



## US Terminals

### New Motor Carrier Process / Online Gate Receipts Retrieval & Guaranteeing Storage Process

Please complete the following bullet points in the order shown below to gain access to operate and make moves at CN US Intermodal Terminals.

For **New Motor Carriers** or **Requesting Motor Carrier Name Changes** the following steps are required to be completed before gaining access to operate at CN Terminals. Please understand the direct terminal(s) cannot assist with processing drivers until the below steps are completed.

- 1.) **Motor Carrier** has to be set up and obtain a SCAC with the approval of the UIIA. (please contact them at [uiiaeprequests@uiia.org](mailto:uiiaeprequests@uiia.org) ) to complete this step.
  - For a name change, please contact UIIA directly first as well.
- 2.) **Motor Carrier** then has to work with **UIIA** and **CN NEW CUSTOMER** to set up their CN credentials so as the motor carrier can operate at CN terminals. (CN Contact : [NewCustomer@cn.ca](mailto:NewCustomer@cn.ca) )
- 3.) **Once approved** by CN New Customer they (CN New Customer) will follow up with CN's SCAC Management Team to add your SCAC and credentials to the CN System.
  - CN's New Customer team will then confirm your company is approved to start making moves at CN US terminals , **please do not send any drivers' to a terminal before these steps have been completed.**

Drivers' registration is a separate step that can be found at <https://www.cn.ca/en/our-services/maps-and-network/intermodal-terminals/> Follow the tab to the **US Intermodal Terminals and Yards** and search for the **Driver Registration** tab for further directions on how to complete registration for your drivers' at each terminal.

CN will work with the UIIA to expedite the process as quickly as possible but CN will only be able to complete these requests during regular business hours; during holidays, overnights and weekends this process may take up to 72 hours to complete.

Once your company is fully registered to operate at CN we recommend you create a CN Business Account on the CN website. This will allow you to retrieve gate receipts (J1's/Interchanges), have access to clear storage as applicable and many other tools available at your fingertips.

#### Instructions on how to register on the CN website

1. go to [www.cn.ca](http://www.cn.ca)
2. click on drop down "Customer Login" (on right hand side of page)
3. Click on "Register Now"
4. you will then be asked "Do you accept these terms and conditions?", click "YES"
5. fill out registration form and click on "Submit Registration"
6. Once you submit the registration form you will receive an email with a link, click on link (this just confirms your email address).

When steps 1 to 6 completed, please call the 1-800-361-0198 help line or email [ebusiness@cn.ca](mailto:ebusiness@cn.ca) and let them know you are registered online and now need to guarantee storage charges in order to out gate containers as well as retrieve gate receipts. You will need the "**Intermodal shipment Status**" and the "**Gate Receipts**" tool to be able to guarantee storage and retrieve gate receipts.

Once registered, go to Intermodal shipment status tool to track/trace container, see if units are customs cleared and to guarantee storage:

1. Click on "Intermodal shipment status" tool
2. Enter container # (without leading 0's or check digit)
3. Click on "submit" button
4. Please note: you can enter more than one container at a time
5. On the far right hand side of the screen you will see a Green \$ sign. Click on the dollar sign to guarantee storage and apply your reference number.

If you require further assistance, please contact CN's eBusiness Support group at 1-800-361-0198 or [ebusiness@cn.ca](mailto:ebusiness@cn.ca)

NOTE – for credit card payments, CN only accepts Visa or Mastercard.

Demo: [http://www.cn.ca/-/media/Images/CustomerServiceDemos/ISS\\_E.swf](http://www.cn.ca/-/media/Images/CustomerServiceDemos/ISS_E.swf)