



ShipCSX
Reclamaciones de Flete

- Reporte de Pérdidas o Daños de Mercancías
- Presentación de una reclamación de mercancías
- Verificación del estatus de una reclamación de mercancías
- Salvando y completando un borrador
- Contactos para reclamación de mercancías



ShipCSX - Main Page - Microsoft Internet Explorer

Address: <https://shipcsx.com/secure/ec.shipcsx/Main>

ShipCSX Quick Links You are B2888 Switch User: [] go How tomorrow moves [CSX]

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You are here: ShipCSX > Home September 3, 2010 1:08 PM EDT

Instant Info

Initial & Number
[]
Railcar Trace
Rail Car Specs
Equip History
Waybill Retrieval

Welcome, MIKE Milner.
To navigate ShipCSX, hover over the link items above, and choose a transaction from the drop-down menu.

Replay

Change Password

Directory

Rail Service Curfews
Rail Mileage Look-Up
EZ Terminal Inventory Reports
Rail Car Specs
RR Junctions
Reporting Marks
Servinn Carrier Reciprocal Switch (SCRS)
Freight Claims
Shipment Problem Resolution
ShipCSX User Profile
Email Subscription
Mechanical Disposition

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09-02-2010 CSX Service Bulletin
09-01-2010 CSXT HDF Fuel Surcharge
08-27-2010 CSXT to Provide Two
08-09-2010 Carload Customers N
08-06-2010 Curfew Updates for th

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Freight Claims Local intranet



El receptor (consignatario) debe notificar la mercancía perdida o dañada al momento de la descarga. Si el carro es colocado en un fin de semana o en algún día festivo, el reporte deberá hacerse al siguiente día hábil.

Se le debe permitir al ferrocarril la oportunidad de llevar o no a cabo una inspección.

Un reporte de pérdidas o daños es una notificación para el ferrocarril sobre la pérdida o daño descubiertos en el momento de la descarga.

En el Reporte de Pérdidas o Daños se deberá describir la pérdida o el daño, la probable causa de la pérdida o daño y la disposición de la mercancía dañada. El Reporte de Pérdidas o Daños no constituyen una reclamación.



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You are here: [ShipCSX](#) > [Resources](#) > [Freight Claims](#) September 3, 2010 2:23 PM EDT Help

Freight Claims

[Report Lost or Damaged Freight](#) [File a Freight Claim](#) [Check Status](#) [Complete a Draft Freight Claim](#)

A **loss or damage report** is a notification to the carrier of loss or damage discovered at time of unloading. The loss or damage report should describe the loss or damage, the probable cause of the loss or damage and the disposition of the damaged commodity. A loss or damage report does not constitute a freight claim.

A **freight claim** is a written demand by a claimant for compensation for commodity loss or damage caused by the carrier. All freight claims must be filed in accordance with the provisions contained in 49 USC 11706 and 49 CFR 1005 or the applicable tariff or contract under which the shipment moved.

Did You Know?
The Freight Claims module is for charges related to commodity loss or damage only. To dispute freight charges, use the Account Invoices module under the Pay tab. To sign up for Account Invoices, call 1-877-ShipCSX (1-877-744-7279), option 2, option 1.

What Do You Need To Do?

- ▶ [Report lost or damaged freight](#)
- ▶ [File a freight claim](#)
- ▶ [Check status of a freight claim](#)
- ▶ [Complete a draft loss/damage report or freight claim](#)

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Freight Claims Local intranet



Llene la información y luego presione GO.

*Required fields

Shipment Information [? Help](#)

Enter the shipment date and equipment initial and number then click GO.

* Date Shipped By Rail: (MM/DD/YYYY) 

* Equipment Initial & Number:

[Retrieve shipment information](#) **GO**

Shipped By:

Origin City / State:

Shipped To:

Destination City / State:

[Shipment information incorrect or missing?](#)

Si la información del embarque es incorrecta, presione abajo:



Who is Reporting the Loss or Damage? [Help](#)

This information is populated based on your log in. If you need to change any of this information for this report only, type over the existing text.

Company Name:

Contact Name:

Contact Phone Number: Ext.

Contact Fax Number:

E-mail Address:



*Required fields [Help](#)

Tell Us About The Commodity Loss Or Damage

* Reason for Report:

* Product Condition:

* Location of Damage:

* Bracing Method:

* Cause of Damage:

Yes No : * Is equipment visibly damaged?

