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BEFORE THE
SURFACE TRANSPORTATION BOARD

Docket No. EP 759

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DEMURRAGE BILLING REQUIREMENTS

OPENING COMMENTS OF CANADIAN PACIFIC

Jeffrey J. Ellis
Cassandra P. Quach
Canadian Pacific
7550 Ogden Dale Road S.E.
Calgary, AB T2C 4X9
Canada
Jeff_Ellis@cpr.ca
Cassandra_Quach@cpr.ca

David F. Rifkind
Stinson LLP
1775 Pennsylvania Ave. N.W.
Suite 800
Washington, D.C. 20006
(202) 785-9100
David.Rifkind@stinson.com

Charles Webster
Canadian Pacific
11306 Franklin Ave
Franklin Park, IL 60131
Charles_Webster@cpr.ca

Counsel for Canadian Pacific

Dated: November 6, 2019

BEFORE THE
SURFACE TRANSPORTATION BOARD

Docket No. EP 759

DEMURRAGE BILLING REQUIREMENTS

OPENING COMMENTS OF CANADIAN PACIFIC

Canadian Pacific¹ (“CP”) submits these Opening Comments pursuant to the Board’s Notice of Proposed Rulemaking (“NPRM”) served on October 7, 2019 in the above-captioned proceeding. The NPRM proposes rules to prescribe the data that carriers must provide with demurrage invoices and rules that would limit the ability of delivering railroads to hold intermediaries responsible for demurrage.

As to the first proposed rule, CP opposes this regulatory action as unnecessary regulation contrary to the U.S. Government’s Rail Transportation Policy (RTP). CP agrees in principle that shippers and receivers should be provided with the information necessary to review invoices and expedite dispute resolution. However, CP, as well as other railroads, already provide or make readily available a plethora of data that meet these objectives. Detailed data is accessible to the customer on a real time basis and in downloadable form. Providing better tools for its customers to manage their pipelines effectively, avoid demurrage disputes, and facilitate fair and expeditious resolution of such disputes when they arise, are elements of how CP competes with other railroads

¹ Canadian Pacific is a trade name under which Canadian Pacific Railway Company and its United States subsidiaries Soo Line Railroad Company, Dakota, Minnesota & Eastern Railroad Corporation, and Delaware and Hudson Railway Company, Inc. operate.

and other transportation modes. Railroads that are not providing these services and are not innovating face market pressures to do so. The Board should not interfere with the proper functioning of the market by dictating exactly what information railroads must provide to customers and, particularly, in what form it is provided. Such interference imposes unnecessary regulatory burdens and could have negative unintended consequences. However, in the event that the Board promulgates regulations prescribing the data that must be provided with demurrage invoices, carriers should be able to comply with the rule by making the data available through a web-based customer portal such as CP's Customer Station.

CP also opposes, as impracticable and unsound policy, the Board's proposed rule to restrict railroads' ability to hold warehousemen responsible for demurrage. The proposed rule would require a delivering carrier to directly bill a shipper for demurrage incurred at a warehouseman's facility where the warehouseman and shipper have agreed to direct billing and would prohibit the carrier from billing the warehouseman. The proposed rule, however, ignores the fact that the delivering carrier often does not have a relationship with the shipper to whom the demurrage bill is to be sent. This is particularly true of CP, as a majority of CP's traffic either originates or terminates offline. The lack of a relationship between the shipper and delivering rail carrier can make it difficult for the delivering carrier to hold the shipper responsible for demurrage. By contrast, the warehouseman does have a relationship with the shipper and is best positioned to establish the necessary terms with its shipper to recoup any demurrage deemed attributable to the shipper's actions. Likewise, typically the warehouseman is best positioned to avoid or mitigate demurrage or to influence its shipper's behavior, but the proposed rule reduces if not eliminates the warehouseman's incentive to do so. Consequently, the proposed rule is at odds with both purposes of demurrage: efficient asset use and compensation to the railroad for the use of its assets.

In the event that the Board proceeds to finalize the rule, however, CP believes that, at a minimum, it must include additional requirements that ensure that the railroad can hold shippers accountable.

I. REGULATION REQUIRING RAILROADS TO PROVIDE PRESCRIBED DEMURRAGE RELATED DATA IS UNNECESSARY.

As Pam Arpin, CP's Assistant Vice President, Customer and Corporate Services, testified before the Board on May 23, 2019 at the *Oversight Hearing on Demurrage and Accessorial Rules* (Ex Parte No. 754), CP already maintains a robust process that provides shippers and receivers access to real-time information through its Customer Station portal. CP has invested substantial time and expense in Customer Station. As Danny Melo, CP's Managing Director – Network Services, further explains in the attached Verified Statement, Customer Station is a web-based portal that customers can log into at their convenience to check car status, car history, and waybill data, and manage their inbound pipeline including ordering in cars. In addition, in an effort to address concerns in real-time, users can use CP's 'Log-An-Issue' to communicate concerns including those that impact demurrage and accessorial events, such as a missed switch.

CP believes that concerns regarding car inventory, transit, car status, and similar issues are handled most effectively through this medium. Accordingly, CP continues to invest in technology that provides its customers with real time, mobile-access tools for managing their pipeline and inventory. CP's commitment to this technology is reinforced by feedback that CP receives from its Customer Advisory Council and customer surveys.

At the May hearing, Ms. Arpin also explained CP's pre-invoice demurrage procedures. As part of the process, CP responds to customer questions, provides incremental data, and works collaboratively with customers to both ensure accurate invoicing and to mitigate demurrage charges going forward. These innovations are part of how CP competes in the transportation

marketplace. We do them not because the STB has told us we must provide such information but because providing such information is good business.

