**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 Canadian Intermodal Terminals.

For **New Motor Carriers** the following steps are required to be completed before gaining access to operate at CN Terminals.

Please note, Terminal(s) are unable to assist with processing drivers until the below steps are completed.

2.) **Motor Carrier** must have valid SCAC created by NMFTA (National Motor Freight Traffic Association, Inc.) To apply for a SCAC please visit: https://scaccode.com/apply-new-scac/carrier

3.) **Motor Carrier** must reach out to: NewCustomer@cn.ca to set up their CN credentials so as the motor carrier can operate at CN terminals.

4.) **CN New Customer team** will confirm company is approved to start making moves at CN Canadian terminals once request is approved

o **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 online. Follow the tab to the **Canadian 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 process your request as quickly as possible, but CN will only be able to complete these requests during regular business hours; excluding 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 One to give you access to gate receipts (J1's/Interchanges), storage guarantee as applicable and many other tools available at your fingertips.

**Instructions on how to register on the CN website**
1. Visit www.cn.ca
2. Click on drop down "Login" (on right hand side of page)
3. Click on "Register Now"
4. Accept terms and conditions
5. Fill out registration form and "Submit Registration"
6. Email with a link to confirm email address will be sent.
7. Account setup completion email will be sent.

Please log in and ensure you have all tool required:

- **Intermodal Shipments Status** – track/trace shipments, guarantee storage charges
- **Gate Receipts –** retrieve gate receipts
- Any additional tools can be requested directly on CN One by clicking "REQUEST TOOL"

**Intermodal shipment status**
1. Select "Intermodal shipment status" tool
2. Enter container number (without leading 0's or check digit)
3. Submit
4. Status of shipment will be displayed with various links to obtain to obtain more information and guarantee storage charges (far right hand side of the screen)

If you require further assistance, please contact CN's eBusiness Support group at 1-800-361-0198 or 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