Yes No : * Can you unload the equipment?

Yes No : * If Yes, will the unloading process exceed 24 hours?

* Estimated Value of Short or Damaged Product: \$

Describe the lost or damaged commodity. You can use up to 12 lines.

Actions	* Quantity Lost or Damaged	*Packaging / Commodity Description (e.g. 10 lb. bags of sugar)	* Disposition of Commodity
delete line	<input type="text"/>	<input type="text"/>	<input type="text" value="Select One"/>
add line			

Utilice el despliegue de los recuadros.

Redondee el número. No se aceptan decimales.



Yes No : * Can you unload the equipment?
 Yes No : * If Yes, will the unloading process exceed 24 hours?
 * Estimated Value of Short or Damaged Product: \$

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delete line	<input type="text"/>	<input type="text"/>	Select One
add line			Select One Accepted- Will Rework Dumped Shipper Handling Disposition Pending Rejected to Carrier Other, See comments

For product rejected to carrier, please provide the following details for pick up.

* Contact Name:

* Pick-Up Location:

Comments:

Escriba sus comentarios y guarde como borrador o envíelo.



Report Lost or Damaged Freight

File a Freight Claim

Check Status

Complete a Draft Freight Claim

Report Lost or Damaged Freight

Report Confirmation

Your loss or damage report has been successfully submitted.

Your report number is 10004532.

You can print this page for your records by selecting "File - Print" from the browser menu. Or print your confirmation e-mail with your report number, which will be sent to michael_MILNER@CSX.COM

You can submit supporting documentation via e-mail to exceptions@csx.com.

Haga clic aquí para anexar información de apoyo.

Did You Know?

Loss or damage must be reported at time of unloading. The carrier may schedule an on-site inspection or waive its right to do so.

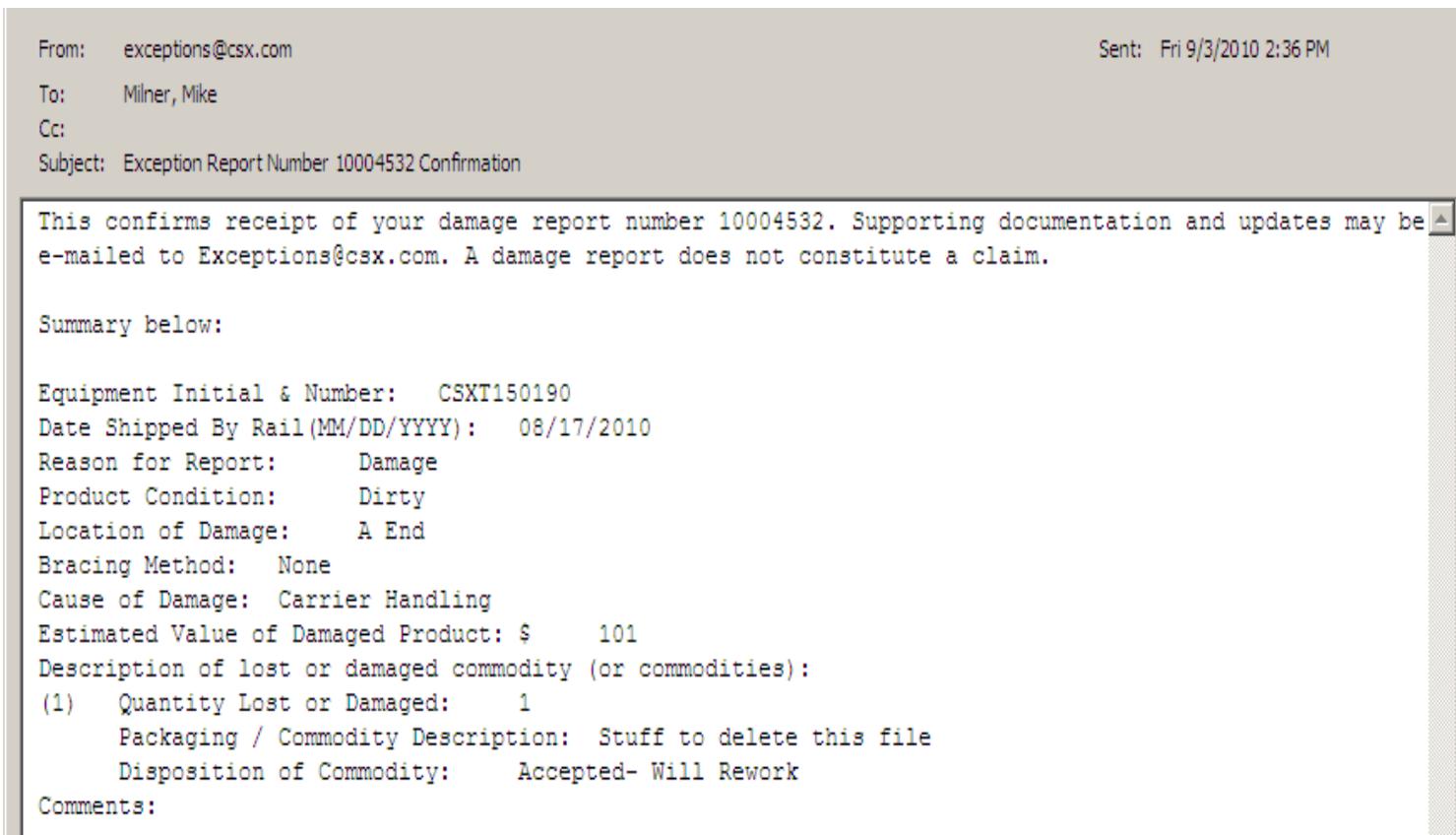
What Do You Want To Do Now?

