Quick Guide:

DEMURRAGE & PRIVATE CAR STORAGE
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INTRODUCTION
EFFECTIVE ASSET UTILIZATION in the management of railcars is critical to the success of CSXT and of our customers. The objective of this guide is to improve the handling of customer-related inquiries about demurrage and private car storage, so that we can help our customers grow their business and be successful together.

Demurrage is a fee charged for the extended use of railroad-owned or -controlled (Carrier) railcars and CSXT tracks. Private car storage is a fee charged for the extended holding of customer-owned or -controlled (Private) railcars on CSXT tracks. These fees are intended to ensure that cars are loaded or unloaded, then released quickly, so that they can be made available for the next shipment and track can remain fluid to handle traffic.

Although demurrage and private car storage are conceptually similar, there are important distinctions between the two. Demurrage is applied to Carrier Cars that are held for Customer instructions, including those waiting to be loaded or unloaded while at origin or destination. Private Car Storage fees are applied to Private Cars waiting on a railroad’s tracks; usually for loading, unloading, or Shipment Instructions. Together, they help prevent railcars that you may need from sitting idly and ensure that our network doesn’t become clogged with unused railcars.

The information in this guide contains the relevant provisions of the two services, credit days granted by CSXT, and tips to help the customer manage liability to these charges. Complete demurrage and private car storage provisions are changing. You can view or print a copy of Publication CSXT 8100, CSXT 4048 or CSXT 4049 by visiting the Publications web page on CSX.com.

If you have additional questions about demurrage, storage, or any aspect of our rail service, please visit www.shipcsx.com or contact us at CSXT8100Questions@csx.com.
DEMURRAGE
DEMURRAGE is calculated on a debit and credit system and it is billed monthly. For most Carrier cars delivered to a customer, one credit day is granted for empties and one credit day is granted for loads. The days that a car spends waiting to be placed at a customer’s facility or sitting at a customer’s siding are debited.

- The demurrage clock starts at 00:01 on the next scheduled service day after CSXT places a railcar or notifies the Customer of Constructive Placement of a railcar.
- For Customers without scheduled service days or who receive hazardous or TIH/PIH loaded cars, debit days start at 00:01 on the next calendar day after CSXT places a railcar or notifies the Customer of Constructive Placement of a railcar.
- For Customers who receive CSXT’s approval of a request for a reduction in the frequency of scheduled service, debit days start at 00:01 on the next calendar day after CSXT places a railcar or notifies the Customer of Constructive Placement of a railcar.
- Debit days stop on the day the Customer orders the railcar for Actual Placement or when the customer Releases the railcar to CSXT.

At the end of each month, cars, credit days and debit days are totaled for all loaded Carrier cars handled at a specific customer’s location. All empty Carrier cars are handled in the same way (note: loaded and empty Carrier cars are handled in separate accounts).

Total debit days minus total credits = chargeable days. If total credit days exceed total debit days, no charges accrue (note: demurrage credits do not carry over to the next month).

Chargeable days, multiplied by the applicable rate, determines the chargeable demurrage amount.

For example, a customer during the month of July handled 35 cars that earned 35 credits (assuming 1 credit per car) and totaled 45 debit days. Based on the current demurrage charge of $105 per day, the customer will have to pay $1,050.

\[45 \text{ debit days} - 35 \text{ credits} = 10 \text{ chargeable days} \times 105 = 1,050.\]
A customer is considered **OPEN GATE** when all cars can be placed on arrival without regard to car initial and number or other placement instructions. A customer is considered **CLOSED GATE** when cars are ordered to their facility by either car initial and number or to a specific track or track spot.

**REFRIGERATED RAILCARS:**
CSXT services and monitors railroad-controlled refrigerated railcars in order to provide our customers with a reliable and efficient method to transport perishable freight. Refrigerated railcars require consistent recharging and regular observation to ensure that internal temperatures remain constant. This equipment should be unloaded quickly to help speed perishable products to market.

**PLANT GENERAL**
Plant General is a Specialized Designation that gives Closed Gate customers a more efficient and easier option for ordering cars.

With Plant General:

- Customers are not required to specify the car initial and number of every car they want placed, but customers maintain the option of ordering specific railcars.
- Just like a Closed Gate operation, the demurrage cycle begins on the next scheduled service day after arrival in the railroad’s serving yard. However, CSXT provides an automatic credit each time a railcar is delivered in lieu of one that has been dwelling for a longer period of time.

