First Mile Last Mile

Quick Start Guide

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Overview

CN's iAdvise program is a combination of the First Mile/Last Mile tool and three email notifications. Together, they provide increased visibility for your full pipeline, including offline traffic from origin to destination, all designed to better help you plan, monitor and act.

Your tools for full pipeline visibility

FMLM (First Mile/Last Mile tool)

View all traffic moving in and out of your facility, including the status of your railcars, their current location, and advanced filtering capabilities to segment your traffic.

TOD (Temporary Outage Disruption)

Get informed of major track issues that may affect your traffic. Use this information to create contingency plans.

LSN (Local Service Notification)

Receive advanced warning on all work CN plans to perform during your next scheduled assignment — see what is and what is not coming today.

SEN (Service Exception Notification)

Be notified on exceptions and recovery plans if things don't go as planned during your scheduled assignment.

Work with us to better plan, monitor & act

Visit FMLM once a day

Subscribe to notifications (TOD, LSN, SEN)

Start the conversation early with Service Delivery

Collaborate with us during your planning process

Trust and utilize your iAdvise information

Order more cars in while they are en route to the serving yard

Why FMLM is Your Tool of Choice

Most **useful**
source of information

- Displays all traffic moving in and out of your facility, so you can quickly see what is in your pipeline and if anything requires attention
- Highlights where you need to make contingency plans, allows you to order in cars, and shows if any cars are off plan
- All information is actionable and in near real-time
- Use it to plan better, optimize asset use, and have more effective conversations with Service Delivery around contingency planning

Most **reliable**
source of information

- iAdvise features our new Delivery Date concept, which locks-in your ETA once the car is 24-hrs from the serving yard
- Provides you with a more accurate idea of when your car will arrive
- When you use FMLM, you are looking at the same information as we are
- Continuously updated as changes occur, providing you with the most up-to-date and reliable information available

Most **complete**
source of information

- iAdvise provides you with the key information you need to know:
  - Where are my cars? When are they going to arrive? Are there any exceptions in transit? Are there any exceptions on my local service?
- Third party logistic companies, RaiLinc and even EDI/CLM cannot provide all of that information in one place, or at all

Most **user-friendly**
source of information

- Modern graphical representation of your traffic flows with advanced filtering capabilities
- Reports can easily be exported and scheduled in multiple data formats
- Notifications are timely, easy to read, and mobile-optimize, plus you can turn them on or off as you need, and you can add others to the distribution list

Getting Started

Facility Selector

Toggle through your different facilities and pipelines

Filters

Allows you to adjust the information displayed to focus on certain traffic

Details Section

Get all the detailed information on your cars, based on current status and location

Display Options

There are multiple ways for you to view and work with the information from this tool

Summary Section

Alerts you to actions that need to be taken

Pipeline View

Interactive representation of the cars currently moving through your pipeline

Legend

Colour-coded to show the status of cars in your pipeline

Filters

Company and location selectors

FMLM allows you to view your entire pipeline for a single facility location and operating company. If you have access to view more than one operating company, you can use the "Select a Company" box to switch between the companies you have access to. Once you have selected an operating company, you can select a location (station) to retrieve all applicable traffic.

| SELECT A COMPANY | ⌄ |
| SELECT A LOCATION | ⌄ |

Update your personal location list.

If this is your first time using FMLM, click "Update your personal location list". Then select the locations you would like to view from the available list on the right by moving them to the "Selected" list box on the left. Click save and finish.

Filters

Filters provide the ability to segment/filter select cars from your total pipeline. When you open FMLM by default no filters are applied, and the filter tab is minimized. Clicking the plus expands the box and enables you to select filter options.

How to use the Filter Selector

Filters that apply to all cars are selected here. The numbers in brackets are the number of cars that meet the criteria.

1. You can select between empty cars, loaded cars or both, as well as cars on CN's network only, off CN's network only or both.

2. Next, you can select car specific filters for commodity, CCO (if applicable) or Equipment Type.

3. You can set a default filter pattern to apply each time you load FMLM by first setting it once and then by clicking "Set Default".

4. The "Reset" button returns your pipeline to an unfiltered state. Clicking "Apply" executes the filter(s) and returns you to a newly filtered FMLM.

En Route

This section allows you to view all cars (on CN's network as well as off CN's network) that are **En Route** to your facility and are more than 24 hours away from your local serving yard.

⬤ There is **no action required** for all cars that are outside of 24 hours of being delivered to your local serving yard.

