Intermodal (Container) Customer Experience Escalation Process

CN's Intermodal Customer Experience Teams are your connection to Operations for reliable shipment information or assistance in moving goods. Please note that throughout the day it is not unusual for our response times to approach 90 minutes as we are monitoring multiple communication channels. We ask that you do not copy your Account Managers or multiple Customer Experience teams on your inquiry. We do appreciate your business and will address your inquiry as quickly as possible.

For a quicker response you can retrieve the following information on our website.

Ordering of empty equipment: https://ecprod.cn.ca/cis/#/tools/order-management

Submitting Shipping Instructions: https://ecprod.cn.ca/cis/#/tools/shipping-instructions

Track and trace: https://ecprod.cn.ca/cis/#/tools/track

Delivery appointment booking: https://ecprod.cn.ca/cis/#/tools/intermodal-retail

POD: https://ecprod.cn.ca/cis/#/tools/si-details

Releasing containers empty: https://ecprod.cn.ca/cis/#/tools/intermodal-retail

Optional Service disputes: https://ecprod.cn.ca/cis/#/tools/ebill-service

- ***CN reserves the right "through tariff 9100 item 12000" to assess a charge for manual transactions that can otherwise be achieved by using our on-line tools.***

Tariff 9100:
http://ecprod.cn.ca/velocity/eDistribution/english/public/PriceDocuments?URL=PriceDocuments&ACTION=DisplayDocumentOtherVersions&DOCUMENT_REFERENCE_NUMBER=CN+T+9100+(En)

ESCALATION PROCESS

Please adhere to the process listed below:

STEP 1 • Email your CN Customer Experience Team for all non-urgent items.

STEP 2 • Should a situation become urgent, and our Customer Experience Team is unable to provide appropriate assistance, include **"ESCALATION"** in the subject line in the next email. Your email will be directed to one of your Customer Experience Assistant Managers.

STEP 3 • If steps 1-2 have not produced results, contact your Account Manager.

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Delivery Appointments	https://ecprod.cn.ca/cis/#/tools/intermodal-retail or Email: cnroc-appointments@cn.ca
Releases	https://ecprod.cn.ca/cis/#/tools/intermodal-retail or Email: cnroc-releases@cn.ca
POD	**Email: cnroc-pod@cn.ca chargeable service under tariff 9100**
Terminal & Storage Charges	Email: OS-IM-Billing@cn.ca
Optional Services Disputes	**Submit disputes using eBill service on www.cn.ca**
Intermodal tool training for www.cn.ca	Email: serviceclientIM@cn.ca
Note: All drivers need to contact their dispatch	
CN website www.cn.ca is available 24/7 to monitor the most recent status of your shipments moving on our lines Customer Experience hours they are listed below under each business units (EST)	
International Customer Experience inquires for any Import & Export **Monday-Friday 0700-1800** **Email inquires only**	
General Inquiries Import & Export Traffic Email: **CN-INTLOG@CN.CA** **Please see escalation document for process** **Manager:** Gonzalo DeRomana Email: gonzalo.deromana@cn.ca	
International Customer Experience inquires for any Import & Export Empty **Monday-Friday 0700-1800** **Email inquires only**	
Empty Equipment Email: **CN-MTLOG@CN.CA** **Please see escalation document for process** **Manager**: Melanie Minshull Email: **melanie.minshull@cn.ca**	
Cargo Cool – Temperature Controlled Domestic **Monday-Friday 0700-1800** **Saturday & Sunday 0700-1600** **Email inquires only**	
Domestic Reefer Fleet and Customer Dedicated Support **Email: CargoCool-Domestic@cn.ca** **Please see escalation document for process** **Assistant Manager:** Kristina Seip Email: kristina.seip@cn.ca	

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Cargo Cool – Temperature Controlled Domestic **Monday-Friday 0700-1800** **Saturday & Sunday 0700-1600** **Email inquiries only**
General Inquiries for CN Powerpack Services **Email: Cargocool-Intl@cn.ca** **International Reefer Traffic** **Please see escalation document for process** **Assistant Manager: Anil Joshi** **Email: anil.joshi@cn.ca** **Assistant Manager: Ciara Trimble** **Email: ciara.trimble@cn.ca**
Automotive Customer Experience inquiries for container & carload **Monday-Friday 0700-1800** **Email inquires only**
General Inquiries Email: AutoServiceTeam@cn.ca **Please see escalation document for process** **Manager:** Jeff Bedell Email: jeff.bedell@cn.ca
Domestic D2D and R2R **Monday-Friday 0700-2000** **Saturday & Sunday 0900-1600** **Phone: 866-896-6601**
General Inquiries Email: CXDomesticIM@cn.ca **EMP** Email: emp@cn.ca **Please see escalation document for process** **Manager:** Gareth Virgo Email: gareth.virgo@cn.ca

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