# CN eBusiness Tools

## Summary of Capabilities for Intermodal 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.

Prepared by: CN eBusiness

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# 1. Introduction

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|---|---|
| **Introduction** | eBusiness is a set of tools that allow our customers to directly perform actions in their CN business relationship.<br><br>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.<br><br>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.<br><br>There are three basic customer groups that interact with CN, and some special functions for each of them:<br><br>1.  **Merchandise Carload** – shipping in railcars, single or small lot shipments, from a few origins to many destinations<br><br>2.  **Intermodal** – shipping in containers. This group itself has three sub-groups:<br><br>    a.  Overseas – importing or exporting through ports containers that are handled on an ocean going vessel<br><br>    b.  Retail – CN performs the pickup and delivery to the customer's warehouse or distribution centre<br><br>    c.  Wholesale – where the customer delivers or picks up the container at a CN terminal<br><br>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](mailto:ebusiness@cn.ca). |
| Next | eBusiness Access; eBusiness Homepage; EDI Capabilities; Getting Support |

## 2. eBusiness Access

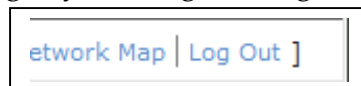| | |
|---|---|
| **What is Covered** | In this page we will cover basic access to our web (internet based) tools at [www.cn.ca](www.cn.ca). Information about EDI or WebServices is contained in the Automated Exchange section. |
| **Access** | Most eBusiness tools are customized to a specific customer, 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](www.cn.ca/register). This need only be done once. |
| **Logging In** | From the CN HomePage ([www.cn.ca](www.cn.ca)) find the login section: |
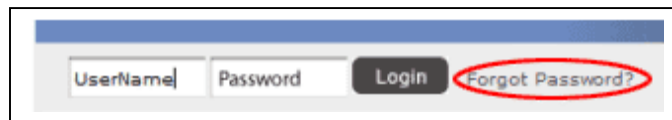


Enter your User Name, and Password (password is case sensitive) and press Enter or the Login button.

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

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| **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: |



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| **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** |
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# 3. eBusiness HomePage

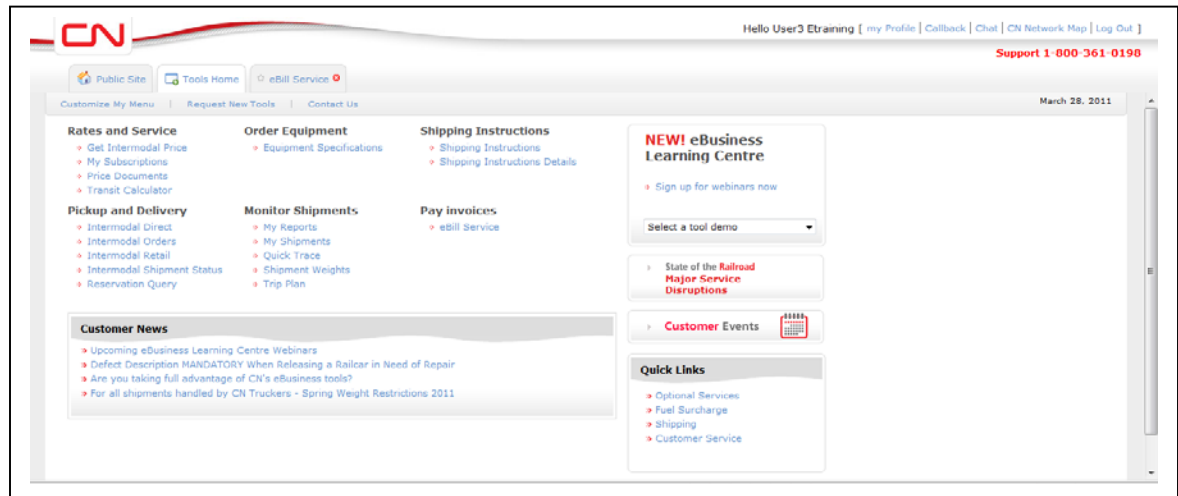| | |
|---|---|
| **Introduction** | The eBusiness HomePage is the launch pad to your tools, as well as learning information and customer news. Tools are divided into six key sections. |

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| **Screen Shot** | Following is the look of the HomePage: |



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| **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

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| **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.

