



a Genesee & Wyoming Company

## Flexible Asset Utilization

The effective management of railcars is critical to the success of CORP and our customers. Efficient asset utilization benefits you by increasing the availability of railcars.

From time to time, your daily "Customer Forecast" may exceed the "Cars Ordered In" resulting in an equipment surplus. In that case we may be able to provide you a staging option until the surplus of cars are spotted for loading for a fee.

## Car Management Handling

In response to feedback we received regarding car management, CORP has been working to streamline the car order process to meet customer demand, eliminate billing errors, and to provide our customers with improved visibility when charges are generated. A new scorecard system has been implemented by CORP that will compare the number of cars ordered (forecast) versus the number of cars requested in for spotting on a daily basis.

Customers should continue to submit orders through CORP's TLC Car Control department a minimum of seven (7) days in advance of the load date. When the load date arrives, CORP will spot cars according to the original order submitted by the Customer. Changes in car needs should be submitted as soon as possible and CORP will make every effort to accommodate the request, however fulfillment of the request is not guaranteed.

## Scorecards

If applicable, your individual scorecard will be provided to you on a weekly basis by our CORP TLC Car Control department (example on page 2).

Surplus cars, or when daily 'Customer Forecast' exceeds 'Cars Ordered In' resulting in a surplus, will be subject to an Over-Order Charge.

**Over-Order Charge: \$80 per car per day**

Our goal with this new process is to assist your efforts in efficiently managing rail car inventory and to provide you greater visibility on your car orders versus cars online. Our mission as your transportation service provider is to consistently place the right car in the right spot at the right time.

## CORP 5006

### Eliminate Billing Errors

### Car Management

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.

Please contact your local marketing representative or CORP TLC Car Control if you have any questions concerning this tariff.

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## Optional Services Catalog

### Car Management Tariff



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#### Example:

Customer A submits an order to CORP TLC Car Control to place via the connecting Class 1 website for 8 cars for loading on Thursday, June 2 – as shown below, the order forecast is for six 73' center beam flatcars, one 52' boxcar, and one 60' boxcar

	Thursday, June 02, 2016					
	50'BC	52'BC	60'BC	62'BF	73'CB	60'CB
Customer Forecast	0	1	1	0	6	0
Cars Ordered in	0	1	1	0	4	0
Spotted	0	1	1	0	4	0
Ordered In vs. Forecast	0	0	0	0	-2	0

- Customer A then requests 6 cars to be physically spotted for loading on Thursday, June 2 (Cars Ordered In and Cars Spotted) four 73' centerbeam flat cars, one 52' boxcar, and one 60' boxcar
- As a result in the change in order in vs. forecast, there is a surplus of 2 cars online for Customer A that will be subject to the "over order" charge until those cars are spotted for loading. This corresponds to the 'Ordered In vs. Forecast' row above.



## Flexible Car Ordering...

Things don't always go as planned. We recognize that, sometimes, you will have to change your railcar order for loading or unloading. When this involves ordering an empty railcar for loading and actual or constructive placement is performed, and the railcar is then released without being loaded, it is classified as a *railcar ordered but not used*.

## Billing Guarantees

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

## 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 invoice date to [CORP-billing@gwrr.com](mailto:CORP-billing@gwrr.com) or Revenue Billing, 13901 Sutton Park Drive South, Suite185, Jacksonville, FL 32224. Along with a brief description, your claim must include the car initial and number and the related invoice number.