

## 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/cis/#/tools/order-management>

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

Track and trace: <https://ecprod.cn.ca/cis/#/tools/track>

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</b> <b>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> Gonzalo DeRomana Email: <a href="mailto:gonzalo.deromana@cn.ca">gonzalo.deromana@cn.ca</a></p>	
<b>Cargo Cool – Temperature Controlled Domestic &amp; International</b> <b>Monday-Friday 0700-1800</b> <b>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>	

## Intermodal (Container) Customer Experience Escalation Process

### Automotive Customer Experience inquiries for container & carload Monday-Friday 0700-1800

#### General Inquiries

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

**Please see escalation document for process**

**Manager:** Gonzalo DeRomana

Email: [gonzalo.deromana@cn.ca](mailto:gonzalo.deromana@cn.ca)

### Domestic Customer Experience inquiries for shipments with a CNTL door pick up (and/or) delivery. Monday-Friday 0700-2359 Saturday & Sunday 0900-1700

#### General Inquiries

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

Phone: 866-896-6601 option Domestic Door to Door

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 Sunday – Urgent requests 0900-1500

#### 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 Domestic Ramp to Ramp

**Please see escalation document for process**

**Manager:** Gareth Virgo

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