



Reporting Grain Loss on CN's eBusiness Site

Follow these steps to report a loss of grain resulting from a defective railcar.

Within the Release Railcars tool on CN's eBusiness site:

1. Specify the type of defect using the **Special Release Type** droplist (e.g. "Release-Hopper Gates Defective")

Empty ?	Load ?	Special Release ?
<input type="checkbox"/> All	<input type="checkbox"/> All	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Select Special Release Type
<input type="checkbox"/>	<input type="checkbox"/>	Release-I Will Reload This Car
<input type="checkbox"/>	<input type="checkbox"/>	Release-Defective Car (Other)
<input type="checkbox"/>	<input type="checkbox"/>	Release-Lining Hopper
<input type="checkbox"/>	<input type="checkbox"/>	Release-Account Dirty
<input type="checkbox"/>	<input type="checkbox"/>	Release-Hatch Covers
<input type="checkbox"/>	<input type="checkbox"/>	Release-Roof Defective
<input type="checkbox"/>	<input type="checkbox"/>	Release-Unloading System
<input type="checkbox"/>	<input type="checkbox"/>	Release-Floor Defective
<input type="checkbox"/>	<input type="checkbox"/>	Release-Hopper Gates Defective

2. After selecting the Special Release Type, click on the link to enter defect details

038	ACFX 37928	Load	NE
* Defect Details : Click here to enter defect details			

3. Within the Defect Details form:
 1. Indicate where the defect is located (if applicable)
 2. Specify the nature of the problem (e.g. "Opened", "Damaged", etc.)
 3. Describe the defect. Please include the amount of grain lost as a result of the defect.
 4. You will be asked if there was any product lost as a result of the defect. **Select 'Yes'**



Reporting Grain Loss on CN's eBusiness Site

ACFX 37928 - Release-Hopper Gates Defective

1. If applicable, click on the image to indicate the location of the defect.

2. Specify the problem.

3. Describe the defect.

left right

brake end

Opened
 Damaged
 Missing
 Other

4. Was any product lost as a result of the defect? Yes

Please indicate the estimated amount of product lost in Step 3 before pressing 'Apply'.

This release does not constitute a claim. Claims for product loss must be submitted to CN within 21 days, using the Damaged Freight Claims tool.

Apply Cancel

4. Return to the Release Railcars page and **Submit** the release.

IMPORTANT:

After releasing any defective railcar where loss of product occurred as a result of the defect, a claim must be submitted to CN using the Damaged Freight Claims tool.

Please refer to the following video for instructions on how to file a damage notification and claim on CN's eBusiness site:

<http://www.cn.ca/en/ebusiness/demo-damage-freight-claims>

If you require any assistance with the process described herein, please contact the eBusiness Support Team at:

1-800-361-0198
ebusiness@cn.ca

For questions pertaining to claims, please contact CN Freight Claims at **1-800-667-8778**.