



Customer Digital Products



1 CN One
Digital platform to plan, ship, track, and pay for shipments

2 CN One Mobile App
On-the-go shipment visibility

3 API & EDI Products
Integrated system-to-system solutions

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An aerial photograph of a lush green forested valley. A river flows through the bottom left, and a bridge spans across it. In the background, a train with several white freight cars is crossing the bridge. The cars have the 'CN' logo and 'INTERMODAL' text. The scene is bright and sunny. A semi-transparent white box with rounded corners is overlaid on the right side of the image, containing text and decorative elements.

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CN One

Digital platform to
plan, ship, track, and
pay for shipments.

CN ONE: At a Glance

LEGEND



CARLOAD-SPECIFIC





INTERMODAL-SPECIFIC



PLAN

-  Get Carload Price
-  Get Intermodal Price
-  Get Rail Miles & Routes
-   My Carbon Emissions
-   Price Documents
-   Transit Calculator
-   Apply for Credit









SHIP

-  • Car Order
- Grain Car Order
- First Mile / Last Mile (FMLM)
- Release Railcars
- Order in & Switch Railcars
- Request Additional Switch or Train
- Railcar Diversion
- Diversion Request for Car Blocks and Unit Trains
- Customer Shutdown Notice

-  • Empty Reposition Booking
- Gate Appointment Inquiry / Request
- Gate Receipts
- Intermodal Direct
- Intermodal Retail
- Ocean Container Management
- Order Management
- Reservation Inquiry/Request

-   • Customs Brokerage Services CA/US
- Shipping Instructions (SI)
- SI Details
- US Commercial Invoice/ISF




TRACK

-   Shipment Tracking
-  Asset Use
-  My Rail Service
-   Trip Plan
-   My Reports

PAY

-   eBill Service
-   Damaged Freight Claims

GENERAL

-   My Profile
-   Third Party Authorization

Plan

The planning phase is the first step in the shipping process, enabling customers to collect the information required to prepare for shipping. CN One offers a variety of tools to facilitate this process.



GET CARLOAD PRICE

For carload shipments, retrieve contract or public prices and request a price quote.



PRICE DOCUMENTS

View contracts, public freight tariffs, optional services, and fuel surcharge tariffs.



GET INTERMODAL PRICE

For intermodal shipments, retrieve contract or public prices and download CN truck miles.



TRANSIT CALCULATOR

Retrieve transit times and cut-offs between two CN served locations.



GET RAIL MILES & ROUTES

Retrieve the best routes between railroads and find rail mileages (used to calculate fuel surcharge and carbon surcharge).



APPLY FOR CREDIT

Submit an online application to request credit with CN prior to shipping. (Available to new customers only.)



MY CARBON EMISSIONS

Retrieve estimated carbon emissions and emissions saved by shipping rail instead of truck.

Ship

Once planning is complete, the next step is to ship. This involves providing all the necessary documentation and instructions for the movement of the shipment.



CARLOAD-SPECIFIC TOOLS

CAR ORDER

Order CN supplied equipment for loading, up to 4 weeks in advance, and monitor the supply of empties.

GRAIN CAR ORDER

Order empties for grain loading in Western Canada and view the plan for supplying empties.

FIRST MILE / LAST MILE (FMLM)

Manage the inbound and outbound railcar pipeline for your facility. View the status of your railcars, and their current location, generate reports and segment traffic using advanced filtering capabilities.

RELEASE RAILCARS

Inform CN that railcars have been loaded or unloaded and are ready for pick-up. This tool can also be used to report railcars that need repair.

ORDER IN & SWITCH RAILCARS

Request railcars to be brought into your facility (Order in) that are constructively placed or in storage.
Request switching services or report switching you completed at your facility.

CUSTOMER SHUTDOWN NOTICE

Advise CN of a potential shutdown at a customer facility.

DIVERSION REQUEST FOR CAR BLOCKS AND UNIT TRAINS

Request a new destination for shipments of 10 or more railcars in transit.

RAILCAR DIVERSION

Request a new destination for shipments of 10 or more railcars in transit.

REQUEST ADDITIONAL SWITCH OR TRAIN

Request an extra switch service at your facility or request a special train service.

Ship



INTERMODAL - SPECIFIC TOOLS

- **EMPTY REPOSITION BOOKING**
Manage bookings for repositioning of empty containers moving in the Domestic Repositioning Program (DRP).
- **GATE APPOINTMENT INQUIRY / REQUEST**
Inquire or request gate appointments for CN Intermodal terminals.
- **GATE RECEIPTS**
Retrieve and print the confirmation of a driver's terminal entry and exit activity at CN Intermodal terminals.
- **INTERMODAL DIRECT**
Manage North American and International Intermodal shipments. Perform unit inquiries, retrieve pick-up numbers, manage export bookings, print customs manifests, manage container holds, view EDI booking acknowledgements, perform EDI customs releases
- **INTERMODAL RETAIL**
Manage the inbound and outbound container shipment pipeline for a customer location. View the status of containers and their current location, Schedule delivery appointments and retrieve Proof of Delivery (POD).
- **OCEAN CONTAINER MANAGEMENT**
Submit domestic repositioning instructions for ocean containers (must be part of the Domestic Repositioning Program DRP).



