CSX

UTILITY PERMITTING PROPERTY PORTAL

APPLICATIONS

The CSX Property Portal was designed to allow submittal of electronic applications for property related projects including access to CSX property and rail corridor, and utility permitting.

This new system encompasses the application lifecycle and makes it easy for applicants to check the status of their requests.

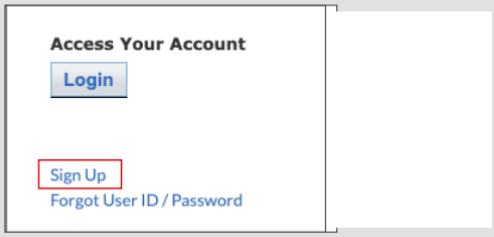
The CSX Property Portal is accessible through the internet however it works best with Google Chrome.

APPLICATION OVERVIEW

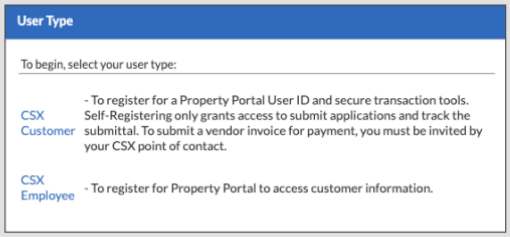
- Sign Up
- Application Lifecycle
- Navigation
- Submit an Application
- Tracking an Application
- Dashboard
- Contact CSX
- Application Attachments
- Withdraw an Application
- Links

SIGN UP

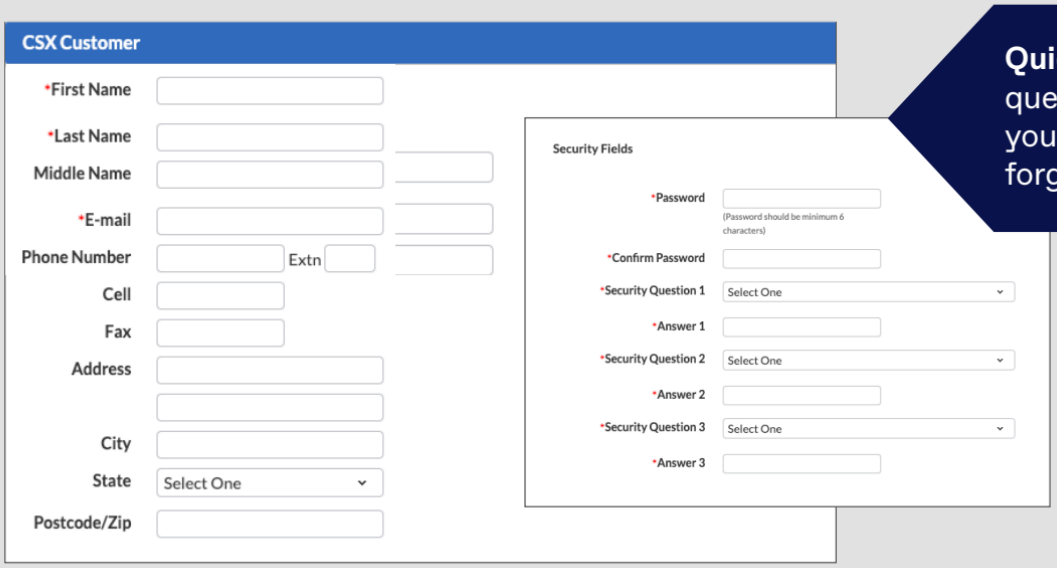
1. Navigate to the CSX Property Portal Home Page at **propertyportal.csx.com**



2. Select your User Type, **External Users** should select **CSX Customer**

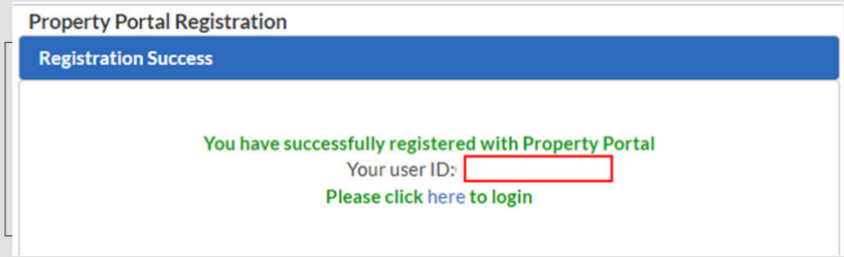


3. Fill in the **Customer information** and **Security Fields**



Quick Tip: The security questions will help you access your account in the event you forget your password.

