

2nd Quarter 2007
Released: May 15, 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

Making It Easier to Find Help When You Need It

We've made some changes to the Customers section to make it easier and faster to find help when you need it.

Customer landing page: When you visit Customers Home on CSX.com, you will see a new Customer Service element front and center. The element contains links to the Customer Service page and other helpful information for current and new customers.

[Visit now](#)

Customer Service section: The Customer Assistance Guide has been simplified to make it easier to scan the links for the topic you are looking for. The links go to detail pages that contain comprehensive information about shipping tasks, tools and how to get help with problems.

[Visit now](#)

Tools section: The "Need Help" information has been added to the "Tools" pages that were rolled out earlier this year. Each tool detail page contains a description of the tools used for the task, the benefits of using a particular tool, instructions for accessing the tools, and information for getting assistance.

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New Tools, New Features ...

New Switch Functionality Available in ShipCSX Tools

It's been a pleasure meeting so many of you at our E-Business Customer Forums. One of the things we especially like is hearing feedback and suggestions from you on how to make our shipping tools even more useful.

We're implementing some new features that you've asked for, to make it easier and faster to request certain switch moves.

Submit Hazmat and Inter-Terminal Switch Bills in ShipCSX

Switch bills are required for all hazmat switches (except to a lease track, which can be done in the Plant Switch tool) and for inter-terminal switches (cross-town switch moves from a CSX customer to another railroad).

Submitting switch bills for hazmat and inter-terminal switch moves just got a lot easier with the new "Switch Bill" feature in the ShipCSX Shipping Instructions tool.

To create and submit switch bills, all you have to do is fill in the "Ship" form (just like for Shipping Instructions), but select the "Switch Bill" check box in the Shipment Details box.

If it's a repetitive switch move, you can set up a template and use the "Quick Ship" form to save even more time.

The moves supported by the new Switch Bill feature are:

- Hazmat cars forwarded to another railroad (reciprocal switch)
- Hazmat cross-town moves from a CSX customer to another CSX customer (intra-terminal switch)
- All cross-town moves from a CSX customer to another railroad (inter-terminal switch)

If you use the [Hazardous Auto Reverse program](#), your process will not change.

Plant Switch Tool Expanded to Include Intra-Terminal Requests

ShipCSX Plant Switch now has new functionality for submitting intra-terminal switch requests for non-hazmat shipments. An intra-terminal switch is a cross-town move from one CSX customer to another CSX customer.

First-time use of this new feature requires a quick set-up by the E-Business group. If you're interested, call 1-877-ShipCSX (1-877-744-7279), option 2, option 1.

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ShipCSX Rail Mileage Lookup

Estimate fuel surcharge on carload freight bills with the new ShipCSX Rail Mileage Lookup tool. The mileage returned in the results table will be used, along with the current HDF (Highway Diesel Fuel) percentage, to calculate the surcharge.

With the mileage lookup tool, you are able to:

Query on single origin/destination pairs>

- Leave the route fields blank and search the CSX Preferred Routing Guides
- Input a specific route

Query on multiple origin/destination pairs

Download your results

Link to information about the Fuel Surcharge program and historical information

You must be logged into ShipCSX to access the mileage lookup tool. Once logged into ShipCSX, there are two ways to access the tool;

Click on the "Plan;" tab, select "Price Look-up;" , select "Fuel Surcharge;" , select "Mileage"

Click on the "Resources;" tab, select "Rail Mileage Look-Up"

For specifics on the CSXT Fuel Surcharge program, please refer to the [Fuel Surcharge Page](#) on CSX.com.

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New Features in the Coal Shipment Management Tool

If you are a coal customer, we'd like to let you know of some changes to the Coal Shipment Management tool.

These are new and available now:

Clicking on a train ID now gives you a list of the cars on that train in the order in which we last saw them traveling. In addition, we've added the cars' tare and load limit weights. Check out the 'Print Friendly' link on this consist page. It'll give you a printed document you can use when you inspect the train.

If you are placing orders for new trainloads, we've added a check on where the cars are to be weighed. If you change the location from where we believe they should be weighed, you'll be given a warning that you'll over-write the preferred location if you 'Submit' it that way.

These are on the way:

In about month, when you click on the train ID, you'll see details about the train's schedule instead of the details of the cars on that train. To get to the cars, you'll need to click on the number of cars showing next to the train ID. That seems more logical, doesn't it?

If you are a coal receiver operating your own private cars, we'll be giving you access to a report of where each of your sets currently are, along with the history and plan for each of those sets.

For coal origin locations, we'll have a downloadable file in the tool that lists the tare, maximum and load limit weights for all of the coal cars running on CSX. That way, you'll be able to more easily update your batch weigh systems. This is a short term solution we're offering while we're working on a way to automatically keep your batch weigh systems updated.

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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.

For more information and FAQs about the new program, visit the [Fuel Surcharge Page](#) on CSX.com

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Tap Into The Power: 2007 E-Business Workshops

--Next Stop is in Baltimore, Maryland - September 2007.

Our March 2007 E-Business Workshop, in Nashville, Tenn., was a great success. Many customers tell us that the hands-on training helps them gain more knowledge and expertise on ShipCSX and our suite of E-Business tools.

So, September 25-26, we're offering another E-Business Workshop in Baltimore, Md.

The Workshop will consist of two days of hands-on training. You'll get the inside track on how to:

- Submit timely and accurate shipping instructions
- Manage plant inventory and demurrage
- Proactively monitor your traffic
- View, pay and dispute freight and incidental bills
- Retrieve public and private quotes and rates
- Order, modify and view car supplies

We're also offering "Ask the Experts" sessions on:

- Submitting Problem Resolution Inquiries with Customer Service

Computers and training materials will be provided.

There is no registration fee to attend, but you must be registered for ShipCSX and have a ShipCSX user ID and password. If you do not have a user ID and password, go to www.shipcsx.com to register.

Workshops will be limited to the first 75 registrants. Each session will be broken into smaller classes of 15-20 for personalized training and attention.

Workshop registration and hotel information will be announced in June. Be on the look-out for more communication and details about the Baltimore, Md, Workshop.

For questions about the Baltimore E-Business Workshop, contact us at ebusinessforum@csx.com.

We hope you can join us in 2007 to "Tap Into The Power" of our E-Business tools.

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