

# GET TO KNOW **ShipCSX**

eTools & Electronic Offerings



VERSION 3.0



FALL 2018



# OUR VISION

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To be the best-run railroad in North America.





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# DISCOVER THE VALUE OF CSX EBUSINESS TOOLS



## **Reduces Costs**

- Eliminates manual work and improves employee productivity
- Improves data accuracy and prevents errors that can cause shipment delays
- Reduces and eliminates third-party expenses
- Manages your pipeline and reduces supplemental costs

## **Information You Need**

- ShipCSX provides:
  - The most up-to-date information available
  - Real-time notification of shipment issues
  - In-depth visibility throughout your shipping process
  - Real-time confirmation of transactions
  - Data feeds directly to your systems, giving you information where you need it

## **Flexibility and Security**

- Available 24/7 for your convenience
- Secure access to your company information
- Customizable user experience
- Fast and secure data exchange
- Translation services to give you information the way you need it

## **Training and Support**

- Hotline assistance by professional and knowledgeable support staff
- Free, personalized training to meet your company's needs
- Annual eBusiness Workshop providing in-depth training on all major eBusiness tools

# WHAT ARE MY ELECTRONIC OPTIONS WITH CSX?

- [www.ShipCSX.com](http://www.ShipCSX.com)
- Electronic Data Interchange (EDI)
- Business to Business Integration (B2B)
- Mobile (App Store & Google Play)
- Interactive Voice Response System (IVR)

	ShipCSX	EDI	B2B	Mobile	IVR
Price Look-Up	✓				
Car Order	✓				
Intermodal Equipment Reservation	✓	✓	✓		
Plant Switch Requests	✓	✓	✓	✓	✓
Shipping Instructions	✓	✓	✓	✓	
Account Invoices	✓	✓	✓		
Railcar & Intermodal Tracking	✓	✓	✓	✓	✓

## SHIPCSX – GENERAL INFORMATION

### Browser Requirements and Technical Tips

- Minimum system requirements for ShipCSX – Windows XP and higher
- Recommended browsers – ShipCSX has been tested and certified for the following browsers:
  - Microsoft Internet Explorer version 8 and higher ([www.microsoft.com](http://www.microsoft.com))
  - Firefox 3.5 and higher ([www.mozilla.com/firefox](http://www.mozilla.com/firefox))

#### **Additional recommended software:**

- Adobe Reader version 9 and higher, <http://get.adobe.com/reader/>
- Microsoft Excel

#### **For optimum website performance:**

- Ensure that Javascript and cookies are enabled in Browser Settings
- Install updates to your web browser as prompted by provider
- Clear the browser cache regularly and if experiencing issues viewing our eTools, clear cache, exit browser and re-launch

# ShipCSX User ID

CSX requires the use of electronic tools for most rail shipping transactions. Our eBusiness tools make it easy to manage shipments quickly and efficiently with secure data that is specific to you and your company. The user ID is specifically assigned to you. If a co-worker needs access, please have them sign up for their own ID and, if needed, we can copy your access to their ID. The sharing of an ID is not permitted.

## Registration

Register for an ID to gain access to the ShipCSX website. Each ID will be CSX generated and secure. You will choose your own password. Setup is based on your individual specifications.

To sign up, visit: [www.ShipCSX.com](http://www.ShipCSX.com); click the Sign up for eBusiness link, and select the type of access you require.

### ShipCSX eBusiness Registration

Getting Started

To begin, select your user type:

CSX Customer

- [Carload Customer](#) - Register for a ShipCSX User ID and secure Railcar tools.
- [Intermodal Customer](#) - Register for a ShipCSX user ID and secure Intermodal ramp-to-ramp tools.
- [RailPlus door-to-door Customer](#) - Register for a ShipCSX user ID and secure RailPlus door-to-door tools.

[CSX Employee](#) - To register for ShipCSX to access customer information.

[CSX Payroll Vendors](#) - To register for online payroll deduction administration.

[Government and Contract Customers](#) - To register for ShipCSX access to account information.

See also

[Learn About eBusiness](#)

[Becoming a Customer](#)

[Privacy Policy](#)

[Technical Tips](#)

Figure 1: Types of Access

## Email Validation

Upon registration, our system will send an email to both you and your defined point of contact (someone at your company who can verify employment). Click on an encrypted link within the email to validate your email address. Once validated, you can use ShipCSX securely without interruption.

## Login Help

**Forgot User ID** – Receive your user ID via your registered email address after answering security questions.

**Forgot Password** – Receive a generated code via email which will allow you to create a new password after answering your security questions.

# SHIPCSX SECURED TOOLS

## MyShipCSX

Customize your view by adding widgets of the available applications. You can change your theme and add up to 10 tabs of information.

