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

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Tool Spotlights

What's Hot on CSX.com

New Interactive Maps are Available on CSX.com

- There is a new interactive **system map** on CSX.com. The new map shows the CSX rail network, yards and terminals, rail mileposts, CSX trackage rights, shortlines and regional connections, as well as standard map details like states, cities, counties, interstates, highways and city streets. The map automatically displays the most up-to-date map data available.

The system map "lives" in the General section under CSX Overview, but you can get to it from the Customers landing page: Just click the "Quick Links" dropdown menu and select "System Map."
Take a look >

- There are new commodity-based maps for customers. Currently, there is a **Food Warehouses** map, in Customers > Business Groups > Food > Warehouses. There also is a **Plastics Packagers** map in Chemicals & Fertilizers > Resources.
Visit Food Warehouses map >
Visit Plastics Packagers map >

These maps show locations that are specific to each business, in addition to the standard data found on the system map.
To see details about a location, select the "Show Details" tool and click on an icon for a location.

More commodity maps are under way, and we're working on enhancements such as search functionality and adding more detail to city views.

See Information on eBusiness Tools

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

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 task links to a detail page that includes:
    Description of the task and the recommended tools for that task
    Benefits of using a particular tool
    "Need Help?" section with tips and information for getting assistance
    Instructions for accessing the tools
    ShipCSX log in

Visit it now >

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ShipCSX Plant Switch

Have you checked out the ShipCSX Plant Switch tool? You are able to inquire on current or past requests, submit and/or modify requests, and view CSX best practices or policies. Included is also functionality to download and print throughout various pages of the tool.

Benefits of the electronic tool:
    Save time and eliminate costs associated with using the phone or creating lists to fax.
    Help reduce errors that can cause missed switches.
    Requests are input instantly into CSX system, this information feeds directly into the CSX On Board Reporting device used by CSX train crews and creates a time-stamp for demurrage.
    Receive instant confirmation of requests sent, that you can print or download for your records.
    Available 24 x 7

New Features:
    View your inventory list with sortable columns and filters.
    Create switch requests and modify pending switch requests with the same 'click' of a button.
    Review requests before submitting.
    Submit intra-terminal switch requests for non-hazmat shipments.
    Use the 'Copy Down' feature to save time on multiple requests.
    Delete 1 or all cars from an existing request.
    View past switch requests, regardless of how the request was submitted.
    Link to modify pending requests from Switch History.
    Customize your Inventory List view through our Set Options page.
    Keep up-to-date with CSX Best Practices and Policies.

Here is actual customer feedback from our initial users.
    "Love the review before submitting request!!! The printable version format is very good!!! The site is much more user friendly. Great Job!!!"
    "Less steps to complete the task. Love the new tool."
    "Ability to print. Very easy to change your switch. Much better than before overall."

Call 1-877-ShipCSX (1-877-744-7279), option 2, option 1 to receive access to the tool. If you're not yet a registered ShipCSX user, go to www.shipcsx.com and register now.

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ShipCSX Shipment Problem Resolution Tool

Submit Inquiries Directly to Customer Service Problem Resolution Team via the web

If you have a shipping problem - such as a delayed car or shipment, switching issue or bad-order car - there's an easy way to send us an inquiry and to receive information about the service issue.

The new ShipCSX Shipment Problem Resolution tool, which can replace your phone calls and e-mails, gives you a single place to manage shipment problem inquiries:
    Submit an inquiry about a problem with a shipment.
    View all inquiries and cases submitted by you, by your location or by your company.
    View the details of an inquiry or case.
    Check the status of an inquiry or case.
    See the response to an inquiry or case.

To get started:
Log in to ShipCSX. (To access the Shipment Problem Resolution tool, you must have a ShipCSX User ID and Password. Don't have one? Register now >)

Mouse over the 'Resources' or 'Trace' tabs, and click on the "Shipment Problem Resolution" link.

You can navigate 2 ways from the front page:

1. Use the gray task bar across the top of the tool, or

2. Use the links in the 'Get Started Here' box.

Submit an Inquiry:
    Select either the task bar link "Create a New Inquiry" or "Submit an inquiry about…"
    On the Submit a New Inquiry page, review the customer information to ensure it is correct. (Use the "update your User Profile" link if you need to change your information.)
    To enter an inquiry,

1. Select your role.

2. Select the reason for your inquiry.

3. Add the car initial and number(s). (If you add more than 1 car, it must be from

the same location)

4. Describe the issue in the field provided.
   Click "Submit"
   You will receive a confirmation page.

Check Status/Resolution
To see inquiries and details or check status or resolution, click on "Check Status/Resolution" on the gray task bar.
Your inquiries are displayed in the Status/Resolution Summary box, which shows:
   The inquiry and/or case number.
   The inquiry reason.
   Status.
   Car Number (if you entered more than 1 car in an inquiry, you will see a "+" next to the car number).
   The date the inquiry was created.
   The last time the inquiry was updated.

