



Reservations for Steamship Traffic – CN Intermodal

To position its customers to capitalize on the continuing growth in Canadian international trade, CN has implemented a number of initiatives to better manage the flow of steamship containers through its intermodal terminals. In 2003 a gate appointment system was developed for CN's Brampton Intermodal terminal. In 2005 a separate train reservation system was introduced in CN's Brampton and Montreal Intermodal terminals.

To streamline the reservations procedure, CN is integrating the reservations process into an on-line gate appointment system. This will enable CN customers at Brampton and Montreal to book one consolidated appointment governing their driver's transaction. All appointment management will be via the internet.

When fully implemented the process will work as follows:

- All drivers arriving at the terminal to deliver or pick up steamship traffic must have an appointment.
- Appointments will be booked on-line
- To book an appointment you must select the preferred date and time of your driver's arrival at the terminal, and provide advance information as to the service the driver will require (eg booking number of containers to be dropped off, unit initials and number of containers to be picked up, etc)
- Upon arrival at the terminal the driver will be processed as per the appointment.

Implementation of the new process is scheduled as follows:

- Montreal – As of Monday 16 May all drivers arriving at the terminal to deliver or pick up steamship traffic (loaded or empty) must have an appointment
- Toronto – As of Monday 6 June all drivers arriving at the terminal to deliver or pick up steamship traffic (loaded or empty) must have an appointment

Please note these are the planned dates. The official start date will be forwarded upon confirmation.

Following are specific details related to the process:

Appointment Requirements

- Appointments are required for dropping off and picking up all steamship traffic with the following exceptions:

- Delivering steamship equipment loaded with domestic freight destined to a domestic terminal (shipment is part of CN's domestic repositioning program).
- Delivering reefers that will move in genset service. These reefers will require a train reservation (see attached) and may be dropped off at the terminal within the date range listed on the reservation.

Booking an Appointment

- An appointment identifies the date and time window when a driver can enter a CN terminal.
- The appointment also identifies the service the driver requires at the terminal (ie references the containers to be delivered to the terminal and the containers to be picked up at the terminal – each container included in the appointment will be assigned a unique RV number). An appointment may contain references to drops, pick ups, or both.
- Appointments may be booked as of 09:00, two business days prior to the requested terminal entry date.
- Appointments to pick up any steamship container from the terminal, to deliver a container destined to a Canadian port, Canadian domestic terminal, or a US location will be made entirely via the on-line appointment system. A summary of the process is attached.

Modifying an Appointment

- Once booked, an appointment may be modified by:
 - Adding a pick up
 - Adding a delivery
 - Deleting either the pick up or the delivery
- A user from the company that originally booked the appointment must make all modifications.
- To modify the appointment window the user must cancel the appointment and rebook for the desired window.

Gate Validation

- The driver will be required to fulfill all transactions associated with the appointment. For example if the appointment was to drop a container with booking 123, the driver must arrive at the gate to drop a container with booking number 123.
- If the activities to be performed by the driver are different that in the appointment (eg the shipper wants to ship a container with a different booking number), the appointment **MUST** be modified before the driver arrives at the gate.



- The only exception to this requirement is when an appointment is made to both drop a container and pick up a container. The driver will be able to complete the drop and depart without the pick up.

General

- The party that makes the appointment is responsible for compliance. In order that you are able to trace the actions on your account, each user will require an individual CN eBusiness Username.
- Appointments to pick up a container may not be booked for an appointment window prior to the container's scheduled arrival at the terminal (eg if a container is scheduled to arrive at a terminal at 15:00 an appointment to pick up this container may not be booked for 12:00). The party making the appointment must input the pick up number to book the appointment.
- To maximize the number of customers able to secure an appointment for their preferred time CN will be monitoring the system for "no-shows" and "late cancellations" (a "late cancellation" is when a user cancels their appointment within two hours of the start of their appointment window). Customers unable to ship a container for which they booked an appointment should cancel their appointment as soon as possible. In this manner the capacity is available to be booked by other customers. In the event a user has too many "no-shows", they may have their ability to make appointments restricted.
- A help line will be available to assist with access and procedural issues. The telephone number will be listed on the screens.

