

# Optional Services Catalog

## --Customer Switching and Accessorial Services



CORP is a RailAmerica company

[www.railamerica.com](http://www.railamerica.com)

Please contact your local marketing representative if you have any questions concerning this service.

Matthew Fullerton

333 S.E. Mosher

Roseburg, OR 97470

Phone: (541) 464-7002

Fax: (541) 957-0686

[Matthew.Fullerton@railamerica.com](mailto:Matthew.Fullerton@railamerica.com)

This document is subject to the terms, conditions and guidelines provided in RailAmerica Tariff RA-1000.

The RA 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 CORP. Any charges not covered on this CORP 7006 are subject to rules and provisions found in the RA 1000 Series Tariff.

# CORP 7006-8

(Cancels all prior versions)

Central Oregon & Pacific  
Railroad

## 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.



# CHARGE SCHEDULE

Intra-Plant Switch	\$200	Item 1000
Intra-Terminal Switch	\$375	Item 1010
Inter-Terminal Switch	\$375	Item 1020
Diversion/ Reconsignment	\$500	Item 1650
Error Moves	\$445	Item 1040
Car Released Without Bill of Lading	\$200	Item 1050
Special Train Charges	Minimum \$1,800	Item 1070
Closing Doors	\$175	Item 1080
Overload Charges	\$700	Item 1090
Weighing	\$300	
	Industry Scales	

There is no reciprocal switching on the CORP

# 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

**ITEM 1100**

**We commit to bill you on time**

We will issue Customer Switching and Accessorial Services invoices monthly.

## BILLING DISPUTES

**ITEM 1110**

**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: **Revenue Group, RailAmerica 7411 Fullerton St. Ste. 300 Jacksonville, FL 32256** Along with a brief description, your claim must include the car initial and number and the related invoice number. You may also submit your claim electronically to

[CORP-Billing@RailAmerica.com](mailto:CORP-Billing@RailAmerica.com)

## GUARANTEED ON-TIME RESPONSE ITEM 1120

**If we don't respond within 30 days, your dispute will be accepted "as is."**

We are committed to responding to your claim in a timely manner. If we do not respond to your dispute, in writing, within 30 days your dispute will be accepted as is.



## --Customer Switching and Accessorial Services

### Handling of Empty Freight Cars

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

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 \$2.00 per mile, subject to a minimum of 150 miles. CORP will not be responsible for the payment of any per diem or mileage charges, nor will CORP 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 2 of this Catalog will apply.

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

### Special train service

If special train service is requested, cancellation of that service must be received by 5:00 pm the day prior to special train service date.

### Turning of cars on the CORP (Item 1350)

When it is necessary or requested by a customer for a car to be turned on the CORP the following rates will apply:

- |   |          |
|---|----------|
| •Turning a car on the Y at Springfield Junction<br>(Coverage between Springfield Junction & Divide) | \$200.00 |
| •Turning a car on the Y at Grants Pass<br>(Coverage between Sutherlin & Riddle)                     | \$600.00 |
| •Turning a car at Medford<br>(Coverage between Glendale, Ashland & White City)                      | \$200.00 |
| •Turning a car at Weed, CA  | \$200.00 |

## --Customer Switching and Accessorial Services

### **METHOD FOR SUBMISSION OF FORWARDING INSTRUCTIONS**

CORP 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. CORP will accept forwarding instructions to its Transportation Logistics Center (TLC) via fax (1.855.634.5101) or via email ([CORP-cs@railamerica.com](mailto:CORP-cs@railamerica.com)), subject to a \$35.00 charge per faxed or emailed bill of lading. This charge will be assessed to the online Customer of record with the railroad.

The CORP 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. CORP will not accept delivery of forwarding instructions by US Mail, express service, personal delivery, or otherwise.

### **METHOD TO RELEASE EMPTY RAILCARS**

CORP will accept empty release information using ShipperConnect™ at no charge. CORP will accept empty release information to its Transportation Logistics Center (TLC) via fax (1.855.634.5101) or via email ([CORP-cs@railamerica.com](mailto:CORP-cs@railamerica.com)), subject to a \$35.00 charge per faxed or emailed release. This charge will be assessed to the online Customer of record with the railroad.

### **DATE AND TIME RECORD OF NOTIFICATIONS**

When electronic or mechanical devices are used to furnish forwarding instructions and/or empty release information to CORP, the recorded date and time at which the instructions are received by CORP will govern.