CARLOAD & INTERMODAL

- **CUSTOMS BROKERAGE SERVICES CA/US**
Customized portal to CN's Canadian & US Customs brokerage service.
- **SHIPPING INSTRUCTIONS (SI)**
Submit or modify shipping instructions (bill of lading) to CN.
- **SI DETAILS**
Retrieve, print or share Shipping Instructions (bill of lading). Quickly generate residue return instructions from a loaded dangerous goods/hazardous materials shipment.
- **US COMMERCIAL INVOICE/ISF**
Manage Importer Security Filing (ISF).
- **RESERVATION INQUIRY / REQUEST**
Submit requests for, and inquire on Intermodal train reservations
- **ORDER MANAGEMENT**
Order empty intermodal containers, release loaded and empty containers and get status updates on orders.

Track

As the shipment is on its way, customers can monitor its progress. These tools provide detailed information about the shipment's status, location, and estimated time of arrival.



SHIPMENT TRACKING

View the status and ETA of shipments with a map view. Search, filter, and share critical shipment information. Create and schedule customized tracking reports.



TRIP PLAN

View the trip plan of your shipment as it moves from origin to destination, including the estimated and actual dates and times of the arrivals and departures along the route.



ASSET USE

Monitor asset use charges as they accrue when loading or unloading railcars for an extended time.



MY REPORTS

View and manage scheduled reports.



MY RAIL SERVICE

View scheduled rail service. Subscribe to notifications:

- Changes to local scheduled service
- Local Service Notification: cars that will be delivered, switched, or picked up
- Service Exception Notification: work planned for the local service that could not be completed
- Advance Arrival Notification: when the crew will arrive at your facility.

Pay

The final step in the shipment process is payment. CN One offers a secure and convenient way to manage invoices, payments, and claims.



eBILL SERVICE



Manage CN invoices: view account status, access freight & optional services invoices with back-up details, review credit status and payment terms, set up payment options, and submit payments.



DAMAGED FREIGHT CLAIMS



Submit and track claims for damaged goods.

General

Securely manage your CN One experience



MY PROFILE



Maintain and update profile information (e.g. title, phone number, contact details), trigger password resets and manage email subscription preferences for CN corporate communications.



THIRD PARTY AUTHORIZATION



Grant a trusted third-party permission to act on your behalf, such as tracking shipments or managing invoice payments, based on their authorized relationship.



2

CN One Mobile App

On-the-go shipment
visibility.

Mobile Shipment Tracking

Track your CN shipments anytime, anywhere.

The CN One mobile app lets you easily track the status and estimated time of arrival of your carload and intermodal shipments right from your mobile device.



AUDIENCE

CN customers managing carload and intermodal shipments who need real-time visibility while on the move.