- ▶ [Report another lost or damaged freight](#)
- ▶ [File a freight claim](#)
- ▶ [Check status of a freight claim](#)
- ▶ [Complete a draft damage report or freight claim](#)

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Where **convenience** meets **customization**.



Una reclamación de mercancías es una demanda escrita por el reclamante para obtener compensación por la mercancía perdida o dañada por causa del transportista.

Todas las reclamaciones de mercancías deben ser presentadas de conformidad con las disposiciones contenidas en 49 USC 11706 y 49 CFR 1005, o las tarifas aduanales aplicables o contratadas bajo las cuales se trasladó el embarque .



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You are here: [ShipCSX](#) > [Resources](#) > [Freight Claims](#) September 3, 2010 2:23 PM EDT [Help](#)

Freight Claims

Report Lost or Damaged Freight **File a Freight Claim** Check Status Complete a Draft Freight Claim

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Freight Claims Local intranet



*Required fields

Claimant Information Help

To change your contact information, click on the Resources tab, then choose Update User Profile.

* Who are you?: Shipper
 Receiver
 Other

Contact Name:

Contact Phone Number:

Contact Fax Number:

E-Mail Address:

Claimant:

Internal Claim Number:

Haga clic en el botón de radio.



Shipment Information [Help](#)

Enter the shipment date and equipment initial and number then click on the 'Retrieve shipment information' link.

* Date Shipped By Rail: (MM/DD/YYYY) 

* Equipment Initial & Number:

Shipping Information: (Date : Origin : Destination) 

[Shipment information incorrect or missing?](#)

Paso uno: Ingrese la información del embarque y presione GO.

Commodity Information and Claim Amount

* Nature of Claim

Shortage

Undelivered

Damage

Derailment Yes No

* Description of Commodity or Other charges:

* Claim Amount:\$

Paso dos: Verifique la información del embarque. Utilice el despliegue hacia abajo para ver mas "waybills".

Paso tres: Identifique la información de la mercancía y la cantidad a pagar.

Paso cuatro: Sálvela como borrador o envíela



Report Lost or Damaged Freight

File a Freight Claim

Check Status

Complete a Draft Freight Claim

File A Freight Claim

Freight Claim Confirmation

Your Freight Claim has been successfully submitted.

Your CSX claim number is 1010052-08.

We will settle your freight claim as promptly as possible.

You can print this page for your records by selecting "File - Print" from the browser menu. Or print your confirmation e-mail with claim number, which will be sent to michael_MILNER@CSX.COM

You can submit supporting documentation using the options below:

E-mail: FrtClaims@CSX.com

Fax: 904-279-6393

Mail: CSX Transportation-Freight Claims
Southpoint II Building, 2nd Floor
6735 Southpoint Drive S J815
Jacksonville, FL 32216

Please make reference to our claim number 1010052-08.

Haga clic aquí para anexar información adicional y/o de apoyo.

