

First Quarter 2007
Released: Mar 14, 2007

CSX eBusiness News
Keeping You Informed: Preferred Processes and Tools

At CSX, we're working hard to deliver for our customers. We're also working to simplify business processes and make the exchange of information with customers more timely and accurate. As we identify preferred processes and tools, we'll keep you informed here, in the CSX eBusiness News.

As always, you can send comments or suggestions to eBusiness@csx.com.

Tool Spotlights

What's Hot on CSX.com

New "Tools" Information Available on CSX.com

Get information about CSX tools and shipping tasks in the new Tools section on CSX.com > Customers.

On the Tools front page, a matrix lists shipping tasks, like 'Submit shipping instructions,' 'Inquire about shipment problems,' and 'Pay freight bills,' along with preferred tools for completing each task.

Each shipping task also links to a detail page that describes the tools used for the task, the benefits of using a particular tool, and instructions for getting access to the tools.

The section also includes information pages for CSX's electronic tools - ShipCSX and EDI/B2B (Electronic data Interchange/Business to Business), which give details about the tools.

[Visit the new Tools section](#)

[Back to top](#)

New Tools, New Features...

Manage Inventory with the ShipCSX Plant Switch Tool

An optional feature was recently added to the ShipCSX Plant Switch Tool. The 'Manage Inventory' feature helps you keep track of where your cars are within industry, by giving you the ability to visually move cars to and from tracks and re-sequence them.

Is the 'Manage Inventory' feature right for you?

Do you have a need for an inventory system to keep track of your current inventory?

Do you need a visual display of your rail cars to aid in making decisions to input switch requests?

If you answered 'yes' to either question, contact our eBusiness group for more information at plant_switch@csx.com or 1-877-ShipCSX (744-7279) option 2, option 1.

[Back to top](#)

Submit and Manage Inquiries about Shipment Problems with New ShipCSX Tool

Use the ShipCSX **Shipment Problem Resolution** tool to send us an inquiry and receive information if you have a shipping problem, such as a delayed car or shipment, switching issue or bad-order car. This tool allows you to submit inquiries directly to the Customer Service problem resolution team via ShipCSX.

The tool, which can replace phone calls and e-mails, gives you a central place to manage shipment problem inquiries:

- Submit an inquiry about a problem with a shipment.

- View all inquiries submitted by you, by your location or by your company.

- See details, status and responses for inquiries or cases.

The Shipment Problem Resolution tool is available to registered ShipCSX users, under the 'Trace' and 'Resources' tabs.

[Get step-by-step instructions for using the tool.](#) 

[Back to top](#)

What You Need to Know...

Changes to the CSXT Fuel Surcharge Program

On January 26, 2007, the Surface Transportation Board (STB) issued a decision prohibiting railroads from assessing fuel surcharges on regulated public freight rates based on a percentage of freight charges after April 25, 2007. In reaching this decision, the STB was responding to rail customers' calls for fuel surcharges to be based on mileage rather than freight charges.

CSXT values its customers' ease of doing business. Since the STB ruling, CSXT has explored alternative approaches to a fuel surcharge program which would meet both regulatory requirements and customer needs. In order to make the transition to a

new program as easy as possible for our customers, we wanted to get this information to you as early as possible. As a result of those efforts, CSXT will be converting all its public freight rates to a new fuel surcharge based on rail miles effective April 23, 2007.

The new mileage-based fuel surcharge will be indexed to the U.S Department of Energy, Energy Information Administration's published monthly average price of U.S. No. 2 Diesel Retail Sales by All Sellers (HDF #2). In calculating the surcharge, we will use the published EIA monthly average two months prior to the current month. Beginning at 200.0 cents per gallon HDF, and for each incremental 4 cents per gallon, CSXT will charge a 1 cent per mile (one-way) fuel surcharge from origin to destination.

For example, the HDF average for February was 248.8 cents per gallon, and the fuel surcharge for April will, as a result, be 13 cents per mile. To calculate your fuel surcharge under this new formula you will be able, shortly, to look up the applicable mileage on csx.com. You can then multiply the miles for the one-way trip times the applicable cents per mile. If the mileage for the trip were 400 miles, then the fuel surcharge, applying the April rate of 13 cents per mile, would be 400 miles times 13 cents per mile, or \$52 for the move.

Because CSXT is using this opportunity to reset the effective trigger point to a more current fuel level, rate adjustments on public freight rates will be announced shortly to ensure that the net combination of rate and fuel surcharge remain at market levels.

This new program will also be made available to all customers on new and renewing contracts or quotes.

[See the details of the new program](#) 

[Back to top](#)

New Policy for Shipping to Embargoed Locations

Last November, new requirements for shipping to embargoed locations were put into effect for the entire rail industry. The requirements stated that any shipment moving to an embargoed location accepting permits, had to have valid permit and embargo numbers included in the shipping instructions. If those numbers were not included, the shipping instructions were processed, but the shipment is held until the numbers were obtained.

On March 6, 2007, a new policy was implemented. Now, if your shipping instructions for a shipment moving to an embargoed location do not include valid embargo and permit numbers, the shipping instructions will not be accepted. You will need to contact the Embargo Officer from the railroad that issued the embargo or use the AAR online embargo system to get a permit number and add it to your shipping instructions, and resubmit them.

To learn how to obtain permit numbers, visit the [Embargoes news page](#).

[Back to top](#)

Tap Into The Power: 2007 E-Business Workshops

Thank you for your interest in our Nashville Tap Into The Power workshop, scheduled for March 26-28. Due to overwhelming response, we are at capacity for this event.

We've created an agenda full of workshops that will consist of two-and-a-half days of hands-on training.

Individual Workshops on the agenda:

- Shipping Instructions
- Plant Switch/Demurrage
- E-Pay
- B2B/Emerging Technologies/EDI
- Customs & Security
- Coal/Unit Train
- Pricing Services
- CSXT Customer Service
- Track & Trace
- Car Order

We are looking forward to working with all our attendees. We hope your time with us will help you "Tap Into The Power" of our E-Business tools and Customer Services.

[Back to top](#)

[Learn about doing business with CSX](#)

Get more information about [CSX eBusiness tools](#)

Stay informed with CSX customer news:

Carload customers: see [Customer News](#) on CSX.com and subscribe to receive via e-mail.

Intermodal customers: see [CSXI News and Fast Facts](#), and subscribe to receive via e-mail.

CSX eBusiness News is published by CSX.

Contribute article ideas to eBusiness@csx.com