



ShipCSX  
Demoras y Servicios  
Diversos

### Demoras

- Facturación mensual
  - \$90 por día en equipos ferroviarios después del tiempo gratuito
  - \$40 por día en equipos privados después del tiempo gratuito
- Sistema promedio de crédito y débito
- Cuentas separadas para tráfico entrante / saliente
  - Entrante
    - Ferroviario - 2 créditos
    - Privado - 2 créditos
  - Carros salientes
    - Ferroviario - 1 crédito
    - Privado - 5 créditos
- El reloj inicia a las 12:01 a.m. del día siguiente a la colocación
- El reloj no empieza a correr cuando el carro ha sido ordenado para colocación
- El reloj se detiene al notificar la liberación
- Concesión perdida de cambio se proporciona cuando CSX no da servicio a un cliente de acceso restringido en un día de servicio programado.



## Términos y conceptos claves de demoras

- Acceso Restringido: Cuando un cliente tiene restricciones de colocación
- Acceso Abierto: Cuando todos los equipos pueden colocarse al llegar ya que no hay restricciones de colocación
- Posicionamiento Constructivo “Constructive Placement”: CSX notifica al cliente que los equipos están listos para colocación
- Colocación Actual: Cuando los equipos se colocan en posición de carga y descarga



**PASO 1:** Coloque el cursor sobre la Pestaña Pagar

**PASO 2:** Haga clic en el vínculo de Cargos de Aplazamiento

### Welcome to Demurrage Charges Summary

The summary charges are a snapshot created at midnight from the previous days data. These totals are specific to the demurrage charges by location you are signed up for and may not reflect the entire Company totals. You are able to view the up-to-date individual information by clicking on 'Account Location MTD Information'. To see more accounts or to have accounts deleted from this page, call 1-877-ShipCSX (1-877-744-7279) option 2, option 1.

Demurrage Charges Summary <a href="#">Help</a>	
Estimated September charges as of 09/02/10. Click on the arrow icon to show all location details.	
<a href="#">ABC CORP</a>	\$7,000.00

#### Get Started Here

Select from the list above, or from the actions list below.

- ▶ [Check your account by location for Month-To-Date estimated charges, previous month charges, or daily activity](#)
- ▶ [Subscribe to notifications](#)
- ▶ [View our best practices and demurrage policies](#)



**PASO 1:** Coloque el cursor sobre la Pestaña Pagar

ShipCSX Quick Links

MyShipCSX Plan Ship Trace Pay Resources Rail Partners Contact Us

You are here: [ShipCSX](#) > [Pay](#) > Demurrage Charges [? Help](#)

Account Location MTD Information Set Options Our Policies

### Welcome to Demurrage Charges Summary

Haga clic en Información de Ubicación de Cuenta MTD

The summary charges are a snapshot created at midnight from the previous days data. These totals are specific to the demurrage charges by location you are signed up for and may not reflect the entire Company totals. You are able to view the up-to-date individual information by clicking on 'Account Location MTD Information'. To see more accounts or to have accounts deleted from this page, call 1-877-ShipCSX (1-877-744-7279) option 2, option 1.

Demurrage Charges Summary <a href="#">? Help</a>	
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## Demurrage Charges

[Go to Plant Switch](#)

Selecting the appropriate month and plant location will provide you with a summary or detailed information on your current estimated demurrage charges and car activity, allowing you to proactively monitor your fleet. As well as, provide you with a historical view of summary or detail information from past months.

**PASO 1:** Elija el Mes y Ubicación de Planta adecuados



**Demurrage Charges** ? Help

Choose your month and plant location, then select submit to view your report.

Month:

Location:  ▼

**PASO 2:** Seleccione el Tipo de Factura



**Demurrage Charges Location Summary Report**
Total (6) Bill Types ? Help

Clicking on a column heading results in ascending/descending sort views. View your Daily Summary Report by clicking on the calendar icon.