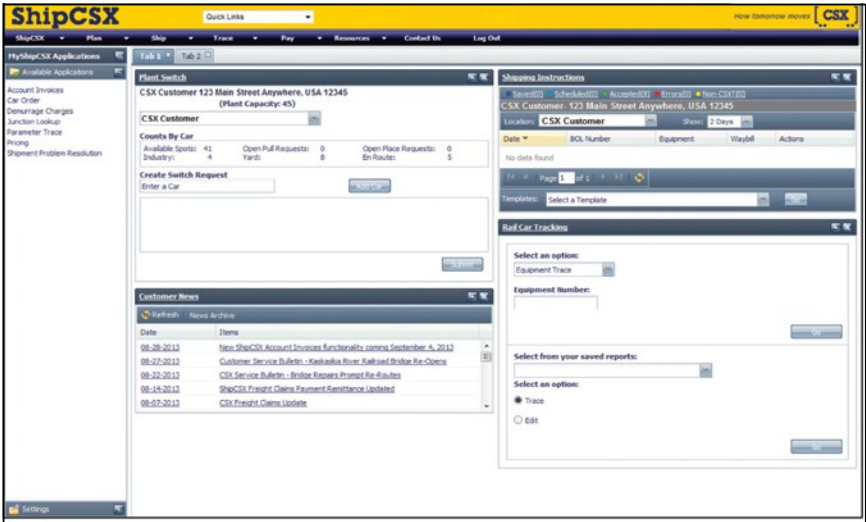


Figure 2: MyShipCSX

## Plan

### Price Look-Up

Look up pricing for a specific rail origin, rail destination, carrier and commodity.

The screenshot shows the 'Price Look-Up #1' form. It has a yellow header with the title and a help icon. The form is divided into two steps. Step 1: 'Please select a state and enter at least the first four or all the letters of a city then select the city and carrier.' It contains dropdowns for 'Origin State: Florida', 'Origin City: Jacksonville', 'Origin Carrier: CSXT - CSX TRANSPORTATION', 'Destination State: Illinois', 'Destination City: Chicago', and 'Destination Carrier: CSXT - CSX TRANSPORTATION'. Step 2: 'Please select one of the search methods below.' It has a text input for 'STCC/Commodity Description: 2871313 - NITROGEN FERTILIZER' and three radio buttons: 'Search by price authority' (selected), 'Search by price list', and 'Optional: Display the optional search criteria.' At the bottom, there are links for 'Add an additional price search' and 'Add up to five', and buttons for 'Reset' and 'Retrieve Prices'.

Figure 3: Price Look-Up Query

Price Look-Up Results #1 <span>Help</span>										
Origin: Jacksonville, FL (CSXT) Destination: Chicago, IL (CSXT) STCC: 2871313 - NITROGEN FERTILIZER										
AVAILABLE PRICES										
For more details select one or more prices and click 'Get Selected Price Detail'.										
To view the price publications click (🔍) next to the price.										
<input type="checkbox"/> Price	Per	Mileage or % Est. Fuel Surcharge	Equipment Size Restrictions	Price Authority	Route	Min Weight	Car Owner	Eff Date	Exp Date	
Tank Car										
<input type="checkbox"/> \$58.21 🔍	NET TONS	\$0.47 pm \$507.13*	-	CSXT3228	CSXT Direct	190000	Private	01/01/13		

Figure 4: Price Look-Up Results

## Car Order

Car Order allows you to enter your demand up to six weeks in advance for empty railcars needed for loading. You can check how the demand is being met by using the Check Car Supply feature, or see how past orders were fulfilled using the View Order History function. You can also request a new car type for loading through the Manage Car Types function. Car Order has CSXT Policies that should be reviewed prior to use.








Order Calendar										 Help
Choose Order, or Cancel action or <a href="#">restore</a> the original values.			Enter the number of cars you want to order for each day.							
Order #	Order	Cancel	Mo	Tu	We	Th	Fr	Sa	Su	Total
		—	Aug 5 -	6 -	7 5	8 5	9 5	10 5	11 5	25
		—	12 3	13 10	14 5	15 0	16 0	17 0	18 2	20
		—	19 7	20 0	21 10	22 5	23 3	24 2	25 1	28
		—	26 2	27 2	28 5	29 8	30 8	31 0	Sep 1 0	25
		—	2 0	3 0	4 12	5 0	6 3	7 9	8 0	24
		—	9 5	10 5	11 5	12 5	13 5	14 5	15 5	35

Figure 5: Car Order Calendar

## Intermodal Schedules

Intermodal Schedules provide gate cut-off and available times for intermodal moves.