At the May hearing, other carriers testified that they too make data available to their customers through online tools for managing demurrage. *See e.g.*, Ex Parte No. 759, at 6. To the extent that some carriers do not provide sufficient detail or do not do so in a readily accessible form, the Board should defer to competitive market pressures to provide the incentive for those railroads to innovate and to catch up with their peers.

Moreover, in CP's experience, not all payers of demurrage are interested in all the data fields identified by the Board in the NPRM. As shown in Danny Melo's verified statement, CP makes a considerable amount of data readily accessible online. A shipper/receiver can easily download these data either in real-time or during its demurrage reconciliation process. A requirement that rail carriers affirmatively provide such data with demurrage invoices and prescribing the data that must be provided would impose an unnecessary regulatory burden on CP. Such a burden would contravene the RTP including Congress's directive "to minimize the need for Federal regulatory control over the rail transportation system." 49 U.S.C. § 10101(2).

Additionally, such prescriptive regulation may have unintended consequences including stifling innovation.² If the Board prescribes what data must be presented and how, it likely will discourage railroads from exploring new and better ways of meeting their customers' demurrage-related data needs. It may also divert resources away from innovation. Thus, while prescriptive

² *See, e.g.*, Marc Scribner, Toward Performance-Based Transportation Safety Regulation, Competitive Enterprise Institute (March 29, 2017), <https://cei.org/content/toward-performance-based-transportation-safety-regulation>; Earl Blumenauer, Beyond the Backlash: Using Performance-Based Regulations to Produce Results Through Innovation, 26 J. Envtl. L. & Litig. 351 (2011).

regulations often are intended to establish a regulatory floor for compliance, they may in fact end up also establishing a ceiling.

At the very least, the Board should allow carriers to satisfy any such demurrage-related data requirements by making the data available through a web-based portal such as Customer Station.

II. THE PROPOSED RULE RESTRICTING RAILROADS' ABILITY TO HOLD WAREHOUSEMEN ACCOUNTABLE IS IMPRACTICABLE AND UNSOUND POLICY.

The Board's proposed rule would require a delivering carrier to directly bill a shipper for demurrage incurred at a warehouseman's facility when the warehouseman and shipper have agreed to direct billing and would prohibit the carrier from billing the warehouseman. NPRM at 11. This approach raises two significant concerns. First, it likely absolves the party that is best positioned to avoid or mitigate demurrage, the warehouseman, from any potential liability for demurrage. Second, because delivering carriers often do not have a relationship with the shipper, it makes it much more difficult for the railroad to enforce its demurrage rules. This weakening of accountability as to both the warehousemen and shippers undermines the effectiveness of railroad demurrage rules.

A. The Proposed Rule Undermines the Effectiveness of Demurrage by Allowing Warehousemen to Avoid the Consequences of Their Actions.

Demurrage rules work best when applied to the supply chain participant who is best positioned to solve the problem either because the participant's actions are causing the problem or the participant is best placed to influence behavior of others in the supply chain causing or contributing to the problem. At warehousemen's facilities, it is typically the warehousemen whose actions most directly affect demurrage. It is the warehousemen, for example, that decide when to order a particular shipper's car from CP's serving yard and when to release cars from its facility.

Likewise, it is the warehousemen who have the most complete picture as to the inbound pipeline and its own capacity. Where the warehousemen is not directly responsible, it is the warehousemen who are typically best positioned to influence shipper actions that contribute to demurrage at the warehousemen's facility. For example, warehousemen are often in the best position to communicate with their customers in order to manage their pipeline. But if, as proposed by the STB, warehousemen are not forced to bear the consequences of their actions, they will have little or no incentive to take actions to avoid or minimize demurrage. This would undermine the statutory and key purpose of demurrage, which is to encourage efficient use of cars.

B. The Proposed Rule Undermines the Effectiveness of Demurrage by Making it More Difficult for the Railroad to Enforce Its Demurrage Rules.

According to the NPRM, the proposed rules are intended to "promote timely resolution of related disputes." In the Rail Transportation Policy, Congress directed the STB "to provide for the expeditious handling and resolution of [disputes]." 49 U.S.C. § 10101(15). The Board's proposed rules, however, would make demurrage disputes more complex and difficult to resolve.

Forcing a railroad to bill shippers only (where shippers and warehouseman have agreed to such an arrangement) would put the railroad in the middle of what frequently is a dispute between the shipper and the warehouseman or receiver and would greatly complicate the dispute resolution process. In CP's experience, disputes involving warehousemen often turn on information that is only within the warehouseman's possession. It is the warehouseman who determines which shipper's cars are ordered in and released and in which order that occurs. Shippers would have access to their pipeline information but generally would not have access to the pipeline information of other shippers going into same destination facility nor to the daily orders submitted by the warehouseman. Further, at times warehousemen are served by more than one rail carrier. Only the warehouseman may have access to relevant information regarding cars on foreign roads that may

affect the incurring of demurrage. Such information may be relevant to a fair and appropriate allocation of demurrage charges and to resolution of any dispute that may arise between the railroad and shipper. The STB should not place the railroad in the middle of a dispute that is properly between the shipper and the warehouseman. Nor should the railroad be left without a remedy if the shipper with whom the railroad does not have a relationship refuses to pay demurrage that was incurred due to the actions of the warehouseman.

Additionally, demurrage dispute resolution involving warehousemen can raise issues of confidentiality of shipper data that can further complicate dispute resolution. Such information may be subject to 49 U.S.C. § 11904, which requires a shipper's consent before it can be disclosed. Thus, the consent of each of a warehouseman's shippers may be necessary to resolve the dispute. If, for example, the delivering railroad is strictly providing delivery switch services, it may not even know the identity of the shippers or have any relationship with them.

