CN eBusiness Tools

Summary of Capabilities for Merchandise Carload Shippers

This document provides a summary of all of CN's eBusiness capabilities so that you can quickly understand the key capabilities.

For questions about tool capability give us a call at **1-800-361-0198** or drop us a note at **ebusiness@cn.ca** and we'll connect you with an expert.

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Table of Contents

1. Introduction

Introduction	eBusiness is a set of tools that allow our customers to directly perform actions in their CN business relationship. This document will outline each of those capabilities in a concise format for easy reference. It is intended as a feature guide, not a manual.
Document Layout	The document is structured with a **Section Overview** for each of the six menu sections in eBusiness. This will give you a quick understanding of the key features. Following that, each **Tool** has its own section outlining in a little more detail the uses and features for that tool.
Customer Groups	CN's eBusiness tools have functions for all customers, although not all customers will be able to do all functions. There are three basic customer groups that interact with CN, and some special functions for each of them: 1. **Merchandise Carload** – shipping in railcars, single or small lot shipments, from a few origins to many destinations 2. **Intermodal** – shipping in containers. This group itself has three sub-groups: a. Overseas – importing or exporting through ports containers that are handled on an ocean going vessel b. Retail – CN performs the pickup and delivery to the customer's warehouse or distribution centre c. Wholesale – where the customer delivers or picks up the container at a CN terminal 3. **Unit Train** – rail shippers where railcars are moved in large blocks from a few origins to a few destinations
More Information	Customers can get immediate support, more information about tool capabilities, or schedule one-on-one training, by calling 1-800-361-0198 or drop an email to ebusiness@cn.ca.
Next	eBusiness Access; eBusiness Homepage; EDI Capabilities; Getting Support

2. eBusiness Access

What is Covered

In this page we will cover basic access to our web (internet based) tools at www.cn.ca. Information about EDI or WebServices is contained in the Automated Exchange section.

Access

Most eBusiness tools are customized to a specific customer, and retain individual preferences, so a registration and login are required.

Registration

To log in, a customer must have set up an account with CN's eBusiness site by registering at www.cn.ca/register. This need only be done once.

Logging In

From the CN HomePage (www.cn.ca) find the login section:

Enter your User Name, and Password (password is case sensitive) and press Enter or the Login button.

You will be brought to the ***eBusiness Homepage*** to conduct business.

Lost Password?

Click on the *Forgot Password?* Link and you can reset it immediately using your security question.

Logging Out

Once you are done, you can Log Out from the eBusiness Homepage by clicking the Log Out link at the top of the page:

Open Tools

There are some tools, which do not require logging in, however they do not offer customer specific results that the eBusiness tool does. The key tools are:

- **Get Price** (public prices only)
- Transit Calculator
- Get Route

Next **eBusiness HomePage**

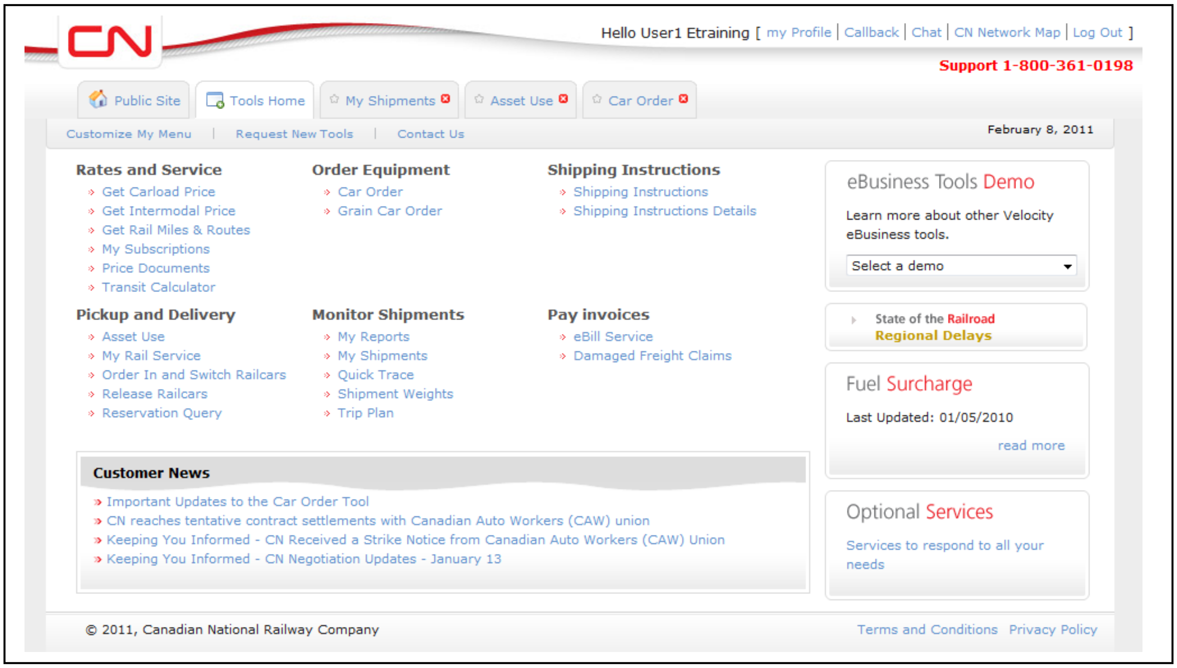
3. eBusiness HomePage

Introduction

The eBusiness HomePage is the launch pad to your tools, as well as learning information and customer news. Tools are divided into six key sections.

Screen Shot

Following is the look of the HomePage:



Key Features

This page allows you to:

- Launch a tool. Tools launch in a tab - up to five tools can be open at the same time
- Select which tool to launch on startup by clicking the  on the open tool's tab
- Customize the tools that appear on the menu
- Request a New Tool
- Change your profile

Support

You can get support by

- Calling the number at the top of the page – 1-800-361-0198 (*Note: some tools have a different support number)*
- Clicking on the *Chat* link to open a chat
- Click on the *Callback* link to have someone call you.

Next — **Customize My Menu & Request New Tools; Section Descriptions**

4. Rates and Service Section

Introduction	This is your starting point for looking up existing prices, or getting a new quote, as well as looking for routes and transit capability.
Get Carload Price	This tool allows you to obtain a price for a shipment that will move by rail. It will provide **currently published private price**, a **public price**, or a **price quote**, where no existing price is found. You can also easily compare the cost for an Intermodal shipment where CN serves the origin and destination.
Get Intermodal Price	This tool is the same as the Carload Price tool, but for shipments that move in containers.
Price Documents	This tool provides an easy way to view existing price documents, including contracts, for printing or review. You can also download prices to a spreadsheet to use in your internal systems. You can subscribe to receive an email notification any time it is updated.
Miles & Routes	Identifies the distance in miles and the optimal route for any given movement. Miles are used in calculating some Fuel Surcharge values, and Route provides the most efficient shipping route.
Transit Calculator	This tool allows you to see the day of week cut off and transit time from a CN origin to a CN destination, including interchanges.
My Subscriptions	This is a list of the publications that you are subscribed to for automatic email notification any time the publication is changed.
Next	**Order Equipment Section; Rate and Service Tools**

5. Order Equipment Section

Introduction	This section provides a set of tools around ordering CN supplied empty rail equipment for loading.
Car Order	This tool allows you to: • Order empty rail equipment for loading by required loading date and time, up to 3 weeks in advance • Review the status of your order • Review supply of empties against and order, and see specific cars assigned • Run or schedule reports around performance for the past three weeks.
Grain Car Order	This tool is for use by Western Canadian shippers whose grain is being shipped to port for export. It provides you with • a 16 week advance order capability • Tracking order acceptance • Run or schedule Planned Service reports to see what orders will be fulfilled on which day
Equipment Specs	This tool provides the dimensions, weights, and cubic capacity of all rail or intermodal equipment CN supplies.
Next	**Shipping Instructions Section; Car Order Tool**

6. Shipping Instructions Section

Introduction	This section provides tools for providing, or reviewing, the instructions to move a shipment.
Shipping Instructions	The ***Shipping Instructions*** tool allows you to quickly create instructions to move a shipment to destination. Key features are: • Create Customers, and Locations lookup tables for easy repetitive input. • Save Patterns with minimal to extensive information to make creating a new shipment fast and simple. • Easy blocks for Dangerous/Hazardous shipments or Customs information • Share patterns with co-workers • Submitting will automatically release the shipment.
SI Details	Shipping Instructions Details is a copy of the Bill of Lading submitted. It allows you to see any shipment that you are party to, to find things like: • Shipper and Origin • Consignee and Destination • Product and weight • Route and special instructions • Dangerous Commodity regulatory information • Any other information entered by the shipper
Next	**Pickup & Delivery Section; Shipping Instructions Tool**

7. Pickup and Delivery Section – Rail

Introduction	This section provides tools for either origin or destination facilities to release railcars, or to order-in cars that CN has held in our yard. It also contains the Asset Use tool to monitor cars held too long on the customer's site, as well as the My Rail Service tool to provide our service specification.
Order-In Railcars	This is two tools: • List cars in CN facilities which can be ordered in. • Order-in Cars – by car number. Cars can be ordered in when they are either held or Constructively Placed (Notified) in CN's yard, or while they are still on a train within 96 hours of destination. *Order-in does NOT allow order-in by pool*
Switch Request	Switch Request – by car number. To request a move of a car from one track within a facility to another track in the same facility, or to another track in the same switch zone
Own Engine	For facilities with their own engine, there are two tools: • Switch Cars, which updates the location of the cars within their facility • Resequence track, which allows cars to be correctly ordered on the track.
Release Railcars	Allows a facility manager to indicate that car loading or unloading has been completed, and the cars are ready to be pulled by CN.
Asset Use	Shows detail or summary of all cars currently "on the clock" and accruing asset use, or those that are "off the clock". Customers can provide feedback on reporting errors to adjust the Asset Use calculation. Includes a *Preview Report* to see what the invoice would look like before it is issued.
My Rail Service	Provides a display of the current service plan for a facility. It also allows subscription to an automatic email any time the service plan is changed by CN.
Next	**Monitor Shipments Section; Pickup & Delivery – Intermodal**

