



**Cargo**

# Service catalogue of DB Cargo AG



**Translated from German:  
the German text  
alone is legally binding.**

**Valid from: 1 January 2022**





**DB Cargo –  
customer-oriented,  
environmentally sustainable,  
connected.**

# Content

---

<b>1 Introduction</b>	04
-----------------------	----

---

<b>2 Additional services</b>	05
2.1 Planning and ordering services	05
2.2 Empty wagon provision services	05
2.3 Loading and unloading services	06
2.4 Collection and provision services	06
2.5 Provision of transport services	07
2.6 Billing and documentation	08
2.7 Commercial services	08
2.8 Subsidiary services	08
2.9 Customs services	10

---

<b>3 Special services</b>	11
---------------------------	----

# 1 Introduction

### Your satisfaction is central to our transport services

Meeting the transport requirements of our customers is the aim of DB Cargo. What is especially important to us is that our service portfolio is transparent and that we develop customised solutions with our customers.

Our goal is to offer a service package that meets your individual requirements. Thanks to the transparent presentation of our services and conditions, we create a common understanding of the scope of service – this is the basis for providing better quality services.

### The right offer for every step along the logistics chain

The service catalogue as part of the commercial model structures the services already offered by DB Cargo. The services are structured along the logistics chain and are divided into basic, additional and special services. For the sake of clarity, we have only included the additional services in the service catalogue. These are services that supplement the actual wagon transport and can also be agreed independently of a transport.

**Basic service:** The basic service is the defined minimum scope of every transport service provided by DB Cargo. A reduction in the scope of a basic service is not possible. The basic service applies equally to the transport of loaded wagons and empty private wagons.

**Additional services:** All additional services to the basic service agreed with the customer are presented as additional services and form the basis for a customised offer. The catalogue of additional services represents all additional services currently possible with DB Cargo, e.g. weighing. You can create a customised package and offer with your sales assistant.

**Special services:** Special services are services we provide that were neither agreed nor planned. Special services are not offered on the market and cannot be ordered. Due to the lack of planning possibilities, special services generally result in unavoidable additional costs.

### Your benefits of the service catalogue

The transparent presentation of our services provides you with a quick and clear overview of the service portfolio of DB Cargo that goes beyond standard transport. The variety of services is an excellent basis for discussions with your sales assistant, who will advise you about the details of the individual services and help you create a customised offer that meets your requirements.

The service catalogue provides you with more transparency by bindingly specifying the scope of the service. This means that you always know what services DB Cargo is providing and for what you are being charged. Based on this we can offer higher reliability and quality when providing the service.

To give you the best possible quality, we check the feasibility of your individual transport service before accepting your order. This is the basis for providing reliable services. Just like today, services currently associated with your order code will not have to be ordered separately.

We have a diverse service portfolio. Please contact us so that we can create your service package. Your sales assistant will help you choose and order the services.



# 2 Additional services

Additional services are all services offered by DB Cargo (according to their feasibility) that are not included in the basic services. Any desired services that are not already listed in the order code agreed for the transport order are to be explicitly requested. Unless otherwise agreed or included in the freight price, additional services will be invoiced in accordance with the provisions of the latest valid version of this "Service catalogue of DB Cargo AG".

Where additional services are not mentioned or priced separately in the following, DB Cargo services will be invoiced on a time and materials basis (resources, staff). Personnel expenses are calculated per DB Cargo employee at a rate of EUR 17.20 for every 15-minute period commenced.

You can obtain further information and prices for additional services (if not listed here) from your account manager or from customer service (Tel.: +49 (0) 203 9851 9000).

## 2.1 Planning and ordering services

**2.1.1 Acceptance of order information via alternative communication channels,**  
(e.g. Fax; does not apply for RailService Online (RSO), ElectronicDataInterchange (EDI), link2rail)

- Data entry for electronic order management by DB Cargo: Orders (freight transport/empty wagon orders) that are not placed by EDI or RSO or link2rail will be subject to a processing fee of EUR 11 per order.

Transport orders in intermodal transport that are not placed by EDI or O.G@TE will be subject to a processing fee of EUR 2.40 per load unit.