In fact, much of CP's traffic either originates or terminates on CP but not both. This means that where CP is the delivering carrier, it may not have a relationship with the shipper, either contractual or otherwise. The shipper will not have established credit with CP. Indeed, CP may know very little about the shipper.

If such a shipper fails to pay demurrage owed, CP's options for collecting on the debt may be limited. There may not be jurisdiction to pursue legal action in a court convenient to CP, forcing CP to pursue actions where the shipper is amenable to suit. In some instances that might mean suing in another country altogether. But even if there is a judicial forum in which CP could bring a collection action, it is unclear whether CP would have a cognizable legal claim against a shipper with whom it is not in privity of contract. Consequently, CP may not be able to enforce its

demurrage rules effectively against such shippers. Without recourse against warehousemen or against the shippers, the demurrage rules become ineffective at achieving their purposes.

The warehousemen or receivers, on the other hand, have a commercial relationship with their shippers. Thus, warehousemen can establish the necessary terms with their shippers to recoup any demurrage allocated to their shippers' actions.

C. At a Minimum The Board Should Include Additional Requirements that Help Ensure Accountability.

If the Board moves forward with its proposed rules limiting the delivering railroad's ability to hold warehousemen accountable for demurrage incurred at their facilities, CP urges the Board to include rules that ensure that the railroad is able to hold the shipper accountable. Specifically, the Board should include the following additional conditions as prerequisites to any restriction on a railroad carrier's ability to look to the warehouseman for payment of demurrage charges:

- The shipper must establish credit with the railroad and maintain such credit in good standing;
- The shipper must expressly agree that it is liable to the railroad for demurrage on its assets even if such demurrage is due to actions taken by the warehouseman or actions of its other shippers;
- The warehouseman must obtain the consent of all its shippers for the delivering railroad to disclose all shipment data associated with that receiving location necessary to allow the shipper to audit the carrier's invoicing. Alternatively, the shipper must agree not to dispute demurrage charges if such information necessary to resolve the disputed charge is withheld; and
- There must be a clear path for formal resolution should the shipper refuse to pay due to delay or bunching that is not caused by the delivering rail carrier.

These additional requirements are critical to preserving at least some measure of accountability in the supply chain.

CONCLUSION

For the reasons discussed above, CP opposes the proposed changes to the STB's demurrage rules with respect to billing requirements. Instead of regulatory action, the Board should defer to market forces. If the Board moves forward with the proposed rules, however, it should clarify that a railroad can satisfy the data requirements by making the data available to the customer via a web-based customer portal. Likewise, CP opposes proposed changes with respect to warehousemen. The proposed changes would undermine railroads' ability to hold both shippers and receivers accountable for conduct that affects the fluidity of the rail network. As such, the proposed rules would undermine the railroads' ability to encourage efficient behavior and recover compensation for the use of their rail assets. However, if the Board moves forward with the proposed rules, it should issue a revised NPRM that includes additional provisions to ensure that railroads are able to enforce their demurrage rules against shippers that have agreed to be responsible for demurrage incurred at a warehouseman's facility.

Respectfully submitted,

Jeffrey J. Ellis
Cassandra P. Quach
Canadian Pacific
7550 Ogden Dale Road S.E.
Calgary, AB T2C 4X9
Canada
Jeff_Ellis@cpr.ca
Cassandra_Quach@cpr.ca

Charles Webster
Canadian Pacific
11306 Franklin Ave
Franklin Park, IL 60131
Charles_Webster@cpr.ca

/s/ David F. Rifkind
David F. Rifkind
Stinson LLP
1775 Pennsylvania Ave. N.W.
Suite 800
Washington, D.C. 20006
(202) 785-9100
David.Rifkind@stinson.com

Counsel for Canadian Pacific

BEFORE THE
SURFACE TRANSPORTATION BOARD

Docket No. EP 759

DEMURRAGE BILLING REQUIREMENTS

VERIFIED STATEMENT OF DANNY A. MELO

My name is Danny A. Melo. I am employed by Canadian Pacific¹ (“CP”) as CP’s Managing Director – Network Services based at its Network Service Centre in Winnipeg, Manitoba. In my position, I am responsible for CP’s Accounts Receivable, Accounts Payable, Car Accounting, Non-Freight, and Demurrage/Accessorial billing programs. From 2014 to 2017, I was Director – Network Service Centre responsible for CP’s Customer Service team. Since joining CP in 2008, I have been an active stakeholder across both technology and process development as it relates to CP’s Customer Service, Demurrage, Accessorial, and Inventory programs. As a result, I am familiar with both the strategic intent and the current capabilities of various CP technology platforms, including CP’s Customer Station.

¹Canadian Pacific is a trade name under which Canadian Pacific Railway Company and its United States subsidiaries Soo Line Railroad Company, Dakota, Minnesota & Eastern Railroad Corporation, and Delaware and Hudson Railway Company, Inc. operate.

The purpose of my verified statement is to provide the Board with an overview of CP's web-based customer information portal, Customer Station, and an explanation of some of its functionality.

A key part of CP's technology strategy is to provide its customers with data on a real-time basis that is easily accessible to the customer. The goal is to empower CP customers to manage effectively their rail service in order to contribute to more efficient use of assets and network fluidity and generally to improve the overall customer experience. Accordingly, CP has developed a web-based portal named Customer Station which provides the customer with the ability to monitor its inbound pipeline, view waybills, review local service schedules, order railcars from a CP serving yard, release cars for pick up, request supplemental services, and log concerns, among other things.

CP's Customer Station provides users with access to the data elements that the Board identified in the above-referenced docket. CP does not provide all of this information on its paper demurrage invoice. To modify its paper invoices to include such information would require investment and would provide no added value as customers generally prefer to access the same information electronically. CP believes that our investment should continue to focus on real-time, mobile-access tools, rather than developing lengthy invoice documents.