See which cars are En Route

By clicking on one of the status bubbles, the details section in the lower portion of the screen is populated. There you view the following information on each car you have in the selected status:

Car	Load/Empty	Equipment type	Commodity	Current Train	Current Location	Current Track	Origin	Carrier

Within 24 hours

This section allows you to view all cars that are **within 24 hours** of being delivered to your local serving yard. At this point, a delivery date is assigned to your traffic.

- ● cars **within 24 hours** of your local serving yard that are **available to order in.**
- ● cars **within 24 hours** of your local serving yard for which **no action is required.**

See which cars are within 24 hours

By clicking on one of the status bubbles, the details section in the lower portion of the screen is populated. There you view the following information on each car you have in the selected status:

Status	Car	Load/Empty	Equipment Type	Commodity	Ordered In

Delivery Date to Serving Yard	Delivery Date to Facility	Order in Date	Destination Track	Origin

Serving Yard

This section allows you to view all cars that are currently at the **CN yard which serves your facility.** The top portion of the circle shows traffic moving towards your facility, while the bottom portion shows outbound traffic.

Inbound traffic

- cars in your local **serving yard** that are **available to order-in.**
- cars in your local **serving yard** for which **no action is required.**
- cars in your local **serving yard** that are a **priority for next service.**
- cars in your local **serving yard** that have a **plan in place.**

Outbound traffic

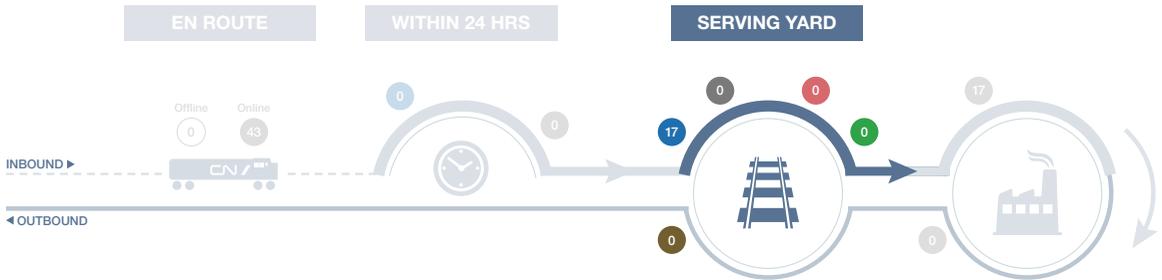- cars in your local **serving yard** that are **ready to depart.**

See which cars are in the serving yard

By clicking on one of the status bubbles, the details section in the lower portion of the screen is populated. There you view the following information on each car you have in the selected status:

Inbound traffic

Status	Car	Load/Empty	Equipment type	Commodity	Ordered In	Delivery Date to Serving Yard
Delivery Date to Facility	Order In Date	Destination Track	Committed Window	Current Location	Current Track-Sequence	Service Exception Number

Outbound traffic

Status	Car	Load/Empty	Equipment type	Commodity	Origin

Facility

This section allows you to view all cars that are currently at your local **facility.**

Inbound traffic

● cars at your **facility** for which **no action is required.** These cars have been placed and will remain at your facility until they are "released".

Outbound traffic

Only one bubble appears for traffic moving outbound from your facility. Details on individual car statuses appear below when selecting the bubble. Individual coloured indicators are then displayed for each car.

● cars at your **facility** for which **no action is required.** This coloured bubble will only be displayed if there are no cars already confirmed for next service.

● cars at your **facility** that have been **released and confirmed for next service.**

● cars at your **facility** that have been **released and are prioritized for next service.** This coloured bubble will only be displayed if no other cars have been released.

See which cars are in your facility

By clicking on one of the status bubbles, the details section in the lower portion of the screen is populated. There you view the following information on each car you have in the selected status:

Inbound traffic

Status	Car	Load/Empty	Equipment type	Commodity	Placement Date	Current Track-Sequence

Outbound traffic

Status	Car	Load/Empty	Equipment type	Commodity	Release Date	Committed Window	Service exception number

Cars Available to Order In

This section allows you to view all cars that are available to **order in** to your facility.

Cars available to order in	Urgent Action Required	Contingency Plan Required
21 CARS	0 CARS	16 CARS
ORDER IN & SWITCH	DETAILS	DETAILS

Cars that are available to order in can either be:

WITHIN 24 HRS — **Within 24 hours** of being delivered to your local serving yard

SERVING YARD — Located at your **local serving yard**

ORDER IN & SWITCH

Ordering in your rail cars

To order in your cars, click the "Order In & Switch" button. Clicking this option will prompt the opening of the *Order In and Switch Railcars* tool.