Filter Summary:

Displaying (6) of (6) Bill Types

Month	Bill Type	Account Status	Total Cars	Car Events Calculated	Demurrage Days	Account Credits	Total Allowances	Chargeable Days	Total Charges	Freight Bill Number
September-2010	CSXT 8100-PRIVATE CARS FOR UNLOADING	OPEN	88	17	4	34	0	0	\$0.00	
September-2010	CSXT 8100-RAILROAD CARS FOR UNLOADING	OPEN	423	217	352	434	0	0	\$0.00	
September-2010	TARIFF 8200 COAL	OPEN	88	34	308	0	0	308	\$0.00	
September-2010	CSXT 8100-RAILROAD CARS FOR LOADING	OPEN	1,130	116	167	116	0	51	\$4,590.00	
September-2010	CSXT 8100-PRIVATE CARS FOR LOADING	OPEN	282	4	0	20	0	0	\$0.00	
September-2010	CSXT-8100 CARS HELD FOR OTHER PURPOSE	OPEN	1	1	0	1	0	0	\$0.00	



Account Location MTD Information

Set Options

Our Policies

### Demurrage Charges - Daily Summary

[Return to previous page](#) [Go to Plant Switch](#)

Selecting the appropriate month and plant location from the Account Location Summary page will provide you with a summary or the ability to view detailed information on your current estimated demurrage charges and car activity, allowing you to proactively monitor your fleet. As well as, provide you with a historical view of summary or detail information from past months.

#### Demurrage Charges [? Help](#)

The daily calendar view will show you all the cars that have been notified or placed at your location. You can choose different bill types for the selected calendar month. To see all car details, return to the Account Location MTD Information Summary and click on the link in the Total Cars column.

#### Demurrage Charges Location Summary Report [? Help](#)

To get more details, click on the individual link to view your notified or placed cars. Or, click on the date link to view both notified and placed cars for a specific day.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	01	<a href="#">02</a> 1 Cars	03	04	05	06
07	<a href="#">08</a> 15 Cars	09	<a href="#">10</a> 15 Cars	11	<a href="#">12</a> 14 Cars	<a href="#">13</a> 1 Cars
14	<a href="#">15</a> 4 Cars	<a href="#">16</a> 2 Cars	17	18	19	20
21	<a href="#">22</a> 7 Cars	<a href="#">23</a> 3 Cars	24	25	26	27
<a href="#">28</a> 1 Cars	<a href="#">29</a> 1 Cars 10 Cars	30	31			