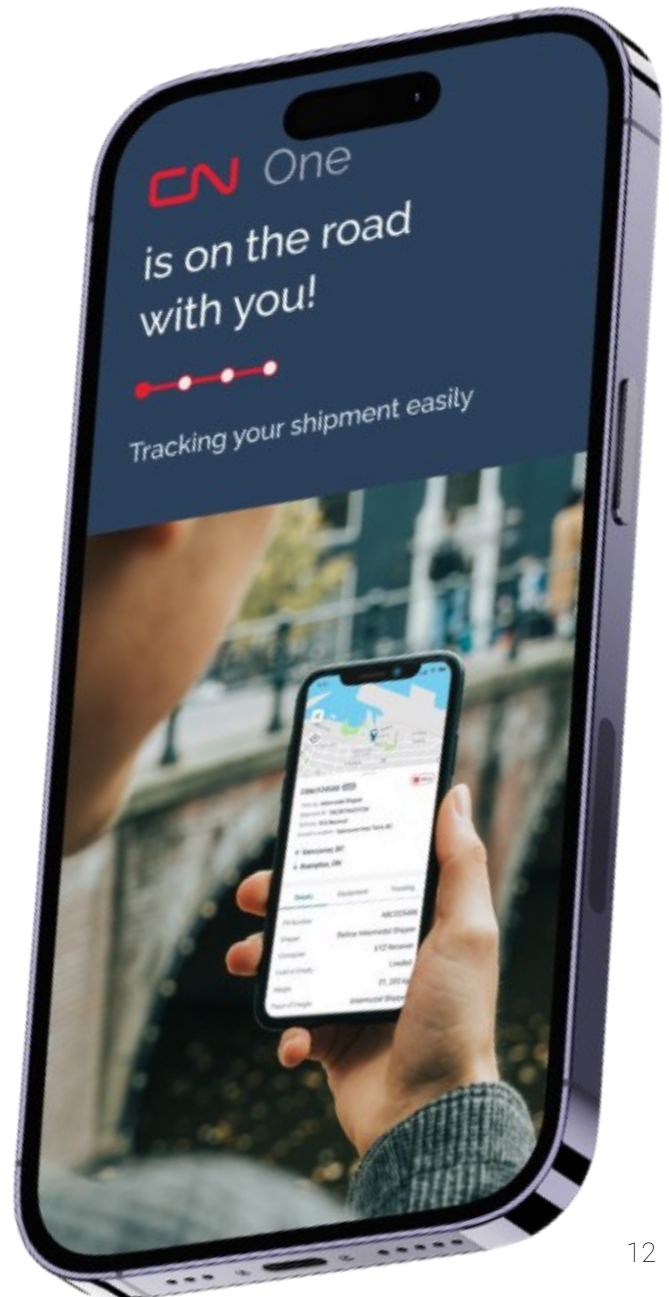
KEY BENEFITS

- Real-time shipment status and ETA
- Quick access while away from desktop
- Optimized views for on-the-go use



KEY FEATURES

- Shipment tracking for carload and intermodal moves
- Map and list views for shipment details
- Search by Shipment ID, Equipment ID, or Container Number
- Automatically saves last 5 searches
- Available in English and French




Search for the **CN One** app on the App Store or Google Play



3

API & EDI Products

Integrated system-to-
system solutions.



APIs (Application Programming Interface)

Integrate real-time data directly into your systems to reduce manual effort, and keep your teams informed of critical events to support improved planning.



ASSET USE

Retrieve the list of railcars that are currently accruing dwell days "On the Clock".

BILL OF LADING

Retrieve the Bill of Lading information including parties, origin/destination, commodity and shipper reference numbers.

CARBON CALCULATOR

Retrieve the estimated carbon emissions for the entire transportation of your shipment.

ESTIMATED TIME OF ARRIVAL

Retrieve the estimated time of arrival of shipments.

GPS LOCATION TRACKING

Monitor the movement of your shipments and retrieve the last GPS position either on the rail network or using CNTL trucking services.

INVOICE

Retrieve freight and optional service invoices.

ORDER IN

Retrieve the list of rail cars that have been selected to be brought in (ordered-in), to your facility.

PROOF OF DELIVERY

Retrieve confirmation of delivery of shipments to the destination using CNTL trucking services.

RATES

Retrieve contract and public rates.

REFERENCES

Retrieve equipment specifications and operational limits for rail equipment, including tare weight, load limits, container compatibility, and dimensional data.

RESERVATION

Retrieve gate reservation details.

SHIPMENT STATUS

Retrieve the last reported event for your shipment. The format provides flexibility to integrate with a tracking system that can complement or replace events reported via EDI 214, EDI 322 or CLM.

3rd PARTY INTERMODAL TRACKING

Monitor the movement of active intermodal shipments and get ETA at destination, weight and last reported event without having to be a party to the waybill.

EDI (Electronic Data Interchange)

Standardized, electronic data exchange for seamless system-to-system communication

Here is a summary of the EDI transactions we support to help you manage your freight with ease.

Transaction	Description	Code
Bill of Lading	Transmit shipment details and serves as shipping instructions (bill of lading) for carload and intermodal rail shipments.	404
	Transmit shipping instructions from the originating railroad to all other connecting carriers in a shipment route.	417
Shipment Status Information	Receive real-time updates on the status and location of your shipments.	214
	Retrieve intermodal ramp and terminal activity.	322
	Receive timely reported events and estimated times of arrival of your shipments with Car Location Messages.	CLM
Freight Invoice	Receive and process your Intermodal freight invoices in a standardized electronic format.	210
	Receive and process your rail freight invoices in a standardized electronic format.	410
Payment and Remittance	Send electronic payment orders and remittance details for your invoices.	820
Load Tender	Offer an intermodal load to CN for transportation.	204
Response to a Load Tender	Accept or decline an intermodal load tender.	990
Export Booking	Submit booking information for export shipments.	301

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Contact Us

Resources to support
you



Contact Us

If you require assistance, our specialized teams are here to help.