Attached as Exhibit A is a complete list of tools available on Customer Station. Below are sample screenshots from Customer Station and narrative explanations:

Facility & Pipeline Management:

In this example, a facility that unloads railcars (receiver), with an unloading capacity of 20 railcars, is displayed. The ‘**Home**’ page provides a high-level, real-time overview of cars at this receiver’s facility, cars available for delivery within the “Serving Yard”, as well as railcars in the ‘pipeline’ en-route to the facility. The “Bulletins” section displays key messages regarding weather, maintenance, and other events that may have an impact on rail transit and service.

CUSTOMER
STATION

HomeAdministrationFacility ToolsCarload ToolsIntermodal ToolsShipping ResourcesHelp & Demos

Company Facility

Equipment Summary

View	Loads	Empties	Total
My Facility	19	1	20
Inbound Switch	0	0	0
Serving Yard	46	0	46
Pipeline	80	0	80
Storage/Customs	0	0	0
Total	145	1	146

Quick Trace

Equipment ID (s)

STCC Lookup

Saved Reports

Report Name	Company name	Last Run Date	Report Type	Options
Shipment Report			On Demand	Download Schedule

Create New Report

View All Saved Reports

Promotions



Learn more about CP's winter planning.

Bulletins

Carload network bi-weekly update – Week of November 4, 2019 / Nouvelles bimensuelles – Transport de wagons complets – semaine du 4 novembre 2019
Nov 04 2019

Canadian Pacific Dedicated Auction Train Program Results for Canadian and US Grain
Nov 04 2019

Canadian Pacific Grain Auction – Friday November 1, 2019
Oct 30 2019

Do you track Ocean Carrier rail shipments on CP? **Adding new carriers**/Suivez-vous la progression des envois par rail des transporteurs maritimes sur le réseau du CP? ** Ajout de nouveaux transporteurs maritimes**
Oct 28 2019

Intermodal network bi-weekly update – Week of October 28, 2019 / Nouvelles bimensuelles du réseau intermodal – semaine du 28 octobre 2019
Oct 28 2019

Grain Car Request System (GCRS) renamed Request Management System/Le système de commande de wagons céréaliers devient le système de gestion des demandes
Oct 23 2019

Do you track Hapaq-Lloyd rail shipments on CP? **Adding Edmonton and Regina Terminals**/Suivez-vous la

Messages

There are no messages

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By drilling down into the **‘Pipeline’** view, the customer can view traffic approaching the serving area in order to make appropriate pipeline management decisions. This view provides Equipment, Waybill, Commodity, Origin, and ETA information while allowing the user to download the data into a Microsoft Excel spreadsheet for analysis purposes. In this example, the facility has 80 cars in its pipeline with several scheduled to arrive within the next few days.




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Company: Facility:

Welcome, Danny Melo

Pipeline: MILWAUKEE, WI
View Service Days

Select an Action...

Equipment ID	Waybill	L/E	Content	Class Code	Car Type	AAR Car ID	Origin	Train/Track/Carrier	Pos	Description	Last Event	Location	Date/Time	ETA	Demurrage Days* As of Nov 04 2019	Status
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C612	LIMDALE, IN	287-04	3	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C612	LIMDALE, IN	287-04	4	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C612	LIMDALE, IN	287-04	6	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C612	LIMDALE, IN	287-04	7	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	10	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	11	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	12	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	13	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	14	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	15	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	16	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	17	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	18	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	19	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	20	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	21	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	22	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	
		L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO	287-04	23	Depart from Location	DFLC	BENSENVI LLE	Nov 04 2019, 12:45 CST	Nov 05 2019, 18:17 CST	TBD	

0 of 80 selected

Request Details

⚠ Dangerous
✗ Bad Order
✗ Bad Order When Empty
🔍 Other

Demurrage days are subject to change as part of final statement processing.

Clicking the hyperlink selection on the waybill number will bring forward waybill details, which are available for download:





CUSTOMER
STATION

Close

Welcome, null
Canadian Pacific

View Waybill

Canadian Pacific - 7550 Ogden Dale Road S.E. Calgary, AB T2C 4X9

Equipment ID: Waybill Number: Waybill Created On:	Oct 30 2019	Car Type: Outside Std Length(in inches): BOL Date:	COVERED HOPPER CARS 549 Oct 30 2019
Party Information			
Shipper:		Consignee:	
Party to Receive Freight Bill:			
Origin and Destination Information			
Origin:		Destination:	
Routing Information			
Route:	CSXT CHGO CPRS		
Equipment Information			
Weight: Load Limit:	221750 LBS 229900 LB	Wgt Est: Pieces:	N
Commodity/Hazardous Material Information			
STCC: PROPER SHIPPING NAME: Weight/Volume:	3241115 CEMENT HYDRAULIC PORTLAND	Commodity:	HYDRAULIC CMT

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By opening the ‘**Serving Yard**’ view, the user can review cars that are available for local delivery, submit orders, request a supplemental service (such as a Special Switch), among other things. A preliminary count of demurrage days is presented to assist in understanding debits that are accruing. Similar to the Pipeline view, various key data elements such as Origin, Location, Commodity, etc. are available both on-screen and for downloading into Excel.



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Company
Facility

Welcome: Danny Melo

Serving Yard: MILWAUKEE, WI
View Service Days

Select an Action...

