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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

CSX Launches New Responsibility Section on CSX.com

There's a new Responsibility section on CSX.com that highlights the company's corporate responsibility beliefs and practices. The new information, available under the 'Responsibility' tab on the [CSX.com home page](#), makes it easier for customers, communities and shareholders to locate information on CSX's core values, business ethics, and community involvement.

"We emphasize responsibility in all of our interactions and decisions at CSX," said Michael Ward, chairman, president and CEO. "We have always worked hard to be a good corporate citizen. This new information illustrates our continued commitment to being a leader in examining and enhancing the role of business in society."

The section explains efforts CSX is making on a number of responsibility fronts, from being a national sponsor of City Year, supporting the Wounded Warriors program and recognizing the charitable work of its employees to participating in the Climate Leaders Program and training emergency responders across the country in how to deal with railroad emergencies.

[Visit it now](#) to learn more.

Get Service Bulletins on CSX.com

During hurricane season, stay informed about weather conditions that could affect your shipment with CSX Service Bulletins. Service bulletins are issued when there is potential for adverse weather conditions to affect traffic on CSX's network.

You will find Service Bulletins in the Customer News section of the [Customers front page](#). You also can subscribe to receive Service Bulletins and Customer News via e-mail (click on the 'Subscribe' link).

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ShipCSX Account Invoice Enhancements

Recently enhancements were made to the ShipCSX Account Invoices tool, to make it easier for you to manage your account.

New features allow you to:

- Expand and collapse columns on the Account Summary Table that displays your current and past due balances within unpaid and balance due invoices.

- View your account aging information.

- See 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 from a dispute confirmation page.

- View CSX best practices and policies.

- Access updated help text.

The way a dispute is processed and handled by CSX has not changed, but the resolution/status of a dispute is now being shown on ShipCSX. In the dispute details from the 'Dispute Summary' or 'Invoice Details' page, you will see a resolution activity for the dispute once handled and cleared in CSX's system. The dispute history will remain with the invoice until the invoice is paid in full.

Here's a handy reference for dispute status definitions:

- Open - Unresolved dispute.

- Rebill to New Origin - Origin changed and new bill issued.

- Original Bill Issued - Bill copy issued.

- Updated Bill Issued - A new version of the bill is issued and due.

- Correct as Billed Issued - Our bill is valid and due.

- Cash Transfer from Bill - Money is moved from one bill to another bill.

- Moved to Collections - Transferred to our collections department.

- New Dispute Issued - Dispute closed and a new dispute has been opened.

- Dispute Cleared - CSX cleared the dispute and the bill is valid and due.

- Copy of Bill Produce - Bill copy issued.

- Rebill to New Customer - Customer location changed and new bill issued.

- Balance Due Bill Issued - Our bill is valid and the balance is due.

- Payment Received - Partial payment has been received on the bill.

- Corrected Bill Issued - Correction has been made on the bill and corrected bill issued.

- Bill Voided - Should only see if the bill has been voided and there is money still applied to the bill.

Get access to Account Invoices now: Call 1-877-ShipCSX (1-877-744-7279), option 2, option 1. If you're not yet a registered ShipCSX user, [register now](#).

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New Tools, New Features ...

Simpler ShipCSX Navigation Makes Tool Selection Fast and Easy

A new easier-to-use navigation system was added to ShipCSX in September.

It is still organized by the familiar Plan, Ship, Trace and Pay headers, and all the tools are still under the same headers.

Hover for Dropdown Menu

The new menu system uses a simple vertical dropdown to show the tool selections under each header.

To select a tool, roll your mouse over a header, and the menu selections will drop straight down.

Roll your mouse down the menu until the tool you want is highlighted, and click on it.

It's that simple.

Click for Shortcuts

Plus, you can set the Plan, Ship, Trace, Pay and Resources headers to act as shortcuts to specific tools when you click on them instead of hovering.

Here's how:

1. Either hover over the Resources header and select "ShipCSX User Profile", or click on your User ID at the top of the page.
2. On the User Profile page, scroll to the bottom box that says "Set Shortcuts".
3. Use the drop-down menu to select the tool you want to open for each header. When you're done, click "Update".

Then, if you hover over a link, the dropdown menu with all the tools will still appear. But if you click the link, it will take you directly to the tool you specified.

You can change your shortcuts at any time.