8. Monitor Shipments Section

Introduction	This section provides tools to monitor the progress of shipments. All shipment tracking tools allow output on the screen, by PDF for easy printing, and as a spreadsheet for data download.
Quick Trace	Allows a very fast output of the current location and status of a few shipments, including ETA. Entry can be: • Equipment ID – railcar or intermodal • Reference number, e.g. order#, PO, or Bill of Lading number • Vehicle Identification Number (VIN). • Intermodal Pick-up Number (also requires container initials and number)
My Shipments	Captures all shipments that match certain criteria into a "List" which can then be filtered, sorted, and tracked. It can also be scheduled to be sent to email at predefined times. Filters include cars that are late, or need repair. Many standard formats, including traditional Car Location Message (CLM) text formats are available. As well you can define your own report from over 100 different data elements.\
My Reports	Is a list of all the scheduled shipment reports that are active, and allows you to adjust or cancel them. *Note: My Subscriptions shows all the price reports that you have scheduled.*
Shipment Weights	Shows the current weight of the shipment as reported on the Bill of Lading. If a weighing has been requested by the shipper, and it has been accomplished, it will be shown here.
Trip Plan	Shows the expected progress of the shipment from origin to destination, including interline. Events are updated as they are accomplished.
Next	**Pay Invoices Section; Monitor Shipments Tools**

9. Pay Invoices Section

Introduction	This section allows you to view, and arrange payment of, Freight and Optional Services invoices. It also contains the Damaged Freight Claims tool.
eBill	This comprehensive tool allows you to review and pay all of your outstanding invoices for Freight or Optional Services. Key functions are: • Current account status, including graph of aging as well as table and links to aged invoices • List of invoices, which can be filtered by sub-account, and type • Upload and Download capabilities for comprehensive reports • Dispute capability for individual invoices • Schedule payment of specific invoices, with payment being cheque, direct debit, or credit card (non-credit customers only).
Freight Claims	Allows customers to submit freight damage claim, and monitor investigation progress until payment.
Credit Application	Customers can apply for credit on line; however, the link is available only by invitation and does not appear on the eBusiness HomePage as a link.
Next	**Specific Tools**

Tool Details

The next section provides detailed information about each tool's features, capabilities, and recommended uses.

10. Get Carload Price Tool

Introduction

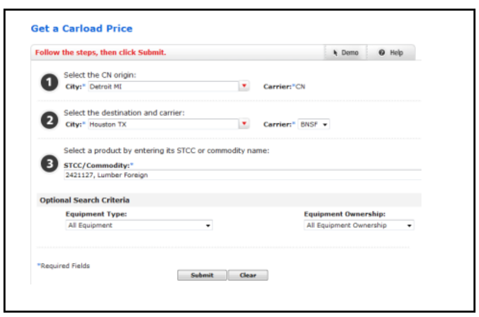
This tool will provide a price for any shipment that originates at a CN served origin (includes many Shortline served locations).

Hierarchy of Rates

You will always be presented with the best rate in the following order:

1. Private Published Price – i.e.. a contract rate
2. Public Published Price – i.e. a Tariff rate
3. Full Route Price Quote – i.e. a custom generated rate that includes any interline rail partners who can provide an interactive rate.
4. Partial Route Price Quote – i.e. a price to an interchange with another carrier who cannot provide an interline rate

Input



The following information is required to obtain a price:

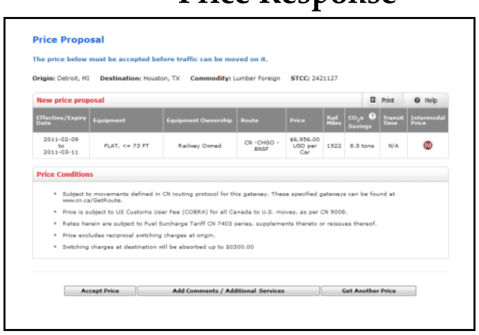
- Origin City and Province or State. *Note: Only CN origins are allowed*
- Destination City, Province/State, and Carrier if not CN.
- Commodity. That is the product you are shipping.

The following is optional to narrow your results:

- Equipment Type
- Equipment Ownership

A picklist is available for each of the above.

Price Response



Normally you will receive one rate response, unless different equipment types are available. The Price Response will show:

- Price and conditions of price including equipment type, route, Fuel surcharge, other charges, etc.
- Transit Time for CN portion of trip
- Greenhouse Gas calculation
- Intermodal Price link to compare an Intermodal Service price, if CN serves both the origin and destination with Intermodal Pickup and Delivery.

Price Proposals	Prices which are generated as an immediate quote are shown as a Price Proposal. Price Proposals must be accepted before they become official.
Additional Services	You can also request additional services be added to your price. Additional services, available at origin or destination, are: • Transloading – moving product from one mode to another, such as from truck to railcar. • Trucking – where CN will provide truck pickup or delivery.
Web Price Renewals	This feature allows you to monitor when you have prices that will be expiring, and allow you to update them.
Next	

11. Price Documents Tool

Introduction

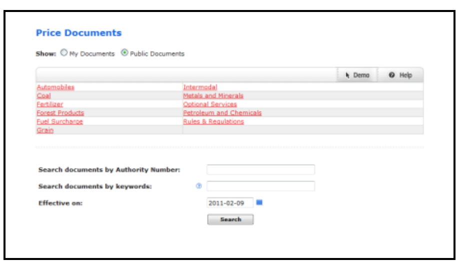
Allows you to view or download already published price documents. In addition there are tools to help interpret prices, and, if you are responsible for approving prices, a price document approval process.

Versus Get Price

The difference between Price Documents and Get Carload Price is:

Function	Price Document	Get Carload Price
Full Price Document	✓	
Document Download	✓	
Query by Origin/Destination	✓	✓
Provides Price Quote (not published)		✓
Document Approval	✓	
Station Group Search	✓	
Search by Authority #	✓	

Price Document



Allows you to select all documents, or only those that you have subscribed to.

Selecting *Public Documents* will provide you access to truly public documents as well as any private documents for your company. You can select documents by category link – e.g. Automotive or through the Search:

- by Authority requires you to enter the 6 digit CN document number
- by Keywords will return all documents that contain the entered word or phrase.

The returned link will allow you to:

- Open the document for viewing
- View previous versions by clicking the *All Versions* icon
- Subscribe to email notification any time the document changes

- Download the document

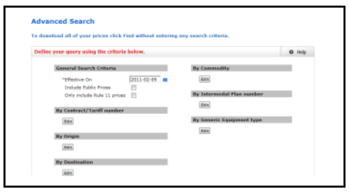
My Downloads

Manages the files that you have recently downloaded.

Approvals

The *My Documents For Approval* tab contains any private price documents for which you have been tagged as an approver. You will have received an email notification as well. In this tab you can approve or decline the document. Approved documents are automatically published and become effective.

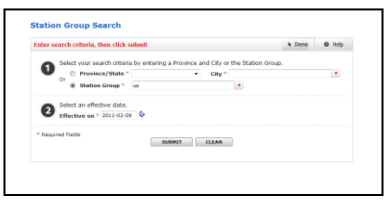
Advanced Search



Allows you to select all documents that match all of several criteria that you can enter.

The difference between this and the Price Document search is that Origins, Destinations, Commodities can be specified separately whereas the main search only allows keywords which could be in any field.

Station Groups



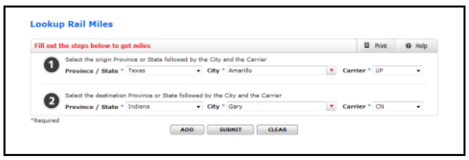
Are groupings of stations used for pricing. For example, instead of specifying every station in Northern Alberta, there is a CN AB NORTH GRP group that contains all the stations. You will see these groups in the Price Documents, and can use this tool to identify the specific stations that are included. You can also download them, and retrieve them in the *My Station Group Downloads* tab.

Document Display

Documents are displayed in PDF format for easy and properly formatted printing.

Next

12. Get Rail Mile and Route

Introduction	The purpose of this tool is to provide both the most efficient route between two points, but also the rail mileage. Routes will be used on Shipping Instructions to govern the carriers and interchange points used. Mileage will be used for analysis, as well as mileage-based Fuel Surcharge.
Lookup 	The input requires an Origin and serving railroad and a Destination and serving railroad. You can get a single response, or press the Add button and continue adding more until you're done.
Response	The response will show the route and mileage.
My Miles List	Keeps track of all the queries you have done, and allows you to review them at any time, or **download** them to a spreadsheet.
Route not found	Some railroads do not participate in interline routing protocol, so the route and miles is not available in the same way. In this case you will be given a set up optional routes to select from. Once selected, you will receive the information for that route.
Next	**Transit Calculator**

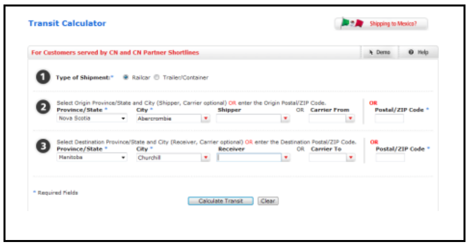
13. Transit Calculator Tool

Introduction

The *Transit Calculator* tool provides the transit time between a CN served origin and a CN served destination, or Interchange.

It provides the Cutoff at origin, the hours of transit, and the end of the destination switch window.

