Optional Services Catalog

Customer Switching and Accessorial Services

a Genesee & Wyoming Company

COEH 7006-9

(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

Charge Schedule

Intra-Plant Switch	$350	Item 6000
Intra-Terminal Switch	$350	Item 6010
Inter-Terminal Switch	$350	Item 6020
Diversion/Re-consignment	$350	Item 6210
Error Moves	**$500**	Item 6040
Car Released Without Bill of Lading	**$500**	Item 6050
Special Train Charges	Minimum **$5,000** ($100/mile – 50 mile minimum)	Item 6070
Closing Doors	**$300**	Item 6080
Overload Charges	$500	Item 6090
Re-Spot Charge$350		
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
Rejected Car at Interchange	**$500**	

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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: COEH-Billing@rgwrr.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.

Days of Operational Service:

The COEH operates Monday thru Friday. Any additional service requests are subject to switching charges or special train service charges.

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

Mr. Trevor Wilhelmy
(904) 596-1757
twilhelmy@gwrr.com

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

The Southern 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 COEH.

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

Handling of Empty Freight Cars

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

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 $350.00 per car. COEH will not be responsible for the payment of any per diem or mileage charges, nor will COEH 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.

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

Dimensional Load Charges

There will be a minimum charge of $5000 for a dimensional load. Please consult the Marketing representative for a rate quote.

Failure to Pull Interchange

The COEH will assess the connecting carrier a charge of $55 per car per day for failure to pull cars offered in interchange.

Method for Submission of Forwarding Instructions

COEH 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. COEH will accept forwarding instructions to its Customer Service Center via fax (1-855-687-0481) or via email (**COEH-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 COEH 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. COEH will not accept delivery of forwarding instructions by US Mail, express service, personal delivery, or otherwise.

Method to Release Empty Railcars

COEH will accept empty release information using ShipperConnect™ at no charge. COEH will accept empty release information to its Customer Service Center via fax (1-855-687-0481) or via email (**COEH-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 COEH, the recorded date and time at which the instructions are received by COEH will govern.