

**2nd Quarter 2008**  
**Released:** Jun 17, 2008

**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](mailto:eBusiness@csx.com).

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**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! >

**Subscribe to Public Price Notifications**

Price Lists contain rail prices, by price authority, for any move on CSXT. You have the ability to subscribe to receive e-mail alerts when a price list changes via CSX.com. All commodities and price lists are available, you can choose one or multiple price lists.

Price lists contain downloadable publication information and a complete listing of prices by price authority. Filter the Excel files by effective and/or expiration dates to view changes. Supplements identify changes to rate files or publication information.

If you need a pricing document not listed on CSX.com, please write us at [CSXpricedist@csx.com](mailto:CSXpricedist@csx.com) or call your sales representative.

[Subscribe now!](#) >

**Learn About eBusiness Tools on CSX.com**

Get information about CSX tools and shipping tasks in the 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 Tools section](#)>

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## **New Tools, New Features ...**

### **ShipCSX Account Invoice Enhancements**

Based on customer feedback, we've made upgrades and enhancements to the ShipCSX Account Invoices tool. The additional functionality, released on May 4, makes it easier for you to manage your account.

These new features allow you to:

- View your account aging information.
- Drill down to invoice detail by individual bill type in a new 'Totals' column.
- View the status of disputes and a summary of open/closed disputes.
- View all disputes, not only disputes submitted through ShipCSX.
- Receive notification on an individual invoice level, when there is a freight bill comment from CSX on the invoice.
- E-mail your CSX Accounting Representative additional information from the Dispute Submit Page.
- View user contact information on submitted ShipCSX disputes.
- Download and print capability on a dispute confirmation page.
- View CSX Best Practices and Policies.
- Access updated Help Text.

For more information, or for access to the Account Invoices tool, contact eBusiness at 1-877-ShipCSX (1-877-744-7279), options 2, 1.

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### **New ShipCSX Rail Partners Tab**

In order to help our railroad partners find needed information more easily, we have added a "Rail Partners" tab to the ShipCSX navigation menu.

The Short Line ISA tool has been moved from the "Ship" tab, to the "Rail Partners" tab.

On June 23, the 'RR Pricing Documents' tool will move from the "Plan" tab to the "Rail Partners" tab.

In the future, tools currently in development - Interline Switch and Junction Settlement - will be housed under the new tab also.

This will allow rail partners to:

- View and download CSX statements from ShipCSX.
- Upload their statements directly to CSX.
- Submit exceptions online.

Benefits of this new tool:

- Provides a more timely exchange of data.
- Reduces costs by eliminating mailing of statements.
- Allows for easy storage and retrieval of statements.

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

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### **Coming Soon - 2008 ShipCSX Mobile**

This year, we're working on ShipCSX Mobile, which will allow you to access ShipCSX from your cell phone.

Tools available via ShipCSX Mobile will include:

- Railcar Tracking - car level tracking.
- Train Trace - train level tracing.
- Railcar Specs - dimensions and weights of rail equipment.
- Plant Switch - place and release rail cars from your plant.

The benefits of accessing ShipCSX tools from your mobile device:

- Portable access to ShipCSX functions.
- Puts the power of rail in the palm of your hand.

Look for more details to come about ShipCSX Mobile.

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### **Coming Soon - Equipment History Trace in ShipCSX**

When we ask attendees at our eBusiness workshops for input on ShipCSX tools, we frequently get requests for historical trace information. So we're excited to let you know that work on the ShipCSX Equipment History Trace tool is under way.

The Equipment History Trace tool will:

- Provide up to 13 months of historical trace information if you are party to the shipment as a Shipper, Consignee, Freight Payer or Care of Party.

- Show 30 days of history at a time.

- Give easy access to waybill information that corresponds to each shipment.

The tool will show history for CSX moves only, on a single piece of equipment at a time.

Look for information in the coming weeks regarding the release of this new tool.

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### **What You Need to Know ...**

**COMING SOON! 2008 eBusiness Workshop in Chicago, IL, September 29 - October 1, 2008**

**The Power of Rail, In the Palm of Your Hand: 2008 eBusiness Workshop**

**Our Next Stop is in Chicago, Illinois, September 29 - October 1, 2008.**

Our 2006-2007 Workshops in Orlando, Nashville and Baltimore were great successes. Many of the customers told us that the hands-on training helped them gain more knowledge and expertise on ShipCSX and our suite of eBusiness tools.

So in September 2008, we're offering another eBusiness Workshop in Chicago, IL. The two day workshop agenda will consist 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'll also have our "Ask the Expert Zone" staffed by various CSX departments, to discuss other tools and services.

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](http://www.shipcsx.com) to register.

The workshop will be limited to the first 75 registrants. Each session will be broken into smaller classes of 25 for personalized training and attention.

Workshop dates, agenda and hotel information will be announced within a few weeks.

Look for more communication and details about the Chicago Workshop soon.

For questions about the Chicago eBusiness Workshop, contact us at [ebusinessforum@csx.com](mailto:ebusinessforum@csx.com).

We hope you can join us in 2008 as we show you how to put "The Power of Rail, In the Palm of Your Hand" with our eBusiness tools.

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### **B2B Tools Make It Easier to Do Business with CSX**

With the addition of new B2B (Business to Business) tools to CSX's ebusiness tool box, we are able to offer customers a direct data communications connection over the Internet without the use of a third party vendor.

By communicating directly with CSX, our customers can eliminate third-party vendor expenses.

We can use customers' proprietary file formats by converting data to the EDI format we need for processing. Responses from CSX, like acknowledgements, trace and trace data, and waybills, are sent back to customers in their proprietary format, so it feed their systems directly.

Additionally, while customizing the data feed, we are able to address any data quality errors that previously would have suspended the shipping instruction in the billing system for manual review and correction. Shipper data can flow through our system and create a waybill in the fastest and most accurate manner possible.

Currently, we're working with multiple coal producers and their software provider, Kanawha Scales. We are taking the proprietary format that Kanawha's system generates and customizing the data feed from each mine to allow the data to process faster, and eliminating the need for the data to be handled by a third party.

Any customer wishing to retain the use of a third party is still welcome to do. CSX works with many third party providers to help meet customers' needs.

If you are a customer who could benefit from our B2B services, send us an e-mail at [B2B@csx.com](mailto:B2B@csx.com).

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### **Survey Results are in!**

Thank you to those who participated in the eBusiness News survey last quarter. We

have analyzed the results and will be implementing changes to the eBusiness News based on your feedback.

The changes include:

- HTML format.

- More tool overviews and helpful graphics.

If you have any other suggestions, we would love to hear from you. You can send comments or suggestions to [eBusiness@csx.com](mailto:eBusiness@csx.com).

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