	Equipment ID	Waybill	L/E	Content	Class Code	Car Type	AAR Car ID	Origin	Track	Pos	Description	Last Event	Location	Date/Time	Arrival at Serving Yard	Demurrage Days* As of Nov 04 2019	Status
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		10	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		11	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		12	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		13	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		14	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		15	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		16	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		17	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		18	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		19	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		20	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		21	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		22	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 28 2019, 14:47 CDT	6	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		1	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 29 2019, 21:45 CDT	5	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		2	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 29 2019, 21:45 CDT	5	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		3	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 29 2019, 21:45 CDT	5	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		4	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 29 2019, 21:45 CDT	5	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		5	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 29 2019, 21:45 CDT	5	
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		6	Arrived But Not Ordered For Placement	ABNO	MILWAUKEE	Nov 04 2019, 10:01 CST	Oct 29 2019, 21:45 CDT	5	

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[Request Details](#)

* Demurrage days are subject to change as part of final statement processing.
 Dangerous
 Bad Order
 Bad Order When Empty
 Other

The **‘My Facility’** view lists the current status of each railcar at the user’s facility. It allows a customer to release a car thereby stopping demurrage, or if the car was released via another mechanism such as EDI, to confirm that a car is in appropriate release status to stop demurrage. In the example below, one car has been released empty. In addition to stopping demurrage, the release status indicates to CP that the facility has the capacity to receive one car from the Serving Yard.




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[Intermodal Tools](#)
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Company:
Facility:

Welcome, **Danny Melo**

[View Service Days](#)

My Facility:

Filter:

	Equipment ID	Waybill	L/E	Content	Class Code	Car Type	AAR Car ID	Origin	Track	Pos	Description	Last Event	Location	Date/Time	Demurrage Days* As of Nov 04 2019	Status
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		1	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		2	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		3	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		4	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		5	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			E	EMPTY		COVERED HOPPER CARS	C112	MILWAUKEE, WI		6	Released Empty	RMTY	MILWAUKEE	Nov 04 2019, 12:28 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		7	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		8	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		9	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		10	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		11	Placed Actual	PACT	MILWAUKEE	Nov 03 2019, 21:31 CST		1
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		12	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		13	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		14	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		15	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		16	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C612	LIMEDALE, IN		17	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		18	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C112	SELMA, MO		19	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6
			L	HYDRAULIC CMT		COVERED HOPPER CARS	C612	LIMEDALE, IN		20	Placed Actual	PACT	MILWAUKEE	Nov 04 2019, 15:15 CST		6

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[Request Details](#)
* Demurrage days are subject to change as part of final statement processing.
 Dangerous
 Bad Order
 Bad Order When Empty
 Other

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(a) View Service Days – identifies when a facility is scheduled for local service by CP. It also identifies when a customer’s order must be submitted or capacity created in order to have cars delivered from the Serving Yard. Customers can use this information to manage their pipeline and local orders accordingly in order to mitigate demurrage charges. In the example below, the facility is serviced by CP six days per week (No Saturday Service). Orders must be placed by, and CP will assess capacity at, 06:00 Central on Service Days.

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(b) Log An Issue – enables users to log concerns regarding car handling, ETA, reporting, etc. that are viewable by all CP Customer Station users for that facility. While a response is initially facilitated by CP’s Customer Service team, these logs are also reviewed by CP’s Demurrage & Accessorial team to ensure that any applicable adjustments are reflected on its demurrage statements.

The screenshot shows the CP Customer Station interface. At the top, the CP logo is on the left, and a red train icon with the text 'CUSTOMER STATION' is on the right. Below the logo is a navigation bar with links: Home, Administration, Facility Tools, Carload Tools, Intermodal Tools, Shipping Resources, and Help & Demos. A red banner on the right side of the page says 'Welcome, Danny Melo'. The main content area is titled 'Log an Issue'. Below this is a form titled 'Log a New Issue'. The form has a 'Mandatory Fields' section with the following fields: 'Service Team' (a dropdown menu with 'Carload' selected), 'Equipment ID(s)' (a text input field with a blacked-out value), 'Type of Issue' (a dropdown menu with 'Service Not Received' selected), and 'Provide Details' (a large text area). Below these fields is a 'File Upload' section with an 'Add File' button. At the bottom of the form are 'Cancel' and 'Review' buttons. The footer of the page contains contact information for rail emergencies (1 800 716 9132), a link to cpr.ca, and a list of links: Contact Us, Privacy Policy, Terms of Use, Accessibility, and Feedback. On the right side of the footer, it says 'Network Service Centre - 1 888 333 8111' and '© 2019 Canadian Pacific'.

CP

Home Administration Facility Tools Carload Tools Intermodal Tools Shipping Resources Help & Demos

CUSTOMER STATION

Welcome, Danny Melo

Log an Issue

Log a New Issue

* Mandatory Fields

* Service Team: Carload

Equipment ID(s):

* Type of Issue: Service Not Received

* Provide Details:

File Upload: Add File

Cancel Review

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Reporting

CP's Customer Station includes incremental reporting tools that support pipeline and facility management as well as demurrage review and mitigation:

(1) Shipment Reports – allows users to establish a scheduled report that displays status of specific railcars, which enables effective pipeline management from anywhere with cellular or network access.

The screenshot shows the CP Customer Station interface. At the top is the CP logo and a navigation bar with links: Home, Administration, Facility Tools (active), Carload Tools, Intermodal Tools, Shipping Resources, and Help & Demos. Below the navigation bar is a header area with 'Company:' and 'Facility:' dropdowns, and a 'Welcome, Danny Melo' message. The main content area is titled 'Trace Equipment' and contains a form titled 'Enter Trace Parameters'. The form has the following fields and options:

- Report Name:
- * Trace by: ☒ Equipment IDs ☐ Parameters
- * Equipment IDs:
- List of equipment IDs can be separated by commas, spaces, or new lines
- You have scheduled 9 reports, and you can schedule 20 more
- * Schedule Report:
- Email(s):
- * Day(s): ☐ Sunday ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday
- * Time:
- Buttons: View Saved Reports, Save, Trace

At the bottom of the page, there is a footer with the following information:

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- Network Service Centre - 1 888 333 8111
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(2) View Local Event History – this reporting option allows a user to query up to 100 railcars at a time. For each car, the query will return local event dates and times for key demurrage events such as Constructive Placement, Order for Placement, Actual Placement and Release. The user can subsequently drill down on any car to view a detailed car history including industry-reporting events across both CP and foreign lines. Both views may be downloaded in Excel.