**Intermodal Schedules**

Search

Origin Terminal: ATLANTA HULSEY GA

Destination Terminal: CHICAGO 59TH ST IL

Equipment: Container

Line of Business: Please Select Line of Business...

Options

Clear

Submit

Results #1

ATLANTA HULSEY, GA to CHICAGO 59TH ST, IL

Email Download Sort Options

ATLANTA HULSEY, GA to CHICAGO 59TH ST, IL

Domestic/Private Container

Location	Event Name	Train	Days of Week						
Effective: 12/11/2014									
ATLANTA HULSEY, GA	Cutoff	0028	Mon 1600	Tue 1600	Wed 1600	Thur 1600	Fri 1600	Sat 1600	X
CHICAGO 59TH ST, IL	Available	0028	Wed 0900	Thur 0900	Fri 0900	Sat 0900	Mon 0900	Mon 0900	X

International Container

Location	Event Name	Train	Days of Week						
Effective: 12/11/2014									
ATLANTA HULSEY, GA	Cutoff	0028	Mon 1600	Tue 1600	Wed 1600	Thur 1600	Fri 1600	Sat 1600	X
CHICAGO 59TH ST, IL	Available	0028	Wed 0900	Thur 0900	Fri 0900	Sat 0900	Mon 0900	Mon 0900	X

Figure 6: Intermodal Schedules

## Intermodal Reservations

Request and manage your gate reservations at participating CSX intermodal terminals.

New RequestView StatusOptions

**Intermodal Reservations**

The Intermodal Reservations module allows you to request gate reservations at participating CSX intermodal terminals. Complete the required fields to request a reservation.

Reservation Request

\* Shipper: SELECT ONE

\* Rail Origin: SELECT ONE

\* Rail Destination: SELECT ONE

\* Gate Cutoff Date: MM/DD/YYYY

\* LIE Status: SELECT ONE

\* Equipment Type: SELECT ONE

ResetRequest

Figure 7: Intermodal Reservations

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## Quote RailPlus

A CSX Trucking door-to-door tool that enables you to perform various self-serve functions such as spot-pricing, spot order entry, load status tracking, and documentation retrieval.

The screenshot shows the Quote RailPlus web application interface. At the top is a navigation bar with links: Home, Get Quote, View Quotes, View Tenders, My Favorite Lanes, My Tender Templates, Search Loads, and Options. The main content area is divided into two columns. The left column features the heading "RailPlus is CSX Transportation's Complete Door-to-Door Intermodal Service Product" followed by a paragraph describing the service as a competitive alternative to trucking, covering 500 miles to over 50 locations. Below this is a statement: "Powered by the efficiency of rail, enhanced by the flexibility of truck, RailPlus delivers you MORE." and a "Support Information" section with contact details. The right column has a "Resources" section with links to a booking tool tutorial, shipping rules directory, accessories, and a service matrix. At the bottom right is the "QUOTE Railplus" logo.

Figure 8: Quote RailPlus

## Parking Allocation Reservations

Parking allocation reservations are for customers that have a container yard (CY) on CSX property. Use this tool to reserve the amount and type of equipment you would like from your yard. Queries can also be run to see the current status and what activity has taken place against a current reservation.

## Parking Allocation Reports

Parking allocation reports are for customers that have a parking agreement on CSX property. This reporting tool allows you to look at current inventory, historical inventory and gate activity at a terminal.

## Unit Train Management System (UTMS)

UTMS allows for management of unit train shipments and keeps track of private fleets. The tool allows you to place unit train orders, monitor them as they move empty to the loading location, track the loads to their destination and release the empty set when unloading is finished. There are calendar and shipment pipeline views of these shipments. The pipeline view shows the loaded and empty set of cars in your ETA order.

Shipment Pipeline

Order Calendar View

Refresh the data

Print Friendly

Help

Shipment Pipeline

The shipments shown are those en route to you in Scheduled status and in Loaded status but have not yet departed. The order in which they are shown is the order in which they should arrive.

