

1st Quarter 2008
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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, send comments or suggestions to eBusiness@csx.com.

Tool Spotlights

What's New on CSX.com

Take the Clean Air Challenge

CSX Transportation has launched an online Carbon Calculator, giving shippers and others the ability to make the best environmental choice of transportation options. The user-friendly tool quickly calculates the carbon dioxide (CO2) emissions savings of specific rail shipments, providing comparative data among transportation choices. The CO2 emissions savings that CSXT rail transportation provides in one year has approximately the same positive environmental impact as if one million passenger vehicles were taken off the road.

[Learn more](#) >

Take the [clean air challenge](#) now! >

CSX: How Tomorrow Moves

Have you seen our new ads on television or online? How about the National Geographic Ecomoment featuring CSX? The ads show how CSX moves the critical ingredients of life and business in ways that make a difference today and tomorrow. If you haven't seen them yet, [take a look now](#) >

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New Tools, New Features ...

ShipCSX Price Look-Up Enhancements

ShipCSX Price Look-Up Tool enhancements went into effect on February 17, 2008. These changes gave you more options for requesting and retrieving price information.

The Price Look-Up Tool provides public carload prices for virtually all general merchandise commodities served by CSXT and our short line partners. If you're logged into ShipCSX, the secure version of the tool also gives you access to private prices.

The tool's new features are based on customer feedback.

With these new features, you can:

- Search up to five price requests at one time.

- Obtain fuel surcharge estimates with the price look-up results

- View available prices and A+B Interline prices in the same search results.

- Download and print/e-mail search results.

- Use optional search criteria - car owner, car type and effective dates.

- Refer to up to 10 previous search results for quick access to origin/destination search pairs on the secure version.

We also fine-tuned the Price Look-Up to give you a faster response time, while making it easier to use. There's also help text with detailed instructions, in case you need it.

For more information or for access to ShipCSX, contact eBusiness at 1-877-ShipCSX (1-877-744-7279), option 2, option 1.

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More Data Fields Available with the ShipCSX Plant Switch Tool

New features are now available in the ShipCSX Plant Switch tool, to give you even more useful data and make your interaction with the tool more efficient.

New data fields have been added. Now you also can see:

- Car Type

- Yard Track/Sequence

- Notice Type and Number

- Notice Date

- Train ID

- Reservation Number

The information contained in these new fields are also displayed on the car detail pages, the printable version and the download options. The new fields can be used in the advanced search feature and all fields can be sorted.

To view the new data fields, go to the 'Set Options' page, under 'Customize Inventory List View,' and select the new columns you want to have displayed. Use the up and down arrows to adjust the display order of the columns, and click the 'Save Options' button.

In addition to the new fields, a 'select and transfer' function has been added. On the Inventory List page, simply click on a value in one of the new fields (e.g. Notice Number 'FN123456') and you will be transferred to the Create/Modify page with all cars that match the selected field.

Have questions or need assistance? Call our eBusiness professionals at 1-877-ShipCSX (1-877-744-7279), options 2, 1.

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ShipCSX Account Invoice Enhancements Coming Soon

In January 2008, we updated the design of the ShipCSX Account Invoices Tool and added a new dispute reason of FM (Fuel Mileage) for carload customers.

Currently we are working on enhancements that will give you the ability to:

- See the status of disputes and a summary of open disputes.

- View 'all disputes' in the CSX system, not only disputes submitted through ShipCSX.

- View the status of aging invoices on a new Account Aging Status Page.

- Filter by National Account Name.

Look for details about these enhancements in the 2nd Quarter.

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What We Need to Know ...

Please Take Our Survey!

We are getting ready to make some changes to the eBusiness News and we need your feedback! We want our newsletter to fit your needs. Please take our 4-question survey about our newsletter and its delivery method.

[Take the survey now!](#) 

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