4. Once you confirm the details you will receive a **confirmation message** that will include your **User ID**.



5. Select the **click here button** to logon

APPLICATION LIFECYCLE

Quick Tip: Applicants may withdraw their project from the Application Lifecycle after submittal by clicking the Withdraw Request button on the Application screen.

1

Pre-Submittal: Applicant is completing online application.

2

Submitted: Applicant has submitted the online application.

3

Quality Assurance Review: the application is under initial review to ensure the application fields have been completed correctly, the facility will be located on CSX property and the appropriate documents and fees have been received.

4

Technical Review: the application is under technical review to ensure proposed project meets CSX specifications, guidelines and/or standards.

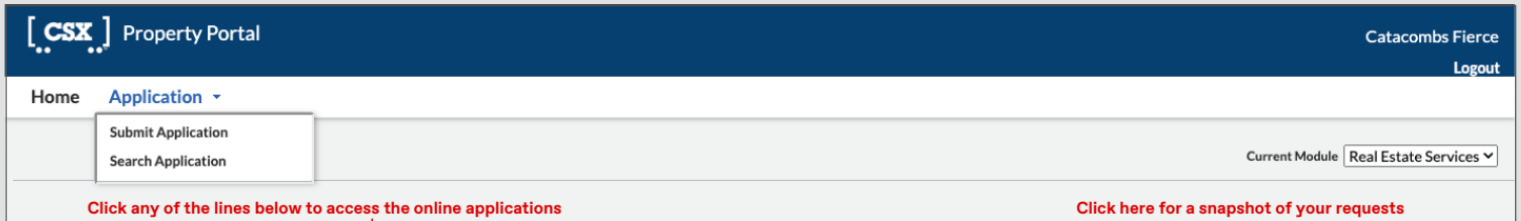
5

Contract Development: the appropriate document is being prepared based on the type of project and sent to the applicant for handling.

6

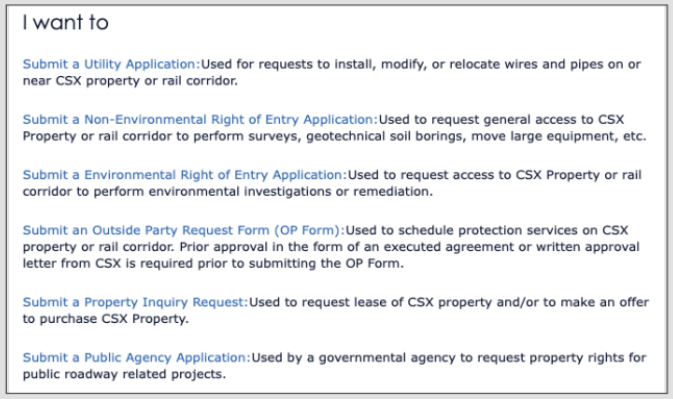
Document Distribution: The final documents are distributed to the applicant for record keeping.

NAVIGATION

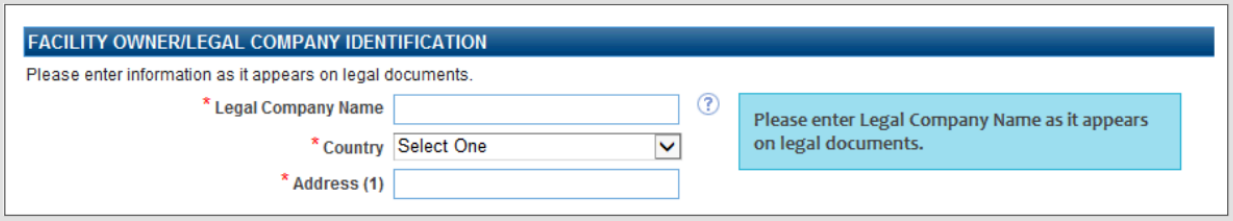


COMPLETING AND SUBMITTING APPLICATIONS

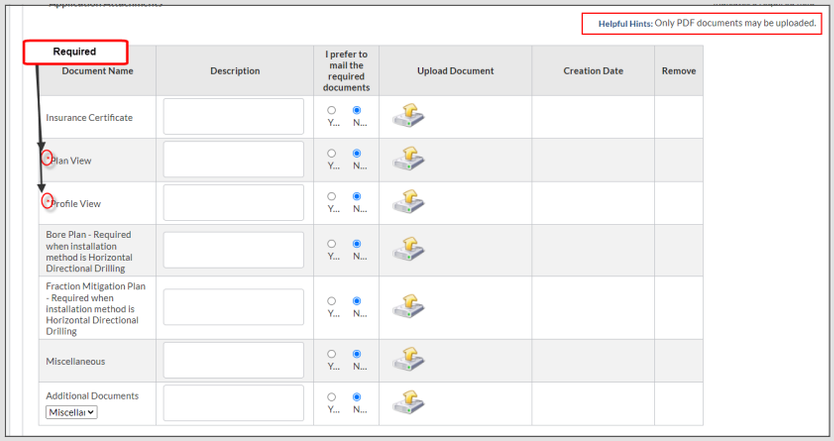
1. Select the application you want to submit by **clicking one of the Application options** (light blue text) on the home page.