Set (Trace Car)	Last Known Train UNIT TRAIN	Future Train	Actual Size	Optimal	Owner Code	L E	P	#	Load Date	Waybill Date	Reservation	
											Load Origin ETA	Destination ETA
<div>SE006</div> <div>(TILX048633)</div>	<div>N31428</div> <div>(N31428)</div>		110	RAPD	P	L	Y	(C) C350	07-30	08-01	RESOURCE	BELLVISTA, SC
<div>Last Move: N31428 BY SE MANNING, CP, SC GPSS 08/08/13 07:47</div> <div>Last Call: N31428 FLOREN To COPE 08/07/13 23:00</div>												
<div>SE016</div> <div>(FURX932280)</div>	<div>N31405</div> <div>(N31405)</div>		110	RAPD	P	E	Y	(C) C385	08-06	08-07	RESOURCE	BELLVISTA, SC
<div>Last Move: N31405 BY RODONNELL, KY GPSS 08/08/13 08:01</div> <div>Last Call: N31405 KINGSP To LOYAL 08/05/13 14:50</div>												
<div>SE004</div> <div>(JAPX040065)</div>	<div>E14106</div> <div>(E14106)</div>	U41508	92	BOTM	P	E	Y	(C) C375	08-09		BENEDICT	EASTWIND, SC
<div>Last Move: E14106 DEP ERWIN, TN DEST 08/08/13 01:31</div> <div>Last Call: U41508 KINGSP To PENNIN 08/08/13 09:15</div>												
<div>SE007</div> <div>(FURX964175)</div>	<div>N35304</div> <div>(N35304)</div>		110	TUBS	P	L	Y	(C) C372	08-05	08-07	BUCKEY1	WESTSIDE, SC

Figure 9: UTMS Pipeline

## Service Schedules

Service Schedules provide scheduled transit times for movements between CSX-served locations or the CSXT portion of an interline move. Additionally, you can view a schedule for a reverse trip, check cut-off times for submitting shipping instruction and link directly to the Price Look-Up tool.

Shipping Instructions Release Date		Shipping Instructions Release Cut-off Time		Delivery Date	Delivery Time	Total Time from Release to Delivery	Historical Transit Average (HTA)	
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
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<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
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<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00	9 days, 7 hours		
<input type="checkbox"/>	Wed 8/7/2013	11:30		Fri 8/16/2013	18:00			

Do another Service Schedule query

Go to Price Look-Up

Figure 10: Service Schedules



## Pricing Documents

View your company's private CSXT contracts and documents. Additional tools within the application include:

- **View Documents:** Allows you to view all pricing documents distributed within a specific date range.
- **Search:** Provides you with a list of all the pricing documents associated with your company.
- **My Subscription:** Allows you to subscribe or unsubscribe to notifications of updates that pertain to your company's confidential pricing documents. You will not be able to unsubscribe to publications that require attention and review.

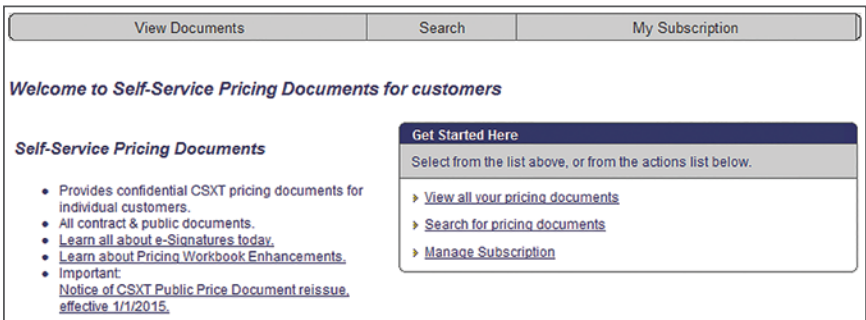


Figure 11: Pricing Documents Landing Page

## Intermodal Price Inquiry

- View your published prices and run a contract inquiry.
  - **Published Price List:** View a list of your published prices.
  - **Contract Inquiry:** Search prices and lanes based on your AGRT or SPQ number.

## Intermodal Price Request

- Allows you to request a new price and search for existing price requests.
  - **New Request:** Request a new price for an intermodal move.
  - **Find Existing Price Request:** Search existing price requests.

## Notifications and Subscriptions

The notifications and subscriptions feature allows you to receive different CSX notices in order to manage shipping needs. Notices range from informing you of a car being constructively placed, to cars that are bad ordered. You can even get work order notifications letting you know the work CSX will be doing for you that day. To subscribe another user to these notices, simply add their email address.

Figure 12: Customer Notification

## Manage Subscriptions

A self-service area that allows you to choose what email notifications you would like to receive, and gives you the ability to subscribe others to receive the same.

- Account Invoices
  - **Account Invoices Summary:** Invoice totals and aging categories sent every other week.
- Car Order
  - **Demand Update Reminder:** Weekly notifications to remind you to update your future orders to reflect current car supply needs.
  - **Future Order Reminder:** Sent when orders are submitted for the coming week without submitting orders for future demand.
  - **Non Service Conflict:** Advises when a car order demand is placed on a non-service day.
  - **Order Modified:** Notification when someone other than you has modified your car order.
- Transit Notifications
  - **Bad Order Notice:** Sent when shipments are reported as a bad order or when cars have been placed and released from bad order status. The information includes bad order reason, bad order date/time, quick access links to contact Customer Service as well as waybill or car order information when applicable.
  - **Curfew: Local Trains Serving Industries:** Sent when a local serving train will serve the industry outside normal switching window because of scheduled track maintenance.