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

# 4. Intermodal Overview

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| Introduction | "Intermodal shipments" refers to shipments which transport a container or road trailer on a rail flatcar to a destination terminal. There are three main types of movement contracts: |

- Door-to-Door
- Terminal-to-Terminal
- Import/Export

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| Door-to-Door | This contract includes the following components: |

1. Pickup at the shipper's facility by truck. It normally includes supply of empty equipment for loading as well.

2. Movement to the Origin rail Terminal

3. Movement by Rail to the destination rail Terminal

4. Delivery by truck to the receiver's facility.

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| Terminal-to-Terminal | Also known as "ramp-to-ramp" includes the following components: |

1. Origin Delivery of the shipment at a CN origin terminal, delivered by a trucker not arranged by CN.

2. Movement of the shipment to the destination terminal

3. Destination Pickup of the shipment from the destination terminal.

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| Import/Export | This contract refers to shipments which either original or terminate at a port, where it will be transferred to an ocean vessel. The components are: |

1. Receipt of the shipment from the Port Operator

2. Movement of the shipment to the destination terminal

3. Destination Pickup of the shipment from the destination terminal.

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| Other Combinations | Customers are able to arrange pickup or delivery as add-ons to the terminal-to-terminal or Import/Export moves. |
| Next | eBusiness Section Overview |

## 5. Rates and Service Section

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| **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 Intermodal Price** | This tool allows you to obtain a price for a shipment that will move in containers. It will provide **currently published private price**, a **public price**, or a **price quote**, where no existing price is found. |
| **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**[PC1] | 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** |

# 6. Order Equipment Section

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| **Introduction** | This section provides a set of tools around ordering CN supplied empty containers. |
| **Intermodal Orders** | This tool is used by Retail and Wholesale customers.  This tool allows you to: |

- Order empty containers up to 3 weeks in advance

- Input driver notes/instructions

- Duplicate orders for faster input

- Monitor the status of your orders online or via email notifications

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| **Equipment Specs** | This tool provides the dimensions, weights, and cubic capacity of all rail or intermodal equipment CN supplies. |
| **Next** | **Shipping Instructions Section;** |

# 7. 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**

# 8. Pickup and Delivery Section

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| **Introduction** | This section provides tools for either origin or destination facilities to do releases, book delivery appointments, request reservations and gate appointment and retrieve Proof of Deliveries (POD's) |
| **Gate Appointment Request** | This tool allows you to create a Gate Appointment(s) for CN's Brampton(Toronto) and Montreal terminals.  This tool is primarily used by truckers (also known as "carters" or "dray" that need to enter the terminal to drop off or pickup an ocean carrier's container. |
| **Gate Appointment Inquiry** | This tool allows you to search on a previously created Gate Appointment(s) using  various search criteria, such as:Booking Numbers, Equipment IDs, Reservation Numbers, Terminal. |
| **Reservation Request** | This tool allows you to create a train reservation, which specifies a departure terminal, departure date, and destination terminal.  Primarily used for terminal-to-terminal or import or export traffic.. |
| **Reservation Inquiry** | This tool allows you to search for a previously created train reservation using various search criteria such as: Customer 633, Reservation Number, Booking Number. |
| | This tool is primarily used for terminal-to-terminal shipments. |
| **Intermodal Direct** | Use Intermodal Direct to perform unit inquiries, create, monitor, and modify export bookings, perform steamship releases, vessel forecast,  and print Canada Customs manifests and waybills. There are also a number of reports designed to allow you to easily monitor your equipment plus a special report for viewing EDI acknowledgments |

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| **Ocean Container Management** | This tools allows steamship customers to perform empty diversions online without any manual intervention |
| **Intermodal Retail** | Allows Retail customers to release containers (empty or loaded) from their facility and book delivery appointments online.  Other features of this tool include: |

- Visibility of equipment at location, inbound and outbound

- Shipment history going back 4 months

- Obtain Proof of Deliveries (POD's)