Unable to order in cars?

If you do not see the Order In button, please follow these steps:

1. Select the *Tools Home* option on the top navigation menu bar

2. You will then be redirected to the tool selection menu. Select the *Request New Tools* option

3. Once on the **Request new tools** menu, select *Order In and Switch Railcars* from the **Pickup and Delivery** sub-menu

4. Once you have requested access to the *Order In and Switch Railcars* tool, you should be able to order in railcars that are **within 24 hours** or at your local **serving yard** the next time you login.

Tools Home
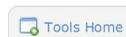
Request New Tools

☑ Order In and Switch Railcars [1]

Urgent Action Required

This section allows you to view all cars that **require urgent action.**

Cars available to order in	Urgent Action Required	Contingency Plan Required
21	0	16
CARS	CARS	CARS
ORDER IN & SWITCH	DETAILS	DETAILS

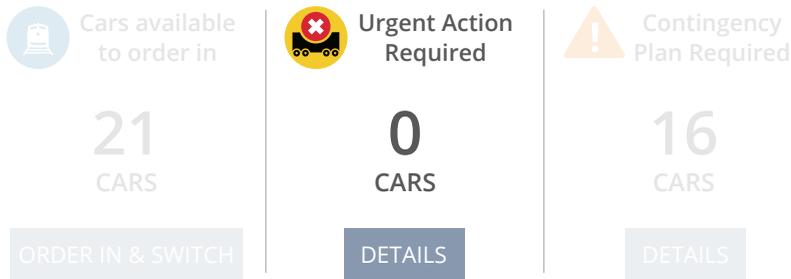Cars within the **urgent action required** category require customer action. These cars will not be visible in your *First Mile Last Mile* report.

Cars can fall under this category for the following reasons:

- Storage – Waybill missing/with errors
- Storage – Shipper request
- Customs hold – Border inspection
- Customs hold – Documentation issues
- Bill of lading missing or incomplete

- Car hold – Shipper request
- Car hold – Pending return to origin
- Car hold – Payment pending
- Car hold – Overload or improperly loaded

See which cars require urgent action

By clicking on the "Details" button, the details section in the lower portion of the screen is populated. There you view the following information on each car you have in the selected status:

- Car Initial/Number
- Equipment Type
- Current Train
- Current Track

- Load/Empty Status
- Commodity
- Reason
- Timestamp

- Origin
- Current Location

To obtain additional information and/or updates on your cars that are off plan, please contact your Service Delivery Representative **1-866-9-CNRAIL.**

Contingency Plan Required

This critical alert category allows you to view cars which have been impacted by a **temporary outage/ disruption or a significant delay.**

Cars available to order in	Urgent Action Required	Contingency Plan Required
21	**0**	**16**
CARS	CARS	CARS
ORDER IN & SWITCH	DETAILS	DETAILS

While the cars displayed in this category continue to move inbound towards your facility, an exception has taken place while in transit. Cars can fall under this category for the following reasons:

- A temporary outage or disruption to CN's main line (be sure to subscribe to this iAdvise email notification)
- A significant delay (a 72 hour variance for trip plans of 7+ days and 48 hour variance for trips of less than 7 days)
- Bad order
- Embargo
- On hold
- Trip plan exception
- CDI – Missing placement instructions
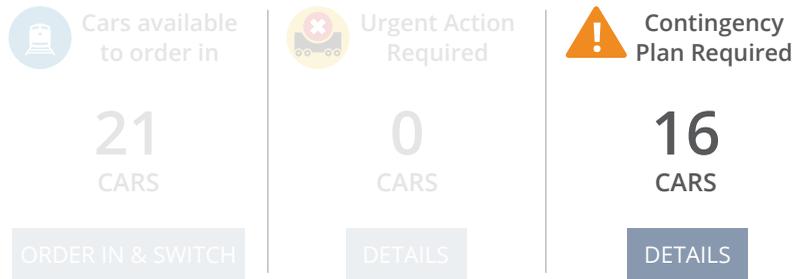
See which cars require contingency plans