- **Curfew: Network Trains Based on Prior Shipments:** Sent when upcoming scheduled track maintenance could affect transit times.
- **Dwell Notice: Dwelling & Dwell Release:** Sent when a shipment has dwelled at its current location based on a selected threshold of time and when a dwelling shipment has begun moving again.
- **ETA Change Notices:** Changes in Estimated Time of Arrival (ETA).
- **Estimated Arrival at Customer Notifications:** On the day of your scheduled CSX service, you'll receive a notification with an estimated arrival service time +/- two hours. Our crews will send you the notification one to three hours in advance of your estimated service time frame. If, for some reason, CSX crews encounter an issue that will delay their estimated arrival; you'll receive an updated notice with the new information.
- **Industrial Notices:** Notices when shipments are constructively placed, en route or arrived at the destination serving yard.
- **Industry Dwell Snapshot:** Subscribe to receive a snapshot of Industry status equipment dwell time.
- **My Work Order Notice (Depart Only):** Sends the planned work for your industry when the crew departs from origin.
- **My Work Order (Issued & Depart):** Sends the planned work for your industry when a work order is issued and when the crew departs from origin.
- **No Bill Notices:** Advises when a car is moving without a waybill in place as well as provides quick links to ShipCSX, Customer Service, and tariff information.
- **Open Gate Over Capacity:** Notifies you when you have insufficient capacity at industry to accommodate placement of Open Gate equipment in the yard at time of work order snapshot.
- **Overload Notice:** Sent when a shipment has been flagged as overloaded and when released from overload status. This status is due to excessive load weight or loaded weight too heavy for the route. The email provides weight on rail, gross, net, tare, overload weights, tariff and waybill information as well as quick access links to ShipCSX and Customer Service.
- **Service Advisory: Blockage Affecting En Route Shipments:** This notice will alert you when your in-transit shipments have been delayed because of a blockage on our tracks.
- **Service Advisory: Weather Affecting En Route Shipments:** This notice will alert you when your in-transit shipments will likely be delayed because of a weather event affecting our network.
- **Service Advisory: Weather Affecting Local Service:** This notice will alert you when local service to your industry will likely be delayed because of a weather event in your area.
- **Train Annulments:** Advises when the local train serving your industry has been annulled or when a train is running but the industry won't be served by it.
- **Train Not Coming (Have Car Capacity & Expecting Them):** Sent when a local

train will not be serving your industry when there are cars in the yard, the facility has capacity to receive them, or the expected cars are not on the train.

- **Train Not Coming (Have No Car Capacity or Not Ordered In):** Lets you know when a local train will not be serving your industry although there are cars in your serving yard. This notice is sent if there is no available capacity to place cars or cars were not ordered in by the cut-off time.
- **Work Order Exception Notice:** Lets you know when the CSX crew is unable to perform some portion of their scheduled work for that shift at your industry.
- Demurrage Charges
  - **Demurrage Summary:** Daily notification on current demurrage charges.
- Diversions
  - **Diversions Request Complete:** Lets you know when your diversion request has been completed.
  - **Diversion Request Received:** Advises when your diversion request has been received.
- Intermodal Customer Notifications
  - **Bad Order:** This notice will alert you when your equipment is placed into bad order status and released from bad order status at the terminal.
  - **Left on Ground:** This notice will alert you when your equipment is left on the ground at the origin terminal.
  - **Seal Exception:** This notice will alert you when the seal on your equipment has been compromised.
  - **Service Advisory: Blockage Affecting En Route Shipments:** This notice will alert you when your in-transit shipments have been delayed because of a blockage on our tracks.
  - **Service Advisory: Weather Affecting En Route Shipments:** This notice will alert you when your in-transit shipments will likely be delayed because of a weather event affecting our network.
- Plant General
  - **Plant General Confirmation Notices:** Sent for each successful switch request sent through the Plant General tool within ShipCSX.
- Plant Switch
  - **IVR Confirmation Emails:** Sent for each successful switch request sent through the IVR Phone tool.
  - **ShipCSX Confirmation Emails:** Sent for each successful switch request sent through the Plant Switch tool within ShipCSX.
- ShipCSX Information
  - **Customer News:** Get information about products, services, and tools as well as issues that could potentially impact service.