- Reject bad ordered equipment

## 9. Monitor Shipments Section

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| **Introduction** | This section provides tools to monitor the progress of shipments.<br><br>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:<br><br>• Equipment ID – railcar or intermodal<br><br>• Reference number, e.g. order#, PO, or Bill of Lading number<br><br>• Vehicle Identification Number (VIN).<br><br>• Intermodal Pick-up Number (also requires container initials and number) |
| **Intermodal Shipment Status** | Provides customers with specific information to manage intermodal shipments. Using this tool, you will be able to view the following information:<br><br>• Shipment status<br><br>• Breakdown of any missing or outstanding documentation required<br><br>• Customs status<br><br>• Steamship status<br><br>• First storage date<br><br>• Storage amount due - if any |
| **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.<br><br>Filters include cars that are late, or need repair.<br><br>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.\

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| **My Reports** | Is a list of all the scheduled shipment reports that are active, and allows you to adjust or cancel them.<br><br>*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 Tools** |

# 10. Pay Invoices Section

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| **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).

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| **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.

## 11. Get Intermodal Price Tool

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| **Introduction** | This tool will provide a price for any shipment that originates at a CN served origin |
| **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:

- Service type and Equipment Ownership

- Origin City and Province or State. *Note: Only CN origins are allowed*

- Destination City, Province/State, and Carrier if not CN.

- Load status if shipping overseas.

The following is optional to narrow your results:

- Equipment Type

*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:

- Effective/Expiry Date

- Transit Time for CN portion of trip

- The price for shipping your product, excluding taxes

- Price breakdown and conditions

**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** | **Price Documents** |
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## 12. Price Documents Tool

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| **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 Intermodal  Price is:

| Function | Price Document | Get Intermodal 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

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| **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** | **Transit Calculator** |
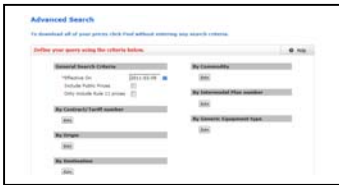
## 13. Transit Calculator Tool

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| **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 cut-off, 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.

Intermodal Matrix

An on-line matrix of times between terminals is available on the public site at: www.cn.ca/TransitMatrix[PC2]

**Next**  **Intermodal Orders**

# 14. Intermodal Orders Tool

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| **Introduction** | This tool allows you to request CN empty containers for loading. |
| | It applies to all origins served by CN |

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| **Intermodal Orders** | Orders can be placed up to three weeks in advance.   Same day orders are not allowed. |
| | To place an order simply click on the Add Order button from the order list screen and follow the steps in the order wizard. |
| | Mandatory fields are |
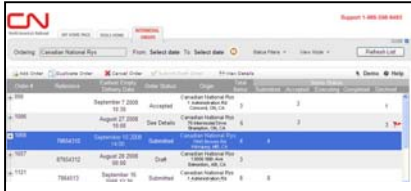


- Service type[PC3] -

- order contact,

-  Shipper Information (origin),

- Receiver Information (destination)

- equipment Type and Owner,

- Number of Units required (quantit

- , empty delivery appointment,

- requested date at destination.

Optional fields are reference numbers, driver notes, swampers (unloading assistance), weight and piece count.

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| **Order Cut-off** | Orders for the next day must be entered by 17:00 local time for Canada and 14:00 local time (Monday to Friday) for the US. |

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| **Order Confirmation** | All orders are assessed and filled based on our available equipment supply, in some cases, with consultation, we may substitute equipment. |
| | Confirmations are normally done about 24 hours in advance of the required loading date. |
| | Customers can subscribe to an email when the order status is determined so they are aware of the changes made by CN or can view the status online. |

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| **Order Changes** | You can modify orders that are in submitted status.  Once the order has been accepted, you will not be able to make any changes. |

## 15. Equipment Specifications

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| **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:



| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CNRU 289585 | Foreign | U587 ⑦ | KH7 ⑦ | 14,000 lbs | 65,000 lbs | 53' 0" | 8' 6" | 9' 6" | 52' 2" | 8' 1" | 8' 7" | 3,620 cu.ft | W ⑦ | | 8' 2" | 8' 11" |
| **Grand Total: 1** Shipments | | | | | | | | | | | | | | | | |

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|---|---|
| Ocean Containers | Typically Ocean Container Equipment Specifications are not available. |
| **Next** | **Shipping Instructions,** |

## 16. Shipping Instructions

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|---|---|
| **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. |
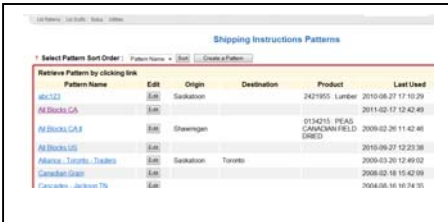
**Patterns**



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.

