



## How to file a Freight Claim on-line with CN

In Canada, per the Railway Traffic Liabilities Regulations, a Damage Notification must be filed within the 4 month period following the actual delivery day of the car to the customer. In the U.S., per the Carmack Amendment (USC11706) the customer has 9 months to file.

To file a claim on-line, you must be registered on the CN website. Our on-line tool allows you to file and review the status of your claim at anytime.

You will be required to attach all supporting documentation, such as:

- The Statement of Claim (with claimed amounts itemized)
- The original Bill of Lading or a copy of the freight waybill
- The original invoice showing the value of the product
- A copy of the inspection report or the inspection reference with unit number, waybill number and date shipped (when available)
- Photographs pertaining to the condition of the goods at origin and destination.
- Photographs of the packaging or securement within the equipment.
- Doorway photographs
- Any additional supporting documentation

To register to use the CN website's Damaged Freight Claims tool:

1. Go to <http://www.cn.ca/Register>
2. Click on YES to accept the terms and conditions



CN > eBusiness  
**eBusiness**

This site is for use by CN's customers to conduct business with CN.

Please read carefully:

Print Help

Registration for Electronic Commerce Services

Welcome to the electronic commerce section of CN's web page. This section is intended for use by CN's customers, to enable them to obtain information about their shipments and other business with CN.

To obtain access to this portion of the web site, either directly through an internet browser or through a mobile application, (which is hereafter called the "site"), you must be a customer of Canadian National Railway Company ("CN") and you must register. A successful registration will provide you with an access code, which will permit access to your customer information and items of general customer information on the page.

By registering, you accept the conditions set out hereunder. These conditions are in addition to and not in substitution for any conditions governing access to CN's web site, which conditions are included and deemed to be a part hereof as if recited at length. CN may change the terms, conditions and notices set out hereafter from time to time, at

Do you accept these terms and conditions?

By accessing and using this Web site, you agree to its [Legal Terms and Conditions](#).

- 3. Complete the application  
**Note: Make sure to select "Damaged Freight Claims Tool"**



CN eBusiness Registration Form

Mandatory fields are indicated with an asterisk(\*)

**Your Contact Information:**

First Name \*  Initial

Last Name \*

Job Title \*

Canada/USA  Outside Canada/USA

Business Phone \* (  )  -  ext.

Mobile Phone (  )  -

Business Fax (  )  -

E-mail Address \*

Language Preference \*  English  Français

Address (line 1) \*

Address (line 2)

City \*

Postal/ZIP Code \*

Province/State \*  Select a Province/State

Country \*  Select a Country

Time-Zone \*  Specify Time-Zone

**Your Company's Information:**

Company Name \*

Your company's relationship with CN \*  Specify Relationship

Your role within your company \*  Specify Role

How do you ship?  Railcar  Trailer  Container

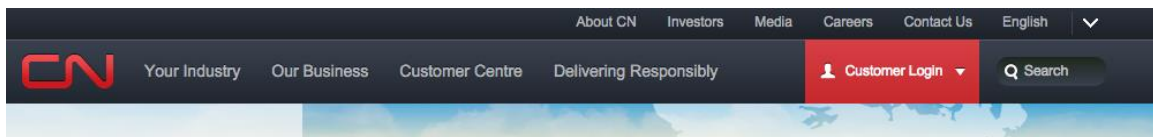
Your request will be sent to the appropriate group and within a few days you will receive an email from the eBusiness Team to confirm that your access has been granted.



