



CP CUSTOMER FAQ

FREQUENTLY ASKED QUESTIONS

The Surface Transportation Board (STB) has approved Canadian Pacific's (CP) and Kansas City Southern's (KCS) joint application for CP's acquisition of control of KCS, subject to certain conditions. This approval will take effect on April 14, 2023, after which CP may assume control and combine the end-to-end network to form CPKC. While we are excited with having reached this historic milestone, CP remains focused on continuing to conduct our business as usual at this time.

This FAQ will be updated regularly to ensure our customers are made aware of any changes that may impact how they do business with CP. If you have a question that has not been addressed in the following FAQ sections, please contact us at 1-888-333-8111. Alternatively, you can email us at CPKC_Integration_Inquiry@cpr.ca.

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General Section

This section pertains to integration-related inquiries and outlines what is changing, who to contact and how to stay informed about integration of our operations and services at CP. Until the STB approval takes effect, and CP assumes control of KCS to create the combined end-to-end CPKC network, it is business as usual.

Q. Will the email addresses of my current contacts at CP change or stay the same?

All email addresses will remain the same at this time. You will be notified in the event this changes.

Q. How do I stay informed?

Following are tips on how to stay informed about any changes to our operations:

- Visit CP's [website](#) for the latest updates.
- Ensure you are signed up to receive our customer bulletins using the CP [Customer Station](#) Portal. Our account managers and customer service teams are also available for any questions you may have.

Q. Who do I call when I have questions?

There is no change to our Customer Service contact number. Please continue to call 1-888-333-8111 for assistance, or email us at customer_service@cpr.ca.

Our teams in Canada and the U.S. will ensure you reach the right person to handle your request.

Q. Will I keep my account manager or have a new one assigned?

At this time, there will be no change to the current account manager assignment. Should there be changes, we will notify you in advance.

Q. Are my customer service and accounts receivable contacts changing?

At this time, there will be no change to your current contacts. We will notify you of any changes well in advance.

Q. Which system do I use if I already have access to both CP Customer Station and MyKCS?

There are no changes. Please continue to use the systems you used before the STB decision.

Q. Will my credit terms and status change upon integration?

Existing customers retain their existing credit status. There is no need for existing customers to re-apply for credit.

Q. Will there be any changes to credit terms as noted in the tariffs?

There will be no immediate changes to credit terms as noted in the tariffs. Customers will be made aware of changes to tariffs as they occur.

Q. Will my contacts change for inquiries related to interline settlements?

No, CP contacts will remain the same for interline settlements.

Q. Will my existing rates change?

All rates, and associated terms and conditions contained in a tariff or confidential transportation services contract remain in effect at this time. Changes to rates contained in a tariff will only come into effect after appropriate notice has been given. If you have questions, please contact your account manager.

Q. How does this benefit our company?

This combination is about creating growth opportunities for our customers, employees and for the economies we connect. Our two proud railroads will come together to create new single line routes that offer alternative options from the Mexican border to the mid-west U.S., and from the U.S. Gulf to Canada. CPKC's new single-line routes will also improve the

efficiency of North America’s rail network, consuming less fuel to deliver the same amount of freight. We are likeminded companies focused on safety, service, accountability and sustainability. We know that safety is a journey, not a destination, and are always learning, working to do better and innovating to serve our customers. As we embark on this new CPKC journey, we will keep you, our customers, apprised of new and exciting CPKC service and product offerings. Please contact your account manager with any questions.

Plan Your Shipment Section

This section pertains to inquiries on how to become a customer, request a quote, establish credit, get access to customer portal registration including training and onboarding.

Q. If I want to become a CP customer, who do I call?

To become a CP customer, you may register online by accessing the CP [Customer Station](#) portal. Alternatively, you may call or email us at the following contact information:

CP	
Phone	1-888-333-8111 (to be routed to the optimal contact)
Email	Intermodal: Cp_implementations@cpr.ca Carload: onboarding@cpr.ca All other: eB_Support@cpr.ca
Customer Portal Registration link	Customer Station
Information available on our website:	Become a Customer

Q. Who do I contact to obtain new rates?

Continue to contact your current account manager or use your price look-up tool on the CP [Customer Station](#) portal.

Q. I am a new customer, where do I apply for credit?

Credit applications for new CP customers will be managed by the team covering the origin ship point. Please visit: [Become a Customer](#) for more information.

Q. I am an existing customer, will I have to re-apply for credit?

Existing customers will retain their existing credit status. There is no need for existing customers to re-apply for credit.

Q. I have a new opportunity; who do I contact?

Please contact your account manager. If you do not have an account manager, contact our customer service teams as follows.

CP	
Phone	1-888-333-8111 (to be routed to the optimal contact)
Email	Customer Service: customer_service@cpr.ca Intermodal Customer Service: cs_intermodal@cpr.ca

Q. As a customer, how will I learn about new services offered by CPKC?

Please refer to our website and read customer bulletins for updates. Your account manager can also address questions on service offerings as they become available.

Prepare Your Shipping Needs Section

This section pertains to inquiries on how to order or request equipment, get information on rates, tariffs and shipping instructions.

Q. Will my shipping rates change? Are tariffs changing?

All rates contained in confidential transportation services contracts remain in effect. There are no changes to the tariffs at this time. You will be notified well in advance of any changes to tariffs.

Q. If I ship using tariff rates (no contract), will prices be changing?

There are no changes at this time. You will be notified well in advance of any changes to tariffs.

