



LOAD PLAN REQUEST FORM

CN and all other Class 1 Railroads adhere to AAR Loading Standards and Regulations to ensure your freight arrives safe and damage-free. To assist with this goal, our Shipment Quality Team is available to provide advice and information on safe & secure loading strategies that will meet or exceed AAR regulations. We will also help train your loaders so they are fully equipped to follow the approved load plan.

Part of the Shipment Quality team’s responsibility is to create and approve load plans for **Intermodal** or **Closed Car** shipments that are originating on our network. Before contacting the team (see page 3), please consult the AAR Closed Car/Trailer/Container Loading Methods [website](#) to see if a load plan already exists for your shipment. This form should be used to request new load plans or significant deviations from those previously published. If you need to reach someone at CN regarding Open Top Loads or Dangerous Goods, please contact Open_Top_Load_Assistance@cn.ca or DGmanagers@cn.ca respectively.

All shipments on CN are governed by Tariff, which include important restrictions and information. The Tariffs for closed car/container shipping are [6800](#), [9000](#), and [9100](#). Please ensure you are familiar with the pertinent Tariff for your shipment, and contact your local Damage Prevention Officer if you have any questions.

Please fill out the entire form. Page 2 is split into three categories based on the type of commodity being shipped. Hover over any field for more detailed information. When complete, hit the ‘submit’ button, or forward to loadplan@cn.ca. Attach any photos for review to the email. Expected turnaround time is 4 days. For further advice and information, please refer to www.cn.ca/shipmentquality or contact the Shipment Quality Team at loadplan@cn.ca.

1. CONTACT & SHIPMENT INFORMATION		
Shipper	Phone	Email
Loader	Phone	Email
Consignee	Phone	Email
Unloader/Care Of	Phone	Email
Origin	Destination	
Interchange	Track Jurisdiction	286k, 268k, 263k
Railcar Type	Container Type	
Monthly Loads	CN Account Manager	

2. COMMODITY & DANGEROUS GOODS INFORMATION		
<p>CN is very focused on safety, and we are particularly diligent when it comes to the safe transportation of dangerous goods/hazardous materials. For information on shipping Dangerous or Restricted Goods, please refer to CN Tariff 6800 (Items 3000, 5000 – 6200) for Intermodal, and CN Tariff 9000 (Item 15000) for Carloads.</p>		
Commodity		
Classification	Restricted/Dangerous/Environmentally Sensitive	
Shipping Name		
Identification (UN) Number	Class	Packing Group
Comments		

3. PRODUCT INFORMATION

Complete this section for any product that is: palletized, loaded direct-to-floor, box-shaped, in crates/totes/supersacs; or for any other general freight. This includes plywood, OSB, ingots, and pulp. Please see sections 1-8 of the [AAR Closed Car Loading Standards](#) and the [Intermodal Loading Guide](#) for reference before submitting your request. All measurements must be in inches and include any wrapping or unitizing materials. Single unit weight is combined weight of pallet and product, total load weight is combined weight of all pallets and product – all weights must be in pounds. If you are shipping units of varying dimensions/weights, please specify in the comments. Load plans must be created using the heaviest possible unit weight – if your product has weight variations per unit, please supply only the heaviest weight.

Packaging (pallet, tote, etc)		
Unitization (wrap, strapping etc)		
Single Unit Weight	Number of units	Total Load Weight
Single Unit Height	Unit Width	Unit Length
Maximum Stackable Weight	4-way Pallet	
Comments		

3(b). PRODUCT INFORMATION – ROLL PAPER

Complete this section if you are shipping roll paper of any type. If you are shipping more than 3 distinct roll sizes, please specify in comments. Please see section 2 of the [AAR Closed Car Loading Standards](#), the [Intermodal Loading Guide](#), and [CN's policy on riser use](#) before submitting your request. Measurements and weights must be in inches and lbs.

Roll Type 1	Roll Type 2	Roll Type 3
Paper Type	Paper Type	Paper Type
Roll Diameter	Roll Diameter	Roll Diameter
Roll Width	Roll Width	Roll Width
Roll Weight	Roll Weight	Roll Weight
Quantity	Quantity	Quantity
Comments		

3(c). PRODUCT INFORMATION – COILED METAL

Complete this section if you are shipping coiled metal products. If you are shipping more than 3 distinct coil sizes, please specify in comments. Coiled Metals are subject to special requirements outlined in [CN Tariff 6800](#) (Item 4000) - please ensure you are familiar with them before contacting the Shipment Quality Team. Refer to section 9 of the [AAR Closed Car Loading Standards](#) for existing approved load plans. Measurements and weights must be in inches and lbs.

Coil Type 1	Coil Type 2	Coil Type 3
Orientation	Orientation	Orientation
Coil Diameter	Coil Diameter	Coil Diameter
Coil Width	Coil Width	Coil Width
Coil Weight	Coil Weight	Coil Weight
Quantity	Quantity	Quantity
Comments		

SHIPMENT QUALITY & FREIGHT CLAIM CONTACTS

For load plan advice, creation, and approvals: loadplan@cn.ca

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HOW TO FILE A FREIGHT CLAIM ON-LINE WITH CN

These procedures are for all customers that need to report damages and/or file a claim. **In Canada**, per the *Railway Traffic Liabilities Regulations*, a Damage Notification must be filed within 4 months from the date of delivery to the customer of the car. **In the U.S.**, per the Carmack Amendment (USC11706) the customer has 9 months to file a claim.

To file a claim, please visit us at <http://www.cn.ca/Register> and register on our website. Our on-line tool allows you to file and review the status of your claim anytime. With the on-line tool you will be required to attach all of the supporting documentation, for example: the Statement of Claim, with claimed amount itemized; Original Bill of Lading or copy of freight waybill; original invoice showing value of product; copy of inspection report or inspection reference with unit number; waybill number; and date shipped.

Please do not hesitate to contact the freight claims team at 1-800-667-8778 for any assistance.