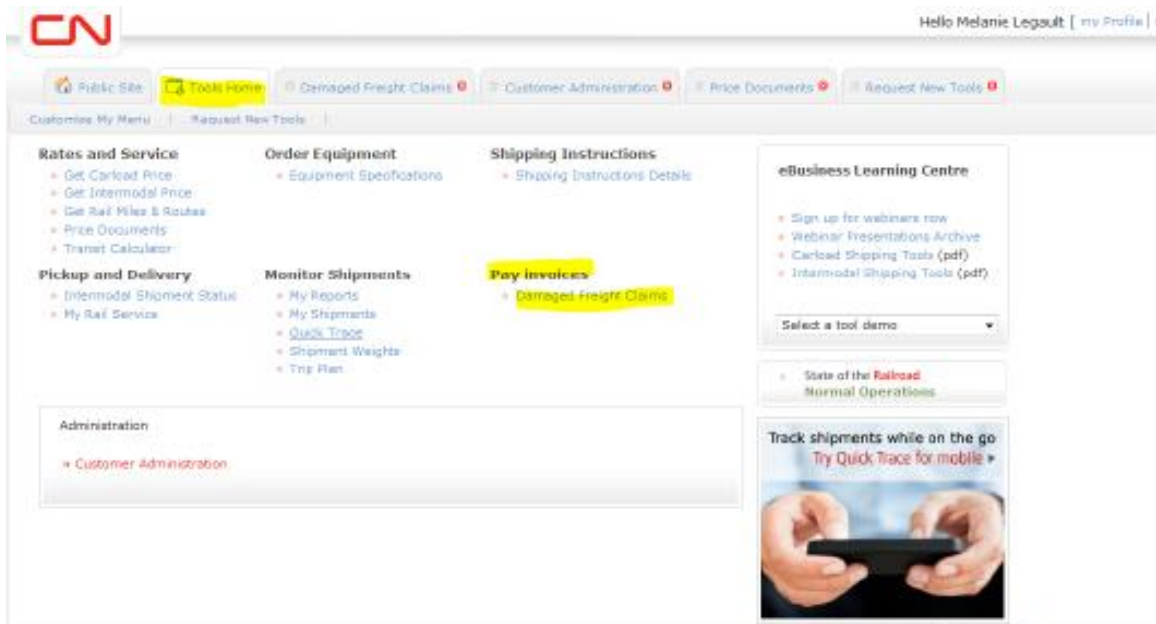
Once you have obtained your access to use our Damaged Freight Claim tool, you can file your damage notification and/or claim. Below is a list of the documentation you will need for your claim.

- Statement of type of damage, quantity of damage, reason for damage and value of damaged product and/or cost to repair damaged product
- Original bill of lading
- Original or certified copy of invoice to original customer
- Photo and any other related documentation not previously sent with a Damage Notification

4. Go to [www.cn.ca](http://www.cn.ca), select Customer Login and enter your username and password

A screenshot of the 'eBusiness Login' form. At the top, there is a red 'Customer Login' button and a search bar. The form itself has a title 'eBusiness Login' and two input fields: 'Username' with a placeholder 'Enter your username' and 'Password'. Below the fields is an 'Enter >' button. At the bottom of the form, there are links for 'Forgot password?', 'New customer?', and a red 'REGISTER NOW' button.

5. Once you login you will get the following page. In the **Tools Home** tab, under **Pay Invoices** select **Damaged Freight Claims**.



6. Select the option from the list.



7. You will then be able to enter the information for your damage notification or claim. At the end of the process a CN CONFIRMATION CLAIM NUMBER will be given to you. Make sure to select your **currency**.



(SUPPORTING DOCUMENTATION IS MANDATORY, WITHOUT IT YOUR CLAIM WILL BE CLOSED/DECLINED).

8. Submit the claim and record the claim number (confirmation number).

**VERY IMPORTANT** - If there is more than one carload involved in the damage incident, you must make a separate claim for each. You will need to submit 1 claim per carload.

To review the status of your claim follow the above steps and choose the CLAIMS ACTIVITY tab. If the confirmation number does not show, you may have entered an Intent to Claim or Damage Notification instead.

Please do not hesitate to contact us at 1-800-667-8778 for any assistance.

## Timelines and Exceptions

### Canada

Railway Traffic Liability Regulations
<ul style="list-style-type: none"> <li>• Impose liability for full value on originating carrier for all rail shipments.</li> </ul>
<ul style="list-style-type: none"> <li>• 4 months to give notice of claim               <ul style="list-style-type: none"> <li>• Lawsuit to start within limitation periods (2-6 yrs depending on province)</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Exceptions for damage caused by:               <ul style="list-style-type: none"> <li>• Shipper acts or omissions, force majeure, defects in goods.</li> </ul> </li> </ul>



- Extraordinary value goods excluded.

U.S.

Carmack Amendment (USC 11706)

- Applies to all carriers in movement.
- 9 months to file (properly documented) claim, 2 years to sue.
- 30 days to acknowledge claim, 120 days to process or update status every 60 days thereafter (49 CFR PART 1005)
- Exceptions similar to Canadian regs but developed instead via case law.

**Both require written agreement to limit liability**