



Carload Service Delivery Escalation Process (For rail service related escalations)

Available 24 hours a day, 7 days a week. CN's Service Delivery Representatives are your connection to Operations for reliable shipment information or assistance in moving goods. We suggest following the process highlighted below in an effort to be more efficient in answering your needs as to avoid duplication of work.

We have three (3) regional centers to better service our customer needs.

- > CN West team located in Edmonton services customers West of Thunder Bay, ON
- > CN East located in Montreal responds to all customers' needs of Ontario, Quebec and the Maritimes.
- > CN South Service Delivery center is located in Stevens Point, WI to answer all of our U.S. based customers.

Whether you are shipping goods originating on CN or destined to a CN location, our Service Delivery Representatives are here to serve you and here is how you can reach them.

STEP 1

- > Email Service Delivery Representative (SDR) for all non-urgent items.
CNWEST@CN.CA or CNEAST@CN.CA or CNSOUTH@CN.CA
- > **If Urgent** – please email SDR (show URGENT in the Subject of the email) and then follow-up immediately by phone as calls are prioritize.
Email CNWEST@CN.CA or CNEAST@CN.CA or CNSOUTH@CN.CA
And phone: 1-866-9CN-RAIL (1-866-926-7245)
- > **After Regular SDR Hours / Weekends:**
Email CNWEST@CN.CA or CNEAST@CN.CA or CNSOUTH@CN.CA
And call immediately to address concern at 1-866-9CN-RAIL (1-866-926-7245)

During these steps, we would appreciate that you follow the above process and did not escalate through your Account Manager or Assistant Managers. This simplifies the process and reduces duplication.



STEP 2

Contact your Service Delivery Assistant Manager by email followed by phone when situation is urgent and SDR is unable to provide appropriate assistance. We have Service Delivery Assistant Managers on location 7 days per week generally 16 hours per day.

STEP 3

Contact you Service Delivery Manager by phone or email when situation is urgent and Steps 1 & 2 have not produced results. Service Delivery Managers are available Monday to Friday.

STEP 4

Contact your Sr Director Merchandise Service Delivery by phone or email when situation is urgent and if steps 1-3 have not produced results.

CONTACTS FOR RAIL SERVICE

Western Canada	Eastern Canada	South (U.S.A.)
<p>CNWEST – Edmonton, AB Email: CNWEST@CN.CA</p> <p>CNWEST Assistant Managers: (Kristine, Ainsley, Meghan, Mahmoud) Phone: 780-643-7853 Email: SERVICE_WEST_SUPV_LIST@CN.CA</p> <p>CNWEST Acting Serv Del Sr. Mgr: Travis Hnatiuk Phone: 780-643-7534 Email: travis.hnatiuk@cn.ca</p>	<p>CNEAST – Montreal, QC Email: CNEAST@CN.CA</p> <p>CNEAST Assistant Managers (James, Shawn, Mathieu) Phone: 514-399-7410 Email: SERVICE_EAST_SUPV_LIST@CN.CA</p> <p>CNEAST Serv Del Manager: Sylvain Briere Phone: 514-399-7104 Email: sylvain.briere@cn.ca</p>	<p>CNSOUTH – Stevens Point, WI Email: CNSOUTH@CN.CA</p> <p>CNSOUTH Assistant Managers: (Becky, Jessica, Jennifer) Phone: 715-345-2474 Email: SERVICE_SOUTH_SUPV_LIST@CN.CA</p> <p>CNSOUTH Serv Del Sr. Manager: Guy Goar Phone: 708-332-4545 Email: guy.goar@cn.ca</p>
<p>Sr Director Merchandise Supply Chain</p>	<p>Kim Duggan</p>	<p>Phone: 438-340-2408 Email: kim.duggan@cn.ca</p>



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 : EDIMGR@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	Email : customs_brokerage@cn.ca Phone : 1-866-890-1931
Customer Service Mexico	Phone : 001-800-514-1999