Claimant Checklist

In order to expedite the handling of your claim, please provide the following

- 1: Certified Copy of Original Invoice or Signed Stock Transfer Certification
- 2: Break-down of claimed amount
- 3: Bill of Lading (for intermodal claims)
- 4: Damage Reports
- 5: Photos
- 6: Other Supporting Documents

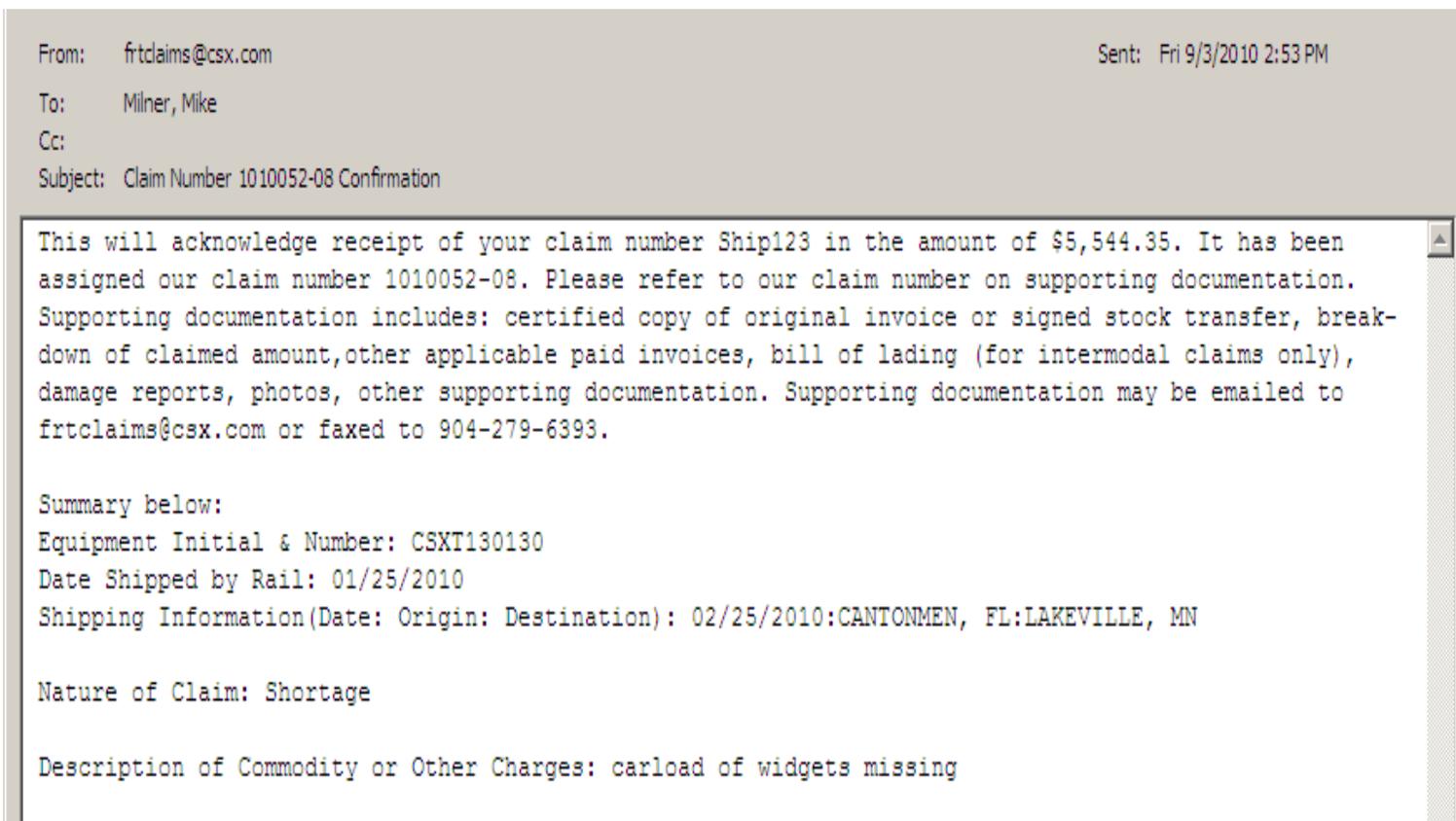
What Do You Want To Do Now?

- ▶ [Report lost or damaged freight](#)
- ▶ [File another freight claim](#)
- ▶ [Check status of a freight claim](#)
- ▶ [Complete a draft damage report or freight claim](#)





La Confirmación de correo electrónico certifica que se recibió su reclamación.



