



CARLOAD CUSTOMER SERVICE ESCALATION PROCESS

(Merchandise & Bulk Customer Service Representatives for Rail service related issues)

CN's Customer Service Representatives are your connection to Operations. We provide reliable shipment information or assistance in moving goods. We have three (3) regional centers to service our customer needs.

- The CN West team services all customers West of Thunder Bay, ON.
- The CN East team services customers in Ontario, Quebec and the Maritimes.
- The CN South team services all of our U.S. based customers.

Whether you are shipping goods originating on CN or destined to a CN location, our Customer Service Representatives are here to serve you. Please use the following process:

STEP 1

- Email one of CN's Customer Service Representatives (CSR) for all non-urgent items.
CNWEST@CN.CA, CNEAST@CN.CA, CNSOUTH@CN.CA or CNGRAIN@CN.CA for Grain only customers
- **If urgent** – please email our CSRs (*indicate URGENT in the Subject of the email*) and immediately follow-up with a phone as call. **Phone: 1-866-9CN-RAIL (1-866-926-7245)**
- NOTE: We do not encourage you to copy your Account Managers or Assistant Managers on every email. It creates confusion and duplication of work for all parties.

STEP 2

- Contact one of your Customer Service Assistant Managers (*email or phone*) should a situation become urgent and our CSR is unable to provide appropriate assistance. We have Customer Service Assistant Managers available 7 days per week

STEP 3

- Contact your Manager of Customer Service (email or phone) when a situation is urgent and our Assistant Manager Customer Service is unable to aid. Managers are available Monday to Friday (on call on weekends).

STEP 4

- Contact your Senior Manager (*email or phone*) when the situation is urgent and Steps 1, 2 & 3 have not produced results. Our Senior Customer Service Managers are available Monday to Friday.



CONTACTS FOR CARLOAD CUSTOMER SERVICE

Merchandise & Bulk Customer Service
1-866-9CN-RAIL (1-866-926-7245)
Grain customers
1-877-208-5019

Western Region	Eastern Region	Southern Region
Customer Service Representative – Edmonton, AB Email: CNWEST@CN.CA Phone: 1-866-926-7245 Assistant Managers: (<i>Christian Nielsen, Craig Fleming and Gary Natt</i>) 1-780-643-7853 Email: SERVICE_WEST_SUPV_LIST@CN.CA Manager: Andrew Wiltshire Phone: 587-334-0152 Email: ANDREW.WILTSHIRE@CN.CA Merchandise Supply Chain Sr. Manager West: Jason Ho Phone: 780-710-5022 Email: JASON.HO@CN.CA	Customer Service Representative – Montreal, QC Email: CNEAST@CN.CA Phone: 1-866-926-7245 Assistant Managers: (<i>Francesca Vasile and Steven Montour</i>) Phone: 1-514-734-3843 Email: SERVICE_EAST_SUPV_LIST@CN.CA Manager: Lisa Amadouny Phone: 514-702-8262 Email: LISA.AMADOUNY@CN.CA Merchandise Supply Chain Sr. Manager East: Jason Ho Phone: 780-710-5022 Email: JASON.HO@CN.CA	Customer Service Representative – Stevens Point, WI Email: CNSOUTH@CN.CA Phone: 1-866-926-7245 Assistant Managers: (<i>Brian Austin, Libbie Womochil and Bob Geary</i>) Phone: 1-715-345-2474 Email: SERVICE_SOUTH_SUPV_LIST@CN.CA Manager: Jennifer Kobishop Phone: 715-345-2478 Email: JENNIFER.KOBISHOP@CN.CA Merchandise Supply Chain Sr. Manager South: Katie Roop Phone: 312-882-2038 Email: KATIE.ROOP@CN.CA
Senior Director Customer Service & Supply Chain: Josh Ellis Phone: 780-499-6897 Email: josh.ellis@cn.ca		

CONTACTS FOR OPTIONAL SERVICES

Optional Services	East	West	South	Gulf
Team	OSCANADA@CN.CA	OSCANADA@CN.CA	OSPOINT@CN.CA	OSGULF@CN.CA
Kris Persaud – Optional Services Manager Phone: 647-526-2384 kristopher.persaud@cn.ca				
For escalations, please contact: Merchandise Supply Chain Sr. Manager Jason Ho Phone: 780-710-5022 Email: jason.ho@cn.ca				



CONTACTS FOR CNOne, EDI SUPPORT AND CUSTOMS

CNOne

For **carload** assistance on how to use the CNOne tools, such as shipping instructions, ordering/releasing: call the Velocity team at 1-800-361-0198

For **intermodal/container** assistance on how to use the CNOne tools, such as shipping instructions, order management: email serviceclientIM@cn.ca

For assistance with access issues, missing tools, new accounts and password resets: email ebusiness@cn.ca

CN
Manager: Kristine Meleskie
Email: kristine.meleskie@cn.ca Phone: 587-545-9729

Customs

EDISUPT – Winnipeg, MB
Email: CUSTOMSTRAINS@CN.CA
1-800-267-9779 Option -2

CN
Manager: Patrik Temesvari
Email: patrik.temesvari@cn.ca Phone: 204-470-7928
Email: OMC-ESC@CN.CA

EDI Support/Holds

EDISUPT – Winnipeg, MB
Email: EDISUPT@CN.CA
1-800-267-9779 Option -1

CN
Manager: Patrik Temesvari
Email: patrik.temesvari@cn.ca Phone: 204-470-7928
Email: OMC-ESC@CN.CA



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1-866-9CN-RAIL (1-866-926-7245)
Grain customers
1-877-208-5019

OTHER CONTACTS

EDI Support/ Waybill Centre/Holds/	Phone : 1-800-267-9779 Option 1 Email : edisupt@cn.ca
Customs Rail Manifests/Transborder Shipments	Phone : 1-800-267-9779 Option 2 Email : customstrains@cn.ca
CN Brokerage	Phone : 1-866-890-1931 Email : customs_brokerage@cn.ca
Customer Service Mexico	Phone : 001-800-514-1999

EMERGENCY NUMBERS – 24 HOURS KEY CONTACTS

At CN, safety is a core value. It underpins every activity we undertake. Our goal is to keep our employees, our customer, customer goods and the countless communities we travel through safe. Every railcar moved, every brake applied, every container loaded can have an impact. Unless explicitly permitted by CN, no work should take place within 8m/25 feet of CN owned track except in the presence of CN Representative. We ask all our employees to play their role as a safety leader. We ask the same of our valued customers.

Please report to your Customer Service Center at 1-866-926-7245

- Derailment of any railcar, on any track within your facility.
- Leak of dangerous commodity at your facility that could prevent your ability to receive rail service.
- Damage to any switch, derail, sign, rail/track structure at your facility.
- Damage to any railcar, including ladders, doors, couplers.:
- Changes to any structures, ramps, loading docks, ground conditions, temporary piles, parked vehicles, etc. within the track clearance envelope for industrial track:
 - Height 6.72 M (22ft) above the rail
 - Top of rail to 1.22 m above rail requires side clearance of 1.83m / 6 ft
 - Over 1.22 M above the rail requires side clearance of 2.44m / 8 ft

Please report to CN Police at 1-800-465-9239

- Trespassers, vandalism, damage to CN property.
- Railroad crossing concerns, violations or accidents.
- Derailment of any railcar within CN’s network.
- Equipment or materials within 8m/25ft from the nearest rail.
- Derails left unlocked or in non-derailing position which may affect CN’s main line

Learn more:
www.cn.ca/safety
www.cn.ca/winter