

PLANT GENERAL

BRINGING EVEN MORE EFFICIENCY TO RAILCAR ORDERING





Customized Solutions for Every Customer

At CSX, everything we do starts with the customer. Our goal is to deliver all the advantages of rail with maximum efficiency for you. In order to ensure we supply you with the rail service best suited to your needs, we now offer three local service designations to most effectively manage the flow of railcars in and out of your facility:

- **Open Gate (place on arrival)**
- **Closed Gate (order in)**
- ***Plant General, a specialized form of Closed Gate service – NEW!***

Open Gate Operations

OPEN GATE LOCAL SERVICE means arriving railcars can be accepted and placed anywhere within a customer's facility without restriction. We can generally deliver cars up to your full capacity by the next scheduled service day.

With Open Gate service:

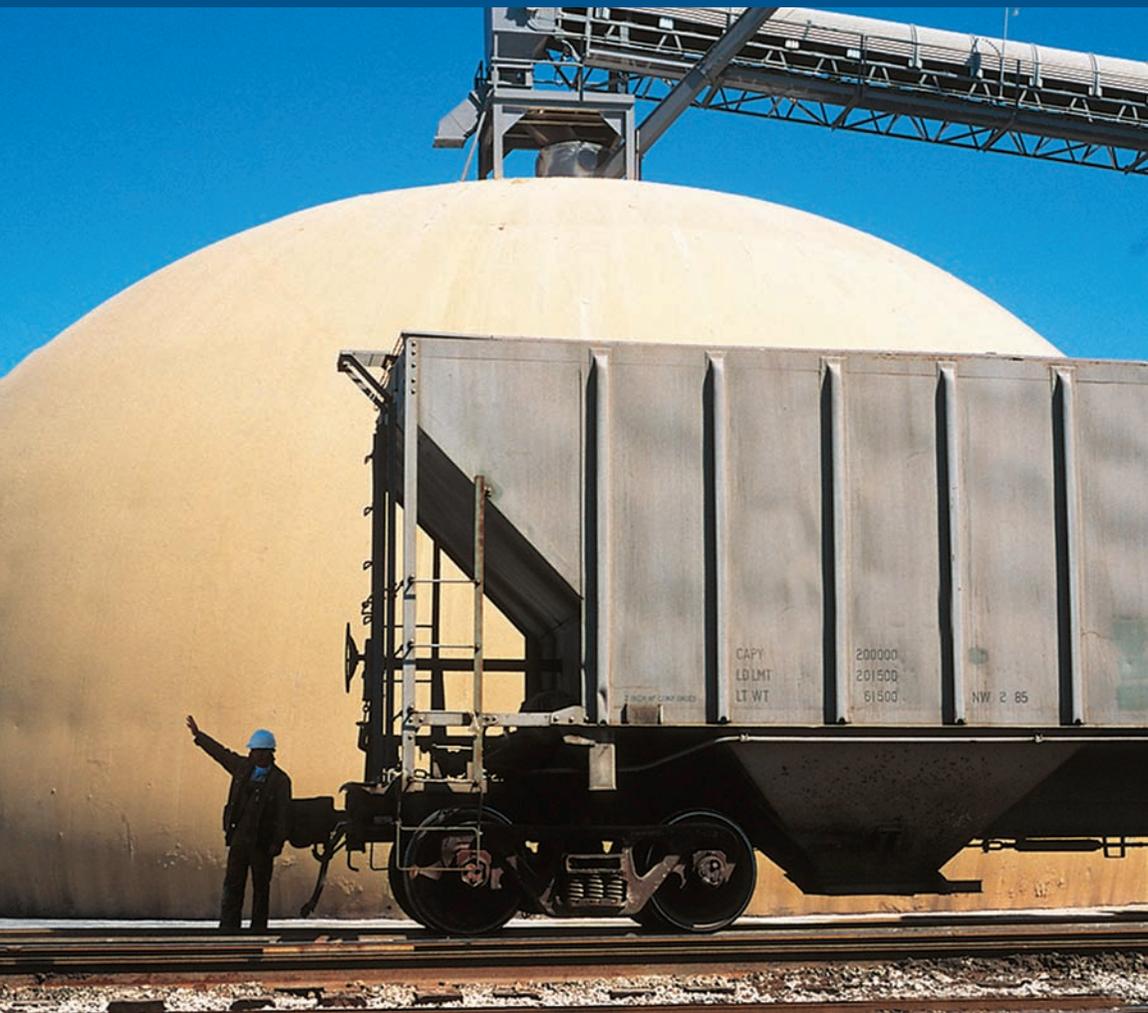
- Customers don't need to order cars from the serving yard.
- Cars are delivered to the customer as available and on the next scheduled service day.
- Customers with available capacity receive fluid service with simpler logistics.
- Cars do not begin incurring demurrage hours until after they arrive at the customer's facility.

Closed Gate Operations

WITH CUSTOMER FACILITIES DESIGNATED AS CLOSED GATE, railcar deliveries are governed by specific customer requests and requirements. These specifics may include the customer indicating that only specific railcars should be delivered, or that railcars must be placed at specific locations within the customer's facility.

With Closed Gate service:

- Customers order specific cars.
- More switching may be required to deliver cars.
- Demurrage starts the next day after arrival in the railroad's serving yard.



Different product types with a single STCC, product shelf life, operating hours and capacity limitations are some factors that help determine whether a customer should be treated as Open Gate or Closed Gate for service.

Plant General

Open Gate service is not a viable option for all rail customers, and Closed Gate may be more restrictive than a customer needs. **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 the day after arrival in the railroad's serving yard. However, CSX provides an automatic credit each time a railcar is delivered in lieu of one that has been dwelling for a longer period of time.
- CSX delivers cars that meet your ordered criteria.
- ShipCSX offers a simple way to manage your railcar placement orders.

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

Is Plant General right for you?

Plant General can be a beneficial option if you:

- Receive numerous railcars containing the same commodities or railcars that are the same car types.
- Receive private empty cars for loading.
- Have a shipper pool of empty railroad cars.
- Order cars now by fax, e-mail or phone.
- DO NOT need track/spot specific placement of all cars.

The Plant General option will roll out across the CSX system over the next year beginning in September 2012. For more information, please contact your CSX account representative or reach us at RailLogisticSvc@csx.com.

Did You Know?

- *Moving freight by rail is 3–5 times more fuel-efficient than moving freight on the highway.*
 - *CSX trains can move one ton of freight over 450 miles on a single gallon of fuel.*
 - *One intermodal train can carry the load of more than 280 trucks.*
 - *Moving freight by rail instead of truck reduces greenhouse gas emissions by 75 percent.*
 - *National freight traffic is expected to increase about 60 percent over the next 30 years.*
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