- **E-Business Newsletter:** Receive information and tips about CSX's electronic tools including ShipCSX.
- **Shipping Instructions**
  - **Shipping Instructions Accepted:** Sent when your shipping instructions have been accepted and processed.
  - **Shipping Instructions Correction Request Processed:** Advises when the changes made to shipping instructions have been processed.
  - **Shipping Instructions Rejected:** Lets you know when your ShipCSX shipping instructions have been rejected.
  - **Shipping Instructions Rejected (EDI 404/858):** Notification when any EDI 404/858 shipping instructions have been rejected.
  - **Shipping Instructions Template Add/Update/Delete:** Advises when shipping instruction templates are created, modified, or deleted.
  - **Shipping Instructions Waybill Cancelled:** Sent when a waybill is cancelled from your ShipCSX shipping instruction.
  - **Shipping Instructions Waybill Cancelled (EDI 404/858):** Sent when a waybill from any EDI 404/858 shipping instruction is cancelled.
  - **Shipping Instructions Waybill Created:** Advises when a waybill is created from your ShipCSX shipping instruction.
  - **Shipping Instructions Waybill Created (EDI 404/858):** Advises when a waybill is created from any EDI 404/858 shipping instruction.
  - **Shipping Instructions Waybill Diverted:** Lets you know when the waybill from your ShipCSX shipping instruction is diverted.
  - **Shipping Instructions Waybill Diverted (EDI 404/858):** Notifies when the waybill from any EDI 404/858 shipping instruction is diverted.
- **Short Line Notifications**
  - **Estimated Arrival at Short Line:** On the day of your scheduled CSX interchange service, you'll receive a notification with an estimated arrival service time +/- two hours. Our crews will send you the notification one to three hours in advance of your estimated service time frame. If for some reason, CSX crews encounter an issue that will delay their estimated arrival, you'll receive an updated notice with the new information.
  - **Short Line Curfew:** Sent when the train that interchanges with your short line will do so at a different time because of upcoming scheduled track maintenance.
  - **Short Line Train Annulment:** Advises when the train that interchanges with your short line has been annulled or when the train is running but will not be serving the interchange.
  - **Short Line Work Order Exceptions:** Sent when the CSX crew is unable to perform some portion of their scheduled work for that shift with your short line.
  - **Short Line Work Order Notice: Depart Only:** Notifies you of the planned work for your short line when the crew departs from origin.

- **Short Line Work Order Notice: Issued and Depart:** Notifies you of the planned work for your short line when a work order is issued and when the crew departs from origin.
- Unit Train Management Notifications
  - **Unit Train Release: Instructions Accepted:** Notifies you when release instructions have been accepted and processed.
  - **Unit Train Requests: Notification of Changes:** Notifies you when the agree-to-load or load date changes for a unit train loading request.
  - **Unit Train Reservations: Notification of Changes:** Notifies you when any parts of the unit train reservation change (origin, destination, load date, tons, cars, or weighing location) or the reservation is deleted.

### Plant Switch

- **Inventory / Switch Request:** View your inventory en route, at CSX yard, or at industry. Allows you to request cars to be placed or pulled from their location or moved between tracks at your industry.
- **Switch History:** Review past plant switch moves up to four months.
- **Manage Inventory:** Provides a view of all the tracks at your facility and the railcars on them. Allows you to make plant switches or manage inventory by dragging and dropping them in between tracks.
- **Manage Inventory History:** Review past inventory updates up to 90 days.
- **General Placement Request:** Make placement requests for railcars without using a railcar's initial and number. Choose to have cars placed either by load/empty status, commodity type, car initial, or car type.

Location and Inventory Status System Tutorial Help

Inventory List information based on the following location and inventory status.

Location: CSX Transportation Customer Lookup

Plant Characteristics

Days of Service: Mon, Tue, Wed, Thu, Fri, Sun Next scheduled train: A707 - Wed, Aug 21st Cut-off time: 5:00 AM - Wed, Aug 21st

Closed Gate for: Empty Tank cars

Plant Summary

<span>Plant Capacity</span>	<span>Railcar Inventory</span>	<span>Open Switch Requests</span>	<span>Work Order Summary</span>
Total Plant Capacity: 10	Industry: 14	Place: 2	Place: 0
Available Plant Capacity: 0	Yard: 26	Pull: 3	Pull: 0
	En Route: 11	Off Spot: 0	Off Spot: 0
		Intra Plant: 0	Intra Plant: 0

Figure 13: Plant Switch

### Diversions

Diversions enable you to submit diversion requests online by car initial and number, unit train ID, or unit train reservation number. Check the progress of requests with multiple status indicators and edit or cancel pending requests. Receive email notifications confirming requests have been received and completed.

Figure 14: Diversions

## Shipping Instructions

Submit Bills of Ladings, create templates to use for frequent moves, check the status of billing and make corrections or cancellations to open waybills.

