

SteelRoads RR Contacts

TRACK & TRACE

RR	Contact	Email/Phone	Notes and Additional Information
CPRS	Helpdesk-SR on call	888-333-8111 eb_support@cpr.ca	Administrator: Ken Waldhauser
BNSF	Helpdesk	1-888-428-2673 EDI1@bnsf.com	
UP	UP Data Security	1-800-221-4163 ccsdatasecurity@up.com	
CN	Customer Support	800-361-0198 ebusiness@cn.ca	
NS	Derrick Perdue	1-404-529-1025 Derrick.Perdue@nscorp.com	Administrator: Derrick Perdue
CSXT	Michelle Mason	877.744.7279 opt 2, then opt 1 Michelle_Mason@csx.com.	Customers may select opt 5, then opt 3 for an automated trace system or select option 2, then opt 1 to speak with Michelle.
KCS	Customer Support	800-468-6527 customer_solutions@kcsouthern.com	