



# CUSTOMER'S GUIDE TO DEMURRAGE



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# DEMURRAGE

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# Who to Contact for Demurrage, Switching and Other Miscellaneous Billing Questions

## Demurrage Inquiries/Billing

Diane Mars  
Demurrage/Car Hire  
Office: 303-296-0900  
Fax: 303-296-2347  
E-mail: [accounting@denverrockisland.com](mailto:accounting@denverrockisland.com)

## Operational Inquiries – Special Switch Requests

Yard Master  
Office: 303-295-0661 Opt. 3  
Fax: 303-295-0886  
E-mail: [Yardmaster@denverrockisland.com](mailto:Yardmaster@denverrockisland.com)

Mark Campbell Terminal Manager  
Office: 303-295-0661 Opt. 4  
Fax: 303-295-0886  
E-mail: [mark.campbell@denverrockisland.com](mailto:mark.campbell@denverrockisland.com)

## **CLAIMS ITEM 160 TARIFF 8000-D**

A Claim must be submitted in writing by Registered Letter to the name and number on the bottom of the freight bill within thirty (30) days from the date that the bill for demurrage is rendered. The conditions for submitting the claim should be fully stated. Any claim not filed within thirty (30) days from the date that the demurrage bill is rendered will be declined. If DRIR fails to respond to a Claim within thirty (30) days from the date that the claim was submitted, DRIR will accept the dispute as submitted and credit the account for the value of the disputed amount.

## **Customer Profile Information that affects your Demurrage**

There are key pieces of data in each customer's profile that impacts demurrage.

These are the critical pieces of information that Denver Rock Island needs to know about your facility:

1. **Spot Capacity**: Used to verify maximum capacity to receive cars. This impacts constructive placement of rail equipment held in Denver Rock Island's yard for placement to your facility.
  - Have you added track at your facility?
  - Have you removed track at your facility?
  - Have you changed your door configuration?
  
2. **Standard Industry Instructions**: This impacts the free flow of cars into your facility.
  - Order-In Customer
  - Spot-On-Arrival Customer

If you have questions about how your facility is set up, contact Mark Campbell at 303-295-0661 Opt.4 or email [mark.campbell@denverrockisland.com](mailto:mark.campbell@denverrockisland.com)

# ORDER IN OR SPOT ON ARRIVAL

The impact of “**Order-In**” status is a restricted inbound flow of cars.

The impact of “**Spot-on-Arrival**” status is a free flow of inbound cars.

**Order-In:** A customer who, by prior arrangement, has notified DRIR that cars shall not be placed, or considered to be placed, for loading or unloading, until DRIR has received an order (switch request) for placement from said customer. Until such order for placement is received, cars will be on constructive placement.

What this means: Cars must be ordered to spot by the customer through email if and when they are needed. Customers who cannot take all/any car(s) that arrive due to differences in product, car type, etc. must be Order-In. The customer is responsible for keeping track of cars that have been Constructively Placed and selecting the oldest car(s) for placement to avoid excessive demurrage accruals.

Each yard has its own email address for releases and spot requests:

NYARD: [nw@denverrockisland.com](mailto:nw@denverrockisland.com)

AIRLAWN: [airlawn@denverrockisland.com](mailto:airlawn@denverrockisland.com)

STOCKYARDS: [stockyards@denverrockisland.com](mailto:stockyards@denverrockisland.com)

**Spot-on-Arrival:** DRIR, without notification, will place cars for loading or unloading immediately upon their availability for placement if the customer has capacity. Once capacity is met, remaining cars held for spotting are Constructively Placed thus commencing demurrage.

What this means: Cars are automatically ordered to spot to a customer’s facility when they arrive at the serving yard or destination, provided there is capacity. DRIR operates under the premise that Spot-on-Arrival customers will be kept full to capacity as space becomes available. Customers need to submit a release order to allow additional cars to be spotted. This type of status is suitable for customers that receive one type of commodity/car and cars do not require spotting to specific track spots. DRIR will make every attempt to spot the oldest cars first, but if yard congestion and customer car volumes preclude efficiency of Rail Operations the most convenient cars will be spotted.

## Important Information

All releases must be emailed to the proper email address according to what yard your company is in and must be in the following format: (Your Company Name) is releasing (number of railcars) (Load Status)(railcar numbers). For example: DRIR is releasing empty 2 railcars GAMX 6119 and GAMX 2577. This gives us the ability to easily search for your releases when there is a dispute on release times. All loaded cars **MUST** have a waybill attached to your email, if we interchange the car and it has not been billed you will be charged a \$500.00 pc setback fee (see Tariff 8000-D Item 270).

The information contained herein is intended to serve as information only and does not supersede Denver Rock Islands Demurrage Tariff 8000-D available on Denver Rock Island’s website at <http://www.denverrockisland.com>.

# DEMURRAGE DEFINITIONS

## **Constructive Placement: (CP'd )**

When a rail car cannot be actually placed at the industry because of any condition created by the customer:

- 1) Customer has no track capacity to receive rail car
- 2) Customer is not ready to accept rail car
- 3) Customer track is not accessible, i.e. ;
  - Blue or Red flag placed by customer or third party
  - Track blockage to a customer by a joint track user or 2<sup>nd</sup> customer on the same track
  - Customer's siding/spur is locked by customer or joint user
  - Customer's facility track is inaccessible due to safety issues or improper track condition
  - Hoses Attached to Railcars, Hatches open etc.

