



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.

STEP 4

- Contact your Sr. Director Merchandise Supply Chain (*email or phone*) when the situation is urgent and steps 1-3 have not produced results.



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

Contacts for Carload Customer Service

Western Canada	Eastern Canada	South (U.S.A.)
CNWEST – Edmonton, AB Email: CNWEST@CN.CA CNWEST Manager: Kristine Meleskie <i>Assistant Managers: (Ainsley, Karen and Moe)</i> Phone: 780-643-7853 Email: SERVICE_WEST_SUPV_LIST@CN.CA Merchandise Supply Chain Sr. Manager West: Travis Hnatiuk Phone: 780-643-7534 Email: travis.hnatiuk@cn.ca	CNEAST – Montreal, QC Email: CNEAST@CN.CA CNEAST Manager: James Feret <i>Assistant Managers: (Shawn, Mathieu, Sylvie and Lisa)</i> Phone: 514-734-3843 Email: SERVICE_EAST_SUPV_LIST@CN.CA Merchandise Supply Chain Sr. Manager East: Christiane Therrien Phone: 514-917-6422 Email: Christiane.therrien@cn.ca	CNSOUTH – Stevens Point, WI Email: CNSOUTH@CN.CA CNSOUTH <i>Assistant Managers: (Becky, Jessica and Jennifer)</i> Phone: 715-345-2474 Email: SERVICE_SOUTH_SUPV_LIST@CN.CA Merchandise Supply Chain Sr. Manager South: Katie Roop Phone: 219-883-7987 Email: katie.roop@cn.ca
Kim Duggan - Sr. Director Merchandise Supply Chain - Phone: 438-340-2408 - Email: kim.duggan@cn.ca		

Contacts for Non-Rail 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	Jason Ho - Manager Phone: 780-643-7682 Jason.ho@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 regional Merchandise Supply Chain Sr. Manager



Contacts for eBusiness, EDI Support and Customs

eBUSINESS

eBUSINESS/Velocity – Winnipeg, MB

Email: ebusiness@cn.ca

1-800-361-0198

CN

Manager: Leona Syrnyk

Email: Leona.Syrnyk@cn.ca Phone: 431-335-6639

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

Assistant Managers:

Annette Theoret Phone: 204-934-0781

Dean Brathwaite Phone: 204-934-8159

Leigh Chenoweth Phone: 204-934-0623

Patrik Temesvari Phone: 204-934-0854

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

Assistant Managers:

Annette Theoret Phone: 204-934-0781

Dean Brathwaite Phone: 204-934-8159

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Patrik Temesvari Phone: 204-934-0854

Email: OMC-ESC@CN.CA



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
EBusiness Customer Service CN's eBusiness and Transaction Centre is a single point of contact to answer your questions on eBusiness 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 hour 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