Optional Services Catalog

Customer Switching and Accessorial Services

une compagnie Genesee & Wyoming

QGRY 2015.003

(Cancels All Prior Versions)

- **Customer Switching**
- **Billing Policy**
- **Timely Invoicing**

Our top priority is to provide safe, reliable transportation for our customers. Part of that commitment is to maintain a fluid and adequate supply of rail cars and to ensure that all railcar assets, both railroad and privately-owned, are utilized as optimally as possible.

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CHARGE SCHEDULE

Item 6000	Intra-Plant Switch	$250
Item 6010	Intra-Terminal Switch	$500
	Cherry Picking	$250
Item 6210	Diversion/Re-consignment	$350
Item 6040	Error Moves	$500
Item 6050	Car Released Without Bill of Lading	$400
Item 6070	Special Train Charges	Minimum $5,000
Item 6090	Overload Charges	$1,000
Item 6130	Turning Cars	$450
Item 6140	Empty Cars Ordered, Not Loaded	$500
Item 6150	Cars Ordered, Cancelled While En route	$150
Item 6160	Cars Received, Refused Due to Improper Condition	$500
Item 6170	Empty/Loaded Cars Released, Not Available to Pull	$500
Item 6180	Empty/Loaded Cars Ordered In, Unable to Place	$500
	Car not released from customs	$450
	Released from storage not used	$350
	Unauthorized use of rail asset	$1,200
	Sealing leaking railcars	Cost + 25%, minimum $3000
	Unsafe shipment – Setoff	$550 per car
	Billing changes	$150
	Last minute changes to scheduled service	$95
	Unsafe or improperly loaded railcar	Minimum $3000
	Unsafe condition at customer facility	Service Suspension
	Storage of railcars on track	$50 per day, plus switching
	Government imposed fees (Placards)	Cost + 25%
	Vehicle Storage (Auto Compound)	$18/Vehicle/Day (First 48 Hours Free)

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Billing Policy

As part of our efforts to streamline the billing process, we are committing to an expedited and simple billing process.

Billing – On-Time

We commit to bill you on time
We will issue Customer Switching and Accessorial Services invoices monthly.

Billing Disputes

We commit to addressing disputed bills quickly
If you believe that there has been a billing error, we want to make it right as quickly as possible. You must submit your claim, in writing, within 30 days of the invoice date to:

QGRY-Billing@gwrr.com
or
QGRY Revenue Billing
9001, Boul. De l'Acadie, Suite 600
Montreal, Qc
H4N 3H5.

Along with a brief description, your claim must include the car initial and number and the related invoice number.

Please contact your local marketing representative if you have any questions concerning your business on the QGRY:

Mr. John Aternali
Director, Sales & Marketing
jaternali@gwrr.com
Phone: (514) 948-6981

This document is subject to the terms, conditions and guidelines provided in the Canada Region General Tariff 1000 Series.

The Canada Region General Tariff 1000 Section VI provides guidelines and provisions for switching and other accessorial charges. Please review these provisions as it applies to your business on the QGRY.

Any charges not covered on this QGRY 2015.003 are subject to rules and provisions found in the Canada Region General Tariff 1000 Series.

HANDLING OF EMPTY FREIGHT CARS

This provision will not apply when the empty movement is immediately preceded by a loaded revenue movement on QGRY and empty is returned to original interchange or if the empty movement is immediately followed by a loaded revenue movement on QGRY.

This provision applies on all types of rail cars, including, but not limited to, cars provided by railroads, leased cars and cars bearing other than railroad reporting marks, but not including passenger train cars.

The charge for movement of empty cars is $2.00 per mile, subject to a minimum of 150 miles. QGRY will not be responsible for the payment of any per diem or mileage charges, nor will QGRY absorb any switch charges. This rate will apply only to movement of cars in regularly scheduled train service.

If special train service is required for movements other than those listed above, charges contained in the Charge Schedule on page 1 of this Catalog will apply.

QGRY's maximum liability for loss and damage is $100.00 per railcar.

DANGEROUS GOODS/HAZARDOUS MATERIALS SURCHARGE:

Carload commodities of Dangerous Goods/Hazardous Materials (STCC 49 or 29 Series) being hauled or switched on the QGRY will be subject to a surcharge of $245 per car in addition to all other applicable charges.

INSPECTION OF HAZARDOUS MATERIAL CARS ON RAILROAD PROPERTY

When a hazardous material car is held in the yard exceeding five (5) calendar days, the cars must be inspected every forty-eight (48) hours as required by Canadian Law. The customer will be assessed a charge of $40 per car, per inspection. These charges will be assessed on a monthly basis.

METHOD FOR SUBMISSION OF FORWARDING INSTRUCTIONS:

QGRY will accept forwarding instructions through one of three methods at no charge; ShipperConnect (e-BOL), a Class I web site, or by making arrangements directly with third party logistics services providers to submit forwarding instructions on their behalf via a Class I web site or via EDI. QGRY will accept forwarding instructions to its Customer Service Center via fax (1-888-641-2243) or via email (**QGRY-CS@gwrr.com),** subject to a $75.00 charge per faxed or emailed bill of lading. This charge will be assessed to the online Customer of record with the railroad.

The QGRY reserves the right to reject as an unreasonable request for service, any "fax" or "email" forwarding instructions that are illegible, whether due to poor transmission quality, poor or illegible handwriting, or otherwise. QGRY will not accept delivery of forwarding instructions by Mail, express service, personal delivery, or otherwise.

METHOD TO RELEASE EMPTY RAILCARS

QGRY will accept empty release information using ShipperConnect™ at no charge. QGRY will accept empty release information to its Customer Service Center via fax (1-888-641-2243) or via email **(QGRY-CS@gwrr.com)** subject to a $75.00 charge per faxed or emailed release. This charge will be assessed to the online Customer of record with the railroad.

DATE AND TIME RECORD OF NOTIFICATION

When electronic or mechanical devices are used to furnish forwarding instructions and/or empty release information to QGRY, the recorded date and time at which the instructions are received by QGRY will govern.

RAILROAD OWNED TRANSLOADING TRACK

- Use of railroad owned transloading track for private cars - $55 per car
- Use of railroad owned transloading track for railroad cars - $85 per car
- Scrapping cars on railroad property $1000/day/car

SPECIAL SWITCH

- Special switch charge with existing crew $275 per half hour
- Special switch charge with new crew $3500

CANCELATION FEES

- Cancelation fees with more than 24 hour notice (extra shunt) -$750
- Cancelation fees with less than 24 hour notice (extra shunts) -$1500
- Special train cancelation fees with more than 24 hour notice - $750
- Special train cancelation fees with less than 24 hour notice - $1500

SHIPMENT ADJUSTMENTS OR INSPECTIONS

- Minor adjustment or inspections - $285 per car, plus cost
- Major adjustment (cleaning of car) – cost plus 25% , minimum $1000
- Hazmat – minimum $2000 plus cost