

# Reporting Mechanical Defects when Requesting Cars to be Pulled in ShipCSX

If you receive loaded railroad-controlled cars and must report lost or damaged freight due to a mechanical defect after successfully unloading the car, it is important to report that defect to CSX by rejecting the car using the ShipCSX Plant Switch tool. This ensures that the car will be directed to a CSX mechanical facility for inspection and repairs.

1. Access **Plant Switch** under the **Ship** drop-down then click **Inventory / Switch Request** from the gray sub-navigation bar
2. Select the car(s) you want to release and report defected, then click the **Create/Modify Request(s)** button
3. Change the **L/E Status** from 'Loaded' to 'Empty' and choose 'Pull' as the **Requested Event**
4. Choose 'Reject Mechanical' as the **Sub-event** and the appropriate reject **Reason** from the options
5. Please enter **Car Remarks** to further describe the mechanical defect.
6. Choose any of the available **Reject Diagrams** and mark on them where the mechanical defect is located
7. You also have the ability to **Upload Pictures** of any mechanical defects
8. Once the information is complete, click the **Submit** button

The screenshot displays the ShipCSX web application interface. At the top, the 'Ship' dropdown menu is open, and 'Plant Switch' is selected. Below this, the 'Inventory / Switch Request' sub-navigation bar is visible. A table lists the car CSXT 708332, which is currently 'Loaded'. The 'Create/Modify Request(s)' button is highlighted. The main form area shows the 'Industry Cars - Loaded(1)' details for CSXT 708332. The 'Inventory Status' is 'Industry' and the 'Current L/E Status' is 'Loaded'. The 'L/E Status' is changed to 'Empty', and the 'Requested Event' is 'Pull'. The 'Sub-event' is 'Reject Mechanical' and the 'Reason' is 'Body'. The 'Car Remarks' field contains 'Hole in roof and is leaking'. Below this, there are five 'Reject Diagrams' (A-END, B-END, LEFT, RIGHT, TOP) for marking the defect location. The 'LEFT' diagram is selected. There is an 'Upload Pictures' button. At the bottom, the 'Create/Modify Plant Switch Request' form has a 'Review Request' checkbox and 'Cancel', 'Clear', and 'Submit' buttons.

| All                                    | Equipment   | Inventory Status | Current L/E | Requested L/E | Requested Event | Hazardous | Car Remarks | Plant Switch Number | Work Order Status |
|--|-------------|------------------|-------------|---------------|-----------------|-----------|-------------|---------------------|-------------------|
| 1. <input checked="" type="checkbox"/> | CSXT 708332 | Industry         | Loaded      |               |                 | No        |             |                     |                   |

See All Car Details Delete Request(s) Create/Modify Request(s)

**Industry Cars - Loaded(1)**  
Loaded cars that are currently at your location.

Equipment: CSXT 708332

Inventory Status: Industry Current L/E Status: Loaded  
L/E Status: Empty  
Requested Event: Pull  
Sub-event: Reject Mechanical Reason: Body  
From Track: From Spot:  
[-] Additional Options:  
Car Remarks: Hole in roof and is leaking Required with Reject Mechanical / Dirty  
Future Request Date/Time:  
Reject Diagrams: Select diagrams to indicate the area of concern  
A-END B-END LEFT RIGHT TOP  
Reject Pictures: Attach pictures that capture the area of concern  
Upload Pictures  
Create/Modify Plant Switch Request ? Help  
Review Request  Cancel Clear Submit