

Optional Services Catalog

Customer Switching and Accessorial Services



a Genesee & Wyoming Company

TNHR 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

Item 6000	Intra-Plant Switch	\$350
Item 6010	Intra-Terminal Switch	^\$400
Item 6020	Inter-Terminal Switch	^\$400
Item 6210	Diversion/Re-consignment	^\$400
Item 6040	Error Moves	^\$550
Item 6050	Car Released Without Bill of Lading	^\$550
Item 6070	Special Train Charges	\$5,000 Minimum (\$100/mile – 50 mile minimum)
Item 6080	Closing Doors	\$300
Item 6090	Overload Charges	^\$550
Item 6120	Car Released Empty when Loaded or Vice Versa	^\$550
Item 6140	Empty Cars Ordered, Not Loaded	^\$600
Item 6150	Cars Ordered, Cancelled While En Route	^\$600
Item 6160	Cars Received, Refused Due to Improper Condition	^\$550
Item 6170	Empty/Loaded Cars Released, Not Available to Pull	^\$550
Item 6180	Empty/Loaded Cars Ordered In, Unable to Place	^\$550

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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, a claim must be submitted, in writing, within 30 days of the invoice date to:

SouthernDisputes@gwrr.com

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 date of the invoice will be declined.

Any non-disputed charges should be paid by the due date listed on the respective invoice.

Days of Service:

The TNHR 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 TNHR.

Danny Evans
Director, Sales & Marketing
(662) 435-6192
danny.evans@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 TNHR.

Any charges not covered on this TNHR 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 TNHR and empty is returned to original interchange or if the empty movement is immediately followed by a loaded revenue movement on TNHR.

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 ^\$400 per car. TNHR will not be responsible for the payment of any per diem or mileage charges, nor will TNHR 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.

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

Dimensional Load Charges

Minimum charge of \$5,000 for dimensional load. Please consult your Marketing Representative for a rate quote.

See Section VII of the Southern Region General Tariff 1000 for information for moving high/wide or heavy shipments on the TNHR. All Clearance Requirements must be met before shipment arrives on the TNHR.

Locomotive Movement on the TNHR

Any locomotive moving on the TNHR from point to point will be assessed \$1500 in freight line-haul charges. This rate is subject to TNHR fuel surcharge. Liability for these locomotives is limited to \$2500.

Method for Submission of Forwarding Instructions

TNHR 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. TNHR will accept forwarding instructions to its Customer Service Center via fax (904-394-1732) or via email (TNHR-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 TNHR 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. TNHR will not accept delivery of forwarding instructions by US Mail, express service, personal delivery, or otherwise.

Method to Release Empty Railcars

TNHR will accept empty release information using ShipperConnect™ at no charge. TNHR will accept empty release information to its Customer Service Center via fax (904-394-1732) or via email (TNHR-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 TNHR, the recorded date and time at which the instructions are received by TNHR will govern.

Re-Spotting Charge

When cars placed by TNHR at industry or team tracks for loading or unloading are released by consignee as loaded or empty prior to being completely loaded or unloaded, and such cars are moved by TNHR from industry or team tracks, they will be subject to a charge of ^\$350.00.

The cars will remain on continuous demurrage transaction beginning with the date and time of initial placement and notification by TNHR.