

Onboarding Customer FAQ

This FAQ is for shipments originating north of Kansas City in the U.S. or in Canada. To become a CP customer, you may register online with the CP [Customer Station](#) portal. Alternatively, you can call or email us as follows:

	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
Info on our websites:	Become a Customer

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. How do I get an account manager assigned to my company?

To get an account manager assigned to your company, please email us at CP_Implementations@cpr.ca for intermodal or Onboarding@cpr.ca for carload support, and an account representative will be assigned to you.

Q. How do I view public tariffs?

For shipments originating in Canada and the northern U.S., tariffs are located on the CP website: [Customer Resources – Pricing & Tariffs](#).

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. Where can I find information on how to ship with CP?

To access online video tutorials and shipping guides, visit CP's [Customer Station](#) portal. Shipping information can be accessed here: [Shipping Guides \(cpr.ca\)](#).

Q. How do I get my new rail facility setup in the system?

Need to set up your new rail facility and have yet to break ground? Visit the industrial development section on our website at "[Rail sidings to your facility](#)".

Ready to ship from a new facility? Contact your CP account manager who will assist you in coordinating all required activity.

Q. Who do I contact for high/wide shipments?

Email us at CPR_Clearances@cpr.ca.

Q. Am I able to get door to door service? Or only ramp?

Not all CP's origins and destinations offer door-to-door service. Please contact your account manager who will provide you with all necessary information.

Q. How would I pay for Intermodal storage fees?

Log into CP's [Customer Station portal](#) and select the "Help and Demo" tile for storage guarantee tutorial. Alternatively, you can contact us at eB_Support@cpr.ca.

CUSTOMER PORTAL FAQ

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. 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. 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. 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. 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 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 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. 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. 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. 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.