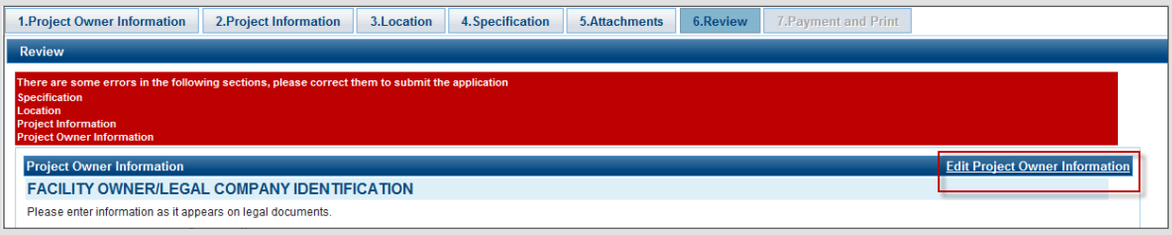
2. Fill in the **application fields.** The question mark adjacent to certain fields contains additional information to help you complete the fields.



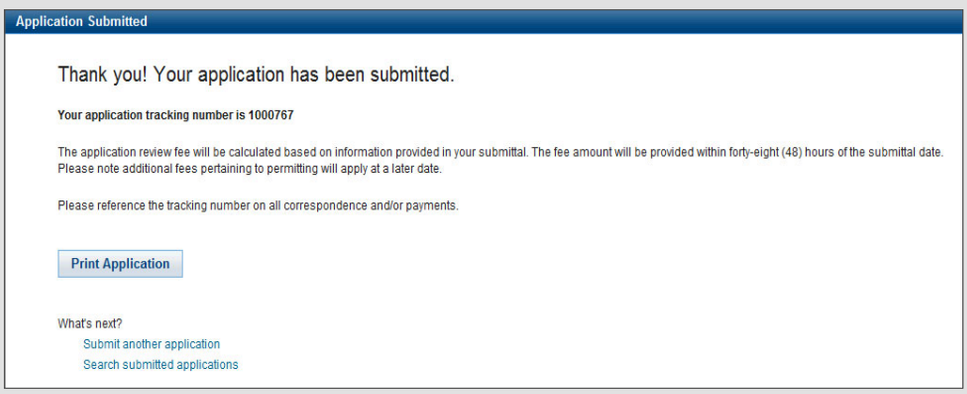
3. **Attach** the **required documents** and other documents pertaining the application submittal



4 Once you have completed filling all of the fields and attached the appropriate documents you will have the opportunity to **review** the data. In the event you need to make corrections simply click the edit button to go back to that section