- Completion information, order completion by DB Cargo
- Transport and accompanying documents

**2.1.2 Fine-tuning between consignor and/or consignee by DB Cargo including determining a suitable wagon release time and/or time of receipt with customer service contact**

**2.1.3 Issue of transport authorizations part 1 and 2 at DB Netz for exceptional consignments (carriage permit/out-of-gauge consignment)**

**2.1.4 Transmission of time of receipt via alternative communication channels (e.g. fax)**

**2.1.5 Issue of international documents for rail transportation**

**2.1.6 Issue of (accompanying) documents required due to additional conditions**

- Reconsignment of wagon loads made necessary by customer/reforwarding
- Issue of road transportation

## 2.2 Empty wagon provision services

**2.2.1 Provisioning and feeding of wagons for rail transport and acceptance of order for empty wagons from customer**

**2.2.2 Staging of a customer-specific wagon pool comprising strictly defined wagons exclusively available for the customer's transports**

- Staging a wagon pool with a fixed size, planned by customer
- Staging a wagon pool with a fixed size, planned by DB Cargo
- Staging a wagon pool with varying size, planned by DB Cargo
- Temporary wagon pool, planned by DB Cargo

**2.2.3 Commitment to provide wagons**

- Guarantee in days, supply with contractually agreed minimum number of wagons
- Guarantee in weeks

**2.2.4 Customer-specific equipment or retrofits for wagons and the adjustment of variable parts by DB Cargo if this is considered economically efficient**

## 2.2.5 Rental of freight wagons independently of transport

Freight wagons may be rented on request by contractual agreement following a check of wagon availability.

This service is invoiced on a time and materials basis.

- Short term: The customer wants to hire railway wagons without their associated transport. For every hire, a lump sum is invoiced for provisioning the wagons.
- Long term: The customer wants to hire railway wagons without their associated transport. For every hire, a lump sum is invoiced for provisioning the wagons.

## 2.3 Loading and unloading services

### 2.3.1 Granting of period for loading/unloading on sidings or provision and close of loading at terminal

- Individual extension of general loading period
- At terminal, regulated accordingly by the persons with access rights according to slot

### 2.3.2 DB Cargo handles loading/unloading services

- Loading
- Unloading
- Handling at railport

### 2.3.3 Customer use of DB Netz AG public infrastructure (loading area use) for loading and unloading

### 2.3.4 Hiring and exchange of loading equipment: Railway-owned load units may be rented subject to agreement

### 2.3.5 Handling of CT loading units in terminal (CT = combined traffic), services provided by DB Cargo or third-party contractors

## 2.4 Collection and provision services

### 2.4.1 Wagons delivered as part of your request for additional service run above and beyond operating agreement/regular operation

### 2.4.2 Additional requirements for service run in addition to simple collection and provision at the defined transfer location

- Additional shunting service
- Customer request for wagon provisioning in a block/grouped

### 2.4.3 Other services additionally agreed for collection/provisioning

- Special wagon technical inspection (for railway-owned wagons)
- Sealing of freight cars by DB Cargo: EUR 26.40 per car
- Weighing freight cars: The charge per vehicle for weighing freight wagons and other railway vehicles on a weighbridge is EUR 63<sup>1)</sup>.

### 2.4.4 Collection procedure agreed:

Servicing journeys collecting wagons and taking them to a defined collection location where wagons are buffered. Collection of loaded and/or empty wagons on railway-owned track for onward transport together is possible if arranged in advance. Per collection, a charge of EUR 69 per wagon is levied in addition to the wagon demurrage charge.

### 2.4.5 Call-off procedure agreed: Wagons buffered at hold location and delivered sequentially to destination

If arranged in advance with our Customer Service, it is possible to collect loaded and/or empty wagons on railway-owned tracks, combined with a later call-off of the wagons. For each call-off, a fee of EUR 69 per wagon will be levied in addition to the demurrage charge.

- Wagon provisioning by number
- Wagon provisioning, not by number

1) Transport costs associated with the return of unusable freight wagons/cleaning/weighing of freight wagons will be charged separately.

### 2.4.6 Purchase of third-party infrastructure use on your behalf

If a separate fee is due for the use of certain infrastructure or service installations (e.g. harbours, transshipment stations, SC, privately owned tracks), this will be charged separately.

This includes any fee charged by the operator of the infrastructure or service installation to DB Cargo that is incurred during the time spent by the wagon on such infrastructure before handover to DB Cargo, provided the fee has not been caused by DB Cargo itself.

- Use of private tracks
- Use of transshipment station infrastructure
- Port access charge
- Usage-dependent fees for service facilities
- Time charges

Detailed descriptions of these and any further charges can be found in the infrastructure operators' terms of use.

### 2.4.7 Purchase of rail transport services from third parties (strategic partners) on your behalf

## 2.5 Provision of transport services

### 2.5.1 Customer-specific restrictions with impact on marshalling/conversion/assembly

- Defined wagon sequence/train formation: EUR 58 per wagon
- Provision of wagons correctly aligned for loading: EUR 169 per wagon
- Prohibition on fly/gravity shunting: EUR 99 per wagon
- Buffer wagon requirements: refer to "Standard Rates and Other Provisions" of DB Cargo AG, 2.1.1
- Prohibition on splitting wagons EUR 99 per wagon