Montreal

- As of the date of the new process, appointments will be offered for the following gate windows:
 - Weekdays
 - 00:01 - 04:30
 - 04:30 - 06:00
 - 06:00 - 07:30
 - 07:30 - 10:00
 - 10:00 - 12:00
 - 12:00 - 16:00
 - 16:00 - 20:00
 - 20:00 - 23:59
 - Weekends and Holidays
 - 00:01 - 23:59
- Drivers must complete their *Speed Gate* transaction within the appointment window. The acceptable tolerance may be increased in



times of congestion, weather challenges, and for other reasons. Information will be communicated in the Terminal Message on the Gate Appointment Request screen.

Toronto

- Details on the appointment windows will be forwarded closer to the start of the new Gate Appointment system.

Frequently Asked Questions

Q: Why has an appointment system been implemented?

A: The random arrival pattern of carters at CN Intermodal terminals had resulted in long lines and lengthy processing times. In response to concerns expressed by the carter community, the appointment system was implemented to ensure the volume of traffic arriving at the terminal can be processed in a timely and efficient manner, thereby providing reliable service to the shipper and reducing the average wait time for all carters.

Q: For what transactions do drivers require appointments?

A: Appointments are required for delivering and picking up all steamship traffic with the following exceptions:

- Empty steamship equipment delivered to a terminal for use in domestic service (so indicated by the booking number)
- Loaded steamship equipment delivered to a terminal and destined to a domestic terminal as part of CN's domestic repositioning program.

Q: What is the difference in the terms "Gate Appointment" and "Train Reservation"?

A: A Gate Appointment indicates the specific time window where a trucker may enter the terminal and includes a summary of the transactions the driver will complete. A Train Reservation relates to the specific train on which a container being dropped at the terminal will be shipped.

Q: With the introduction of the new on-line appointment system will I still require a separate train reservation for a container to be dropped at the terminal?

A: The new on-line appointment system will create a train reservation and a gate appointment under one consolidated RV number. Each container included in the driver's appointment will have a unique RV number.

Q: How will I access the appointment system?

A: Access to the appointment system will be through CN's eBusiness site.

Q: I do not have access to CN's eBusiness site. How do I arrange access?

A: Users requiring access to the appointment system that do not presently have access to CN's eBusiness site should apply for access to the eBusiness site [click on the Register button in the eBusiness section of CN's home page and follow the instructions]. Upon being granted

access to the eBusiness site the user will receive access to basic functions. Access to the appointment system will be added to your available functions.

Q: How do I ensure all of my employees are able to access the appointment system?

A: Once a company is granted access to the appointment system all employees of that company that have access to the eBusiness site will also have access to make and cancel appointments.

Q: Will I be able to fax my appointment requests to CN?

A: All appointment requests must be made on-line.

Q: What happens if my on-line access is down?

A: You will be unable to make gate appointments.

Q: What software must I have to access the appointment system?

A: Your computer must be equipped with Internet Explorer 6 to access CN's eBusiness site.

Q: Who should book the appointment with CN?

A: Any party – the trucker, the forwarder or the steamship line, may book appointments. However the requestor must provide the planned date and time of terminal arrival in order to book the appointment. If the trucker is detained prior to arriving at the terminal rescheduling of the appointment may be done only by the party that booked the appointment.

Q: Can my driver use an appointment to drop a container that was created by one company and an appointment to pick up a container that was created by another company?

A: No. The driver's entire transaction must be included as part of one appointment.

Q: What information is required to make a gate appointment?

A: The preferred date and time of the trucker's arrival at the terminal must be input. To book an appointment to deliver a container at the terminal you must also include one of the following references:

- The booking number of a shipment to be moved by rail (load or empty), or

- The reservation number, if a train reservation has already been made and an appointment time is to be added

To book an appointment to pick up a container from the terminal you must also input one of the following references:

- The initials and number, and pick up number, of the container to be picked up, or
- The reservation number of a container scheduled to arrive at the terminal, or
- The authorizing booking number to pick up empty containers stored in the terminal

Q: How will I know that my appointment request was successful?

