

Customer Bulletin

CPR Import/Export Changes to Canadian Terminal Transactions

In our ongoing efforts to improve CPR's Intermodal Operations to better serve you, we will be centralizing the following transactions for Import/Export traffic for our Canadian Intermodal Terminals:

- Customs Releases and Remanifests,
- Loaded Storage Guarantees, and
- Pick-up and Delivery Requests

Commencing on Monday March 14th, 2005, these functions will be handled by our CPR Intermodal Centralized Operations Group (COG).

There will be no changes to transactions for Import/Export traffic for CPR U.S. Intermodal Terminals.

Customer service related calls should continue to be directed to the CPR Customer Service Desk at 1-888-333-8111 or you can continue to utilize our on-line Trace-ETA application at www.mycpr.ca.

Effective at 0600 Eastern Time on Monday March 14th, 2005, the following changes will be implemented for all CPR Canadian Intermodal Terminals:

Customs Releases and Remanifests

All 6105, 8000 series and 9000 series Customs releases and remanifests for the Toronto area (port 495) are to be faxed to:

- FAX: 905-676-0840
- Inquires: 905-676-1952

All other Customs releases and remanifests are to be faxed to:

- FAX: 1-866-201-2397
- Inquires: 1-866-337-5772

To ensure timely processing, Customs releases and remanifests must be received eight (8) hours prior to a carrier's arrival at a Canadian CPR Intermodal Terminal.

RNS releases are not required by CPR unless a "no match, no release" investigation is applicable. **Please discontinue the practice of autofaxing RNS releases.**

Customs releases and remanifests will not be accepted at any Canadian CPR Intermodal Terminal.

Loaded Storage Guarantees

Parties that have an account with CPR can guarantee loaded storage at Canadian Intermodal Terminals by email or fax as follows:

- Email: International_COG@cpr.ca
- FAX: 1-866-201-2397
- Inquires: 1-866-337-5772

Parties that do not have an account with CPR can call the telephone number listed above and use VISA or MasterCard to guarantee loaded storage. Cash, cheque or debit will not be accepted.

To ensure timely processing, loaded storage guarantees must be received two (2) hours prior to a carrier's arrival at a Canadian CPR Intermodal Terminal.

Loaded storage guarantees will not be processed at any Canadian CPR Intermodal Terminal.

Pick-Up and Delivery (P&D) Requests

Where CPR is being asked to perform P&D, only P&D requests from parties that have an account with CPR will be processed.

The request must state that all charges are guaranteed and include:

- the delivery address,
- contact name, and
- phone number

For the delivery of an import load, or delivery of an empty for export loading, requests are to be made by email or fax as follows:

- Email: International_COG@cpr.ca
- FAX: 1-866-201-2397
- Inquires: 1-866-337-5772

- For import loads the pick up number must be supplied

- For empty delivery (export loading) the booking number must be supplied

For the pick-up of an export load, or pick-up of an empty, requests are to be made by telephone or fax as follows:

- Call: 1-866-721-2771 (1-866-721-CPR1), or
- FAX: 1-866-301-2772 (1-866-301-CPR2)

The hours of operation for processing Customs releases and remanifests, loaded storage guarantees, and pick-up and delivery requests for Import/Export traffic for Canadian CPR Intermodal Terminals are:

- 0600 - 2100 Eastern Time, Monday to Friday
- 0800 - 1600 Eastern Time, Saturday
- Closed Sunday

Please distribute this notice to all necessary personnel in your organization to ensure they use the new centralized phone and fax numbers as well as e-mails.

If you require further information, or have any questions related to the above changes, please do not hesitate to contact your Customer Service Representative.

John McBoyle
Vice President, Marketing & Sales, Intermodal
Canadian Pacific Railway