### 2.5.2 Customer-specific restrictions with impact on transport route/speed

- Approvals for exceptional consignments (BZA carriage permit/LÜ out-of-gauge notice)
- Transportation of the exceptional (BZA) consignment (wagon with a loading length of 27 m or greater will incur double the freight rates)
- Wagon release time or time of receipt requested by customer requiring lifting of line closure times
- Due to customs treatment requiring additional transport path

### 2.5.3 Provision of current, automated status information for the customer via electronic channels (RSO, link2rail)

- Wagon monitoring
- GPS equipment monitoring
- Issuing of monitoring/supply lists

### 2.5.4 Automated status information for other pre-defined information recipients (RSO, link2rail)

### 2.5.5 Customer notification in the case of change in time of receipt

- Notification of information via telephone
- Notification of information for other pre-defined information recipients

### 2.5.6 Communication matrix agreed individually with you for use in event of major disruptions (incl. identification of persons to notify, need-to-know and communication channels)

### 2.5.7 Emergency plan agreed individually with you for use in event of major disruptions, with specific instructions for action on how to continue transport, e.g. area reloading

### 2.5.8 Alternative communication and coordination agreed individually with customer for use in event of removal of damaged wagons

### 2.5.9 Conveyance of wagons with loading residues

For category U and Z wagons provided by the customer, loading residues up to a loading weight of 3 t (wagons with 2 axles) or 6 t (other wagons) will be transported free of charge in empty running, provided that this is noted in the contents column of the consignment note. Excess weight will be charged at the freight rates appropriate to running under load (in accordance with section 2.1 of the "Standard Rates and Other Provisions" of DB Cargo AG).

### 2.5.10 Surcharges

- The ferry route between Rostock Seehafen Gr and Trelleborg Gr is subject to a surcharge of EUR 488 per wagon and per direction.
- The Danish section between Padborg and Malmö Gr is subject to a surcharge of EUR 488 per wagon and per direction.

### 2.6 Billing and documentation

#### 2.6.1 Extended reporting, individual reports defined in coordination with the customer (weekly, monthly evaluations)

### 2.7 Commercial services

#### 2.7.1 Insurance brokerage on behalf of and ordered by the customer

- Goods transport insurance/cargo insurance
- Storage insurance

#### 2.7.2 Issue of a railway carrier certificate by customer service

#### 2.7.3 Eco Solutions: CO<sub>2</sub>-free transports with *DBeco plus* and *DBeco neutral*

### 2.8 Subsidiary services

#### 2.8.1 Provision of transport-accompanying additional logistics services

- Storage
- Reloading
- Gauge change
- Site logistics/site shunting service by DB Cargo
- Resource hire (shunting locomotive, shunting locomotive driver) for customer's workshop logistics/shunting service
- Site coordination at your location
- Carrying of loading-related items (e.g. keys)
- Order picking
- Packing of goods
- Road transport
- Transport by inland waterway
- Impact testing to test loading frames on your request
- Use of particular resources
- Interim stabling of CT loading units in connection with rail transport

#### 2.8.2 Logistical coordination, capacity management and management of wagon supply on dispatch and receipt

#### 2.8.3 Provision of track infrastructure for stabling of loaded or empty wagons

Wagons of other keepers may be stabled on railway-owned track in return for a fee. Customers making advance enquiries should submit the following information to their usual industry service team: Required track length, beginning and end of stabling and regional preference. New customers or wagon keepers who have not yet been allocated a service team should write to the following e-mail address: [neukundenservice@deutschebahn.com](mailto:neukundenservice@deutschebahn.com).

A charge of EUR 6.90 will be levied per wagon and per day, and an additional charge of EUR 51 per wagon on both the first and last day of the stabling period. If wagons are stabled without prior conclusion of an agreement, the charges stated above will be doubled.

#### 2.8.4 Provision of terminals or infrastructure for stabling of loaded or empty loading units

Load units may be stored subject to agreement. The storage of load units is subject to the "Storage Conditions for Intermodal Transport".

#### 2.8.5 Combined Transport services handled in your name and on your behalf as agreed in agency agreement

#### 2.8.6 Work on logistics portals on your request (comprises, e.g. triggering orders for empty cars, planning additional servicing journeys and holds, providing information on empty car provisioning)



## Service catalogue of DB Cargo

### 2.8.7 Cleaning services agreed with you

- Cleaning of public load transfer points: A fee of EUR 34.30 per wagon will be charged for removing loading residues that occur during loading and unloading of wood (NHM 4401.XX and 4403.XX).
- Wagon cleaning and decontamination including winter maintenance: Cleaning and decontamination of freight wagons will be charged on a time and materials basis. A special fee of EUR 306<sup>1)</sup> per wagon will be charged for cleaning four-axle, railway-owned cereal wagons (wagon cleaning facility in Mannheim).
- Your account manager/Customer Service (Tel.: +49 (0) 203 9851 9000) will provide you with information on prices at other locations on request.