A: The appointment system will summarize the service the driver will perform at the terminal. Each container will have unique RV number assigned and referenced to the appointment.

Q: Do I have to input my reference information at the time I book my gate appointment?

A: Yes.

Q: If my driver is delivering a container to the terminal and picking up a container from the terminal, how many gate appointment numbers are required?

A: Only one gate appointment is required, however that appointment must reference both transactions (through two different RV numbers) the driver will complete at the terminal.

Q: What do I do if I cannot get a gate appointment for my driver's desired time?

A: If your preferred appointment window is unavailable you may request a different appointment window or try checking the appointment system throughout the day to see if there have been cancellations.

Q: How will my appointment number be validated?

A: Drivers will provide their appointment number for each container at the gate (or input into *Speed Gate* where applicable). Drivers arriving without an appointment, arriving outside of their appointment window, or requesting service not included in the appointment will be directed out of the terminal.

Q: If I have two gate appointments for two drivers, can I switch the order in which the drivers arrive at the terminal?

A: No. Each driver must complete the service under which the appointment was made.

Q: My driver frequently delivers two–20' containers to the terminal on the same trip. How many gate appointments are required?

A: One appointment must be booked referencing each of the containers. A unique RV number will be assigned to each container, and the two RV numbers will be linked indicating they are to be performed by the same driver at the same time.

Q: What do I do if my shipper loaded a different container than the one for which the appointment was made?

A: A user from the company that made the appointment must modify the appointment such that it contains the information for the container that was loaded.

Q: What happens if my driver arrives at the gate outside of the appointment window (early or late)?

A: Drivers who arrive early for a valid appointment may wait in a special staging area until the start of appointment window. Alternatively the driver may leave and return to the terminal at the start of the appointment window.

Drivers who will arrive after the expiry of their appointment will be unable to access the terminal. The appointment must be cancelled and rebooked for a valid arrival time. The company that booked the original appointment does this on–line. The ability to rebook the appointment for a later time window is subject to appointment availability.

Cancellation of the original appointment is subject to the terms and conditions in effect at the time of the cancellation. The appointment system is intended to provide fair and equal access to the terminal for all customers. Customers that do not use their appointments may have their access suspended.

Q: How do I cancel a gate appointment?

A: Appointments are cancelled using the Appointment List option on the on–line appointment system.

Q: Is there a penalty for cancelled gate appointments?

A: Appointments may be cancelled without penalty up to two hours before the appointment's effective time. Companies that frequently cancel appointments less than two hours prior to the appointment's effective time will be warned. The appointment system is intended to provide fair and equal access to the terminal for all companies. Repeat offenders may have their access suspended.

Q: What happens if my driver does not show up for the gate appointment?

A: Companies that do not show up for their appointments will be warned. The appointment system is intended to provide fair and equal access to the terminal for all companies. Repeat offenders may have their access suspended.

Q: If my driver is running late for the gate appointment, can I request a new appointment time?

A: Drivers in jeopardy of missing their appointment window should call their dispatcher to request a new appointment. Drivers showing up late for their appointment will be refused entry.

Q: What happens if my driver does not have a gate appointment when arriving at the terminal?

A: The driver will be refused access to the terminal. There is no stand-by area. Emergency situations can be directed to the telephone number on the **Gate Appointment** screen.

Q: Is the process different for shipments containing Dangerous Goods?

A: No. However shipments containing Dangerous Goods must have a complete bill of lading in CN's system prior to the driver arriving at the gate. The status of the bill of lading may be verified using CN's Intermodal Shipment Status tool.

Q: Is the process different for dropping off reefers to be shipped in genset service?

A: Yes. Customers dropping off reefers requiring genset service to the terminal do not require a gate appointment. A train reservation is required. A train reservation may be requested by email to imx-osm@cn.ca. The request may be made as of the Thursday of the week prior to the requested terminal arrival date.

