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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.

New Tools, New Features ...

Customer Notifications are Now Available Online

Effective Wednesday, July 1, all faxed Constructive Placement (CP), Enroute, Arrival and Courtesy notices were converted to electronic delivery. You will be able to view the notices online in the new ShipCSX Customer Notification tool, and you can subscribe to receive them by e-mail. The notices will be printer-friendly as well.

With the new Customer Notification tool you will be able to:

Receive Notices for Cars in Your Serving Yard:

Constructive Placement Notice. Issued when you need to submit placement instructions to us for equipment that has arrived at the serving yard. These notices start the demurrage clock, which begins 12:01 a.m. the next day. A placement request is required to stop the demurrage clock.

Arrival Notice. Issued if you have a set of cars assigned for your specific use. These are issued automatically for empty cars when they arrive at the serving yard. These notices start the demurrage clock, which begins 12:01 a.m. the next day. A placement request is required to stop the demurrage clock.

Courtesy Notice. Issued as a courtesy to you, when equipment arrives at the serving yard. These notices do not have demurrage implications and do not require a placement request.

Receive Notices of Enroute Equipment and Location:

Enroute Notice. Lists all cars that are enroute to you, with the last reported location of the car and the ETA at the serving yard.

View Historic Notices:

You will have access to previously issued notices for up to 90 days.

If you currently receive any of these notices by fax, they will automatically be converted to the new ShipCSX tool on July 1. You must be a registered ShipCSX user to view the notices in ShipCSX. [Register for ShipCSX now.](#)

Questions about ShipCSX? Contact us at 1-877-ShipCSX (1-877-744-7279), options 2, 1.

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Pricing Documents on ShipCSX

CSXT has implemented an automatic ShipCSX e-mail notification process to provide you with timely updates to existing or new confidential pricing documents. It is all done through www.ShipCSX.com and the new self service "**Pricing Documents**" tool for our customers.

The new online tool provides all your company's confidential pricing documents to you - in a single, secure place using your existing secure ShipCSX account.

Access the "**Pricing Documents**" tool under the ShipCSX "**Plan**" tab. Now you can: "**View**" all published documents that your company is party to, in PDF and Microsoft Excel formats.

"**Search**" for pricing documents based on your company name, CSX price authority number, business unit, or document type.

Manage your notification subscriptions through the "**My Subscription**" tab. It will allow you to view what documents you are subscribed to and allow you to add or unsubscribe to the notifications.

CSX has implemented this automatic e-mail notification process to let you know when you have an updated or new pricing document. You will be able to quickly access the corresponding pricing documents in the "**Pricing Documents**" tool and see full details 24x7. The notifications will be replacing the previous email attachments you used to receive. Effective July 1, 2009 CSX will no longer be sending out attachments to our pricing documents, so it imperative that you sign-up today for Pricing Documents, if you haven't done so already.

Accessing the New Tool"

1. If you are a registered ShipCSX user with access to the "**Price Look-Up**" tool, you have access to the "**Pricing Documents**" tool under "**Plan**".
2. If you are a registered ShipCSX user, but do not have access to the "**Price Look-Up**" tool, please call 1-877-ShipCSX (1-877-744-7279), options 2, 1 to request access to the CSX pricing tool, "**Pricing Document**".
3. You must be a registered ShipCSX user to view the Pricing Documents in ShipCSX. [Register for ShipCSX now.](#)

CSX is committed to ensuring you have uninterrupted access to your documents, so please make sure you have the "**Pricing Documents**" tool today.

If you have a question, please contact us at: 1-877-ShipCSX (1-877-744-7279), options 2, 1.

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United States to Canada Shipments should include the Importer of Record on the billing

Customers who submit billing to CSX either by EDI or ShipCSX (Shipping Instructions) for shipments from the United States to Canada should include the **Importer of Record** on the billing.

One of the most often overlooked or missing pieces of data required to customs clear goods into Canada is the importer of record. The **importer of record** is extremely important information for the Canadian customs clearance as the customs broker must be certain of the party responsible for taxes, duties and fees. Although the consignee is often the importer of record, that is not always the case. **Shippers should always provide the importer of record separately even if it is the same as the consignee.**

Failing to supply the importer of record on the EDI billing is the reason most brokers provide for not being able to file pre-arrival entries (PARS) for rail shipments coming to Canada from the US. The reason brokers give is they do not know who to contact when the consignee listed on the waybill is not a client and the importer information is not shown. This results in shipments being held in the rail yard or intermodal terminal pending broker entry and release from Customs. These preventable holds cause extra switching, delays and tariff charges to the consignee listed on the waybill.

Although not currently a mandatory requirement per industry guidelines, the importer of record is a requirement for timely customs clearances into Canada. The rail industry will soon submit a request to make the importer of record mandatory on bills of lading.

EDI 404 Examples for Importer of Record

N1*IM*IMPORTER NAME*BN*CRA Business Number Example for non Customs Self Assessment shipments (CSA)

N1*IM*IMPORTER NAME*M5*CRA Business Number Example for Customs Self Assessment shipments (CSA)

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Car Order Reminder

Did you know that you can place up to six weeks of orders in advance. Your request needs to be in by Thursday noon for the following week.

You may adjust your demand at any time, but late orders or order increases will have a lower probability of fulfillment.

Reduce or cancel orders immediately if cars are no longer needed. You may be charged \$330 per car for cars placed and not used (Item 12060 of Tariff CSXT 8100)

Unfilled orders do not carry over to the following week. Next week's orders should be increased or new orders input for the remaining quantities needed.

Daily order quantities should not exceed available track capacity at your location.

For complete and official CSX policies, please consult Tariff CSXT 8100

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

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