

## Intermodal (Container) Customer Experience Escalation Process

CN's Intermodal Customer Experience Teams are your connection to Operations for reliable shipment information or assistance in moving goods. Please note that throughout the day it is not unusual for our response times to approach 90 minutes as we are monitoring multiple communication channels. We ask that you do not copy your Account Managers or multiple Customer Experience teams on your inquiry. We do appreciate your business and will address your inquiry as quickly as possible.

For a quicker response you can retrieve the following information on our website.

Ordering of empty equipment: <https://ecprod.cn.ca/imxs6/IntermodalOrders>

Submitting Shipping Instructions: <https://ecprod.cn.ca/cis/#/tools/shipping-instructions>

Track and trace: <https://ecprod.cn.ca/cis/#/tools/intermodal-shipment-status>

Delivery appointment booking: <https://ecprod.cn.ca/cis/#/tools/intermodal-retail>

POD: <https://ecprod.cn.ca/cis/#/tools/si-details>

Releasing containers empty: <https://ecprod.cn.ca/cis/#/tools/intermodal-retail>

Optional Service disputes: <https://ecprod.cn.ca/cis/#/tools/ebill-service>

❖ ***CN reserves the right “through tariff 9100 item 12000” to assess a charge for manual transactions that can otherwise be achieved by using our on-line tools.***

Tariff 9100:

[http://ecprod.cn.ca/velocity/eDistribution/english/public/PriceDocuments?URL=PriceDocuments&ACTION=DisplayDocumentOtherVersions&DOCUMENT\\_REFERENCE\\_NUMBER=CN+T+9100+\(En\)](http://ecprod.cn.ca/velocity/eDistribution/english/public/PriceDocuments?URL=PriceDocuments&ACTION=DisplayDocumentOtherVersions&DOCUMENT_REFERENCE_NUMBER=CN+T+9100+(En))

### **ESCALATION PROCESS**

Please adhere to the process listed below:

STEP 1 • Email your CN Customer Experience Team for all non-urgent items.

STEP 2 • Should a situation become urgent, and our Customer Experience Team is unable to provide appropriate assistance, include “**ESCALATION**” in the subject line in the next email. Your email will be directed to one of your Customer Experience Assistant Managers.

STEP 3 • If steps 1-2 have not produced results, contact your Account Manager.

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<b>Delivery Appointments</b>	Email: <a href="mailto:cnroc-appointments@cn.ca">cnroc-appointments@cn.ca</a>
<b>Releases</b>	Email: <a href="mailto:cnroc-releases@cn.ca">cnroc-releases@cn.ca</a>
<b>POD</b>	Email: <a href="mailto:cnroc-pod@cn.ca">cnroc-pod@cn.ca</a> chargeable service under tariff 9100
<b>Terminal &amp; Storage Charges</b>	Email: <a href="mailto:OS-IM-Billing@cn.ca">OS-IM-Billing@cn.ca</a>
<b>Optional Services Disputes</b>	Submit disputes using eBill service on <a href="http://www.cn.ca">www.cn.ca</a>
<b>Note: All drivers need to contact their dispatch</b>	
<b>CN website <a href="http://www.cn.ca">www.cn.ca</a> is available 24/7 to monitor the most recent status of your shipments moving on our lines Customer Experience hours they are listed below under each business units (EST)</b>	
<b>International Customer Experience inquires for any Import &amp; Export Monday-Friday 0700-1800</b>	
<p><b>General Inquiries</b></p> <p>Import &amp; Export Traffic Email: <a href="mailto:CN-INTLOG@CN.CA">CN-INTLOG@CN.CA</a></p> <p>Empty Equipment Email: <a href="mailto:CN-MTLOG@CN.CA">CN-MTLOG@CN.CA</a></p> <p><b>Please see escalation document for process</b></p> <p><b>Manager:</b> Jeff Bedell Email: <a href="mailto:jeff.bedell@cn.ca">jeff.bedell@cn.ca</a></p> <p><b>Manager:</b> Melanie Minshull Email: <a href="mailto:melanie.minshull@cn.ca">melanie.minshull@cn.ca</a></p>	
<b>Cargo Cool – Temperature Controlled Domestic &amp; International Monday-Friday 0700-1800 Saturday &amp; Sunday 0700-1600</b>	
<p><b>General Inquiries – Temperature Controlled</b></p> <p>Email: <a href="mailto:CargoCool-Domestic@cn.ca">CargoCool-Domestic@cn.ca</a> Domestic Traffic</p> <p>Email: <a href="mailto:CARGOCOOL-INTL@CN.CA">CARGOCOOL-INTL@CN.CA</a> International Reefer Traffic</p> <p><b>Please see escalation document for process</b></p> <p><b>Sr Manager:</b> Keegan Donaghey Email: <a href="mailto:Keegan.donaghey@cn.ca">Keegan.donaghey@cn.ca</a></p>	
<b>Automotive Customer Experience inquiries for container &amp; carload Monday-Friday 0700-1800</b>	
<p><b>General Inquiries</b></p> <p>Email: <a href="mailto:AutoServiceTeam@cn.ca">AutoServiceTeam@cn.ca</a></p> <p><b>Please see escalation document for process</b></p> <p><b>Manager:</b> Melanie Minshull Email: <a href="mailto:melanie.minshull@cn.ca">melanie.minshull@cn.ca</a></p>	

## Intermodal (Container) Customer Experience Escalation Process

Domestic Customer Experience inquiries for shipments with a CNTL door pick up (and/or) delivery.  
Monday-Friday 0700-2359  
Saturday & Sunday 0700-2000

### General Inquires

Email: [CXDomesticIM@cn.ca](mailto:CXDomesticIM@cn.ca)  
Phone: 866-896-6601 option 3

CNOne Intermodal Tool Implementation  
Email: [ServiceclientIM@cn.ca](mailto:ServiceclientIM@cn.ca)

**Please see escalation document for process**

### Manager:

Carla Tremblay  
Email: [carla.tremblay@cn.ca](mailto:carla.tremblay@cn.ca)

Domestic ramp to ramp service including IMX-Traffic, Couriers, EMP & 3PL  
Monday-Friday 0700-2000  
Saturday 0800-1600

### General Inquiries

Email: [IMX-traffic@cn.ca](mailto:IMX-traffic@cn.ca)

### Courier Customers

Email: [Couriertraffic@cn.ca](mailto:Couriertraffic@cn.ca)

### EMP

Email: [emp@cn.ca](mailto:emp@cn.ca)

Phone: 866-896-6601 option 4

**Please see escalation document for process**

### Manager: Gareth Virgo

Email: [gareth.virgo@cn.ca](mailto:gareth.virgo@cn.ca)

Mexico Customer Experience inquiries for Mexico shipments

### General Inquiries

[Intermodal\\_Mexico@cn.ca](mailto:Intermodal_Mexico@cn.ca)

Phone: +52 81 8215 5801

Please see escalation document for process

**Director of Logistics and Sales - General Manager:** Rodrigo Estrada

Email: [rodrigo.estrada@cn.ca](mailto:rodrigo.estrada@cn.ca)