The Plant General feature on **ShipCSX** allows cars to be filtered by four classifications: Load/Empty; Commodity; Car Type; and Car Initial. CSXT will attempt to deliver the specific cars as well as any general orders on the next scheduled service day.

**DEMURRAGE**

<table>
<thead>
<tr>
<th>CREDIT (FREE) DAYS</th>
<th>RATE</th>
<th>REFRIGERATED</th>
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<tbody>
<tr>
<td>1 DAY CREDIT FOR EMPTIES</td>
<td>$105.00 PER CAR PER DAY</td>
<td>$200.00</td>
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<td>1 DAY CREDIT FOR LOADS</td>
<td>$105.00 PER CAR PER DAY</td>
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APPROPRIATE CARS TO RELOAD ELECTRONICALLY:

Appropriating cars for reload is a quick process that stops the demurrage clock on the unload portion of a car cycle and begins the clock for calculating the loading cycle time. This ensures you are credited with the appropriate amount of time to accomplish the reload.

Customers may appropriate a car if they have an open car order for the same type of car and the car is non-hazmat, rail operated (not private) and not assigned to a shipper pool. Please request to appropriate a car to reload before actually reloading the car, to ensure it meets these conditions.

MISSED SWITCH ALLOWANCE

CSXT makes every effort to switch customers on their regularly scheduled service day. When a customer orders to their capacity and a switch is missed on a regularly scheduled service day, a credit allowance will be given to every car in the yard on constructive placement.
PRIVATE CAR STORAGE
PRIVATE CAR STORAGE applies on customer-controlled (Private) empty cars that are not promptly positioned for the next load and customer-controlled loaded cars that are not positioned for unloading within the allotted time. Currently, CSXT allows 2 credit days for empty cars and 2 credit days for loaded cars. Private car storage billing is similar to demurrage billing.

- The private storage clock starts at 00:01 on the next scheduled service day after CSXT notifies the Customer of Constructive Placement of a railcar.
- For Customers without scheduled service days or who receive hazardous or TIH/PIH loaded cars, debit days start at 00:01 on the next calendar day after CSXT notifies the Customer of Constructive Placement of a railcar.
- For Customers who receive CSXT’s approval of a request for a reduction in the frequency of scheduled service, debit days start at 00:01 on the next calendar day after CSXT notifies the Customer of Constructive Placement of a railcar.

At the end of each month, cars, credit days and debit days are totaled for all loaded Private cars. All empty Private cars are handled in the same way (note: loaded and empty cars are handled in separate accounts).

Total debit days minus total credits = chargeable days. If total credit days exceed total debit days, no charges accrue (note: excess credits do not carry over to the next month.)

Chargeable days, multiplied by the applicable rate, determines the chargeable Private car storage amount.

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<th>PRIVATE CAR STORAGE</th>
<th>CREDIT (FREE) DAYS</th>
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<tr>
<td></td>
<td>2 DAYS FOR EMPTY RAILCARS</td>
<td>$60.00 PER CAR PER DAY</td>
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<td>2 DAYS FOR LOADED RAILCARS</td>
<td>$60.00 PER CAR PER DAY</td>
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**UNLOADING RAILROAD-OWNED OR CONTROLLED CAR (OPEN GATE)**

5 DAYS OF WEEK SERVICE MON-FRI – CAR PLACED ON THURSDAY

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**KEY:**
- **FREE DAYS**
- **DEBIT DAYS**

**DAY EVENTS**

- ACTUAL PLACEMENT ON THE 11TH
  - DEMURRAGE CLOCK STARTS 00:01 ON THE 12TH
  - ORDER SENT ON THE 16TH
  - RELEASE SENT ON THE 17TH
- DEMURRAGE DEBIT DAYS - 6 DAYS

**UNLOADING RAILROAD-OWNED OR CONTROLLED CAR (CLOSED GATE)**

5 DAYS OF WEEK SERVICE MON-FRI – CAR CP’D ON THURSDAY

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**KEY:**
- **FREE DAYS**
- **DEBIT DAYS**