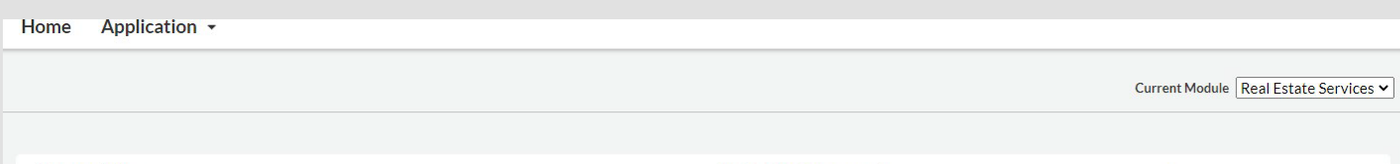


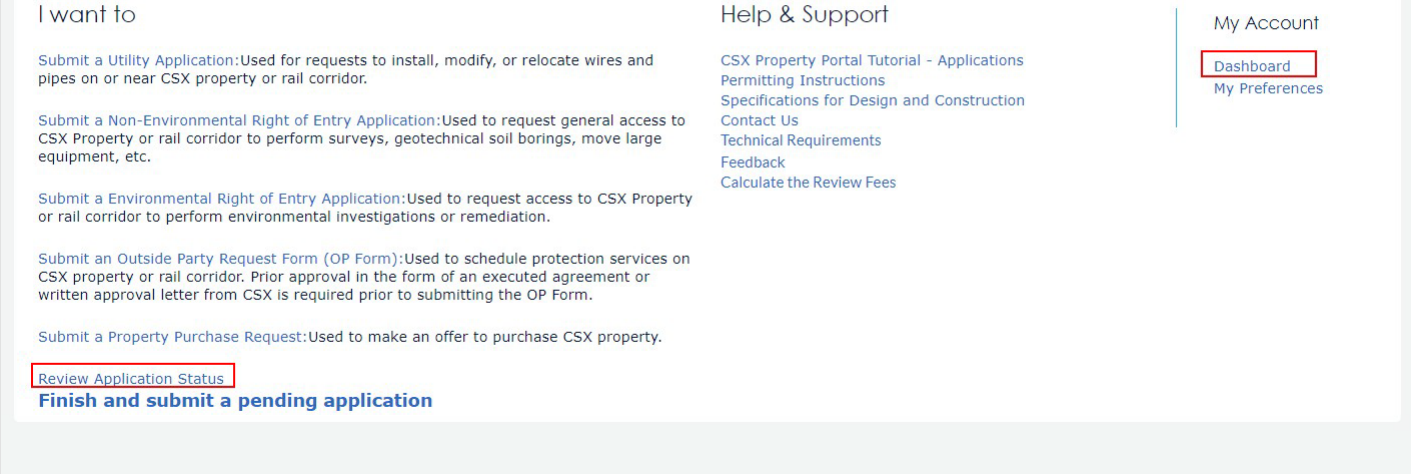
5 Once you reviewed the data and are ready to submit click on the **Submit Application button.** You can also print a copy of the submitted application, submit another application or search your submitted applications.