Filter your inquiries by selecting from the dropdown menu to show inquiries and cases submitted by you, for your location or for your company.

You also can select to view closed inquiries and cases for up to 30 days.

Select the filters you want and click the "Go" button.

View Details and Response
In the Status/Resolution Summary box, the inquiry or case number is a link to the detail page. Click on the inquiry or case number to go to the Inquiry/Case Details page, which shows all the details of the inquiry or case, with the response from CSX at the bottom of the page.

If you have additional questions regarding the same issue, you must submit a new inquiry. Be sure to include the old inquiry number.

For assistance with other issues, check the Customer Assistance Guide on CSX.com. (CSX.com > Customers > Customer Service)

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Electronic Payment - EDI 820 Process

Did you know?

CSX can process electronic ACH payments submitted via EDI 820s. By following the CSX 820 implementation guide, your payments to CSX will automatically process and close open accounts receivable invoices, all with a near 100% accuracy rate.

CSX's eBusiness team customizes the processing of your payment into our payment format and will work closely with your accounts payable department to ensure the accurate and timely posting of your payments.

If you would like more information about this offering, please contact the CSX eBusiness Hotline at 877-SHIPCSX, option 2.

Learn more here>

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New Tools, New Features ...

ShipCSX Car Order Tool - Forecast Feature has been Retired

CSX has made changes to the ShipCSX Car Order tool.

Beginning the week of August 20, 2007, CSX removed the Car Order Forecast option. Any need for future demand needed to be submitted as an order.

All forecasts not converted to orders by customers were systematically converted on August 17, 2007.

Benefits of an order versus a forecast:
    You no longer have to convert your forecast to an order. Simply place your orders and modify the demand only when needed.
    Cars placed early will count toward an order whereas they would not apply to a forecast, giving you more accurate order fulfillment statistics.
    Car orders retain an audit trail of changes, allowing you to see all order modifications from the initial placement forward.

If you have any questions or need assistance, please contact our eBusiness professionals at 1-877-744-7279, options 2, 1.

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New Feature Added to ShipCSX Shipping Instructions

It's been a pleasure meeting so many of you at our eBusiness 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 a new feature into our ShipCSX Shipping Instructions tool that has been requested by several customers. You will now be able to receive a PDF version of the bill of lading instead of a summary.

This functionality is included on the Options Page, Templates, and the Ship Form.

You can access the ShipCSX Shipping Instructions tool under the Ship Tab and select Shipping Instructions.

Click here to learn more about the [ShipCSX Shipping Instructions tool.](#)

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Intermodal - Improved CSXI Terminal Reports via ShipCSX

CSX Intermodal is pleased to announce a new feature for CSXI Terminal Reports via ShipCSX.

"Shipments En Route" and "Shipments Notified But Not Picked Up" now provides the ability for users to download shipment information for ALL CSXI's core terminal locations and for ALL patrons available to the user, in one key stroke. In addition, "Shipments Notified But Not Picked Up" now allows users to filter only shipments "Past Last Free Day". Users no longer have to run a separate report for each terminal location and/or patron.

With these new features CSXI customers have a tool to better view and manage their shipment inventory with less effort. Please visit ShipCSX today and try the download feature for the following reports:

ShipCSX > Trace > CSXI Terminal Reports
    INV01 - Shipments En Route
    INV02 - Shipments Notified But Not Picked Up

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What You Need to Know ...

eBusiness Extends Hours of Operations

eBusiness assistance is now available from 7 a.m. to 6 p.m., Monday through Friday.

If you need help with ShipCSX, EDI, or other electronic tools, call 1-877-ShipCSX (1-877-744-7279), option 2. We're here and we're ready to help.

(After-hours support will continue to be available if you need assistance outside of normal business hours.)

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Intermodal eBusiness Workshop

CSX Intermodal will be holding a customer eBusiness workshop November 9th, 2007 at the Omni hotel in Atlanta, Georgia.

This workshop will be an opportunity for customers to learn about all the electronic tools available to do business with CSXI.

For information call 877-SHIPCSX option 2, prompt 2.

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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.

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