**Debit:** A chargeable demurrage day.

**Credit:** A non-chargeable demurrage day.

**Demurrage Day:** A twenty-four (24) hour period (calendar day), or fraction thereof, commencing at the first 0001 hours (Mountain Standard Time) after actual or constructive placement until the car(s) is released and available to DRIR.

# Common Causes of Demurrage And How You Can Reduce Your Exposure

What are common causes for Demurrage that are within your control?

- 1) Failure to communicate your needs to Denver Rock Island Railroad.

Use the following 3 email addresses for release and spot requests.

NYARD: [nw@denverrockisland.com](mailto:nw@denverrockisland.com)

AIRLAWN: [airlawn@denverrockisland.com](mailto:airlawn@denverrockisland.com)

STOCKYARDS: [stockyards@denverrockisland.com](mailto:stockyards@denverrockisland.com)

- 2) Changes to your switch needs.

Call or Email Yard Master 303-295-0661 Opt.3 [yardmaster@denverrockisland.com](mailto:yardmaster@denverrockisland.com) or Terminal Manager Mark Campbell 303-295-0661 Opt.4 [mark.campbell@denverrockisland.com](mailto:mark.campbell@denverrockisland.com)

- 3) Over ordering equipment.

Request rail equipment according to your production needs & ability to unload/load without incurring excess demurrage. Do not over order rail equipment from shipper and/or the BNSF/UPRR unless you are prepared to pay the demurrage accruing while on DRIR Rail trackage.

- 4) Failure to release cars in a timely manner.

Always load and unload quickly, and report your release immediately. Use the appropriate email listed above according to the yard your facility is in to release. If there are changes to your requests you will also be contacted for verification. Any releases for Stockyards or Airlawn received after 9:00am will be considered received the next business day. Any releases for North Washington after 2pm will be considered received the next business day. Any releases received on days the yard is not in operation (NW: Sat,Sun./ Airlawn, Stockyards: Sat.,Sun.) will be considered received the next business day.

**DO NOT release railcars before they are fully loaded or emptied.** A \$150 charge can be assessed to cars which are prematurely released loaded or empty (Tariff DRIR 8000-D Item 265).

- 5.) Incorrect customer profile on record: Order In or Spot-On-Arrival.

Daily proactive monitoring of cars assigned to you. This can be accomplished by the DRIR morning reports sent daily via email. If you do not currently receive daily reports and would like to contact:  
Mark Campbell 303-295-0661 Opt.4

The following steps should be followed for an efficient flow of your rail traffic which equates to lower demurrage liability:

For Rail Controlled & Private Marked Equipment:

- Order in and Release Cars via email
- Daily Proactive Monitoring of inbound rail equipment: DRIR daily email reports.
- Cancel Equipment Requests or not needed equipment before arrival to DRIR from BNSF/UPRR.
- Load and Release equipment quickly.

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# Demurrage Chart

## APPENDIX A

**Rail Demurrage - Applies to all Freight Cars Actually or Constructively Placed for Loading or Unloading.**

CARS FOR	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Unloading					\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90
Loading					\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90
Unloading						\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90
Loading						\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90	\$90
Unloading									\$90	\$90	\$90	\$90	\$90	\$90
Loading									\$90	\$90	\$90	\$90	\$90	\$90
Unloading										\$90	\$90	\$90	\$90	\$90
Loading										\$90	\$90	\$90	\$90	\$90
Unloading											\$90	\$90	\$90	\$90
Loading											\$90	\$90	\$90	\$90
Unloading												\$90	\$90	\$90
Loading												\$90	\$90	\$90

Legend	
	Placed after 0001
	Free Day

**Note 1 - Demurrage charges will accrue on all days except Holidays. (See Tariff for listing of Holidays)**

## **Miscellaneous Switching**

### **Definitions**

- 1) **Intra-Plant Switching** – A switching movement performed within the plant or industry (e.g. from one track to another or between two points on the same track).
  
- 2) **Intra-Terminal Switching** – A switching movement performed in handling a car from one track to another track of the same carrier when both tracks are within the switching limits of DRIR Rail. Charge can also be assessed to cars which are prematurely released loaded or empty.
  
- 3) **Inter-Terminal Switching** – A switching movement of cars from an Industry located on DRIR Rail to an industry on another carrier within the same switching district.



## Demurrage Dispute Form

Enter the requested information for each car (or group of cars if all data is the same). Attach documentation whenever possible, and can be submitted by email to the demurrage administrator, by FAX, or by certified U.S. mail, return receipt requested to:  
 Denver Rock Island, ATTN: Demurrage Dispute, 3400 E. 56th Ave., Commerce City, CO 80022  
 Or Email: [accounting@denverrockisland.com](mailto:accounting@denverrockisland.com)  
 Fax: 303-296-2347

<b>Date:</b>		<b>Company:</b>	
<b>RR Demurrage Month:</b>		<b>Submitted by:</b>	
<b>RR Invoice Number:</b>		<b>Phone:</b>	
		<b>E-mail:</b>	

Car Number(s)						
Dates	Constructive Placement	Actual Placement	Release	Demurrage Days	Credits	Net
As Billed:						
Customer Record:						
Explanation:						
Documentation:						Attached? <input type="checkbox"/>
Resolution (for DRIR use)						

Car Number(s)						
Dates	Constructive Placement	Actual Placement	Release	Demurrage Days	Credits	Net
As Billed:						
Customer Record:						
Explanation:						
Documentation:						Attached? <input type="checkbox"/>
Resolution (for DRIR use)						

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