Optional Services Catalog

# Customer Switching and Accessorial Services

a Genesee & Wyoming Company

## Charge Schedule

| | | |
|---|---|---|
| Intra-Plant Switch | **$250** | Item 6000 |
| Intra-Terminal Switch | $500 | Item 6010 |
| Inter-Terminal Switch | $500 | Item 6020 |
| Diversion/Re-consignment | $500 | Item 6210 |
| Setback/Error Moves | **$500** | Item 6040 |
| Car Released Without Bill of Lading | **$400** | Item 6050 |
| Special Train Charges | Minimum **$3,000** | Item 6070 |
| Closing Doors | **$300** | Item 6080 |
| Overload Charges | $700 | Item 6090 |
| Empty Cars Ordered but Not Loaded | $500 | Item 6140 |
| Cars Ordered and Cancelled While En route | $150 | Item 6150 |
| Cars Received and Refused Due to Improper Condition | **$500** | Item 6160 |
| Empty/Loaded Cars Released but Not Available to Pull | $500 | Item 6170 |
| Empty/Loaded Cars Ordered In But Unable to Place | $500 | Item 6180 |
| Cherry Picking | $150 | |

**CORP 7006-17**

(Cancels All Prior Versions)

**Customer Switching**

**Billing Guarantee**

**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.

**www.gwrr.com**

a Genesee & Wyoming Company

## Billing Guarantees

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. To be eligible for this guarantee, you must submit your claim, in writing, within 30 days of the invoice date to: CORP-Billing@gwrr.com or **Revenue Billing, 13901 Sutton Park Drive South, Ste 185, Jacksonville, FL 32224**. 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 CORP:

Julie T. Brown
Manager Sales & Marketing
333 SE Mosher Ave.
Roseburg, OR 97470
(904) 252-9374
jtbrown@gwrr.com

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

The Pacific 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 CORP.

Any charges not covered on this CORP 7006 are subject to rules and provisions found in the Pacific Region General Tariff 1000 Series Tariff.

## Handling of Empty Freight Cars

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

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. CORP will not be responsible for the payment of any per diem or mileage charges, nor will CORP 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.

Charges are subject to CORP 9002 Fuel Surcharge Tariff.

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

## Special train service

If special train service is requested, cancellation of that service must be received by 5:00 pm the day prior to special train service date.

## Turning of cars on the CORP (Item 6130)

When it is necessary or requested by a customer for a car to be turned on the CORP the following rates will apply:

- Turning a car on the Y at Springfield Junction $200.00
  (Coverage between Springfield Junction & Divide)
- Turning a car on the Y at Grants Pass $600.00
  (Coverage between Sutherlin & Riddle)
- Turning a car at Medford $200.00
  (Coverage between Glendale, Ashland & White City)
- Turning a car at Weed, CA $200.00

## Method for Submission of Forwarding Instructions

CORP 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. CORP will accept forwarding instructions to its Customer Service Group via fax (1-855-707-7482) or via email (**CORP-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 CORP 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. CORP will not accept delivery of forwarding instructions by US Mail, express service, personal delivery, or otherwise.

## Method to Release Empty Railcars

CORP will accept empty release information using ShipperConnect™ at no charge. CORP will accept empty release information to its Customer Service Group via fax (1-855-707-7482) or via email (**CORP-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 on Notification

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