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| **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** |

# 17. Shipping Instructions Details

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

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| **Input** | You can display up to 35 documents based on input of:<br><br>• Equipment ID<br>• Vehicle Identification Number (VIN)<br>• Shipper's Supplied Reference, such as Bill of Lading number |



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| **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. |

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| **Recall/Repeat Last** | These two functions allow you to:<br><br>• 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.<br>• Immediately Repeat the last query, which will take you to the list of available shipments. There is no opportunity to edit the list. |

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| **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:<br><br>• Billing Information (overview)<br>• Product and Weight<br>• Origin and Destination<br>• Party Information<br>• Route<br>• Shipment References<br>• As required, Customs, Dangerous/Hazardous, Seals, Other information. |



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|---|---|
| **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 | My Shipments |
|------|--------------|

## 18. My Shipments

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|---|---|
| **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 Equipment Order)* |
| 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.)

**My Shipments - 9998: Permanent Cars For Testing**

Sort by: ETA Date/Time ▼   Then by: Select Sort ▼   ○ No Totals   **Sort**
                                                    ◉ With Totals
Order: ○ A-Z ◉ Z-A   Order: ◉ A-Z ○ Z-A   ○ Totals Only

ETA changed in the last 24 hours, Both Loads and Empties, Delivery Date View     🔧 Back   🖨 Print   ❓ Help

| Equipment | Status | Location | Destination | ETA | Delivery Date | Delivery Difference | Carrier | Links |
|---|---|---|---|---|---|---|---|---|
| CN 626035 | Load Released Chetwynd, BC 28 Feb 12:43 PT | CH619 | Paducah, KY | Delivered To Paducah, KY on 10 Mar 20:55 | Delivered To Paducah, KY on 11 Mar 08:55 | 12:00 hrs Earlier | CN | 🔴🟠🟡🟢🔵 |
| **Total of 1** for ETA Date/Time = 10 Mar 20:55 | | | | | | | | |
| CN 626055 | Load Arrived Saulteaux, AB 28 Feb 23:45 MT | L50551 28 | Edwardsburg, MI | At Receiver Edwardsburg, MI on 09 Mar 13:36 | At Receiver Edwardsburg, MI on 08 Mar 01:36 | 36:00 hrs Later ⓘ | CN | 🔴🟠🟡🟢🔵 |
| **Total of 1** for ETA Date/Time = 09 Mar 13:36 | | | | | | | | |
| CN 626011 | Load Arrived Massena, NY 28 Feb 17:32 ET | | Winchester, VA | At Destination Winchester, VA on 07 Mar 09:30 | | Not Available ⓘ | CSXT | 🔴🟠🟡🟢🔵 |
| **Total of 1** for ETA Date/Time = 07 Mar 09:30 | | | | | | | | |

Detailed information about each report format can be found

in the Help by clicking the [ ❷ 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 | **Intermodal Shipment Status, General Features** |
|------|--------------------------------------------------|

## 19. Intermodal Shipment Status

| | |
|---|---|
| **Introduction** | Intermodal Shipment Status was designed to provide customers with specific information to manage intermodal shipments. |

**Input Process** Input the equipment ids of the units, select your response type and click submit.

*Note: Ocean equipment must be entered without the "Check digit" – six numbers only.*

| | |
|---|---|
| **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 have entered the equipment ids and pressed the Submit button, you will be presented with your shipments information in the output format of your choice selected in the response type. |

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.

| | |
|---|---|
| **Next** | **Quick Trace, General Features** |

## 20. Quick Trace

| | |
|---|---|
| **Introduction** | Quick Trace is designed to quickly 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. If you are no longer interested in a tracking a railcar or container, you must manually remove it from your list. *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, 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** | 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. |

| No Appointment | Until an appointment is made for a shipment where CN is performing the delivery to the receiver, the trip plan will show until the arrival at the destination terminal or "Appointment Required". |
|---|---|
| **Next** | **Intermodal Direct, Intermodal Retail – to make a delivery appointment** |

## 23. Intermodal Direct Tool

**Introduction**    Intermodal Direct was designed specifically to meet the needs of Wholesale and Import/Export traffic.