Notified Placed



Cars detail event data for -September-2010										Total (423) Cars		<a href="#">Help</a>
Location: ABC CORP, JACKSONVILLE FL (A 640)												
Bill Type: CSXT8100-RAILROAD CARS FOR UNLOADING(A640)												
Filter Details: <input type="text" value="Select Column"/> containing <input type="text" value=""/> Filter Text: <input type="text"/> (* Case Sensitive) <input type="button" value="Apply filter"/>												
Displaying (423) of (423) Cars												
All	Equipment Id	Car Type	Commodity	Arrival Event	Notified	Ordered	Placed	Released	Demurrage Days	Demurrage Credit	Missed Switch	
<input type="checkbox"/>	SOU 526057	A302	SCPAPER	07/06/10 16:20	07/07/10 06:59	08/30/10 10:08			0	0	0	
<input type="checkbox"/>	SOU 523483	A302	SCPAPER	07/31/10 23:25	08/01/10 06:24	08/01/10 09:01	08/02/10 12:00	09/02/10 16:59	31	2	0	
<input type="checkbox"/>	FBOX 504929	A406	4024117	08/18/10 20:45	08/19/10 06:33	08/19/10 14:43	08/21/10 02:00		0	0	0	
<input type="checkbox"/>	CSXT 136669	A302	PULPBRD	08/18/10 23:10	08/19/10 06:33	08/19/10 00:02	08/20/10 02:04		0	0	0	
<input type="checkbox"/>	AGR 78473	A402	4024117	08/23/10 09:31	08/26/10 14:39	08/26/10 00:02	08/27/10 02:50		0	0	0	
<input type="checkbox"/>	CSXT 137804	A305	PULPBRD	08/24/10 02:55	08/24/10 06:48	08/25/10 13:08	08/26/10 03:45		0	0	0	
<input type="checkbox"/>	EEC 10135	A402	SCPAPER	08/24/10 02:55	08/24/10 06:48	08/24/10 13:41	08/26/10 03:45	09/01/10 17:27	6	2	0	
<input type="checkbox"/>	AGR 2937	A302	4024117	08/26/10 00:20	08/26/10 06:18	08/26/10 11:41	08/27/10 02:50		0	0	0	
<input type="checkbox"/>	CSXT 141736	A302	4024117	08/26/10 00:20	08/26/10 06:18	08/26/10 11:41	08/27/10 02:50		0	0	0	
<input type="checkbox"/>	LW 470557	A603	4024117	08/26/10 00:20	08/26/10 06:18	08/26/10 11:41	08/28/10 01:28	09/01/10 05:17	4	2	0	
<input type="checkbox"/>	SOU 523713	A302	PULPBRD	08/26/10 00:20	08/26/10 06:18	08/26/10 11:41	08/27/10 02:50		0	0	0	
<input type="checkbox"/>	CSXT 137780	A305	SCPAPER	08/26/10 20:19	08/27/10 06:40	08/27/10 14:46	08/30/10 09:45	09/02/10 22:14	3	2	0	
<input type="checkbox"/>	CSXT 137122	A305	SCPAPER	08/27/10 18:23	08/28/10 07:01	08/28/10 10:23	09/01/10 01:25		0	0	0	
<input type="checkbox"/>	COER 100402	A402	4024117	08/28/10 02:23	08/28/10 07:01	08/28/10 10:23	08/30/10 09:45	09/01/10 00:15	2	2	0	
<input type="checkbox"/>	COER 100475	A402	4024117	08/28/10 02:23	08/28/10 07:01	08/28/10 10:23	08/30/10 09:45	09/01/10 00:15	2	2	0	





Suscribirse al Resumen de Cargos de Demoras Diario por correo electrónico

Account Location MTD Information **Set Options** Our Policies

### Set Your Demurrage Options

**E-Mail Notifications** [? Help](#)

Subscribe to receive notifications of the following events.

Subscribe Me (Click in the check box to subscribe or unsubscribe)	Subscribe Others (Type in an email address and press 'Enter' to add another)
<input type="checkbox"/> <b>Demurrage Charges Summary</b> Daily Demurrage Charges Summary Email	<input type="text"/>

**Update**

Especificar Ubicación

**Default Locations** [? Help](#)

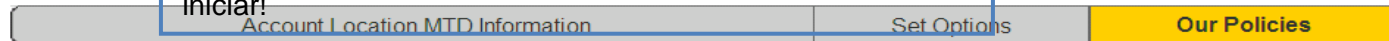
Select a default location to be set up on the Account Location screen.

Location:

**Update**



Esta pantalla le dará acceso a información de CSX como Tarifas, Cambios, Demoras y políticas de tarifas suplementarias. ¡Haga clic en Nuestras Políticas para iniciar!



### CSX Policies and Best Practices

#### Best Practices

- ▶ Understand CSXT's demurrage rules.
- ▶ Maintain close communication between shippers and receivers to avoid having too many cars in the pipeline.
- ▶ Use ShipCSX to order and release cars.
- ▶ Order contractively placed cars ASAP.
- ▶ Release cars from your siding the day they are made empty/loaded.
- ▶ Communicate to your customer service rep any problems associated with movement of cars into or out of your plant.
- ▶ Make sure that shipper assigned car pools are sized properly to current traffic volumes.
- ▶ File a dispute within 30 days of the bill date on Account Invoices.