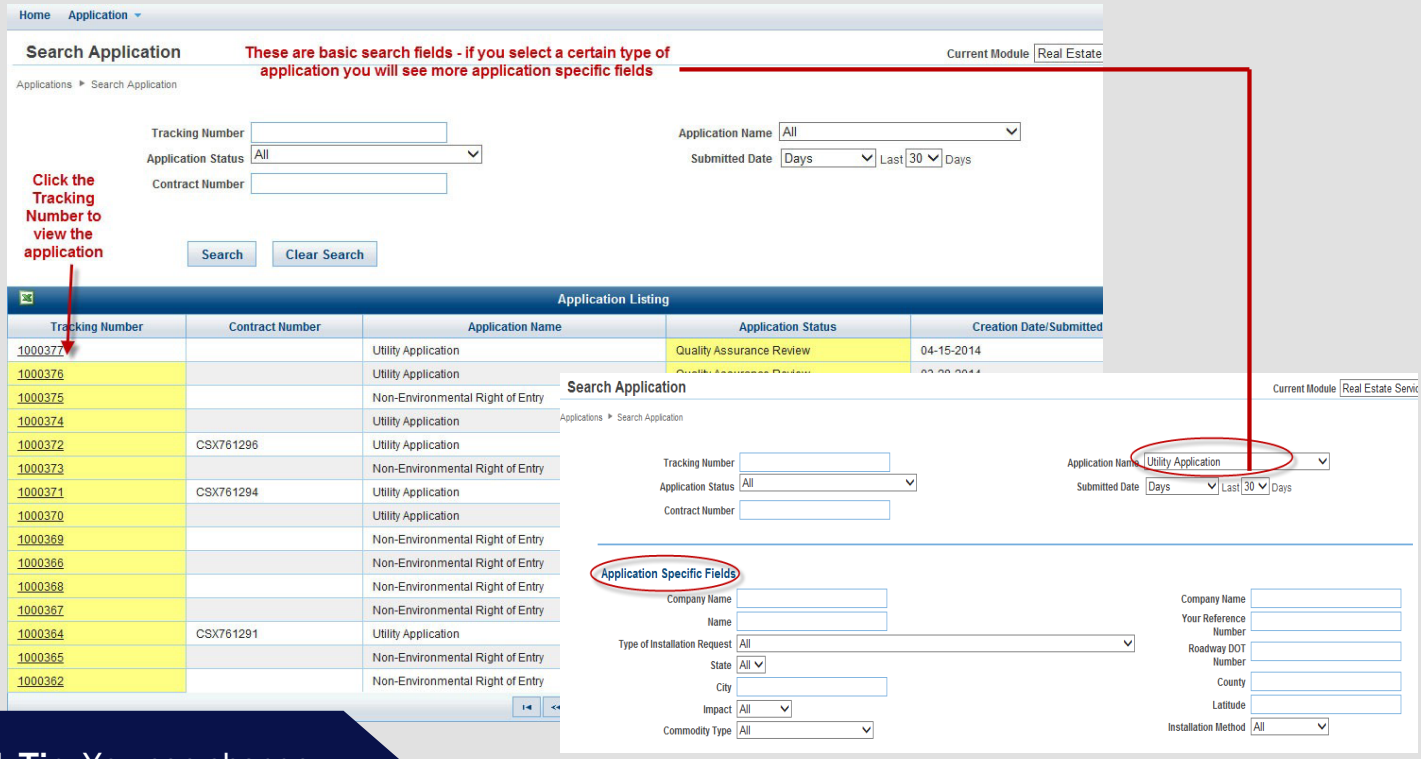


TRACKING YOUR APPLICATIONS

You can **check the status** of your applications using the **Dashboard** or **Review Application Status** quick link



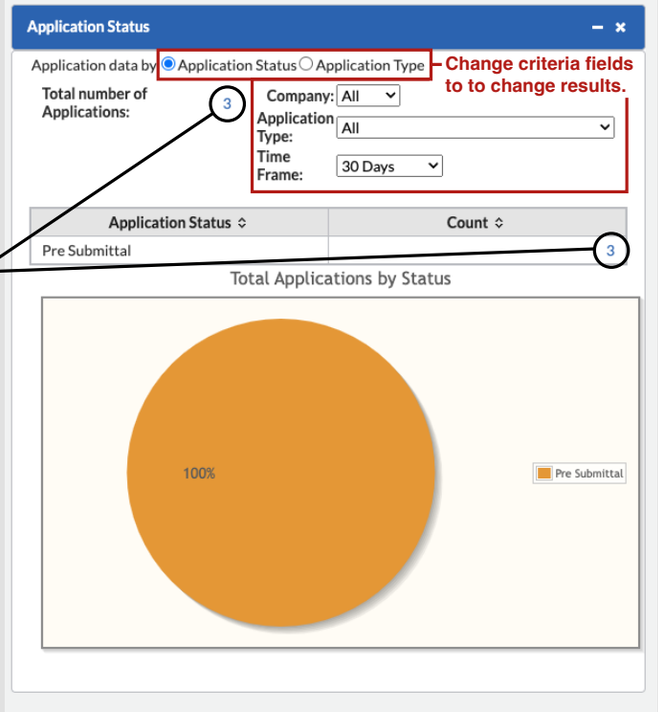




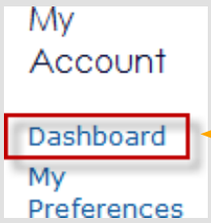
Quick Tip: You can change the sort order by clicking on the column headings

DASHBOARD

The dashboard provides a snapshot of your applications. The dashboard can be modified by changing criteria fields.