**Input**    There are various inputs for Intermodal Direct which is dependant upon the menu item selected.

**Functionality**    The following features are available for **Steamship Customers :**

- *Unit Inquiry* – provides the lasts shipment information on specific equipment

- *Manifest Print* - allows you to print a Customs white paper manifest for units moving on CN bond 6103

- *Waybill Print* - allows you to print CN waybill information for your equipment

- *Export Booking* – allows you to communicate export booking information to CN and to monitor containers picked up under each booking

- *Vessel Forecast* - allows you to indicate when a vessel will arrive and depart the port as well as determine when the cut-off time to get a container on a ship will be

- *Steamship Release* - will allow you to release an import loaded container once all your charges have been addressed

- *Customer Hold* - As a steamship customer, this feature allows you to place equipment in customer hold status to protect demurrage charges.


The following functionality is available for **Domestic Customers:**

- *Unit Inquiry* - provides the lasts shipment information on specific equipment

- *Manifest Print* - allows you to print a Customs white paper manifest for units moving on CN bond 6103

- *Waybill Print* - allows you to print CN waybill information for your equipment

**Reports**        The following reports are available in Intermodal Direct,
depending on customer type your list may vary:

- Pickup Number

- Loaded Inventory at Destination

- Expected Units

- Outbound Loads

- Empty Inventory

- Daily Activity

- Trip Record

- EDI Booking Acknowledgment

- EDI Customs Release Acknowledgement

- Outbound Empties

**Next**                **Ocean Container Management**

## 24. Ocean Container Management

| | |
|---|---|
| **Introduction** | This tool provides visibility and allows customers to divert empty containers online. |
| **Domestic Diversion** | Once you launch the tool, you will be brought to a list of your active bookings. |
| **Diversions** | From the *Domestic Diversion Availability* page, click the "Diversion Request" button. Select the *New Final Empty Destination* from the picklist where you can enter the quantity to be diverted and click "Submit". |



| | |
|---|---|
| **History** | History allows you to view diversions that were originally requested online going back 60 days. |
| **Next** | **My Reports, General Features** |
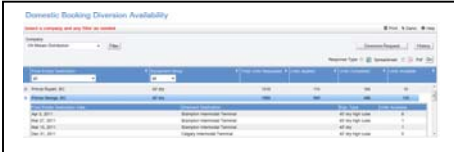
## 25. My Reports

| | |
|---|---|
| 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. |



| | |
|---|---|
| **Next** | **Intermodal Retail** |

## 26. Intermodal Retail Tool

**Introduction**

The Intermodal Retail tool was designed to help manage Door-to-Door shipments.

With this tool, you have visibility of equipment at their location, inbound, outbound and shipment history going back 4 months.

You will be able to perform both empty and loaded releases, reject bad ordered units if required, book delivery appointments and retrieve POD's

**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 equipment at that location.

The equipment listed will be all the ones currently located in your facilityTo 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.

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

**Defective Container**

If a unit is placed at your location  for loading but the unit is not in good enough condition to load.

Simply release it as an empty and advise what the issue is with the unit.

**Update Locations**
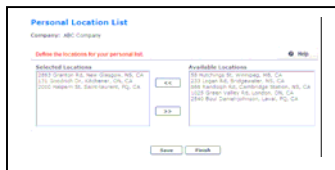


If your location is not displayed you can update the locations available using the update link beside the location picklist. This will open a window where you can select locations from all available locations for your company, and adding them to your personal list.

Once you have selected all your locations, click the Save button, then the Finish button to return to the input page.

**Email**

Email confirmations are available for releases and appointments by selecting the email checkbox indicator.

**Next**          **Gate Appointment Inquiry**

## 27. Gate Appointment Inquiry

**Introduction**

This tool allows you to perform gate appointment inquiries. Gate Appointments can be Active, Cancelled or Closed.
Note: This is primarily used for Impor/Export traffic and are only required for Brampton (Toronto) and Montreal terminals.

**Input**



Input one of the following to view your gate appointment information:

- Booking Number
- Equipment ID
- RV Numbers

You can also retrieve a list of appointments by selecting a terminal and date.