Sales Center

1-888-669-4626 | sales@cn.ca

Automotive Customer Service

AutoServiceTeam@cn.ca

Carload Customer Service

1-866-926-7245

cneast@cn.ca | cnwest@cn.ca | cnsouth@cn.ca

Dimensional

cndimcanada@cn.ca

Grain Customer Service

1-877-208-5019 | cngrain@cn.ca

Intermodal Customer Service

Intermodal Canada | 1-866-896-6601

Intermodal US | 1-866-482-6025

Intermodal Domestic General Inquiry | cxdomesticim@cn.ca

Intermodal Domestic Reefer Fleet | cargocool-domestic@cn.ca

Intermodal International (Import & Export) | cn-intlog@cn.ca

Intermodal International Empty Equipment | cn-mtlog@cn.ca

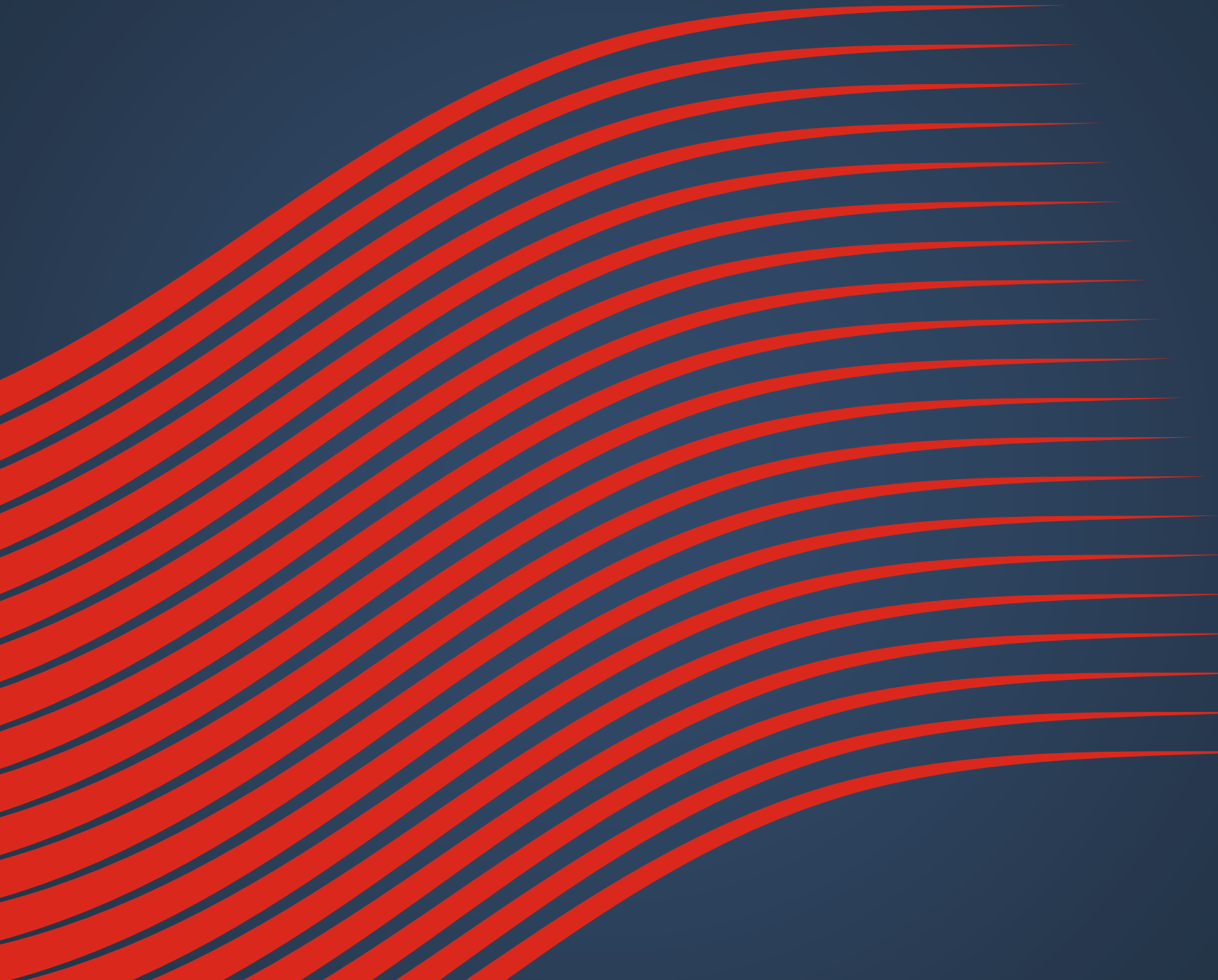
Intermodal International Reefer Fleet | Cargocool-Intl@cn.ca

CN One Support

Carload tool support | 1-800-361-0198 | velocity@cn.ca

Intermodal tool support | serviceclientIM@cn.ca

New account registration, access issues, tool requests eBusiness@cn.ca



Sales and Marketing Team Digital Tools
Brochure
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