Input

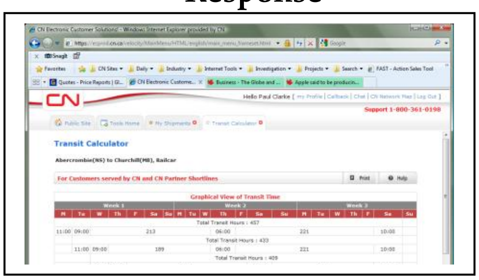


The input requires:

- Origin Station
- Destination Station
- If either of these are Interchanges to other major railways, you must include the railway

You can also provide the Shipper or Consignee for a more accurate local pickup and delivery time.

Response



The response will show the origin cutoff, the total transit, and the end of the delivery switch. The graphical view allows you to easily see which shipping day provides the fastest, most efficient, day to get your goods to market.

The table view provides the same information in a table format.

The response will also include shortlines that originate or terminate traffic on behalf of CN.

Not Available

Sometimes transit on CN is not available due to low volume routes.

Interline transit on multiple major railroads is not available.

Next **Car Order**

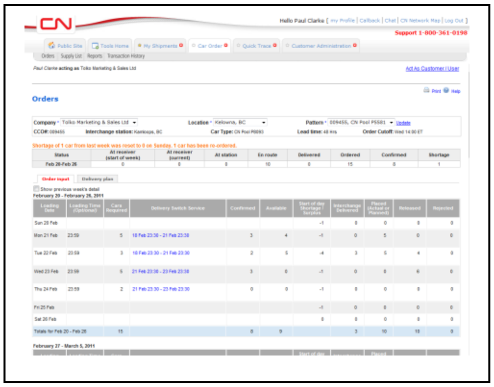
14. Car Order

Introduction

This tool allows you to request CN to supply empty railcars for loading.

It applies to all origins served by CN, as well as shortlines working on behalf of CN.

Orders



Cars are ordered by Day and optionally, one to three Required Loading Times within each day. Orders can be placed for the following week and up to a total of three weeks in the future.

The customer also selects the appropriate service, based on their loading time and the switch window, to actually delivery those cars.

The order page also shows the status of the current week, and the cars available for delivery against confirmed orders over the next week.

Order Cutoff

The Car Order process works on an assumption that by **Wednesday Noon Mountain Time** orders for the following week will be entered. Car Management then assesses all orders and "confirms" the orders it will accept based on available car supply.

Order Confirmation

Car Management continually asseses unfulfilled orders, and new order changes against available car supply and will increase the confirmed level when supply becomes available.

Customers can subscribe to an email when the confirmation level is changed so they are aware of the changes made by CN.

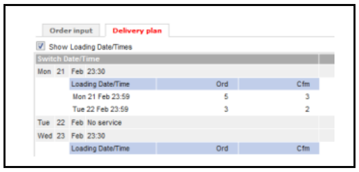
Order Changes

Customer can increase or decrease orders at any time prior to their "Lead Time". Lead Time is the point at which cars are already on a train destined directly to the customer.

Orders changed more than 72 hour before a required loading time will be changed immediately.

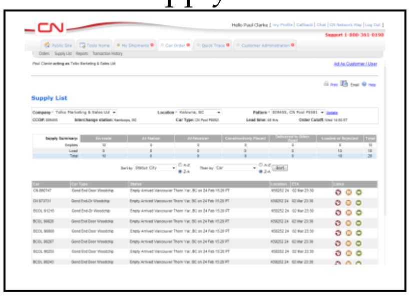
Orders changed within 72 hours will be assessed by Car Management within 24 hour to determine if they can either supply cars for order increases, or redistribute cars for order decreases. Order decreases that cannot be accepted will result in cars being delivered as originally ordered, and Asset Use charges may apply, or the customer can release the car not used incurring the Released Not Used charge.

Delivery Plan



The orders are entered by Day, however CN's may not service the customer on each day, or the customer has selected a specific service option. The delivery plan Tab shows the actual delivery of the cars by service, and the orders that will be brought in by each service.

Supply List



The Supply List tab provides a list of all cars assigned to the order, their current location, and if they are Enroute, their ETA to delivery. You can use this to monitor the specific equipment being supplied.

Links are provided on the record to the Equipment Specifications tool to view the inside dimensions and loading capacity of the railcar to better plan loading.

Reports

There are three reports which can be generated on the page or scheduled for delivery by email (see My Reports). All reports allow selection of one or more locations and patterns for inclusion in a single report. Whereas the on line tools are focused around a single car order pattern, which is one location and car type.

The available reports are:

Supply List A list of all cars for the locations and patterns specified.

Car Order This is a list of each order over the past (up to) three weeks and orders into the future (up to) three weeks. It shows the performance of orders, confirmations, car placements, and customer releases – a mini-scorecard of Car Order performance.

Delivery Plan Is a report of the Delivery Plans for the locations, patterns selected in the query.

Transaction Log

The Transaction log provides information about all changes made to an order. Customer specific changes are identified by the person making the change, while CN ones simply identify that they were made by CN.

	Each transaction records the status before the change and then after the changes. For example an order of 5 was decreased to 3.
Order Book	The "order book" is maintained by the customer as orders, and by Car Management as confirmations. The actual supply of equipment is recorded as placements (or notified cars) and is tracked by the Shortfall or Surplus count. Shortfall means that CN has physically supplied less than the confirmed number of cars. CN will attempt to fill the shortfall as quickly as possible. New cars delivered are assumed to be for the new order first, then excess cars above the order are for the shortfall. Shortfalls are cancelled on Sunday morning (see Reorder section). Surplus means that CN has supplied cars in advance of the order day. Surplus cars will be consumed by the next confirmed orders, and Asset Use start is adjusted to the next Required Loading Day.
Re-order	Each Sunday morning any shortfalled orders from the previous week are cancelled. However between Noon Sunday and Noon Monday customers have the option to re-order those cars via a link on the Car Order page. Re-ordered cars will be supplied if or as cars are available. Re-ordered cars not fulfilled within the week can be re-ordered the following week. Alternatively customers can simply add cars to their orders for the next week where they are better able to specify which days they would prefer the cars, and have CN confirm whether those cars will be available or not.
Next	**Equipment Specifications, My Reports**

15. Equipment Specifications

Introduction

Each railcar or container has its own characteristics which can affect loading. The Equipment Specifications tool is intended to provide information on the physical dimensions and capacities of the equipment.

Input

Input is either from the ***Equipment Specifications*** link on the eBusiness Homepage, or on most car record displays as the icon.

Metric/US

Specifications are available in either the metric or US system of measures. Toggle is only available when you access the tool from the main menu.

Output

Output shows:

- Equipment Type – CN and AAR
- Inside dimensions
- Weight Capacities – Tare (empty) weight, Loading limit
- Volume Capacity if appropriate.

Example report:

Print Email Help

Equipment	Owner	AAR Type	CN Type	Tare Weight	Load Limit	Outside Length	Outside Width	Outside Height	Inside Length	Inside Width	Inside Height	Capacity	Floor Type	Door Type	Door Width	Door Height
CN 136953	Railway	E634	GS0	63,700 lbs	199,300 lbs	59' 10"	10' 8"	13' 4"	52' 6"	9' 7"	4' 5"	2,264 cu.ft	S			

Grand Total: 1 Shipments

Next — **Grain Car Order**

16. Grain Car Oder

Introduction	The Grain Car Order system is a tool for Canadian Export Grain loaders to order cars for loading. The tool maintains an open order book for the following 16 weeks.
Process	An order is entered against an origin facility with a destination port on a given week.
Next	**Shipping Instructions,**

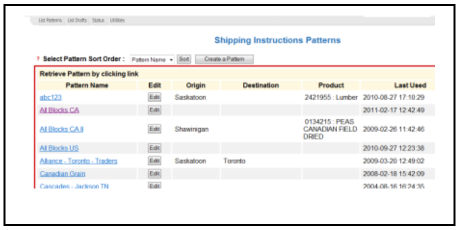
17. Shipping Instructions

Introduction

The Shipping Instructions tool allows shippers to enter the information on a loaded shipment required to move it to destination.

Shipping Instructions will also release the shipment for pickup at origin.

Patterns



Patterns are created to make it easier for entry of new shipments identical or similar to ones shipped before.

Patterns are made up of "blocks", which allow the entry of specific types of information. US to Canada Customs is an example of a block, which can be added to a pattern shipping from the US to Canada.

Various fields can be saved in the pattern so that you don't have to pick them the next time. For example let's save the Shipper because it's always you, and the commodity, because you only ship one product by rail. Other items could also be saved, such as weight, if the weight of the shipment is normally the same. Even though information is saved, when you create a new Shipping Instruction, the information can be changed.

Sharing Patterns

The Patterns you create can be shared with other eBusiness users so that you maintain consistency. As you update your pattern, their pattern is updated. However they are also free to use your pattern and change information as needed.

Utilities

To make entry easier we have created a Utilities Tab, which allows you to create shipment parties, routes, product lists for your specific needs.

Utilities is also a place to maintain or create patterns.

Save as Draft

Shipping Instructions entries can also be saved as a "draft" where some, but not all of the information has been entered. When the shipment is finally complete, you can recall the draft, complete the information, and send it to CN.

Equipment List

For customers served by CN you can use the Equipment List function to list all the cars in your facility, and select the one that was loaded.

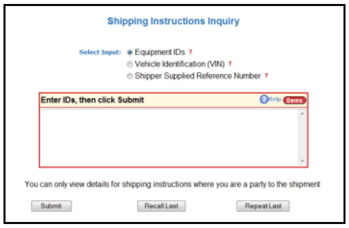
Speed Bill	If you have more than one car identical, except for weight, you can bill them in one step. Using the Speed Bill option you enter all the information about the shipment. Then invoke the Speed Bill list, which allows entry of up to 250 railcars. Shipment ID, weight, and seals can be entered for each car. The Shipping Instruction tool then sends separate Shipping Instructions documents for each railcar.
Process	Best Practice process is to begin the Shipping Instructions, or review the pattern when a new order's loading is planned. Getting everything ready early ensures that you can quickly send the Shipping Instructions and release the shipment as soon as the loading is complete.
Capabilities	The Shipping Instructions tool enables you to perform almost any type of rail or Intermodal shipment. Things like: • Canada->US, US->Canada, US/Canada->Mexico • Regulated commodities in either the US or Canada • Any commodities • Interline shipments with either a through or Rule 11 rate • Multiple Pickup and Delivery for Intermodal shipments
More Information	This touches on only some of the many capabilities of the Shipping Instructions tool. When you are ready to start using the tool we will schedule a 20-30 minute training session specific to your traffic types.
Next	**Shipping Instructions Details, Release Railcars**

18. Shipping Instructions Details

Introduction

This tool allows you to view the current or previous version of any Shipping Instructions.