Local Event History, Summary View:



CUSTOMER STATION

[Home](#)
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[Shipping Resources](#)
[Help & Demos](#)

Company
Facility

Welcome, Danny Melo

Search Local Event History

*Equipment IDs:

Date: From To

☐ Filter by Facility
☐ Closed Cycles Only

Note: Only 45 days of car history is retained from current date.

Equipment ID	Constructive Placement	Order for Placement	Actual Placement	Released	Departure from Location	Facility
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 03 2019, 07:00 CDT		Oct 07 2019, 10:50 CDT	Oct 08 2019, 04:26 CDT	Oct 08 2019, 09:15 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 03 2019, 07:00 CDT		Oct 07 2019, 10:50 CDT	Oct 08 2019, 08:00 CDT	Oct 08 2019, 09:15 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 03 2019, 07:00 CDT		Oct 07 2019, 10:50 CDT	Oct 08 2019, 06:54 CDT	Oct 08 2019, 09:15 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Sep 23 2019, 17:30 CDT		Sep 25 2019, 15:30 CDT	Sep 26 2019, 04:17 CDT	Sep 26 2019, 13:55 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 03 2019, 13:00 CDT		Oct 07 2019, 10:50 CDT	Oct 08 2019, 06:54 CDT	Oct 08 2019, 09:15 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST	Nov 04 2019, 12:28 CST		MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 14 2019, 06:00 CDT		Oct 17 2019, 22:15 CDT	Oct 18 2019, 05:22 CDT	Oct 18 2019, 12:00 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 14 2019, 06:00 CDT		Oct 17 2019, 22:15 CDT	Oct 18 2019, 03:50 CDT	Oct 18 2019, 03:55 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 14 2019, 06:00 CDT		Oct 17 2019, 22:15 CDT	Oct 18 2019, 03:50 CDT	Oct 18 2019, 03:55 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 14 2019, 06:00 CDT		Oct 17 2019, 22:15 CDT	Oct 18 2019, 03:50 CDT	Oct 18 2019, 03:55 CDT	MILWAUKEE, WI (I14)
	Nov 02 2019, 14:30 CDT		Nov 03 2019, 21:31 CST			MILWAUKEE, WI (I14)
	Oct 12 2019, 15:15 CDT		Oct 16 2019, 17:10 CDT	Oct 17 2019, 19:13 CDT	Oct 17 2019, 21:25 CDT	MILWAUKEE, WI (I14)
	Oct 28 2019, 16:00 CDT		Nov 04 2019, 15:15 CST			MILWAUKEE, WI (I14)
	Oct 03 2019, 07:00 CDT		Oct 03 2019, 11:00 CDT	Oct 05 2019, 07:03 CDT	Oct 05 2019, 08:05 CDT	MILWAUKEE, WI (I14)

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Local Event History Details View:

CUSTOMER
STATION

HomeAdministrationFacility ToolsCarload ToolsIntermodal ToolsShipping ResourcesHelp & Demos

Company: Welcome, Danny Melo

Car History of

Event	Date/Time	Location	Train/Track/Railroad	Facility
PLACED ACTUAL	Nov 03 2019, 21:31 CST	MILWAUKEE, WI		
ARRIVAL AT DESTINATION	Nov 03 2019, 21:30 CST	MILWAUKEE, WI		
DEPARTURE FROM LOCATION	Nov 03 2019, 21:30 CST	MILWAUKEE, WI		
PLACED CONSTRUCTIVE	Nov 02 2019, 14:30 CDT	MILWAUKEE, WI		
ARRIVAL AT DESTINATION	Nov 02 2019, 13:30 CDT	MILWAUKEE, WI		
AVAILABLE FOR PLACEMENT	Nov 02 2019, 13:30 CDT	MILWAUKEE, WI		
DEPART PASSING OUTBOUND	Nov 02 2019, 13:09 CDT	CALEDONIA, WI		
ARRIVAL PASSING INBOUND	Nov 02 2019, 12:48 CDT	STURTEVANT, WI		
DEPARTURE FROM LOCATION	Nov 02 2019, 11:55 CDT	BENSENVILLE, IL		
ARRIVAL INTERMEDIATE LOCATION	Nov 02 2019, 11:45 CDT	BENSENVILLE, IL		
DEPARTURE FROM LOCATION	Nov 02 2019, 08:12 CDT	CHICAGO CLEARING, IL		
INTERCHANGE RECEIPT	Nov 02 2019, 08:07 CDT	CLEARING, IL		
INTERCHANGE DELIVERY	Nov 01 2019, 13:31 CDT	CLEARING, IL		
INTERCHANGE RECEIPT	Nov 01 2019, 03:55 CDT	CLEARING, IL	BNSF	
ARRIVAL INTERMEDIATE LOCATION	Nov 01 2019, 02:34 CDT	CLEARING, IL	BNSF	
DEPART FROM LOCATION	Nov 01 2019, 01:58 CDT	CICERO, IL	BNSF	
DEPART FROM LOCATION	Nov 01 2019, 01:27 CDT	NAPERVILLE, IL	BNSF	
DEPART FROM LOCATION	Nov 01 2019, 01:18 CDT	EOLA, IL	BNSF	
DEPART FROM LOCATION	Nov 01 2019, 00:54 CDT	AURORA, IL	BNSF	
DEPART FROM LOCATION	Nov 01 2019, 00:51 CDT	MONTGOMERY, IL	BNSF	
DEPART FROM LOCATION	Oct 31 2019, 23:38 CDT	SOMONAUK, IL	BNSF	
DEPART FROM LOCATION	Oct 31 2019, 22:27 CDT	MENDOTA, IL	BNSF	
DEPART FROM LOCATION	Oct 31 2019, 21:51 CDT	PRINCETON, IL	BNSF	
DEPART FROM LOCATION	Oct 31 2019, 21:31 CDT	BUDA, IL	BNSF	
DEPART FROM LOCATION	Oct 31 2019, 20:55 CDT	GALVA, IL	BNSF	
DEPART FROM LOCATION	Oct 31 2019, 19:17 CDT	GALESBURG, IL	BNSF	
ARRIVAL INTERMEDIATE LOCATION	Oct 30 2019, 22:04 CDT	GALESBURG, IL	BNSF	
DEPART FROM LOCATION	Oct 30 2019, 16:29 CDT	ABINGDON, IL	BNSF	
DEPART FROM LOCATION	Oct 30 2019, 16:15 CDT	AVON, IL	BNSF	
DEPART FROM LOCATION	Oct 30 2019, 16:12 CDT	PRAIRIE CITY, IL	BNSF	
DEPART FROM LOCATION	Oct 30 2019, 15:55 CDT	BUSHNELL, IL	BNSF	
DEPART FROM LOCATION	Oct 30 2019, 15:28 CDT	COLCHESTER, IL	BNSF	
DEPART FROM LOCATION	Oct 30 2019, 14:36 CDT	AUGUSTA, IL	BNSF	
DEPART FROM LOCATION	Oct 30 2019, 14:21 CDT	GOLDEN, IL	BNSF	