We hope you find the new navigation system easy to use, and we count on your feedback to let us know what you think.

Learn more about [ShipCSX](#) or [register here](#) to become a ShipCSX user.

For questions, contact us at 1-877-ShipCSX (1-877-744-7279), options 2, 1.

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Trace Equipment History in ShipCSX

We want to make sure that ShipCSX tools give you the functionality you need to manage your shipping transactions with CSX. That's why your feedback is so important to us.

One thing we've heard loud and clear from many of you is the need to get historical trace information.

In September, we launched the ShipCSX Equipment History tool to give you that

capability.

With the Equipment History tool you can:

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

- See 30 days of history at a time.

- Access waybill information that corresponds to each shipment.

- Download and e-mail historical trace data.

If you are already a ShipCSX user, you automatically will have access to the Equipment History tool.

Just log in, hover over the Trace tab and select Railcar Tracking. The Equipment History tool will be located under the Railcar Tracking tool.

Learn more about [ShipCSX](#) or [register here](#) to become a ShipCSX user.

For questions, contact us at 1-877-ShipCSX (1-877-744-7279), options 2, 1.

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Access Price Document Details with ShipCSX Price Look-Up

There's a new 'Documents' link in the Price Look-Up Tool to help you find the price details more easily.

The Documents link give you access to:

- Published documents which can be viewed and downloaded.

- Current and previous versions of documents.

- Public documents which can be accessed on secured and public ShipCSX.

- Private documents which can be accessed through the secured site.

Learn more about [ShipCSX](#) or [register here](#) to become a ShipCSX user.

For questions, contact us at 1-877-ShipCSX (1-877-744-7279), options 2, 1.

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Introducing ShipCSX Mobile

You can now get ShipCSX tools on your cell phone at <http://mobile.shipcsx.com>. (If you have a full web browser, such as the iPhone, you can use the full website by going to www.shipcsx.com.) Any handset that supports internet access can be used. All you need is the data plan from your provider.

Use your regular ShipCSX User ID and password to log in. Once logged in, select the tool you want to access.

The following tools have been streamlined for mobile use:

Railcar Tracking

Type in the equipment ID and click 'Trace Equipment'.
Support up to 25 cars per trace request.
Default results are last event and final destination.
Trace results link directly to Train Trace.

Train Trace

Enter the Train ID and click 'Submit'.
Supports 1 Train ID per search request.
Default results show origin, destination, last location and milepost, and the remaining schedule.

Railcar Specs (UMLER)

Type in the Car ID and click 'Railcar Detail'.
Specific UMLER data is retrieved; Car Type, AAR Code, Inside Dimensions, Outside Dimensions, Door Dimensions, Plate Clearance, Cubic Capacity, and Weight Data.

Coal Reservation Details

Enter your Coal Reservation Number and click 'Reservation Details' .
Specific Reservation Details are retrieved; Destination, Consignee, Cars, Tons of product, Current Train (If moving), Last location (If moving).

Plant Switch

You have a simplified selection.
Mimics your ShipCSX locations.
Choose Place or Pull and type in the Car ID numbers.
You can select multiple cars and submit your plant switch request.

Intermodal Shipment Inquiry

This tool can be used without logging in.
Type in your equipment ID (numbers only).
Displays all containers or trailers that match the equipment numbers and shows if they have billing in place to in-gate at the terminal.

Learn more about [ShipCSX](#) or [register here](#) to become a ShipCSX user.

For questions, contact us at 1-877-ShipCSX (1-877-744-7279), options 2, 1.

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What You Need to Know ...

Friendly Reminder: Keep Your ShipCSX Profile Information Up-to-Date

Please take a moment to review your personal and company information in your ShipCSX User Profile. This ensures critical information from CSX is sent to the correct email or physical address.

You can access your User Profile from several places:

Click on your User Id link at the top of ShipCSX screen.

Click on your name, which is a link, on the Welcome Page of ShipCSX.

Click on the "Resources Tab" and "Update User Profile".

Also, we need to know when ShipCSX users at your company are no longer employed by your company. Please send an e-mail to ShipCSX@csx.com with the ex-employee's name and/or User Id.

In addition to your ShipCSX user profile, you also can update your e-mail subscriptions. Look under the Resources header for the "Email Subscriptions" option. You can update or delete e-mail addresses from here.

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Stay informed with CSX customer news:

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

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