Input



You can display up to 35 documents based on input of:

- Equipment ID
- Vehicle Identification Number (VIN)
- Shipper's Supplied Reference, such as Bill of Lading number

List of Previous

The list of previous shipments that you have access to view. This allows you to see shipments up to about 45 days in the past.

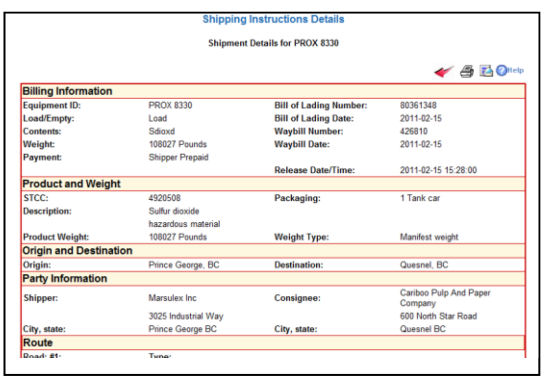
Recall/Repeat Last

These two functions allow you to:

- Recall the last list used. It is brought back into the input area, and you can add or remove shipments. Once satisfied, press the Submit button and your list of available shipments will be displayed.
- Immediately Repeat the last query, which will take you to the list of available shipments. There is no opportunity to edit the list.

Output

Once you choose a shipment from this list it will display the complete details of the shipment in a block format similar to Shipping Instructions. The main blocks are:



- Billing Information (overview)
- Product and Weight
- Origin and Destination
- Party Information
- Route
- Shipment References
- As required, Customs, Dangerous/Hazardous, Seals, Other information.

Residue Shipment

If you are releasing an empty that previously contained a dangerous commodity regulated in Canada, you can easily

	create a "reverse" Shipping Instructions for the residue return, returning to the original point of loading. This capability means that you do not need to generate paper for the move if the entry is made prior to your service cutoff.
Other Access	The most common way to access Shipping Instructions Details is using the  icon on shipment tracking records. *Unlike the Shipping Instructions Details tool, the icon only shows you the current Shipping Instructions. If you need previous shipments you must use the Shipping Instructions Details tool.*
Next	**Release Railcars, Shipment Tracking**

19. My Shipments

Introduction

This tool allows you to quickly trace all the shipments that meet specific shipment criteria, usually something like all inbound or all outbound, or all shipments.

My Shipments will track shipments from origin to destination, regardless of road, as long as CN is part of the route.

Shipments that meet those criteria are added to your "My Shipments List" when they are released with Shipping Instructions, and will be removed when the trip completes.

List Criteria

The list selection criteria are varied and flexible. Following are some common examples:

- Any combination of parties handling the shipment, such as: Shipper, Loader, Consignee, Care Of, Ship To
- Other parties showing on the Shipping Instructions, such as: Payer of Freight, Broker, Ultimate Consignee
- Any combination or groups of Origins or Destinations
- Any combination or groups of commodities

What List for Me?

Following are some guidelines for the type of list you should use:

I want to	Type of List
I only monitor inbound empties	Inbound Empty list. *(Note this function is also in Car Order if you order empties from CN)*
I monitor all my shipments to my customers	Outbound from one or all origins list.
I am responsible for one of our premium customers	Outbound to one consignee at one or many destinations list
I monitor our private empties	Private Empty Pool list

Update my List

My Shipments provides a link to request an update or new list. Once you have specified the criteria, the list is normally created within a day or two. *Note: shipments on a new list will* *only be selected upon new shipping instructions, so Enroute shipments will not appear in the list.*

Input Process

The process to initiate your list is normally one click because My Shipments remembers your last input criteria. However you have the option to select between different lists, apply filters, select or create an output report format, select the sort, and select the output to browser, pdf, or spreadsheet.

Each of the available options will be outlined in the next couple of paragraphs.

Filters

The report you receive back can be "filtered" to show only certain traffic. The available filters are:

- Loads only, Empties only, or both
- **All** Shipments in the list (default)
- Shipments whose **ETA has changed** in the last 8, 12, 16, 24, 48, 72 hours
- Shipments whose ETAs are **Earlier or Later** or Both by 8, 12, 16, 24, 48, 72 hours
- Shipments that have **not moved** in 1-4 days
- Shipments whose transportation vehicle **needs repair**
- Shipments that are in **hold**

Report Formats

You can select from four CN created browser formats, five industry Car Location Message (CLM) formats, or you can create your own custom format.

Sorting

Your list can be sorted for Browser or PDF output with two levels of sort. For example you might want to sort your list by destination, then by ETA. Sorts can be either ascending or descending.

Totals

Your report can also be displayed with one of two total options (or no totals):

- With Totals, shows the detail tracking records, and each time a sort level changes, inserts a summary count of those shipments. The more sort levels, and diversity of traffic the more total lines you will have.
- Totals Only, hides the tracking details so you only get a count of shipments for each sort level. Some sorts

may not make sense, but a sort by ETA for example, would provide a summary of the number of cars arriving by day.

You can resort or add/remove totals once the report is run. Your last selection will be remembered for your next query.

Response Type

You have four choices for receiving the report:

- Browser, displays the list on your computer screen
- Text prompts to save a text file on your computer.
- PDF is print ready report that you can either save or open
- Spreadsheet allows you to retrieve an un-sorted list of all shipments to manipulate in a spreadsheet program like Microsoft Excel.

Schedule Report

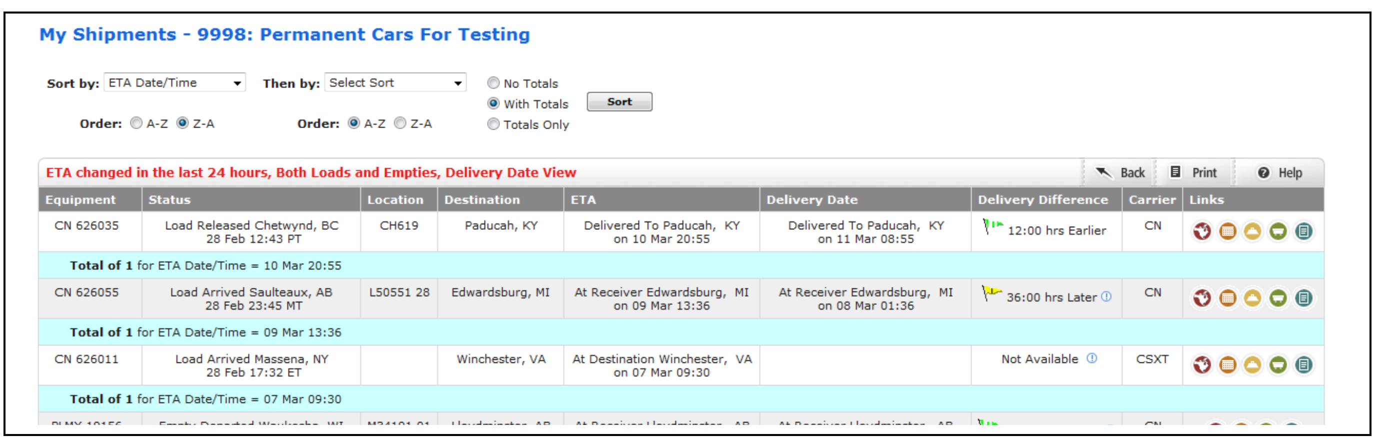
You can schedule your My Shipments list to be sent to your email automatically. Each report criteria can be sent on their own schedule. See My Reports for more information.

Output Report

Once you press submit your report will access the latest location information on all of the matching shipments and present it in your chosen report format and response type.

Response time for a trace will depend on the number of shipments, but is generally less than about 10 seconds.

Records will show locations on CN as well as shipments on most other railroads from origin to destination. (Some reporting from other roads may be delayed by 15-30 minutes from when they report it.)



Detailed information about each report format can be found in the Help by clicking the Help icon.

My Shipments Icons

Within some report formats My Shipments will display alert icons. (*Note the Links icons are explained in general features)*

- (OK): The Current ETA is in line with the Delivery date of the shipment
- (Early): The shipment's ETA is earlier that the Delivery Date by more than 24 hours
- (Warning): The remaining time may be enough to recover to meet the delivery date
- (Urgent): In all likelihood, the shipment will not meet the delivery date and you should begin to plan based on the ETA
- indicates a retrip reason, which will be displayed as you pause your mouse over it for a moment.

