

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.