**Results**



The results screen will display the following information:

- Terminal
- Date and Time of appointment
- Status
- Activity
- RV Number
- Booking Number
- Equipment Number
- Length of equipment

## 28. Gate Appointment Request

| | |
|---|---|
| **Introduction** | This tool allows customers to create gate appointments for Brampton (Toronto) and Montreal. This was designed to minimize the congestion at the terminal. |

**Input**



To request a gate appointment, the following pieces of information must be provided:

- Terminal

- Date and Time

- Booking Number or Reservation Number (for deliveries)

- Equipment ID, Reservation Number or Booking Number (for pickups)

| **Next** | **Reservation Inquiry and Reservation Request** |
|---|---|

## 29. Reservation Request

| | |
|---|---|
| **Introduction** | The Reservation Request tool allows you to create reservations online. |
| | A reservation is a specific date allocation of space on a train from one specific origin to a destination. |

| | |
|---|---|
| **Input** | The following pieces of information are mandatory when requesting a reservation |



- Quantity
- Origin
- Destination
- Equipment Type
- Equipment Length

| | |
|---|---|
| **Confirmation** | Once the system has booked a reservation, a confirmation page will be displayed. From this page, you will be able to export the reservation numbers. |

| | |
|---|---|
| **Next** | **Reservation Inquiry** |

# 30. Reservation Inquiry

| | |
|---|---|
| **Introduction** | This tool allows customers view reservations that have been made for their shipments. |

| | |
|---|---|
| **Input** | You can enter an Equipment Id, Booking Number or a Reservation Number to search for a particular reservation or perform a search by parameter |



| | |
|---|---|
| **Inquiry Response** | Based on the criteria entered to perform the inquiry, one or more rows will be returned.  You will have visibility of the following information: |



- Reservation Number

- Equipment Id

- Origin Terminal

- Destination Terminal

- Wait List (if applicable)

- Status

| | |
|---|---|
| **Next** | **Reservation Request, eBill** |

## 31. 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: |



| **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 Electronic Data Interchange (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:<br><br>• 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.<br><br>• 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** |

## 32. 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** |

## 33. 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: |

- ↖ Back

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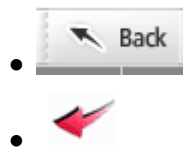
| | |
|---|---|
| Print | Most pages contain a Print icon, or you can invoke printing using your browser's print icon, or ctrl-p keys. The print icon will look like either of these: |

- 🖨

- 🗐 Print

| | |
|---|---|
| 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: |
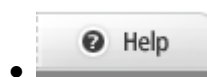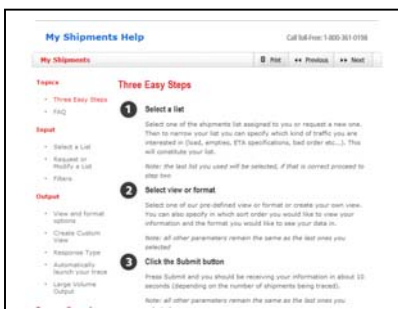
- ❓ Help

- 

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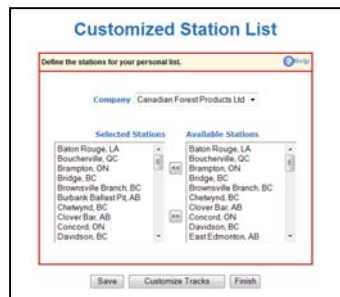
Help always opens in a new window so your work is still accessible behind. You can use the Hot Key alt-tab or your mouse to switch between windows.

---

**Email a Friend**



This function, shown by the  icon, allows you to send the current output 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.

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**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.

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-  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 |
|------|-------------------|

## 34. 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**<br><br>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**](mailto: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** |

## 35. Learning Centre
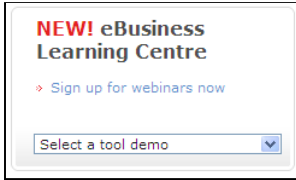
| | |
|---|---|
| **Introduction** | Whether you're a new customer, or want to hone your skills in a certain tool, you can access our learning centre. Learning Centre courses are an hour or less, scheduled several times, and don't require you to leave your desk as they are delivered live using Webinars. |
| **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!** |

## 36. 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 Mark-up 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**