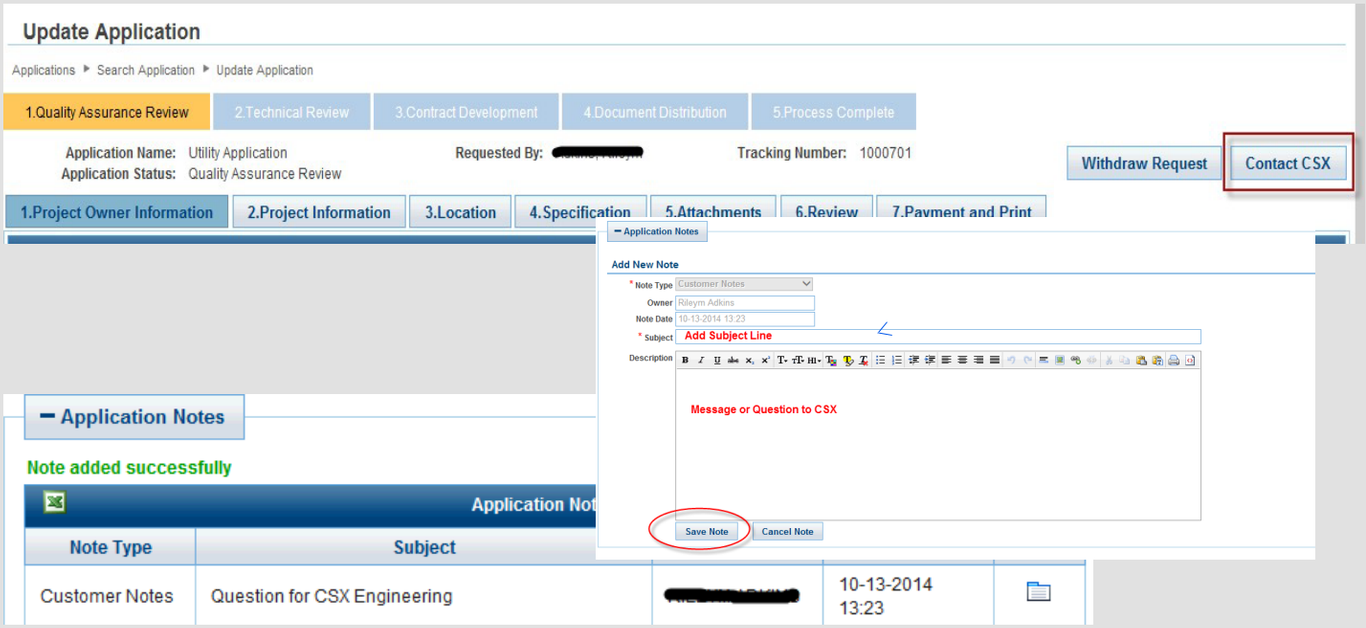


To access the dashboard click on the Dashboard hyperlink on the Home page



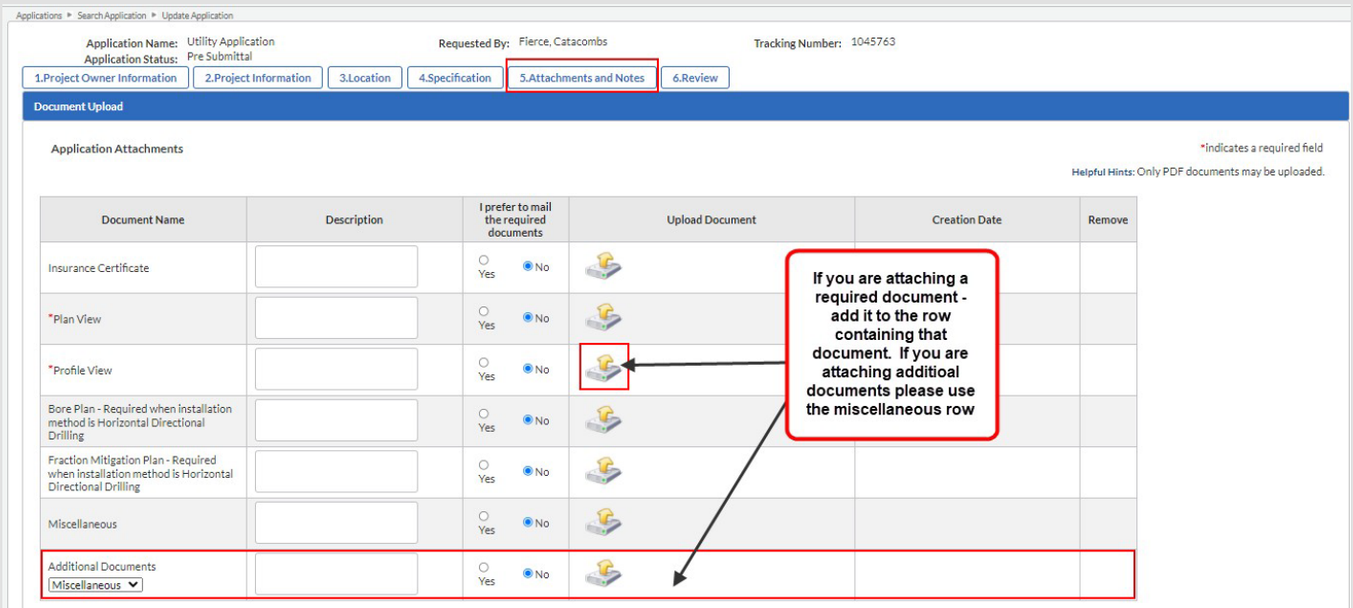
CONTACT CSX

You can ask a question or a send a message to CSX using the Contact CSX button. Simply add the subject line, enter your message or question in the description box, and hit Save Note. The note is saved at the bottom of the application and a notification is sent to the CSX contact.