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Demurrage Pro-forma & Invoicing

At the end of each month, CP proactively applies measures to ensure the accuracy of the demurrage statement and subsequently presents the Shipper or Receiver with a pro-forma (a/k/a pre-invoice) statement. The intent of these reviews is to ensure that any concerns regarding inventory and/or service records are addressed in real-time and prior to formal invoicing. A CP Inventory Control Specialist works with the Shipper or Receiver throughout this process to address any questions, incremental data requests including at times data elements beyond those expressed by the STB, or other concerns. Opportunities to mitigate demurrage charges in the future are often highlighted during this process.

Beyond the pro-forma process and real-time data options available, through Customer Station, CP provides additional information-based options as part of the formal invoice process:

Invoice Statement: CP's demurrage invoice statement displays rates, debits, credits, as well as commodity and demurrage event data.

Miscellaneous Charges Invoice

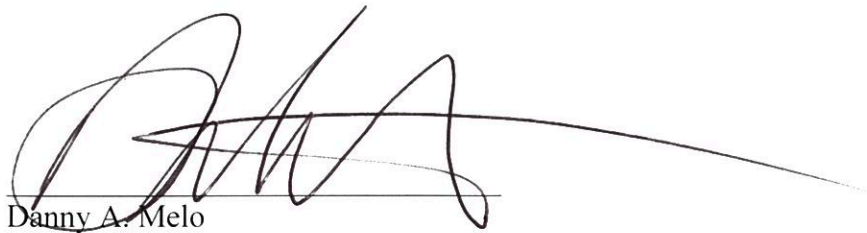
Charge	Description	Quantity	Chargeable	Days	Rate	Curr.	Charge	Exch. Rate	Total	
	Private car for unloading - Tariff 2 Item 13	219 cars	296		70.00	USD	20,720.00		20,720.00 USD	
Remarks: No feedback received during preliminary review process.										
Car Number	Loc	Constructive Placement	Actual Placement	Total Days	Base Cr	Addtn Cr	Dem Days	STCC	STCC Description	Consignee
CBFX308845	04760	2019/07/25			1	0	4	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308854	04760				1	0	-1	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308858	04760	2019/07/11			1	0	-1	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308868	04760	2019/07/18			1	0	0	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308872	04760	2019/07/25			1	0	3	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308873	04760				1	0	-1	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308883	04760	2019/07/25			1	0	3	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308893	04760	2019/07/15			1	0	7	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308901	04760	2019/07/15			1	0	6	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308910	04760	2019/07/15			1	0	6	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308911	04760	2019/07/01			1	0	-1	3241115	CEMENT, HYDRAULIC,	LONE STAR INDUSTRIES INC
CBFX308911	04760	2019/07/22			1	0	3	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308933	04760	2019/07/15			1	0	6	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308944	04760	2019/07/15			1	0	7	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308946	04760	2019/07/25			1	0	4	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA
CBFX308947	04760	2019/07/25			1	0	4	3241115	CEMENT, HYDRAULIC,	BUZZI UNICEM USA

Invoice Item Detail: Within CP Customer Station's invoice portal, known as Manage Invoice, a customer may download the invoiced demurrage statement data into an Excel format. The information includes but is not limited to Equipment IDs, debits, credits, rates, Shipper and Consignee detail.

Invoice Event Detail: In conjunction with the Item Detail, a user may download the Event Detail which provides date and time information for each key demurrage event including Constructive Placement, Order For Placement, Placement, and Release.

VERIFICATION

I, Danny A. Melo, declare under penalty of perjury under the laws of the United States, that I am authorized to make this verification on behalf of Canadian Pacific, and that the information included in the foregoing statement is true and correct to the best of my knowledge and belief.

A handwritten signature in dark ink, appearing to read 'D. Melo', is written over a horizontal line.