Figure 15: Shipping Instructions

# TRACE

## Shipment Management Suite

- Railcar Tracking:** The multi-equipment tracing function within the ShipCSX Railcar Tracking page provides a mechanism to trace movement events on one to up to 2500 equipment IDs. You can save, edit, and delete a list of equipment. Other functions within Railcar Tracking include: Train Trace, Enroute, Yard and Industrial Inquiries.

Figure 16: Railcar Tracking

- **Historical Trace:** An inquiry that will display up to 13 months of historical trace information on a single piece of equipment. Each inquiry will pull 30 days of trace history from the start date that is selected. Equipment History is a “party to the waybill” secured tool that allows only a Shipper, Consignee, Freight Payer, or In Care of Party to the shipment to pull trace history.

Historical Equipment Trace Results									
Trace Results From: 2013-05-03 To: 2013-06-01									
Note: Please note that trace results for today's date will not be reflected. (*) Indicates that field is displayed for internal users only.									
Equipment Initial	Equipment Number	L/E	Event Description	Event City	State	Event Date/Time	* SPLC	Waybill Number	Waybill Date
CSXT	129768	L	DEPARTED	MCCOLL	SC	2013-05-03 16:15	444620	862352	none
CSXT	129768	L	ARRIVED	FLORENCE	SC	2013-05-03 12:25	444620	862352	none
CSXT	129768	L	DEPARTED	FLORENCE	SC	2013-05-04 17:55	416890	862352	none
CSXT	129768	L	ARRIVED	HAMLET	NC	2013-05-04 22:43	416890	862352	none
CSXT	129768	L	DEPARTED	HAMLET	NC	2013-05-06 03:00	257500	862352	none
CSXT	129768	L	ARRIVED	RICHMOND ACCA	VA	2013-05-07 01:00	257500	862352	none
CSXT	129768	L	DEPARTED	RICHMOND ACCA	VA	2013-05-07 03:53	233393	862352	none
CSXT	129768	L	ARRIVED	BRUNSWICK	MD	2013-05-07 11:33	233393	862352	none
CSXT	129768	L	DEPARTED	BRUNSWICK	MD	2013-05-07 11:50	233630	862352	none
CSXT	129768	L	ARRIVED	CUMBERLAND	MD	2013-05-07 15:34	233630	862352	none
CSXT	129768	L	DEPARTED	CUMBERLAND	MD	2013-05-08 21:23	216433	862352	none
CSXT	129768	L	ARRIVED	NEW CASTLE	PA	2013-05-09 05:23	216433	862352	none
CSXT	129768	L	DEPARTED	NEW CASTLE	PA	2013-05-09 07:11	345293	862352	none
CSXT	129768	L	ARRIVED	WILLARD WEST	OH	2013-05-09 11:53	345293	862352	none
CSXT	129768	L	DEPARTED	WILLARD WEST	OH	2013-05-09 18:11	343122	862352	none
CSXT	129768	L	ARRIVED	TOLEDO STANLEY	OH	2013-05-09 21:27	343122	862352	none
CSXT	129768	L	DELIVERED IN INTERCHANGE ACTUAL TIME	TOLEDO STANLEY	OH	2013-05-10 18:15	343122	862352	none
CSXT	129768	E	RECEIVED IN INTERCHANGE ACTUAL TIME	TOLEDO STANLEY	OH	2013-05-19 15:37	343122	862352	none
CSXT	129768	E	DEPARTED	TOLEDO STANLEY	OH	2013-05-20 05:50	345293	862352	none
CSXT	129768	E	ARRIVED	WILLARD	OH	2013-05-20 12:59	345293	862352	none
CSXT	129768	E	DEPARTED	WILLARD	OH	2013-05-20 15:57	216433	862352	none
CSXT	129768	E	ARRIVED	NEW CASTLE	PA	2013-05-20 23:59	216433	862352	none
CSXT	129768	E	DEPARTED	NEW CASTLE	PA	2013-05-21 00:25	233630	862352	none
CSXT	129768	E	ARRIVED	CUMBERLAND	MD	2013-05-21 10:41	233630	862352	none
CSXT	129768	E	DEPARTED	CUMBERLAND	MD	2013-05-22 09:12	271738	862352	none
CSXT	129768	E	ARRIVED	KEYSER	WV	2013-05-22 11:22	271738	862352	none
CSXT	129768	E	DEPARTED	KEYSER	WV	2013-05-22 16:25	233784	862352	none
CSXT	129768	E	ARRIVED	LUKE	MD	2013-05-22 17:00	233784	862352	none
CSXT	129768	E	PLACED AT INDUSTRY	LUKE	MD	2013-05-22 21:30	233784	862352	none

Figure 17: Historical Trace

## Custom Reports: Comprised of Parameter Trace and Event Notifications

- **Parameter Trace:** Allows you to create and save reports defined by shipment criteria. Reports can be filtered by shipment characteristics such as: location, customer type, load/empty status, origin/destination pairs, current location, commodity, events, equipment, bill of lading or PO numbers and ETA status. Reports can be retrieved on-screen, downloaded or scheduled to deliver to an email address daily.