- The reservation will indicate the permissible window for entry into the terminal.
- Please note a driver dropping off a reefer requiring genset service to the terminal and picking up a container while in the

terminal will require a reservation for the genset reefer and an appointment to pick up the requested container.

- An appointment is required to pick up a reefer arriving at the terminal in genset service.

Q: Can I use a different company to deliver my shipment to the terminal using my appointment number?

A: Yes provided that the driver arriving at the terminal requests the service exactly as per the appointment.

Q: Is there a way to see all of my appointments and the reference information included?

A: Yes. Select **Appointment List** from the main menu.

Q: My steamship line has provided me with a booking number and yet the Gate Appointment system shows the booking number as invalid. What do I do?

A: There may be a short lag between the time the steamship lines sends CN the booking information and the time it is received. Ensure the steamship line has processed the booking and resubmit the request.

Q: When is the best time to request a gate appointment?

A: Since the system operates on a “first come, first served” basis, it is recommended that you book early to get your preferred appointment times. The system is open for appointments at 09:00, two business days in advance.

Q: How can I get more information about the gate appointment process?

A: A demo summarizing the process for booking, modifying, and canceling gate appointments is available in the eBusiness section of CN’s web site. Alternatively send specific questions to imx-osm@cn.ca.

Making CN Gate Appointments

- Get Registered –Register with eBusiness at www.cn.ca/register. To access the gate appointment system you will require access to **Gate Appointment**.
- Request access to the tool by clicking on “Request other tools” on the eBusiness homepage. You will be presented with a list of tools, check the **Gate Appointment Request** and press submit. You will receive a response within 2 business days. Gate Appointment access will automatically give you access to **Appointment Listing**.
- Login to the eBusiness section of CN’s website
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- **Select Gate Appointment Request.**
 - Appointments to pick up any steamship container from the terminal, to deliver a container destined to a Canadian port, Canadian domestic terminal, or a US location will be made entirely via the on-line appointment system as follows:
 - Choose the preferred date and time for your driver to enter the terminal.
 - Input reference information for the service your driver required
 - For each container to be dropped at the terminal identify the booking number under which the container will be shipped.
 - For each container to be picked up at the terminal identify the unit initials and number (if a specific container is to be picked up) and the pick up number; or the booking number (if an empty container from inventory is to be picked up).
 - Press submit and follow the prompts.
 - Potential Responses
 - If the supporting information is valid and the capacity for the selected window has not been fully consumed the appointment window and activities will be confirmed. The RV number for each container included in the appointment will be displayed.
 - If the requested service is not valid (ie the booking number is invalid, not yet effective, expired, for a shipment too far in the future, or fully consumed; the container to be picked up is not scheduled to be available for the requested appointment window; or the pick up number is invalid) you will be so advised. The input must be corrected and the request resubmitted.

- If there is no capacity to accept a container on the requested delivery date (ie the train is full) you will be so advised. An alternate delivery date can be requested.
- If there is capacity to accept a container on the requested delivery date however there is no capacity to accept the container in the requested appointment window you will be presented with the availability in the three adjoining windows (before and after the selected time). You may select an alternate window with availability, or request a different time or date/time.
- Provide RV numbers to driver. Appointment must be executed exactly as booked. If parameters differ from that booked, the appointment must be modified before the driver will be permitted to enter the terminal.
- To modify an appointment, select **Appointment Listing** from the IMX Menu
 - Select the appointment to be modified
 - You may modify the appointment by:
 - Adding a container to be delivered
 - Deleting a container to be delivered
 - Adding a container to be picked up
 - Deleting a container to be picked up
 - Delete all activities (ie cancel the appointment)
 - You may not modify the appointment by:
 - Changing the appointment window (to modify the appointment window you must cancel the appointment and rebook for the desired window)
 - A user from the company that originally booked the appointment must make all modifications.
- If you have difficulties with the gate appointment system there is an on-screen help and demo available. Technical assistance is available by calling the telephone number on the screen.