**DAY EVENTS**

- CONSTRUCTIVE PLACEMENT ON THE 11TH
  - DEMURRAGE CLOCK STARTS 00:01 ON THE 12TH
  - ORDER SENT ON THE 16TH
  - RELEASE SENT ON THE 23RD
- DEMURRAGE DEBIT DAYS - 10
### Unloading Railroad-Owned or Controlled Car (Open Gate)

**5 Days of Week Service Mon-Fri – Car Placed on Friday**

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**Key:**
- **Free Days**
- **Debit Days**

#### DAY EVENTS
- **Actual Placement on the 12th**
- **Demurrage Clock Starts 00:01 on the 15th**
- **Release Sent on the 17th**
- **Demurrage Debit Days - 3 Days**

### Loading Shipper-Assigned Car Pools

**5 Days of Week Service Mon-Fri – Arrival Notice Sent on Friday**

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<td>ARRIVAL IN SERVING YARD</td>
<td>ARRIVAL 12 NOTICE (AN) SENT TO CUSTOMER</td>
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<td>ORDER FOR PLACEMENT</td>
<td>PLACEMENT AT INDUSTRY</td>
<td>DEM. CLOCK STARTS 00:01</td>
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**Key:**
- **Free Days**
- **Debit Days**

#### DAY EVENTS
- **Arrival of Car in Serving Yard on the 11th**
- **Arrival Notice (AN) on the 12th**
- **Demurrage Clock Starts 00:01 on the 15th**
- **Order Sent on the 17th**
- **Placement at Industry on the 18th**
- **Demurrage Debit Days - 8**
View Demurrage Charges Summary

In this section, you can view a summary of demurrage charges by company and location. The summary charges are a snapshot created at midnight from the previous day’s data. These totals are specific to the demurrage charges by location you are signed up for and may not reflect the entire Company totals. You are able to view the up-to-date individual information by clicking on Account Location MTD Information. To see more accounts or to have accounts deleted from this page, call 1-877-ShipCSX (1-877-744-7279) option 2, option 1.
Demurrage Charges Benefits

By using the ShipCSX Demurrage Charges module, you can:

- View current monthly demurrage charges for closed cycle cars
- View number of cars and details on constructively placed, ordered, placed, and released for the month by location
- View account details of demurrage charges for last four months
- Request a plant switch for cars accruing demurrage charges
- Subscribe to receive a daily demurrage charges summary
- Analyze demurrage information by account or by specific railcars
Demurrage Charges - Daily Summary

Daily summaries give you a detailed view of notified or placed cars.
FREQUENTLY ASKED QUESTIONS
What is demurrage?

Demurrage is a fee charged to the customer for the extended use of railroad-owned or controlled (Carrier) railcars and CSXT tracks beyond the credit (free) days granted by CSXT.

What is private car storage?

Private car storage is a fee charged to the customer for the extended holding of customer-owned or -controlled (Private) railcars on CSXT tracks.

Why does CSX charge for demurrage and private car storage?

Demurrage and private car storage take railcars and track temporarily out of service. The purpose of these charges is to provide customers with an incentive to promptly load or unload railcars and to quickly release or move railcars from CSXT track.

How many credit (free) days do I have for demurrage and private car storage?

For demurrage, customers receive 1 day of credit for loading a railcar and 1 day of credit for unloading a railcar. For private car storage, customers receive 2 days for empty cars and 2 days for loaded cars.

Do credit days carry over to the next month?

No, credit days do not carry over to the next month.
What is the per day charge for demurrage and private car storage?

The per day charge for demurrage is $105.00 per car, $200.00 per car for refrigerated cars, and the per day charge for private car storage is $60.00 per car.

What is the difference between actual and constructive placement?

Actual placement is when CSXT places a car in a position accessible for loading or unloading. Constructive placement is when CSXT, due to any condition attributable to the consignor or consignee, delivers the cars but cannot place them in a position to be immediately loaded or unloaded.

When does demurrage begin?

Demurrage starts at 00:01 the next scheduled service day after CSXT places a car or notifies a customer of constructive placement of a car.

When does demurrage end?

Demurrage stops when a railcar is ordered into the customer’s facility or when a car is released by the customer.

When does private car storage begin?

Private car storage starts at 00:01 the next scheduled service day after CSXT notifies a customer of constructive placement of a car.
**When does private car storage end?**

Private car storage ends when a private railcar is ordered into the customer’s facility.

**Who is my Supplemental billing account representative?**

The name and phone number of your Customer Account Associate appears at the top of the Supplemental bill.