Danny A. Melo
Managing Director
Canadian Pacific

Dated: November 6, 2019

EXHIBIT A

Customer Station Tools

CARLOAD AND INTERMODAL TOOLS

TOOL	TARGET CUSTOMERS	DESCRIPTION
Log an Issue	All customers	Submit and obtain resolution to inquiries or concerns.
Manage Invoices	All customers	View, Dispute and Pay Invoices.
Quick Rail Trace	All customers	Get the last updated location and status of your shipment right on the Home page
Request Diversion	All customers	Create a diversion request.
View Customs Manifest	All customers	View manifests for cross border shipments..
View Waybill	All customers	View waybills for your shipments.
Trace Equipment	All customers	Search for equipment location and schedule reports via email.
Shipment Report	All customers	Creates a report of your current rail traffic location

FACILITY TOOLS

TOOL	TARGET CUSTOMERS	DESCRIPTION
Maintain Facility Attributes	Carload/Facility customers	Add and remove special notes about your facility that the CP operations team needs to be aware of such as special access, location of keys, contacts, locked access, etc.
Move Inventory	Carload/Facility customers who can move their own cars	If you have your own locomotive or trackmobile, update the location of the railcars that you moved from one track to another.
Resequence Track	Carload/Facility customers who can move their own cars	If you have your own locomotive or trackmobile, update the position on track in the CP system.
Order In Equipment	Carload/Facility customers	Manage requests for railcar delivery from the serving yard to your facility.
Void Scheduled Equipment Request	Carload/Facility customers	Cancel pending equipment releases that are scheduled for your facility.
Release Equipment	Carload/Facility customers	Release empty railcars from your facility. This tool cannot be used to release loads which must be billed (auto-release).
Request Extra Train/Switch	Carload/Facility customers	Request an additional train service or train service outside your normal service, subject to availability of crews and power. Charges will apply.
Request Supplemental Services	Carload/Facility customers who are unable to move their own railcars	Request intra-plant switches Charges will apply.

CARLOAD TOOLS

TOOL	TARGET CUSTOMERS	DESCRIPTION
Create Carload Shipping Instructions	Carload customers who do not send in shipping instructions via EDI	Process and submit shipping instructions for railcars to CP.
GCRS	Grain Carload customers who ship unit train volumes	(Grain Car Request System) Manage requests for railcar services for bulk commodities such as, grain, coal, crude, ethanol, etc.
Order Empty Cars (DELTA)	Merchandise and non-unit train Carload customers of bulk commodities	Manage your empty forecast requirements for CP-owned equipment.
Request Carload Rate	Carload customers	Request a rate quote from the CP sales team for a railcar shipment
Carload Pricing	Carload customers	Request a rate quote from the CP sales team for a railcar shipment and view all tariffs.
Request Management System	Carload customers	Manage requests for railcar services for bulk commodities such as, grain, coal, crude, ethanol, etc.
Transit Time Report	Carload customers	Create a report to show the shipment transit time.
View Local Event History	Carload customers with CP facilities	Create a report that shows 45 days of railcar history.

INTERMODAL TOOLS

TOOL	TARGET CUSTOMERS	DESCRIPTION
View Marine Booking	Intermodal customers	Validate or view existing marine bookings.
Add Storage Guarantee	Intermodal customers	Apply storage guarantees on containers.
Create Marine Container Booking	Intermodal customers	Allows shipping lines to create marine bookings.
Create Intermodal Shipping Instructions	Intermodal customers	Process and submit load tenders and shipping instructions for containers.
Request Intermodal Rate	Intermodal customers	Request a rate quote from the CP sales team for container shipments.
Track & Trace Intermodal	Intermodal customers	Monitor your container shipments, including validation of pickup numbers.
View Equipment Inventory	Intermodal customers	View your equipment inventory.
View Pickup Number	Intermodal customers	View existing pickup number orders.
Intermodal Track and Trace - New	Intermodal customers	Book delivery appointments.
Manage Equipment	Intermodal customers	Release empty containers.
Offhire Notification	Intermodal customers	View current offhire status
View Marine Booking	Intermodal customers	View limited details by booking number

SHIPPING RESOURCES

TOOL	DESCRIPTION
AAR Embargo and Permit System	Register for RAILINC Single Sign On that enables you to ship cars to or from an embargoed area.
Calculate Rail Miles	Calculate rail mileage between shipping origin and destination.
CP Facility Finder	Learn more about CP shipping solutions.
CP Logistics Solutions	Focus on your business. We'll handle the logistics.
Customer Safety Handbook	Help your employees work more safely
Customs and Border Services	View the CP Border Services Guide for shipping between Canada, U.S. and Mexico.
EDI	View the CP guidelines for Electronic Data Interchange (EDI).
Foreign Exchange and Surcharge	Surcharge and exchange rates
Intermodal Shipping Guide	View schedules, request a quote, and download the CP Intermodal Shipping Guide.
Loading Specifications	Learn about loading guidelines for safe transit, sealing requirements to prevent product adulteration, guidelines for restricted commodities, and procedures to file a claim.
Products and Services Guide	Tariff 1, CP guide to products and services.
Sales and Service Contacts	Look up contact phone & fax numbers for customer service, sales & accounting.
Subscriptions	Subscribe to e-mail notification for Customer updates, Surplus assets and damaged goods sales, and Tariffs.
Surplus Assets for Sale (Salvage)	View the Surplus items for sale page to learn about bidding on surplus assets.
Tariffs	View fuel, supplemental and intermodal tariffs.
Vessel Cut-Offs	View current vessel cut-off dates and times by Port and CP terminal.
View Equipment Specifications	Request information about the dimensions and characteristics for equipment by car or container number.