Optional Services Catalog

Customer Switching and Accessorial Services

a Genesee & Wyoming Company

Charge Schedule

Intra-Plant Switch	$275	Item 6000
Intra-Terminal Switch	$600	Item 6010
Inter-Terminal Switch	$600	Item 6020
Diversion/Re-consignment	$350	Item 6210
Error Moves	$500	Item 6040
Car Released Without Bill of Lading	$400	Item 6050
Special Train Charges	Minimum $5,000	Item 6070

(Each add'l hour >8 hours = $500 per hour)

(Excludes High/Wide/Heavy Shipments)

Closing or Opening Doors	$300	Item 6080
Overload Charges	$1000	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

DGNO 7006-28

(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.

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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 a review, you must submit your claim, in writing, within 30 days of the invoice date to: centralregion_disputes@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. Any claim not filed within thirty (30) days from the invoice date will be declined. All non-disputed charges should be paid within 15 days of the date of the invoice.

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

Maureen Byrne
817-527-4931
Maureen.Byrne@gwrr.com

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

The Central 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 DGNO.

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

Method for Submission of Forwarding Instructions

DGNO 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. DGNO will accept forwarding instructions to its Customer Service Group via fax (1-855-822-4212) or via email (**DGNO-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 DGNO 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. DGNO will not accept delivery of forwarding instructions by US Mail, express service, personal delivery, or otherwise.

Method to Release Empty Railcars

DGNO will accept empty release information using ShipperConnect™ at no charge. DGNO will accept empty release information to its Customer Service Group via fax (1-855-822-4212) or via email (**DGNO-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 DGNO, the recorded date and time at which the instructions are received by DGNO will govern.