Q. Is my contract still valid including the pricing?

Existing contracts remain in effect. If you have any questions regarding your contract, please reach out to your account manager.

Q. How do I order rail equipment?

There are no changes to the systems used to order rail equipment.

Q. How will CP handle shipments that interchange between CP and KCSR?

No billing change is required for these shipments. Interchanges will remain status quo until further notice.

Q. Are there any changes to contract and negotiated rates for shipments moving between CP and KCS, and other railroads?

There will be no immediate change to existing contracts or rates for interline shipments involving CP.

Q. Are there any changes for shippers that use EDI?

There are no changes for shippers that use EDI at this time.

Q. Are there any changes to the process for use of 3rd party partners and authorizations?

There are no changes at this time; current processes for CP will remain in place for 3rd party partners and authorizations.

Q. Do I still need to register private railcars?

Please refer to the following FAQ's link for information related to OT57:
<https://public.railinc.com/sites/default/files/documents/OT57FAQs.pdf>

Manage Your Shipment Section

This section pertains to inquiries on how to track and trace, obtain information on ETA, shipment information, bill of lading, cross-border shipping and customs holds.

Q. Do I need to do anything differently with my shipment information?

There are no changes to how you schedule or manage your shipments at this time.

Q. Will my facility service change?

There are no changes to facility services at this time.

Q. Where do I go to obtain an ETA and trace my Shipment?

There are no changes to systems used to obtain current ETA and track and trace information. Please continue to use the CP [Customer Station](#) portal.

Q. How will the fuel surcharge be managed?

There are no changes at this time; current processes for CP will remain in place for fuel charges.

Q. How do I escalate a priority shipment or plant shutdown shipment?

Please continue to escalate priority shipment, or plant shutdown shipment requests or issues with customer service.

Q. How do I order rail equipment?

There are no changes to the systems used to order rail equipment.

Q. How do I change or cancel my bill of lading?

If the shipment has not yet departed, any changes or cancellations to a bill of lading should be made in the system the shipment was originally billed in.

If the train or shipment is en route, changes and cancellations should be made with the carrier currently in possession of the car.

Q. Has anything changed for cross-border shipping?

There are no changes to cross-border shipping processes at this time.

Q. Will there be any changes to how customs holds are managed?

There are no changes to how customs holds are managed at this time.

Q. Will the routing change on my shipments between CP and KCS?

No. Shipments will continue to be routed CPRS-KCITY-KCS or KCS-KCITY-CPRS until further notice.

Q. Who do I contact to obtain new rates?

Please continue to contact your current account manager or use your price look-up tool on the CP [Customer Station](#) portal.

View, Pay or Dispute Your Invoice Section

This section pertains to inquiries on how to view invoices, check your account status, make payments and manage disputes.

Q. Will there be changes to invoicing or how to pay?

There are no changes at this time to invoicing, company entity for invoicing or payment processes.

Q. Will there be any change to currency and invoicing?

There are no changes at this time.

Q. Are there any changes to CP FastPass?

No, CP storage can continue to be paid via FastPass.

Q. Where do I dispute my invoices?

If you are registered for the CP [Customer Station](#) portal, please log in [to dispute invoices](#).

If you are not registered for the CP [Customer Station](#) portal, please contact the accounts receivable representative noted on your invoice. If you cannot locate the contact information on your invoice and require assistance, please contact CS_Collections@cpr.ca.

Q. Will there be changes to the banking or account details for payments to CP?

No. Please continue to process payments using existing banking details. Any changes to banking information will be communicated to our customers well in advance. Verbal confirmation with your accounts receivable representative is recommended for any changes to banking information.

Q. As an existing customer, will I have to create a new vendor to process payments?

No. Please continue to process payments referencing on the vendor information that is located on the invoice from CP.

Q. Can I pay both CP origin and KCS origin invoices in one payment?

No. Please continue to process payments referencing the vendor information located on the invoice from the origin shipping point. Do not combine payments to CP and KCS in one remittance.

Q. How do I contact someone if I do not have an assigned Accounts Receivable Representative?

Email CP's accounts receivable department at CS_Collections@cpr.ca.

Email CP's credit department at Credit_Department@cpr.ca.

Q. If you cannot locate contact information for Accounts Receivable please contact:

Email CP's accounts receivable department at CS_Collections@cpr.ca.

Q. Where do I access copies of my invoices?

To access copies of your invoices, log into the CP [Customer Station](#) portal.

Quick Reference Guide – Customer Contacts Section

This section outlines the contact information for the main support areas (Customer Service, Accounts Receivable, Customer Portal, Customer Onboarding) in Canada, and U.S.

Customer Service

	CP
Phone	1-888-333-8111 (to be routed to the optimal contact)
Email	customer_service@cpr.ca cs_intermodal@cpr.ca

Customer Portal / e-Business Support

	CP
Phone	1-888-333-8111 (to be routed to the optimal contact)
Email	eB_Support@cpr.ca

Customer Onboarding

	CP
Phone	1-888-333-8111 (to be routed to the optimal contact)
Email	For intermodal: Cp_implementations@cpr.ca For carload: onboarding@cpr.ca All other: eB_Support@cpr.ca

Accounts Receivable

For the Accounts Receivable department please contact: CS_Collections@cpr.ca

Revision History

Version Number	Effective Date	Update Description
VI.0	March 15, 2023	Initial FAQ Release