### 2.8.8 Provision of services for loading wagons in a secure and efficient manner

- Loading consultancy
- Inspect load size
- Accompanying trial loading/initial loading
- Impact testing

### 2.8.9 Agreed customer individual advising by DB Cargo customer service or EOC (European Operation Center) – Customer individual central contact

### 2.8.10 Provision of services for carriage of dangerous and military goods

If explosive substances or articles containing an explosive substance are to be transported, a surcharge of

- EUR 182 per wagon (for substances and articles in RID class 1, subclasses 1.2 and 1.3),
- EUR 551 per wagon (for substances and articles in RID class 1, subclasses 1.1, 1.5 and 1.6), will be added.

The prices for the carriage of radioactive and other RID (Regulations Concerning the International Carriage of Dangerous Goods by Rail) class 7 materials are available from our sales personnel on request. Please call +49 (0) 203 454-1983 for details. (Price list no.: 0104000).

For handling load units containing dangerous goods arriving at or departing from transshipment stations by rail, we levy a dangerous goods surcharge per load unit. If dangerous goods are to be transported, the container consignment note must include the information prescribed in the RID regulations in addition to the standard information.

### 2.8.11 Surveillance and accompanying of transported goods

### 2.8.12 Management of damaged rolling stock for external keepers' wagons

- Regular wagon inspection and damage assessment in workshops
- Mobile workshop service for minor damage/repairs on customer's premises
- Repair process with wagon lessor's workshops for major damage
- Audit planning
- Preventative wagon maintenance

### 2.8.13 Fleet optimization concepts for external keepers' wagons, scheduled by DB Intermodal Service

1) Transport costs associated with the return of unusable freight wagons/cleaning/weighing of freight wagons will be charged separately.

## 2.9 Customs services

	Amount in EUR	Calculated per
<b>I. Customs services in Germany</b>		
<b>1. Fees for export/dispatch</b>		
1.1 Export formalities at EU border exit station to Switzerland	20.00	shipment
1.2 Export formalities at forwarding station and dispatch to third country (without SCTP or NCTS)	20.00	shipment
1.3 Opening SCT: T1 (without presentation of consignment note to customs and without inspection) or T2 in third country (including export processing at forwarding station)	32.00	shipment
<b>2. Fees for import/receipt</b>		
2.1 Import customs clearance (including presentation without inspection) a) for goods with same NHM number b) for goods with different NHM	57.00 on request	shipment
2.2 Handover to authorised consignee in rail transport (SCTP)	7.00	shipment
2.3 Presentation of goods to customs at destination or customs station (including temporary storage up to a maximum of 20 days) without inspection or import clearance	57.00	shipment
2.4 Presentation of prohibited and restricted goods (does not apply if DB Cargo provides customs clearance at the same location)	57.00	shipment
<b>3. Other</b>		
3.1 Fee for customs and taxes paid (for import clearance in Germany)	2%, at least 20.00	deferred amount
3.2 Additional costs e.g. for declaration of returned goods, inspections by customs and other authorities, including prohibited and restricted goods a) without shunting b) with shunting	a) 17.00 b) 217.00 + 9.40 per operating-km	per started 15 minutes
<b>II Customs services in Switzerland</b>		
1. Import customs clearance in Switzerland	on request	according to effort
2. Export customs clearance/processing in Switzerland	on request	according to effort



## 3 Special services

Special services are those services that have not been agreed. If not listed here, they are invoiced in accordance with section 2. DB Cargo provides these in the interests

of the customer. The provision of special services by DB Cargo does not give rise to a legal entitlement to these services on the part of the customer.

### 3.1 Other services additionally agreed for collection/provisioning

Sealing of freight cars by DB Cargo: EUR 31.10 per car


---

**Published by**

DB Cargo AG  
Marketing  
Rheinstrasse 2  
55116 Mainz, Germany

DB Cargo Website:   
[dbcargo.com/rail-deutschland-en](https://dbcargo.com/rail-deutschland-en)

DB Cargo LinkedIn:   
[linkedin.com/company/db-cargo-ag](https://linkedin.com/company/db-cargo-ag)

DB Cargo Xing:   
[xing.com/pages/deutschebahn-dbcargoag](https://xing.com/pages/deutschebahn-dbcargoag)

DB Cargo Twitter:   
[twitter.com/DB\\_Cargo](https://twitter.com/DB_Cargo)

DB Cargo Instagram:   
[instagram.com/db\\_cargo](https://instagram.com/db_cargo)

DB Cargo Facebook:   
[facebook.com/dbcargooffiziell](https://facebook.com/dbcargooffiziell)

Logistik-News:   
[dbcargo.com/newsletter](https://dbcargo.com/newsletter)

E-Mail:  
[neukundenservice@deutschebahn.com](mailto:neukundenservice@deutschebahn.com)

Applicable from: 1 January 2022