By clicking on the "Details" button, the details section in the lower portion of the screen is populated. There you view the following information on each car you have in the selected status:
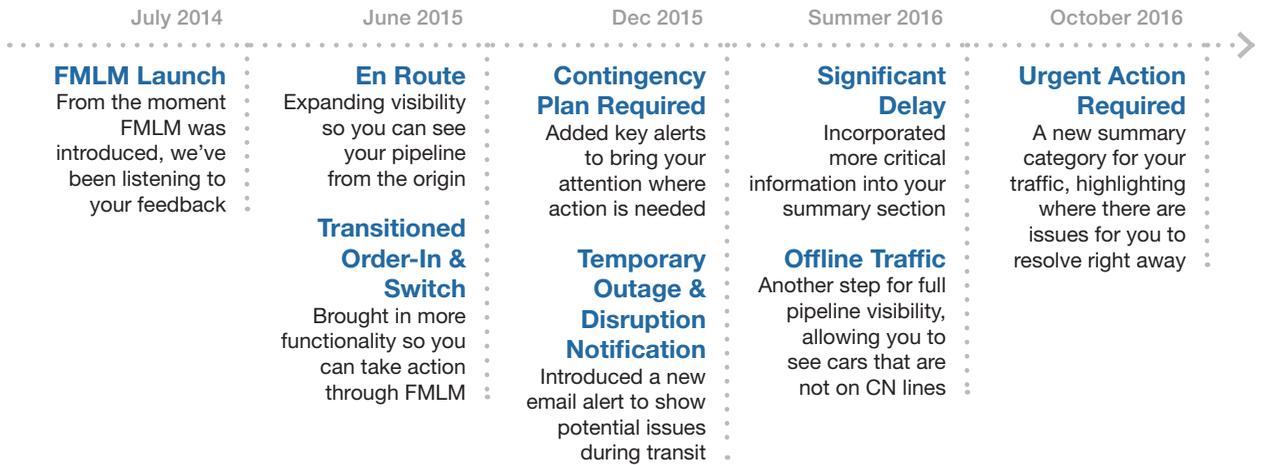
- Car Number
- Load/Empty
- Equipment Type
- Commodity

- Current Train
- Current Location
- Current Track
- Origin

- Contingency Reason
- Contingency Timestamp
- Log-ID

To obtain additional information and/or updates on your cars that are impacted by a temporary outage/ disruption or a significant delay, please contact your Service Delivery Representative at **1-866-9-CNRAIL.**

Definitions

Term	Definition
Status	Indicates whether a car has a **plan in place,** is **available to order-in,** is a **priority for next service,** is **ready to depart,** or has **no action required**
Car number	The Initials and Numbers that uniquely identify the car
Load/Empty	Indicates whether a car is loaded (L) or empty (E)
Equipment type	The initial(s) for the equipment type of the car
Commodity	The product being shipped in the car
Ordered in	Indicates whether or not your car has been ordered-in to your facility
Delivery Date to Serving Yard	The date on which your car is scheduled to be delivered to the serving yard
Delivery Date to Facility	The date on which your car is scheduled to be delivered to your facility
Order-in date	The date on which you requested the car into your facility
Destination track	Tracks within your facility where your car will be placed
Origin	The originating city, yard and province/state of the car
Committed Window	The scheduled service window at which the car will be delivered to or picked up from your facility
Service Exemption Number	A confirmation number for a car that has suffered a railway service delay, and which will be delivered in the next scheduled service window
Placement Date	The date on which the car was placed at your facility
Release Date	The date on which the car was released from your facility
LogID	The ID of your contingency plan
Current Track-Sequence	Sequence indicates the current track and position on track of the car
Current Location	Displays the current location/yard your car is at
Current Train	Displays the current train your car is moving on
Off Plan Reason	The reason your car has been placed off-plan
Contingency Reason	The reason your car has been place in contingency

Continuous Improvements

July 2014	June 2015	Dec 2015	Summer 2016	October 2016

FMLM Launch
From the moment FMLM was introduced, we've been listening to your feedback

En Route
Expanding visibility so you can see your pipeline from the origin

Transitioned Order-In & Switch
Brought in more functionality so you can take action through FMLM

Contingency Plan Required
Added key alerts to bring your attention where action is needed

Temporary Outage & Disruption Notification
Introduced a new email alert to show potential issues during transit

Significant Delay
Incorporated more critical information into your summary section

Offline Traffic
Another step for full pipeline visibility, allowing you to see cars that are not on CN lines

Urgent Action Required
A new summary category for your traffic, highlighting where there are issues for you to resolve right away

iAdvise is the **most useful** source of information
most reliable source of information
most complete source of information
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