#### CSX Policies

##### **Empty Cars Ordered and Not Used** - [Item 12060 of Tariff CSXT 8100 - Section XII-B Miscellaneous Provisions](#)

- ▶ The provisions of this item are applicable to cars that are ordered for loading and subsequently refused, rejected or the order cancelled.
- ▶ When an empty car has been placed for loading and is subsequently released back to CSXT without being used in revenue service, the service of placing and pulling the empty car will be subject to a per car charge. (This charge is NOT applicable on cars rejected account defective or unfit for loading.

##### **Late Surrender BOL** - [Item 6820 of Tariff CSXT 8100 – Section XII-B Miscellaneous Provisions](#)

- ▶ Shippers should take caution to ensure that every car is issued with a serviceable bill of lading. In order to be placed on a work order, an accurate, complete Bill of Lading should be submitted two hours before the work crew goes on duty. Not doing so will result in the car being pulled and subject to all applicable fees in Tariff 8100.
- ▶ When on shipper's order, a shipment is moved by CSXT from industry or team track, or is received from a connecting carrier, and held on CSXT's tracks or shipper's leased tracks awaiting forwarding directions, the move will be subject to switching charges per car.

For complete and official CSX policies, please consult [Tariff CSXT 8100](#)

[Supplemental Services Guide](#)

[Guide to Managing Demurrage](#)

Vínculos para 8100 Tarifas, Guía de Servicios Suplementarios y Guía para Administrar cargos Diversos



# Cambio de Cliente y Otros Servicios

**Cambio dentro de la planta:** el cambio de equipos de un lugar a otro dentro de una misma industria

**Cambio dentro de la terminal:** cambio realizado de un carril operado por el mismo ferrocarril cuando ambos carriles están dentro de los límites de cambio de la misma estación o distrito

- Carril de arrendamiento dentro de la terminal
- Carril de no arrendamiento dentro de la terminal

**Cambio dentro de la terminal:** cambio de equipos dentro de un área terminal que involucra dos o más ferrocarriles



### Sobrecargas:

- Los equipos con peso inaceptable deben ser sacados del tren y se deberá reducir el peso a un peso seguro
  - \$750 por equipo sobrecargado
- El aplazamiento se acumula mientras el equipo espera a ser reducido de peso
- Es responsabilidad del cliente el coordinar la reducción del equipo

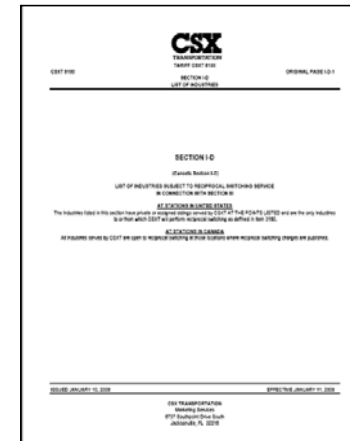
### Cargos de Pesaje:

- Peso sin cargo
  - El peso es necesario para crear cargos de transportación
- Peso con cargo
  - Seleccionar la opción de peso en BOL cuando los cargos por transportación sean por equipo
  - Dos tipos de cargos de pesaje
    - Escala RR - \$500 por carro
    - Escala Privada - \$100 por carro



### **Administre sus cargos diversos con las herramientas web en ShipCSX:**

- Suscríbase al CSXT 8100
- Baje y/o lea la “Guía de Servicios Diversos”
- Lea y entienda ‘ Una Guía Rápida para Administrar el demoras’
- Uso de herramientas ShipCSX que le ayudarán a administrar su negocio ferroviario.
  - Cambio de Planta
  - Cargos por demoras
  - Búsqueda y Rastreo
  - Facturas de Cuentas
- Llame a nuestro Servicio al Cliente al 1877ShipCSX (1-877-744-7279) opción 5 – 6 para soluciones a sus problemas y necesidades de servicio especial antes del final del mes
- Presente una queja a los 30 días de la fecha de facturación



# Preguntas?