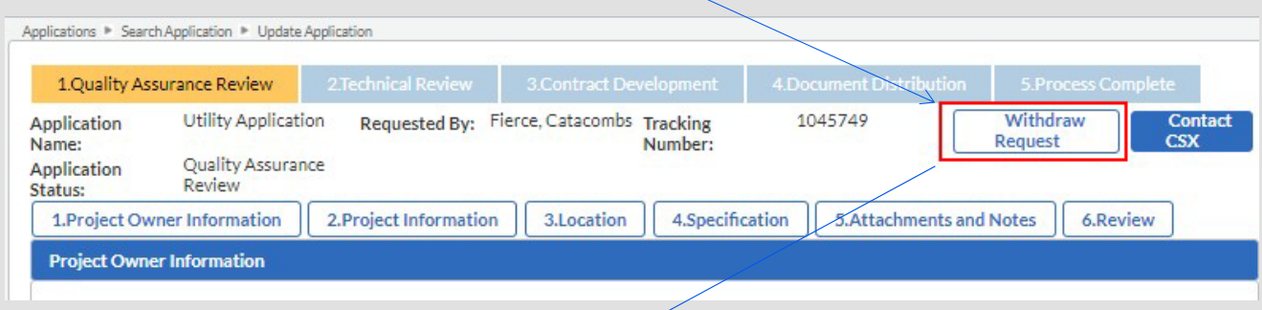
APPLICATION ATTACHMENTS

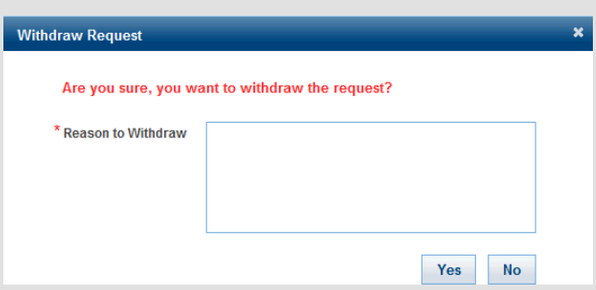
Uploading attachments is not limited to the initial submittal. Attachments can be uploaded to an application until the application process has been completed. A notification will be sent to CSX when you upload a new attachment.



WITHDRAW APPLICATION

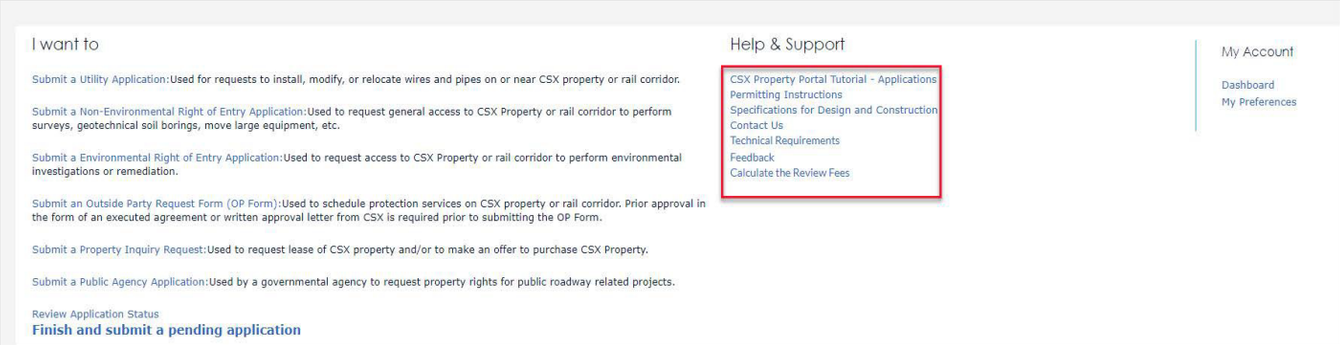
In the event you need withdraw an application that has been submitted, open the application and click on the Withdraw Request button.





LINKS

In the event you need withdraw an application that has been submitted, open the application and click on the Withdraw Request button.



We would love to hear from you. Please click the Feedback link to let us know what you think of the CSX Property Portal.

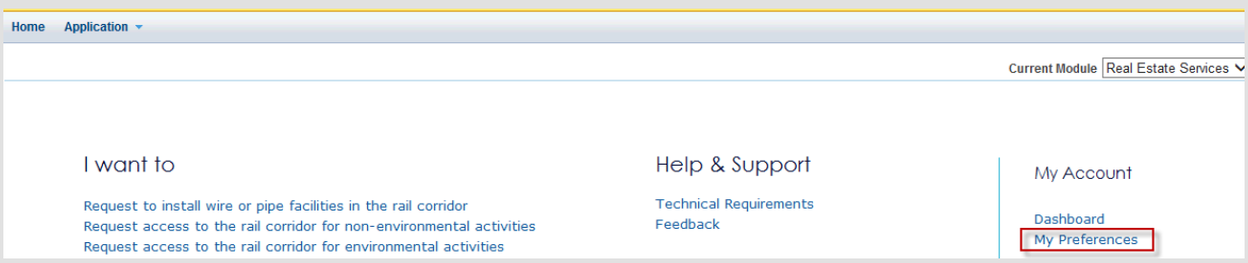
CSX has a variety of tools and materials to help you complete the application(s). Click the links to open the informational documents. Please use the QR codes below to access some other useful links include:

