

4th Quarter 2008
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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

Happy Holidays from CSX

Visit the [CSX.com home page](#) for a special holiday message from CSX.

New 'Maps' Page

You can now find a consolidated list of all the maps available in the Customers section on the new [Maps page](#). Just click on the Customers tab in CSX.com, and look in the menu on the left for the new Maps link.

The interactive maps are now easier to use. You can click and hold your mouse button to drag the map, and double click in a specific area to zoom in. On the Business Group maps, click once on a specific facility icon to see details about that facility.

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.

Learn About CSX as a Responsible Corporate Citizen

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 CSX.com, 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.

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New Tools, New Features ...

Stay Connected with ShipCSX Mobile

ShipCSX Mobile was introduced in September. You can 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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Receive Proactive Account Status E-Mails

On Oct. 21, we introduced the Account Status E-mail subscription in order to assist you to better manage your CSX account.

With the Account Status E-mail, you can:

- Receive an Account Status E-mail, (including aging, billing types, and disputed vs. undisputed details) every 2 weeks.

- Subscribe co-workers to receive the e-mail.

- Access ShipCSX for even more details.

You are automatically subscribed to receive the Account Status E-mail if you use the ShipCSX Account Invoices tool. You can subscribe others or unsubscribe from the 'Options' tab in Account Invoices.

If you don't use ShipCSX Account Invoices, call 1-877-ShipCSX (1-877-744-7279), option 2, option 1, to get set up. (You must be a registered ShipCSX user.)

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

For questions about your account, contact your customer account representative. That contact information is on the upper-left corner of your invoice.

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View Customer Pricing Documents on ShipCSX

On Monday, December 15, CSX is introduced a new ShipCSX tool called Pricing Documents.

The new tool consolidates all your company's pricing documents -- public, private, or contract -- online in a single, secure place.

With the Pricing Documents tool, which is accessed under the ShipCSX "Plan" tab, you can:

- View all published documents that your company is party to, in PDF and Microsoft Excel formats.

- Search for pricing documents based on business unit, document type or specific price authority number.

Accessing the New Tool

If you are a registered ShipCSX user with access to the Price Look-Up tool, you will automatically have access to the Pricing Documents tool.

If you are a registered ShipCSX user, but do not have access to the Price Look-Up tool, e-mail Lori Tipton (Lori_Tipton@csx.com) to request access to the CSX pricing tool, "Pricing Document".

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

E-mails with Document Attachments

Previously, separate e-mails were sent with the pricing documents attached. Beginning February 1, 2009, the pricing documents will no longer be attached to the e-mails, since all your documents will be available in the Pricing Documents tool.

Make sure you have access to the Pricing Documents tool now, so you have uninterrupted access to your documents.

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

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Coming to ShipCSX in 2009

Rail Industry Serving Reciprocal Switch Customer Look-Up in ShipCSX

We are working on a new rail industry customer "Serving Carrier Reciprocal Switch" - (SCRS) look-up tool that will be available on ShipCSX under the "Resources" tab in 2009.

The new tool makes it easy to retrieve specific information on the serving railroad of physically served rail customers across the United States, Mexico and Canada; and to determine if customers located at common stations are open or closed to reciprocal switching.

The new look-up tool:

Allows you to enter minimal search data, such as a partial customer name, station name, serving railroad, or switch status.

Consolidates information that previously had to be obtained from different data sources.

Customer information is maintained and provided via EDI by the serving road source.

Customer visibility provides current headquarters and branch (subsidiary) addresses.

Includes the rail industry Customer Identification File (CIF) number for waybill and other interline applications.

Identifies multi-plants (customers with more than one rail facility), lease tracks and team tracks.

Identifies physically served customers and the companies (synonyms) they do business as (DBA's).

Search results are sort able, and can be downloaded to Excel for filtering and printing. There's also Help text that explains the look-up process and results screen, and includes definitions for SCRS terms.

Switch charges and conditions in easy-to-understand language will also be available.

Until then, if you have questions about switch charges and the conditions that apply to specific customers with restricted reciprocal switch status, e-mail MarketingServices-Supplemental@csx.com, or review Section I and Section III of the online version of CSXT 8100 Tariff.

For more information or help with ShipCSX, call 1-877-ShipCSX (1-877-744-7279) option 2, option 1.

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Enhancements to ShipCSX Customer Pricing Documents

The ShipCSX Customer Pricing Documents tool was released in December 2008 and we are already planning for enhancements to the tool in 2009. In the first quarter of 2009, we will be implementing an e-mail notification 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 to see full details. (We'll send an announcement when that function is ready.)

If you are not registered for ShipCSX, [register now.](#) >

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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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[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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