

Escalation Protocol for Urgent Issues

Please follow the processes outlined below. If you have an urgent issue that requires escalation, contact Customer Service by phone immediately at 1-888-333-8111:

Canada / U.S.	Mexico
Log an Issue: Log an Issue in Customer Station using the “Log an Issue” tool, and in the subject field, please note “Escalation” and reference the existing case number, then call Customer Service for further assistance or escalation.	Contact Us by Email: Send an email to the appropriate Customer Service team and note “Escalation” or “Escalar” in the subject field, reference your existing case number, and call Customer Service for further assistance or escalation.
Contact Us by Email: If you are unable to Log an Issue using the tile, contact Customer_Service@cpkcr.com similarly noting “Escalation” in the subject line and reference your existing case number.	Industrial & Consumer cscindustrial@cpkcm.mx Bulk Unit trains cscmxbulk@cpkcm.mx Chemicals & Petroleum cscterminals@cpkcm.mx Automotive & Intermodal csautointer@cpkcm.mx
Carload Customer_Service@cpkcr.com Intermodal CS_Intermodal@cpkcr.com Automotive CS_Automotive@cpkcr.com	MyKCS Support kcsmbillingassurance@cpkcr.com
Contact Us by Phone:  1-888-333-8111  1-800-468-6527	Contact Us by Phone:  1-81-8852-7777 from Mexico  1-888-812-9512 from the U.S.
For Further Escalation: Brian Williams: Brian.Williams@cpkcr.com	For Further Escalation: Carmen Eneida Tellez Rodriguez: ctellez@cpkcm.mx

Below is an example illustrating how to escalate and log an issue in Customer Station for customers in Canada and the U.S:

Log an Issue




Log a New Issue

*Company:

*Service team:

*Type of Issue:

Equipment ID(s):

Enter Equipment IDs separated by commas

*Subject:

Escalation Case #123456

*Provide Details:

Enter details on the issue here