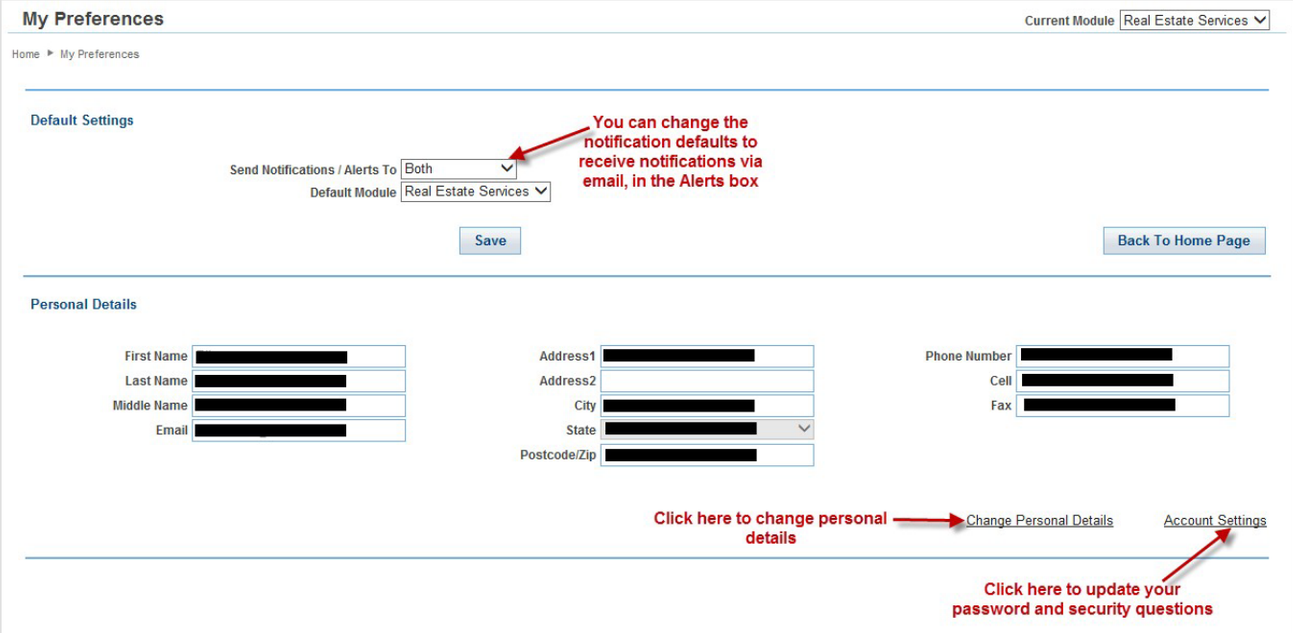
Val Maps

Existing Agreements

PREFERENCES AND ACCOUNT INFORMATION

You can update your personal information, select how you want to receive your notifications, and update your password and security questions on the My Preferences tab.





CONTACT INFORMATION

Contacts by Territory
Downloadable PDF

CSX PROPERTY PORTAL TECHNICAL ISSUES

RES_Admin@csx.com

ENGINEERING/SPECIFICATION COMPLIANCE (BY STATE)

AL, IL, IN, LA, MI, MS, TN & Relocations System-wide
Nensi Patel, Nensi_Patel@csx.com

Canada, CT, DE, MA, ME, NC, NH, NJ, NY, OH, PA, VA & WV
Nick Jenkins, Nicholas_Jenkins@csx.com

DC, FL, GA, KY, MD, SC & Towers System-wide
Anthony Gilmore, Anthony_Gilmore@csx.com

Director, Corridor Services
Alex Saar, Alex_Saar@csx.com

CONTRACT, INSURANCE AND FEE COMPLIANCE (BY STATE)

Canada, CT, DC, DE, MA, ME, MD, NC, NH, NJ, NY, PA, VA, VT, & WV
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Ebony Shumake, Ebony_Shumake@csx.com

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Manager, Corridor Services
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