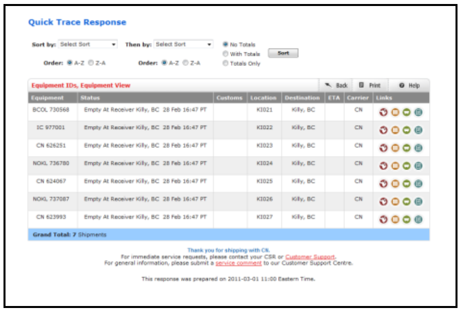
Next **Quick Trace, General Features**

20. Quick Trace

Introduction	Quick Trace is designed to provide the latest tracking information on a handful of shipments.
Input	Input can be up to 300 shipments specified by one of: • Equipment Initials and Number, the markings on the railcar or container • Shipper Supplied Reference Number, A reference number your company has entered on the Shipping Instructions, such as Lot Number, Purchase Order Number, or Bill of Lading number. • Vehicle Identification Number (VIN) from an Enroute automobile. • Pickup Number (with Container ID) for tracking container coming into our Intermodal Terminals.
Recall/Repeat Last	These two functions allow you to: • Recall the last list used. It is brought back into the input area, and you can add or remove shipments. Once satisfied, press the Submit button and your list of available shipments will be displayed. • Immediately Repeat the last query, which will take you to the list of available shipments. There is no opportunity to edit the list.
Saved List	Quick Trace allows you to save up to 10 personal lists – shipments that you will track repeatedly. *Note if you normally only track one group of shipments, then the Recall/Repeat function will work well.*
Report Formats	You can select from two CN created browser formats, or two industry Car Location Message (CLM) formats.
Response Type	You have three choices for receiving the report: • Browser, displays the list on your computer screen • PDF is print ready report that you can either save or open

- Spreadsheet allows you to retrieve an un-sorted list of all shipments to manipulate in a spreadsheet program like Microsoft Excel.

Output



Once you have selected a saved list, or entered some new shipments and pressed the Submit button, you will be presented with your shipments in the report format of your choice in your selected response type.

Typical response time for Quick Trace is about 4 seconds.

In addition to the tracking information, the output will contain links to other tools. Detailed icons explanations can be found in the General Features section, as well as in the specific tools pages. Hovering your mouse over the icon for a moment will tell you what tool the icon will invoke.

Sort

Sorting is available once you have run the report. Your list can be sorted for Browser or PDF output with two levels of sort. For example you might want to sort your list by destination, then by ETA. Sorts can be either ascending or descending.

Totals

One of two total options (or no totals) is available once you have run the report:

- With Totals, shows the detail tracking records, and each time a sort level changes, inserts a summary count of those shipments. The more sort levels, and diversity of traffic the more total lines you will have.
- Totals Only, hides the tracking details so you only get a count of shipments for each sort level. Some sorts may not make sense, but a sort by ETA for example, would provide a summary of the number of cars arriving by day.

Next **Shipment Weights, My Reports, General Features**

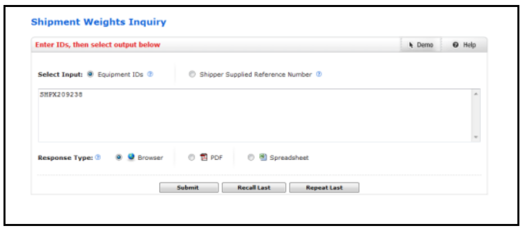
21. Shipment Weights

Introduction

This tool shows you the current weights reported on the shipment, as entered by the shipper. If you have requested your shipment to be weighed as an additional service, and it has been accomplished, your updated weights will be shown.

Input

Input can be up to 300 shipments specified by either:



- Equipment Initials and Number, the markings on the railcar or container
- Shipper Supplied Reference Number, A reference number your company has entered on the Shipping Instructions, such as Lot Number, Purchase Order Number, or Bill of Lading number.

Recall/Repeat Last

These two functions allow you to:

- Recall the last list used. It is brought back into the input area, and you can add or remove shipments. Once satisfied, press the Submit button and your list of available shipments will be displayed.
- Immediately Repeat the last query, which will take you to the list of available shipments. There is no opportunity to edit the list.

Response Type

You have three choices for receiving the report:

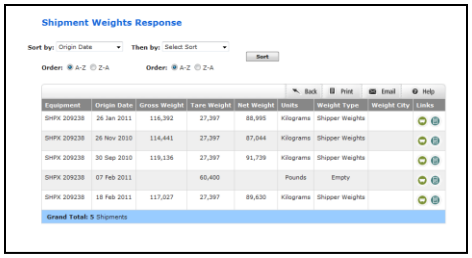
- Browser, displays the list on your computer screen
- PDF is print ready report that you can either save or open
- Spreadsheet allows you to retrieve an un-sorted list of all shipments to manipulate in a spreadsheet program like Microsoft Excel.

My Shipments

Weights are also available as a report format to select in My Shipments, and will give you the weights on all the shipments in the list.

Output

Once you have entered some new shipments and pressed the Submit button, you will be presented with your shipments' weights.



Typical response time for Shipment Weights is about 5 seconds.

In addition to the tracking information, the output will contain links to other tools. These icons are explained in the General Features section, as well as in the specific tools pages. Hovering your mouse over the icon for a moment will tell you what tool the icon will invoke.

Sort

Sorting is available once you have run the report. Your list can be sorted for Browser or PDF output with two levels of sort. For example you might want to sort your list by destination, then by ETA. Sorts can be either ascending or descending.

Units of Measure

The Units of Measure are either US or Metric, and are determined by the units used by the shipper when they entered the weight.

Links Icon

Normally Shipment Weights is accessed using the  icon on shipment tracking records.

Next **Trip Plan, General Features**

22. Trip Plan

Introduction

Trip Plan shows you the current plan of movement from origin to destination. Where possible, Trip Plan will include interchange and delivery information from other railroads either before or after CN.

Input

Input for trip plan is simply the equipment ID – initials and number – of the railcar trailer of container you wish to view.

Recall/Repeat Last

These two functions allow you to:

- Recall the last list used. It is brought back into the input area, and you can add or remove shipments. Once satisfied, press the Submit button and your list of available shipments will be displayed.
- Immediately Repeat the last query, which will take you to the list of available shipments. There is no opportunity to edit the list.

Output

Trip Plan Response

Back Print Help

Trip Plan Report for CN 626040 requested as of March 1, 2011 13:25 EST. Print Shipping Instructions Details

Rd	Event	Location	City	Estimated Time	Accomplished
CSXT	At Destination		TAFT, FL	10 March at 14:40	
	Delivered To	CSXT	HUNTINGDON, PQ	03 March at 08:01	
	Arrived	M 32721 03	HUNTINGDON, PQ	03 March at 08:00	
	Departed	M 32721 03	MONTREAL TASCH YARD, PQ	03 March at 05:00	
	Arrived	A 40121 02	MONTREAL TASCH YARD, PQ	02 March at 16:20	
	Departed	A 40121 02	JOFFRE, PQ	02 March at 11:00	
	Arrived	A 40311 01	JOFFRE, PQ	01 March at 18:50	
	Departed	A 40311 01	MONT JOLI, PQ	01 March at 11:15	01 March at 10:55
	Arrived	L 56211 28	MONT JOLI, PQ	01 March at 08:45	01 March at 09:16
	Departed	L 56211 28	CAMPBELLTON, NB	01 March at 05:15	01 March at 05:40
	Arrived	L 56411 28	CAMPBELLTON, NB	28 February at 18:45	28 February at 16:30
	Departed	L 56411 28	BELLEDUNE, NB	28 February at 14:15	28 February at 13:30
	Released		BELLEDUNE, NB	27 February at 12:05	27 February at 12:05

If you have entered more than one shipment, you will get a list of trip plans one after the other.

The trip plan shows each major station on CN that the shipment will pass through.

Where other roads provide information, they will also show in the trip plan either as the origin or destination. Their initials will appear in the leftmost column. Other railroads do not provide major station information, to the trip plan is limited to the station where the shipment comes on, and the station where the shipment terminates on their line.

A link to Shipping Instructions Details is provided for each shipment shown in the response.

Links Icon

When shown on a shipment tracking record, the Trip Plan is indicated by the icon.

Rescheduling

When a trip is rescheduled due to missing a train connection, the trip plan is updated. The remainder of the original trip plan is replaced with the new on that is generated.

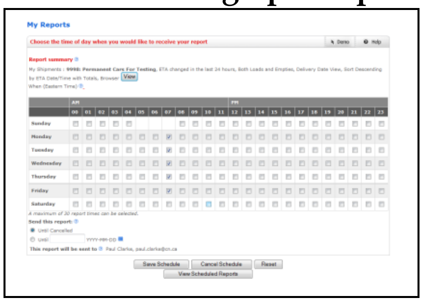
Next	**My Reports, Shipping Instructions Details**

23. My Reports

Introduction

My Reports is a common function within the movement tools where all of your scheduled reports are retained and managed.

Setting up a Report



Setting up a report is done by clicking on a Schedule Report button in an application like Car Order or My Shipments.

The ***Schedule Report*** button captures the report that you have entered, and opens the schedule window, which allows you to select when you want the report delivered in email. All times are local times for you. You can select up to thirty reports per week.

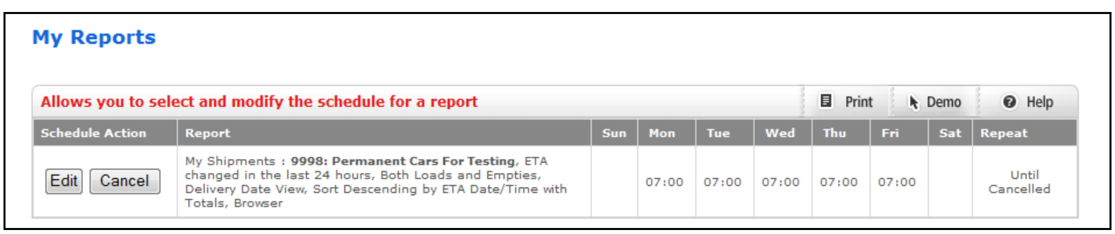
The schedule shows a summary of the report you will be scheduling, then the hours available to be sent, and then buttons to:

- Save Schedule – your report is now set up
- Cancel Schedule – an existing schedule will be cancelled
- View Scheduled Reports – shows all the reports that you are receiving.

Until Cancelled or ***Until <date>*** allows you to specify how long to continue the report.

Click My Reports

If you simply click My Reports on the eBusiness Homepage, you will see a lit of your reports, which you can then cancel or edit.