Where convenience meets customization.

Las reclamaciones de mercancías se procesan en el orden en que son recibidas.

La mayoría de las reclamaciones de mercancías son resueltas dentro de 30 días.

Para que nuestros investigadores puedan dedicar sus esfuerzos resolviendo sus reclamaciones le suplicamos no llamar para verificar el estatus dentro de los primeros 30 días.

Por favor utilice ShipCSX para verificar el estatus de su reclamación.



Report Lost or Damaged Freight

File a Freight Claim

Check Status

Complete a Draft Freight Claim

File A Freight Claim

Freight Claim Confirmation

Your Freight Claim has been successfully submitted.

Your CSX claim number is **1010052-08**.

We will settle your freight claim as promptly as possible.

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- 5: Photos
- 6: Other Supporting Documents

What Do You Want To Do Now?

- ▶ [Report lost or damaged freight](#)
- ▶ [File another freight claim](#)
- ▶ [Check status of a freight claim](#)
- ▶ [Complete a draft damage report or freight claim](#)



Report Lost or Damaged Freight | File a Freight Claim | **Check Status** | Complete a Draft Freight Claim

Check Claim Status

Claims that have been mailed, faxed or e-mailed to CSX may take up to 20 days before the claim information is available online. Claims entered through ShipCSX will be available immediately.

Freight Claim Status ? Help

Claimant Code :

Vehicle Last 8 : Car Init : Car Number :

Start Date :

End Date :

[Retrieve Freight Claims](#)

Status Results

Date Received	Status	CSX Claim #	Claimant Claim #	Claim Amount	Voucher	Voucher Amount	Voucher Date
09/03/2010	OPEN	1010052-08	SHIP123	\$5544.35	-	\$0.00	-

Limitado a cierto VIN o número de carro

Cambie el rango de fecha

Haga clic en cualquier columna para clasificar



Puede suceder que usted no pueda terminar su reporte de daños o reclamación. Por ejemplo a medio camino usted se da cuenta de que requiere mayor información.

Usted puede salvar un borrador de su reporte de daños o reclamación y regresar a éste mas tarde.

La información se puede extraer hasta por 14 días.

En lugar de presionar “Submit” (enviar) simplemente presione guardar como borrador (Save as a Draft).



Report Lost or Damaged Freight

File a Freight Claim

Check Status

Complete a Draft Freight Claim

File A Freight Claim

Draft Saved Confirmation

Your draft has been successfully saved.

You can edit your draft later and submit.

Did You Know?

Carrier shall not be liable for any loss, damage or delay caused by:
1. The act of God 2. The public enemy 3. The authority of law 4. Act or default of owner or shipper 5. Inherent nature of the commodity

What Do You Want To Do Now?

- ▶ [Report lost or damaged freight](#)
- ▶ [File a freight claim](#)
- ▶ [Check status of a freight claim](#)
- ▶ [Complete a draft loss/damage report or freight claim](#)



Report Lost or Damaged Freight

File a Freight Claim

Check Status

Complete a Draft Freight Claim

[Return to main page](#)

Complete a Draft Loss/Damage Report or Freight Claim

Click on a Shipment Date to view draft. Drafts will be automatically deleted after 14 days of inactivity.

Draft Freight Claims

Shipment Date	Equipment Number	Commodity	Claim Amount(\$)	Delete Date
01/25/2010	CSXT 130130	carload of widgets wet	5,544.35	09/17/2010

Draft Loss or Damage Reports

Shipment Date	Equipment Number	Commodity	Claim Amount(\$)	Delete Date
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Required fields

Commodity Information and Claim Amount [Help](#)

* Nature of Claim

Shortage

Undelivered

Damage

Derailment Yes No

* Description of Commodity or Other charges:

* Claim Amount: \$

[Clear](#) [Save As Draft](#) [Submit](#)



Correo Electrónico:

Informando sobre Pérdida o Daño – exceptions@csx.com

Reclamación de Mercancías – ftrclaims@csx.com

Teléfono:

Preguntas para información sobre Pérdida y Daño – 800-432-1032

Preguntas sobre Reclamación de Mercancías – 800-327-9715

**Para tener acceso a las opciones de ShipCSX llame al teléfono:
877-744-7279, prompt 2.**

