

**4th Quarter 2007**  
**Released:** Dec 18, 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](mailto:eBusiness@csx.com).

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**Tool Spotlights**

**What's Hot on CSX.com**

**Happy Holidays from CSX**

Visit the CSX.com home page for a special holiday message from CSX.

**Manage Your Account**

There is a new page on CSX.com with information about managing your account. The new content describes the basic tasks involved in managing your account: receiving, disputing and paying invoices. You also can view payment methods, and review details about the account management tools -- ShipCSX Account Invoices and EDI -- available at CSX. If you have questions or need assistance, there's a new FAQ page too.

Go to ["Manage Your Account"](#) now >

**Be Prepared for Winter Weather Conditions**

Be informed about cold weather conditions that could affect rail traffic. CSX Service Bulletin Winter Weather Alerts are issued when there is potential for adverse weather conditions to affect traffic on CSX's network. You can subscribe to receive Service Bulletins by e-mail, or you can see them in the [Customer News](#) section.

**CSX: How Tomorrow Moves**

Have you seen our new ads on television or online? The ads show how CSX moves the critical ingredients of life and business in ways that make a difference today and tomorrow. If you haven't seen them yet, [take a look now](#) >

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

**ShipCSX Plant Switch Enhancements**

## **Manage your inventory better with Plant Switch Updates**

New Plant Switch functionality helps you avoid over-capacity situations with better visibility to your inventory counts.

View inventory counts, the number of open switch requests, and the number of available car spots for your plant are displayed in your inventory list.

Receive on-screen notification if you request more cars than your plant can handle, based on your current inventory and outstanding switch requests.

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## **Your Feedback = Tools that Work Better For You**

Many customers have given us feedback on our tools at the eBusiness Customer Forums this past year. Based on your feedback, we're making upgrades and enhancements to several ShipCSX tools.

Here's what we're working on for you:

### **Plant Switch**

New fields are being added to your inventory list to provide you with more information when viewing your inventory

- Notice Type
- Notice Number with a link to the create/modify switch requests pages that includes all the cars on that Notice Number
- Notice Date/Time
- Track ID on yard status cars with a link to the create/modify switch requests page that includes all the cars on that Track ID
- Train ID with a link to the create/modify switch requests page that includes all the cars on that Train ID
- Reservation number on unit cars with a link to the create/modify switch requests page that includes all the cars on that reservation number
- Car Type

Existing field "From Track/Spot" is being enhanced with a link to the create/modify switch requests page that includes all cars on that Track ID

Existing field "Work Order Status" is being enhanced to show the work order number and issued date and time when you hover over the field with the mouse

The new fields will be included on the following pages/downloads:

- Inventory List - Printable Version
- Inventory List - download
- Quick Details
- Car Details
- Advanced Search

### **Price Look-Up Tool**

Perform multiple look-ups

Save past searches

Historical Track & Trace

Obtain up to 18 months of historical trace history with corresponding waybill prints

### **Account Invoices**

- Use new dispute reason for carload traffic: FM - fuel mileage
- See the status of disputes and a summary of open disputes
- View the status of aging invoices on a new Account Aging Status Page
- Updated look and feel

More details will be available early next year as the enhancements are rolled out.

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

#### **New Policy for CSX Electronic Data Interchange (EDI) expenses**

Beginning March 1, 2008, CSX's policy regarding Electronic Data Interchange (EDI) expenses will change. CSX will be ending cost sharing and subsidies associated with customers' data interchange transactions handled by Value Added Networks (VANs).

The following options will continue to be free to all trading partners exchanging data with CSX:

1. CSX's preferred option: Exchange data via EDI directly with CSX using Internet-based communication protocols (B2B). This will eliminate all costs associated with VANs for our trading partners. Direct connectivity with CSX will speed up the exchange of information and eliminate potential issues associated with a third party handling data.
2. CSX's secure transaction tools in ShipCSX offer much of the same functionality that VANs provide. Based on your company's data exchange requirements, you may find ShipCSX to be your best option. Learn more about ShipCSX at [ShipCSX.com](#) or [csx.com > Customers > Tools](#), or contact our e-Business professionals at 1-877-ShipCSX (1-877-744-7279), option 2, option 1.

Please notify us by February 1, 2008 of the option you wish to use, either by e-mail at [B2B@csx.com](mailto:B2B@csx.com) or fill out the simple [VAN Information form](#) on CSX.com.

If you have any questions, please contact us at 1-877-ShipCSX (1-877-744-7279), option 2, option 1.

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#### **EDI Implementation Guides Available**

Implementation guides for common EDI messages are available on CSX.com. The guides contain specifications for CSX system requirements. The PDF documents

follow traditional EDI standards format and are easily printed. See a complete list of the EDI implementation guides on the [Tools > EDI page](#).

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### **Customer Satisfaction Surveys: "We're listening"**

In partnership with a leading customer satisfaction firm, CSX began conducting quarterly customer surveys in 2003. These surveys span the entire business experience, and the results tell us how well we are meeting your transportation needs.

Part of the survey deals with your satisfaction with our electronic tools, an area of particular interest to the eBusiness team.

In 2007, customers rated CSX's electronic tools 7 points out of 10. ShipCSX Shipping Instructions and the Track and Trace tools are the highest rated tools.

The ShipCSX Price Look-Up, Demurrage and Freight Claims tools have seen strong rating improvements this year as new functionality has been added to these tools.

Next quarter, as upgrades to the Plant Switch tool are made, we'll be keeping an eye on responses for that area to make sure the changes meet your needs.

We're thankful to those of you who participate in these important surveys and give us honest, unbiased evaluation.

Your feedback, both positive and negative, guides us as we strive to make doing business with CSX easier.

We look forward to working with you in 2008.

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