My Reports

Allows you to select and modify the schedule for a report   Print   Demo   Help

Schedule Action	Report	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Repeat
Edit Cancel	My Shipments : **9998: Permanent Cars For Testing**, ETA changed in the last 24 hours, Both Loads and Empties, Delivery Date View, Sort Descending by ETA Date/Time with Totals, Browser		07:00	07:00	07:00	07:00	07:00		Until Cancelled

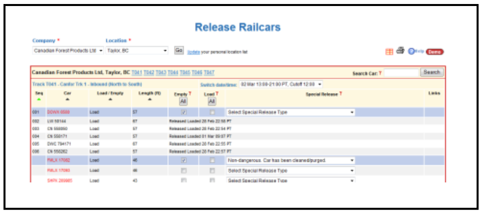
Next	Release Railcars

24. Release Railcars

Introduction

The Release Railcars tool allows you to confirm to CN that you have finished your processes with a railcar, and that it should be pulled from your facility.

Input



The input will automatically bring you the selection you were working for previously. If you have access, you can however select a different location and work with the cars at that location.

The cars listed will be all the cars currently located in your facility, as well as cars destined to your facility in the next day. You can tell the difference because the ones on your track have a sequence number, indicating the order on the track.

To release cars, simply select whether you are releasing them as a load or an empty by checking the appropriate checkbox. You may require a special release reason.

Cars already released will be identified with the date and time released (and cannot be released again).

When all cars are identified, press the submit button, and those cars will be released in moments, and will appear on the CN Crew's workorder.

Special Release

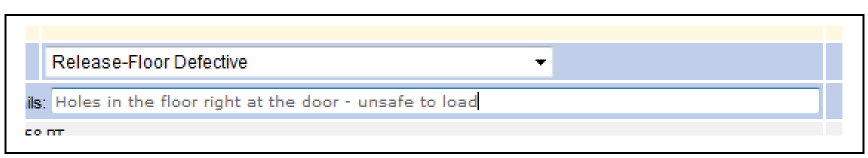
A selection from the Special Release picklist will be required if your release is not what is expected. Such situations are:

- An empty car released as an empty
- A Loaded car released as a load.

Special Releases tell CN what is unusual about this release.

Car Needs Repair

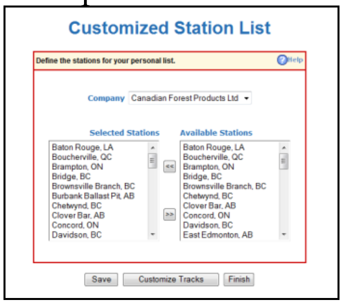
One of the Special Release selections relates to the car needing repair. When releasing a car in need of repair you will be asked to describe exactly what the problem is:



Rejecting Loads

The Reject reasons for load relate to the delivery of the car to your facility, not the contents of the car.

Update Locations



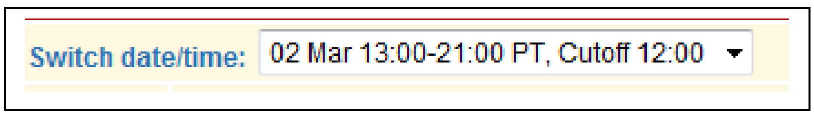
If your location is not shown you can update the locations available using the update link beside the location picklist. This will open a window where you can select locations from all available locations for your company, and adding them to your personal list.

Once done, click the Save button, then the Finish button to return to the input page.

You can also Customize Tracks if you only work with some tracks at a location, by pressing the Customize Tracks button.

Future Releases

You can release cars at a later time, if for example you know that they will only be unloaded tomorrow. To do this you select a different switch that you want to pick up the railcar in the Switch Date/Time picklist. Up to 10 future switches can be selected, but only up to four days in the future.



Output

Output is simply a list of the cars that were released.

Email Confirmation

You can have the list emailed to you or up to 10 colleagues (or friends) as confirmation of your releases.

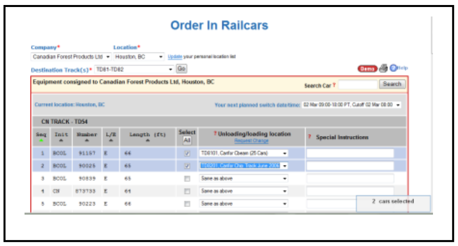
Next	**Order-in or Switch Railcars**

25. Order-in Railcars

Introduction

The ***Order-in and Switch Railcars*** tool allows you to request that CN bring in cars that have been stopped in CN's yard awaiting your input. Cars that have been Notified (constructively placed) or Held will require an Order-in. You should receive a notification when they are actually stopped.

Input

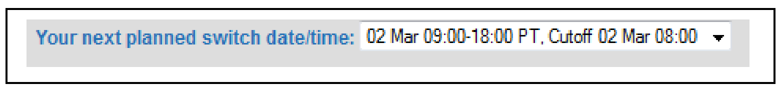


The Input shows a list of cars CN is holding in the rail yard awaiting your input.

To order-in a car simply select the car and provide the track and spot where you want it placed.

As you select cars the tally box at the bottom of the screen is updated with the number of cars you have selected.

You can also select the switch service that you want to bring in the cars using the *Next Switch* picklist:



Cars on a Train

For customers who normally have to order-in cars, the Order-in list contains a special section for cars that are coming in on a train.

These cars will be arriving within the next few days, and you can specify that you want them brought in as soon as they arrive.

Track Capacity

It is **very important** that you keep track of the number of cars that you are ordering-in. Between those coming in, and your releases, if you exceed your track capacity you may incur additional Asset Use or switch charges.

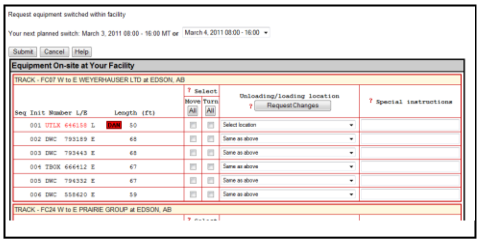
Output

Output is a list of the cars ordered in, and an email will be sent to you as confirmation.

Next **Switch Request**

26. Switch Request

Introduction	The ***Order-in and Switch Railcars*** tool allows you to request that CN move (switch) cars around within your facility. *Note most switching carries a charge.*
Input	Switch Request always remembers your last settings and displays the cars on your track available to be switched. The options for each car are to move the car to a different track, or to turn it and put it back in the same spot. You can also enter special instructions that will appear on the crew's workorder. You may select the next switch or a future switch for the work to be done.



Next	**Switch and Resequence Railcars**

27. Switch and Resequence Railcars

Introduction	For customers who move cars within their facility the ***Order-in and Switch Railcars*** tool has two special functions. When you move railcars between tracks within your facility you must tell CN where you have put those cars for pickup.
Switch Railcars	This allows you to maintain a small inventory of where cars are within your facility tracks, and lets CN's crew know where to pickup up railcars. Simply what it does is move (switch) cars from one track to another. The car moves are reflected on your CN crew's workorder so there is no need to provide additional on site documentation such as switch lists.
Resequence	The order of cars on the track (standing order) is also important so that CN's crew can verify regulatory blocking requirements, as well as verify that they have all the correct cars based on your list which appears on their switch list. Simply what Resequence Railcars does is allow you to move cars from one position to another on a track so that you are representing the correct standing order of cars.
Additional Info	If you would like to explore this option give us a call or drop us a note and we'll have an expert go over it with you.
Next	**My Rail Service**

28. My Rail Service

Introduction

CN provides rail service at facilities according to a schedule, which is available using the ***My Rail Service*** tool.

Input

Input is simply selection of the location that you would like see the service for, and it will be displayed on the page. Your last location is remembered and its service is displayed when you open the tool.

The service represents the long term plan for service, not the specifics of how today's train will be run.

Key Information

The key information displayed on the service grid is:

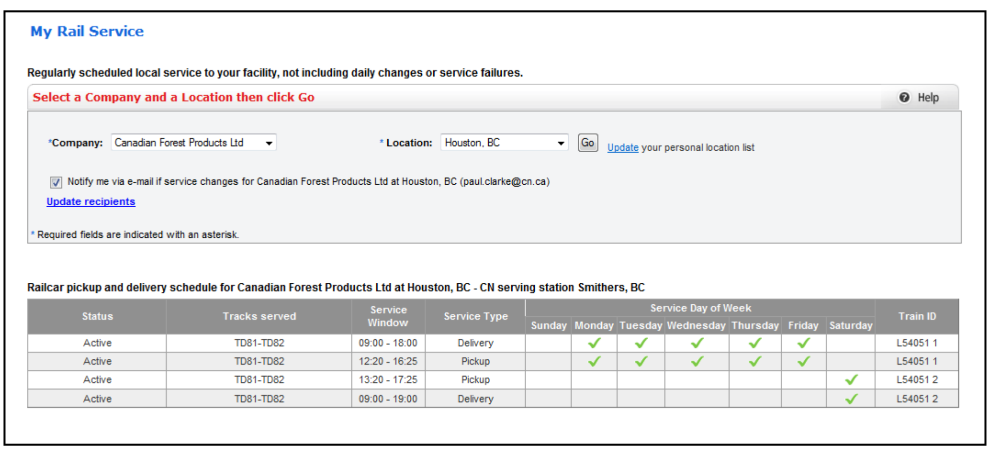
- Service Status – both future and expired service will be shown
- The tracks in your facility that the line applies to
- Whether the service will Pick up or Deliver (or Both)
- Days of week when the service takes place
- Service Window when the service could be performed
- The Train ID serving the facility

Subscribe

You can subscribe to receive an email any time the service changes so that you are always aware. Up to 10 recipients can be added to the email notification.

Screen Shot

This is what the page looks like:



My Rail Service

Regularly scheduled local service to your facility, not including daily changes or service failures.

Select a Company and a Location then click Go — Help

*Company: Canadian Forest Products Ltd — * Location: Houston, BC — Go — Update your personal location list

Notify me via e-mail if service changes for Canadian Forest Products Ltd at Houston, BC (paul.clarke@cn.ca)

Update recipients

* Required fields are indicated with an asterisk.

