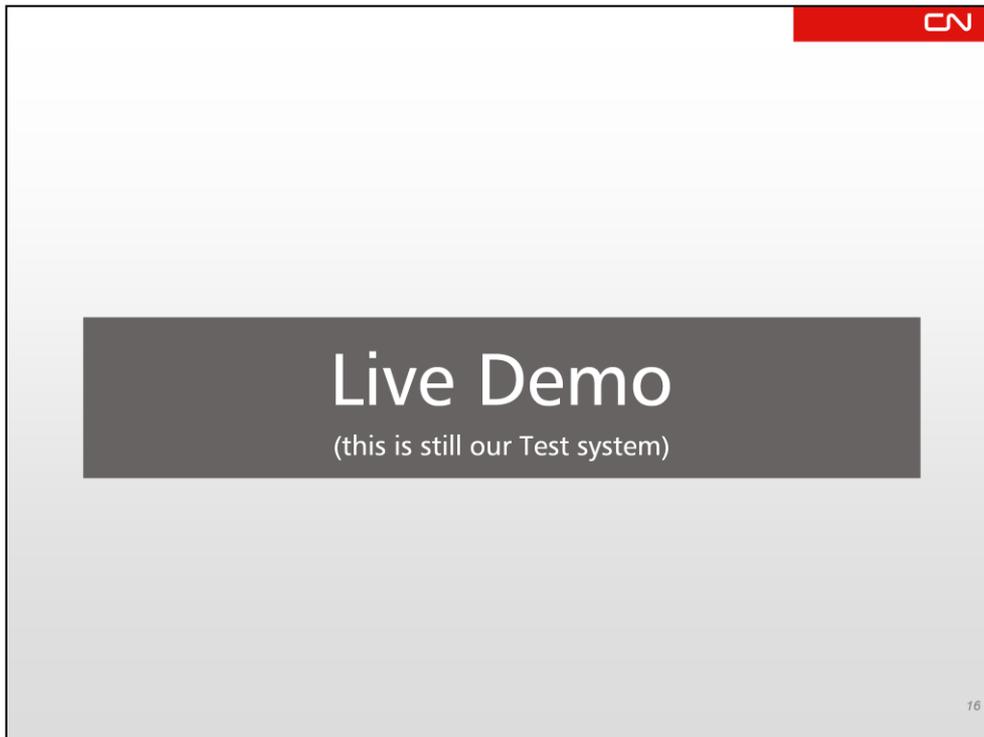
Now let's flip over to the Test system and I'll show you what the system will actually look like.

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

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.

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 and we'll get you an answer.