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