Railcar pickup and delivery schedule for Canadian Forest Products Ltd at Houston, BC - CN serving station Smithers, BC

Status	Tracks served	Service Window	Service Type	Service Day of Week							Train ID
				Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Active	TD81-TD82	09:00 - 18:00	Delivery		✓	✓	✓	✓	✓		L54051 1
Active	TD81-TD82	12:20 - 16:25	Pickup		✓	✓	✓	✓	✓		L54051 1
Active	TD81-TD82	13:20 - 17:25	Pickup							✓	L54051 2
Active	TD81-TD82	09:00 - 19:00	Delivery							✓	L54051 2

Next **Asset Use**

29. Asset Use

Introduction

Each move includes one day for loading and two days for unloading in the freight rate. If this time is exceeded and extended Asset Use charge will apply for each day or partial day exceeded.

The Asset Use tool provides capability to

- Manage the cars that are still accruing charges so that you can have them released,
- To review your charges to date for the week
- To review the completed charges for the previous week before the weekly invoice is generated

Asset Use Rules

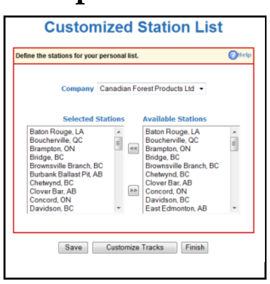
The Asset Use rules are contained in CN tariff CN9000.

Input

Asset Use requires a number of inputs to find the appropriate records to display:

1. The location
2. Whether you want "On the Clock", "Off the clock", or a specific equipment
3. Whether it is loading, unloading, or other asset use type
4. The format for display: Summary, Detail, or Preview
5. Delivery by browser, pdf, or spreadsheet

Update Locations



If your location is not shown you can update the locations available using the update link beside the location picklist. This will open a window where you can select locations from all available locations for your company, and adding them to your personal list.

Once done, click the Save button, then the Finish button to return to the input page.

Equipment Status

You can select from three options to select equipment:

1. "On the Clock". These are cars that are still accumulating Asset Use debits. By reviewing them daily, you can potentially influence their release and hence reduce your Asset Use expense.

2. "Off the Clock". These cars have already completed their loading or unloading cycle, and the Asset Use credits and debits will not change.
   You can select a date range to narrow your results. Best practice is to review the previous week's charges on Monday or Tuesday, and notify CN of any discrepancies using the Feedback function within the tool.

3. A specific piece of equipment – the most current record is displayed.

Asset Use Type

There are a number of Asset Use types such as loading, unloading, and hold on CN track. The picklist displays which types have records in the database.

You can only select one type at a time.

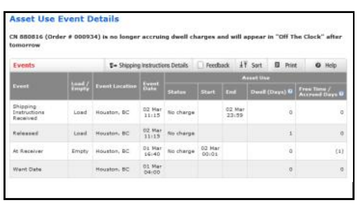
Note: you may have a track or commodity selection to make as well.

Report Format

There are three formats:

- Summary, shows only the totals of cars, the number of credit days, and the number of days used (dwell days).
- Detail, shows each railcar and its Asset Use status
- Preview, which shows all Asset Use events the way you will see them on your Asset Use invoice.

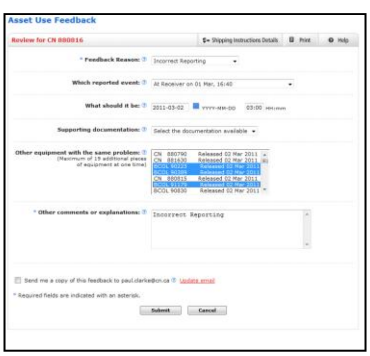
Event Detail

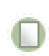


Any time an equipment is displayed, you can click on it and get the Equipment Detail, which shows all the events that affect Asset Use: Placement (or Notification), Order-in, and release.

It also shows the Asset Use Credits and Debits.

Feedback



Feedback is available any time equipment is displayed by clicking on the  icon.

Feedback allows you to tell CN that there is a problem with the reporting, or extenuating circumstances that should be considered in the assessment of charges.

You can review feedback at any time by clicking on the icon again, and when CN responds, you can see the response by clicking on the icon.

	Feedback requires you to • Explain the reason for the feedback • Identify what the reporting should be • Identify the railcar(s) affected • Any supporting documentation • Detailed explanation of the problem
Schedule Report	Reports can be scheduled using the My Reports functionality so that you can keep on top of your Asset Use charges.
Best Practice	Best Practice is to set up the following process: • Daily review your On the Clock Asset Use summary or detail (you can have it sent by email if that is more convenient). • Provide feedback on anything that you see is amiss. • Weekly on Monday or Tuesday, review your Off the Clock records for the previous week, which can also be scheduled by email. Report any discrepancies using the Feedback functionality. • Weekly review your new Asset Use invoice in eBill
Next	**eBill**

30. eBill

Introduction

The eBill tool allows you to retrieve invoices, register a dispute against them, and schedule them for payment.

Invoice accounts are set up at the customer level, but can be divided into sub-accounts that can capture traffic through very flexible rules.

Email Notification

eBill can send a daily email with the invoices that have been created the previous day. This serves as a reminder to login to eBill to view your invoices. The email provides a summary of charges to help with reconciliation.

If you are not receiving the email and would like to you can send a request to ebusiness@cn.ca.

Account Status

The Account Status page shows how well your account is in terms of payment. In addition to the graph of aging invoices, a table of aging is shown with links to view those invoices in each category.

You can also select which accounts you want to work with either by Sub-Account or

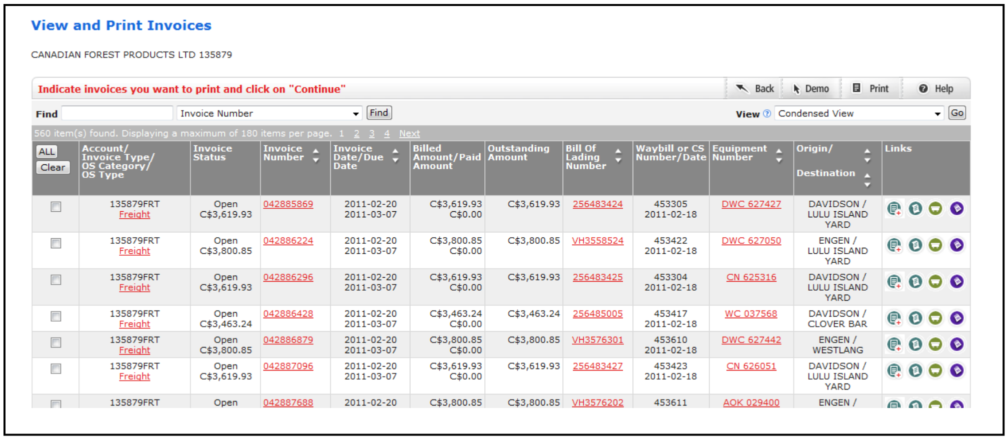
Invoice & Payment

The Invoice and Payment tab brings you to your actual invoices where you can perform a number of important functions. Selection of which invoices to display is done using filters so that you can restrict the display to the invoices you want to deal with right now.

The functions available are:

- View invoices in a PDF format, which are print ready if you need to print, or can be saved on your internal computer.
- Schedule a payment by selecting invoices to pay and the proceeding to the payment stage.
- Dispute an invoice and provide reasons for the dispute.
- Download invoices so that you can review them in Excel.
- Review supporting documentation for optional services invoices, called Backup Details, to see how the charge was generated.

Screen Shot The Invoice list looks like this:



View and Print Invoices

CANADIAN FOREST PRODUCTS LTD 135879

Indicate invoices you want to print and click on "Continue"

Back | Demo | Print | Help

Find | Invoice Number | Find | View | Condensed View | Go

560 item(s) found. Displaying a maximum of 180 items per page. 1 2 3 4 Next

ALL / Clear	Account/ Invoice Type/ OS Category/ OS Type	Invoice Status	Invoice Number	Invoice Date/Due Date	Billed Amount/Paid Amount	Outstanding Amount	Bill Of Lading Number	Waybill or CS Number/Date	Equipment Number	Origin/ Destination	Links
	135879FRT Freight	Open C$3,619.93	042885869	2011-02-20 2011-03-07	C$3,619.93 C$0.00	C$3,619.93	256483424	453305 2011-02-18	DWC 627427	DAVIDSON / LULU ISLAND YARD	
	135879FRT Freight	Open C$3,800.85	042886224	2011-02-20 2011-03-07	C$3,800.85 C$0.00	C$3,800.85	VH3558524	453422 2011-02-18	DWC 627050	ENGEN / LULU ISLAND YARD	
	135879FRT Freight	Open C$3,619.93	042886296	2011-02-20 2011-03-07	C$3,619.93 C$0.00	C$3,619.93	256483425	453304 2011-02-18	CN 625316	DAVIDSON / LULU ISLAND YARD	
	135879FRT Freight	Open C$3,463.24	042886428	2011-02-20 2011-03-07	C$3,463.24 C$0.00	C$3,463.24	256485005	453417 2011-02-18	WC 037568	DAVIDSON / CLOVER BAR	
	135879FRT Freight	Open C$3,800.85	042886879	2011-02-20 2011-03-07	C$3,800.85 C$0.00	C$3,800.85	VH3576301	453610 2011-02-18	DWC 627442	ENGEN / WESTLANG	
	135879FRT Freight	Open C$3,619.93	042887096	2011-02-20 2011-03-07	C$3,619.93 C$0.00	C$3,619.93	256483427	453423 2011-02-18	CN 626051	DAVIDSON / LULU ISLAND YARD	
	135879FRT	Open	042887688	2011-02-20	C$3,800.85	C$3,800.85	VH3576202	453611	AOK 029400	ENGEN /	

Customized View You can customize the columns appearing in your view and save the format for future use.