**Can CSXT help me manage demurrage and/or private car storage?**

Yes, ShipCSX.com is available 24 hours-a-day to view your current month’s potential demurrage charges. You can also use ShipCSX.com tools including the Transit Time tool, to plan, ship, trace and pay.
MANAGING DEMURRAGE & PRIVATE CAR STORAGE CHARGES
- Understand CSXT’s demurrage and private car storage rules published in CSXT 8100, CSXT 4048 and CSXT 4049
- Use ShipCSX.com tools
- Maintain close communication between shippers and receivers to avoid having too many cars in the pipeline
- Closely monitor:
  - The movement of cars from origin to destination
  - Switching activities
  - When empty cars are placed at the plant for loading
  - When a bill of lading is sent in on loaded cars
  - When loaded cars are actually pulled from the plant
  - When loaded cars are Constructively Placed in serving rail yard
  - When loaded cars are actually spotted at the plant
  - When empty railroad-owned cars are released from the plant
- Order Constructively Placed cars as soon as possible
- Release railroad-owned or controlled cars from your siding the day they are made empty/loaded
- Unload railroad-owned or controlled equipment before privately-owned equipment
- Communicate to Customer Service any problems associated with movement of cars into or out of your plant
  - Use the ShipCSX Shipment Problem Resolution tool, under ‘Trace’ and ‘Resources’ tab.
    or
  - Call 1-877-ShipCSX. You will be prompted to enter your ShipCSX User ID and PIN to access. Options 5-6
- Make sure that shipper-assigned car pools are sized properly to the current traffic volumes
- Invest in loading/unloading equipment and facilities that can adequately handle the volume of railcars you ship/receive
HOW TO DISPUTE A BILL
A FORMAL DISPUTE must be submitted within 15 days from the time the bill is rendered. ShipCSX provides capabilities to view, pay and dispute bills online. ShipCSX can be accessed at www.ShipCSXcom. To file a dispute online the customer must log into ShipCSX using his/her own password and ID:

1. Select the Pay Tab.
2. Select Account Invoices.
3. Select invoice(s) for dispute by checking boxes.
4. Select Dispute in the Actions field.
5. Use the drop-down list to choose one of six options for recording disputes.
6. Provide detailed comments including: car initial and numbers, place dates, release dates, service dates, contract or tariff and rate differences.
7. Submit dispute(s).

A Customer Account Associate will investigate the dispute and respond in writing to the customer if the claim is allowed or declined. The customer should issue partial payment on the portion of the bill where no exception is requested.

The name and phone number of the Customer Account Associate appears at the top of the Supplemental Bill.
KEY TERMS
**ACTUAL PLACEMENT:** The placement of a railcar at origin or destination, or any other agreed upon point, for loading or unloading.

**CONSIGNEE:** The party to whom a shipment is consigned. The Consignee is usually, but does not have to be, the Receiver.

**CONSIGNOR:** The party in whose name a railcar is ordered for loading; the party consigning a shipment; or the party who furnishes shipping instructions. The Consignor is often, but not always, the Shipper.

**CSXT CREDIT TERM:** Full payment of all line-haul and supplemental charges must be received by CSXT from credit customers within fifteen (15) days of the date of the bill.

**CONSTRUCTIVE PLACEMENT:** The holding of a railcar on CSXT’s tracks when Actual Placement of the railcar is not possible due to causes attributable to the Customer, in whole or in part.

**DAY:** A twenty-four (24) hour period (calendar day) or part thereof.
LOADING: The complete or partial loading of a railcar in conformity with loading and clearance rules.

LOADED RAILCAR: A railcar that is completely or partially loaded.

PRIVATE CAR: A railcar that is not owned or leased by a rail common carrier.

RELOADING: When a railcar that has been unloaded by a Customer is held for loading by the same Customer.

SHIPPING INSTRUCTIONS: Instructions provided at the point of loading that contain all of the necessary information to transport the shipment to its final destination.

TIME: Local time is applicable and is expressed on the basis of the 24-hour clock. Example: 12:01 AM is expressed as 00:01 hours.

UNLOADING: The complete unloading of a car, and notification from the consignee that the car is empty and available to the railroad.
CAN’T FIND WHAT YOU’RE LOOKING FOR?

Go to the 8100 Publication Web page for more information.