Searching You can search for an invoice using the Find option on most pages by invoice number, equipment number, or shipper supplied Bill of Lading number.

Two-level Approval The eBill tool supports a two-level approval process where one person approves the invoice, and another schedules the payment.

Download/Upload eBill supports both download of invoices and uploading of payment details in a spreadsheet formatted according a number of different formats.

Disputes A dispute can be entered while viewing invoices, or separately. The response to the dispute can also be viewed/tracked on line.

Electronic Payment CN offers a number of electronic payment options from direct debit of your account to wire transfer. Credit Card payment is also possible for customers without CN approved credit.

Direct Electronoic Data Interchage (EDI)/ACH/CTX payment is possible through your bank.

Link Icons There are several icons within eBill for special functions (others are contained in the individual tools and General Features section):

	•  Add a Note to the invoice to refer to later (does not go to CN). •  View Invoice History •  View Supporting (Backup) documentation •  This invoice has already been viewed
User Access/Activity	eBill keeps track of every transaction that is performed on an account, and who did it. You can see this in the Administration Tab with two features: • View User Access allows you to see who is authorized to view and work with which sub accounts. Access can be granted to: View, Dispute, Approve, Authorize, or Approve and Authorize. It also indicates whether a person receives an email notification. • View User Activity lists each access, and the activity they performed.
Super User	eBill also has the ability to move security setup from CN to a "Super User" at your company. This person will be responsible for updating all accesses and assigning who can see or work with each sub account.
Next	**Freight Claims, General Features**

31. Damaged Freight Claims

Introduction	The Claims tool allows you to report that your freight has been damaged while enroute. Overall responsibility for Freight Claims is the Payer of Freight on the original shipment.
Damage Notification	This function is normally performed by the receiver of the shipment to indicate that freight was received in damaged condition.
Intent to Claim	This function is used to indicate that your internal investigation has concluded that it was carrier caused damage, but you do not have all documentation together yet to file the claim. This step is normally bypassed in favour of simply submitting a claim.
Submit a Claim	This is a three step process where you: 1. Find and select the shipment that you are claiming against 2. Submit information about the claim, supporting documentation, files, photographs 3. CN provides a Claim Number which is your reference for follow up.
Track a Claim	The status of your claim can be viewed on line in the Claims Activity tab.
Next	**General Features**

32. General Features of the CN eBusiness Tools

Introduction

This page outlines a number of features that are available across much of the CN website, where appropriate.

Remember Me

Each time you log in or perform activities on CN's eBusiness site your preferences are being captured so when you return your selections from the previous time will be displayed.

- Tool Tabs, each tool opens in a tab, and unless you close it will reopen next time (a maximum of five tools can be open at one time)
- Startup Preference, in the Tab click the  icon and that tool will open when you log in. Click it again to stop opening the tool
- Selections, such as your location, filters, patterns, etc. are retained.

Back Swoosh

The Back Swoosh icon takes you back to the input. It will look like either of these:

- 

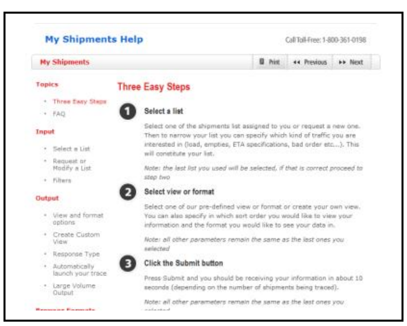
- 

Print

Most pages contain a Print icon, or you can invoke printing using your browser's print icon, or ctrl-p keys. The print icon will look like either of these:

- 
- 

Help



The tools have extensive help features including help on processes, Details of codes, Frequently Asked Questions, and Job Aids. Help is always at the top right of pages, but may also exist as a context sensitive help either beside fields, or main input areas. Any of the following will provide access to help:

- 

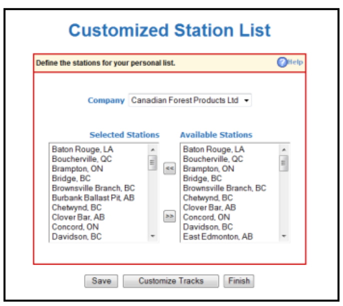
- Help
- (beside fields, hold your mouse over it for a second to see the assistance with what input is required) May also be clickable to open the Help pages.
- (beside fields, hold your mouse over it for a second to see the assistance with what input is required) May also be clickable to open the Help pages.

Help always opens in a new window so your work is still accessible behind. You can use the Hot Key alt-tab or your mouse to switch between windows.

Email a Friend

This function, shown by the icon, allows you to send the current ouput page as a pdf attachment by email to colleagues (or friends). Up to 10 email Ids can be entered.

Update Locations



If your location is not shown you can update the locations available using the update link beside the location picklist. This will open a window where you can select locations from all available locations for your company, and adding them to your personal list.

Once done, click the Save button, then the Finish button to return to the input page.

You can also Customize Tracks if you only work with some tracks at a location, by pressing the Customize Tracks button.

Link Icons

On many records you will find links to open a new window with additional information specific to that record. Only one additional window is opened and all additional link information is refreshed in that window.

- display the shipment's location on the CN Network Map, which includes all stations on all railroads in North America
- show the Trip Plan – the expected movement plan to destination.

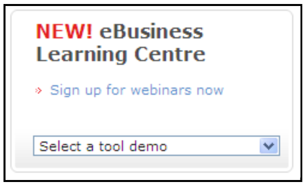
-  Shows the Shipment Weights
-  the Equipment Specifications – loading and capacity limits
-  a copy of the Shipping Instructions as displayed by Shipping Instructions Details.

Next **eBusiness Support**

33. Getting Help

Introduction	Sometimes you just need some help, and the eBusiness Customer Support team is ready and able.
Call Us	**1-800-361-0198** We are open from 06:00 – 18:30 Eastern Time on weekdays. If we're not there, leave us a voice message as we monitor the voicemail at other times. While call volumes do ebb and flow we generally get to you within a minute.
Drop us a Note	eBusiness@cn.ca Our ***email*** support is as good as our phone support with quick and accurate responses to your problems. Our electronic team is wired to their email and you can generally expect a response within a few hours during our working hours.
Chat us up	Our ***Chat*** feature is available at the top of the eBusiness page and allows quick questions to be answered without waiting on the phone or for an email response.
Don't call us	...we'll call you if you use our ***Call Back*** feature at the top of the eBusiness pages. If you have a question, but are getting into something else urgent right now, access the Call Back function and tell us when it would be convenient to call and we will.
Next	**Start using the tools more effectively – the Learning Centre**

34. Learning Centre

Introduction 	Whether you're a new customer, or want to hone your skills in a certain tool, you can access our learning centre. Learning Centre courses are an hour or less, scheduled several times, and don't require you to leave your desk as they are delivered live using Webinars.
Overview Webinar	This is a global overview of the eBusiness tool suite. It will cover most of what is in this document, but will add the interactive live demos of the tools so you can see how they really work. It's also an opportunity to ask general questions about capabilities. You can always call us with more questions too.
Advanced Webinars	Each month we will feature one or two tools for a more advanced course on best practices with the tool. These sessions will get into a lot more specifics about the tool, the rules, and the processes, as well as identify best practices.
Missed a Webinar?	No Problem, the Learning Centre link on the eBusiness Homepage contains the old presentations in the sign up area.
Demos	Each tool also has a demo movie to walk you through the key features and operation of the tool.
Next	**Start using the tools!**

35. eBusiness Automation

Introduction	This section describes the various computer-to-computer capabilities that exist for customers and CN to exchange data instantly and reliably between computers – "untouched by human hands."
Why Automate?	Automation is very powerful to ensure that data is exchanged reliably, and without any additional manual effort on the part of the sender or the receiver. Automation processes generally perform routine tasks, with only exception situations identified by the system, and presented to a person for handling.
Definitions	This area is quite technical in nature, uses many acronyms, and generally involves a technical setup and sometimes programming by each company. Following are some useful definitions: • Trading Partner: The "other" company who will send or receive data • Message: The actual document that will be exchanged
Data Formats	There are three basic forms of automation: • Electronic Data Interchange (EDI) is a heavily used strategy where the data formats are governed by an external "standards" body such as the American Standards Committee (ASC – formerly ANSI), and by industry guidelines. Normally a transaction received by one party will be the same as required by another party in the same industry. • Text formats. This is a "flat" text record where the spacing is consistent between records. The most common rail format is Car Location Messages (CLM), which communicate shipment location information. • Extensible Markup Language (XML) where the data is structured around a specified "schema" which allows understanding by the receiving computer.
Data Exchange	There are four technical ways of exchanging the data – that is making the connection between the two computers:

- Direct Link where there is a dedicated circuit between computers. This is not used for customer communication due to the cost of having a direct circuit to each Trading Partner.
- Value Added Network (VAN) where a third party receives the data, and forwards it to the "Trading Partner" who should receive it. Each party has only one connection – to the VAN.
- File Transfer Protocol (FTP) where the data is passed over the Internet as an encrypted file to the FTP server of the receiving company. Each party has only one connection – to the Internet. (While un-encrypted transfer is available, CN supports only encryption to protect data integrity.)
- WebServices where data is exchanged across the internet by logging into a "Service" which then receives or delivers data. This capability is only available with an XML data format.

CN Capabilities

CN supports the following types of message exchanges:

Message	Format(s)	VAN	FTP	WebServices
Bill of Lading	EDI	✓	✓	
Load Tender	EDI	✓	✓	
Release Railcar	XML			✓
Shipment Tracking	CLM (Text)	✓	✓	✓
Freight Invoice	EDI	✓	✓	
Invoice Payment	EDI,	✓	✓	

See http://www.cn.ca/en/customer-service-edi.htm for more information on the formats supported and the data requirements.

Contact

eBusiness@cn.ca or 1-800-361-0198

Next **Call us for more details**