### Create New Parameter Trace Report

Select your Customer Location and Report Format filter options before saving or tracing your report.

Report Name:

**Trace** **Save** **Cancel**

#### Filter Options

<a href="#">Report Summary</a>	<a href="#">Billing</a>
<b>*Customer Location</b>	<a href="#">Equipment</a>
<a href="#">Report Format</a>	<a href="#">Pool Codes</a>
<a href="#">Origin/Destination</a>	<a href="#">Events</a>
<a href="#">Current Location</a>	<a href="#">Shipment Status</a>
<a href="#">Commodity</a>	<a href="#">Shipment Management</a>

\* indicates required filter

[Need help setting up a report?](#)
[Back](#)
[Next](#)
[Help](#)

#### Customer Location

Customer Location filter enables you to choose your Plant Location(s), Customer Type (your role within shipment), and Load/Empty car status. Customer Location information is required for all reports.

**\* Customer Location:**  
You can select up to 20 customer locations.

Select the Customer Location(s) to trace: Hold down the <control> key to select more than one location.

CSX TRANSPORTATION INC	SANFORD	, FL 2499 OLD LAKE MARY ROAD	FB1126
TRANSFLO TERMINAL SERVICES INC	BALTIMORE	, MD 1525 ANDRE ST	71FW52

**Customer Lookup**

**\* Customer Type:**

<input checked="" type="checkbox"/> Shipper	<input checked="" type="checkbox"/> Consignee
<input checked="" type="checkbox"/> Freight Payer	<input checked="" type="checkbox"/> Care of Party
<input checked="" type="checkbox"/> Rule 11 Freight	<input checked="" type="checkbox"/> Pick-up Party

**\* Load/Empty Status:**

<input checked="" type="checkbox"/> Loaded
<input checked="" type="checkbox"/> Empty

Figure 18: Parameter Trace Report

- Event Notification:** Create and save reports using the same “parameter based tracing” approach as the Parameter Trace tool. The events are user defined and reports can be based on shipment characteristics such as: location, customer type, load/empty status, origin/destination pairs, current location, commodity, events, equipment, bill of lading or PO numbers and ETA status. Event Notification will deliver reports via email within one hour of the specified event(s) being reported.

### Creating a New Event Notification

Select Customer Location, Delivery Options and Events before saving your new report.

Report Name:

**Save** **Cancel**

#### Filter Options

<a href="#">Report Summary</a>	<a href="#">Commodity</a>
<b>*Customer Location</b>	<a href="#">Billing</a>
<a href="#">Delivery Options</a>	<a href="#">Equipment</a>
<a href="#">Events</a>	<a href="#">Pool Codes</a>
<a href="#">Origin/Destination</a>	<a href="#">Shipment Status</a>
<a href="#">Current Location</a>	<a href="#">Shipment Management</a>

\* indicates required filter

[Need help setting up a notification?](#)
[Back](#)
[Next](#)
[Help](#)

#### Customer Location

The Customer Location filter enables you to choose the Plant Location(s), Customer Type (role within the shipment), and Load/Empty car status. Customer Location information is required for all reports.

**\* Customer Location:**  
You can select up to 20 customer locations.

Select the Customer Location(s) to trace: Hold down the <control> key to select more than one location.

CSX CUSTOMER	ANYWHERE, USA	123 MAIN STREET	ABC123
ABC WAREHOUSE	ANYWHERE, USA	555 WASHINGTON AVENUE	AABB12

**Customer Lookup**

**\* Customer Type:**

<input checked="" type="checkbox"/> Shipper	<input checked="" type="checkbox"/> Consignee
<input checked="" type="checkbox"/> Freight Payer	<input checked="" type="checkbox"/> Care of Party
<input checked="" type="checkbox"/> Rule 11 Freight	<input checked="" type="checkbox"/> Pick-up Party

**\* Load/Empty Status:**

<input checked="" type="checkbox"/> Loaded
<input checked="" type="checkbox"/> Empty

Figure 19: Event Notification

## Pipeline & Jeopardy Reports

- Pipeline Reports:** Allows you to monitor inbound or outbound pipeline by location for the current week and up to four weeks in the future. Shipments are grouped by lane, ETA date, offline movement, constructive placement and placement at industry. Drill down into pipeline results to see shipment details for: waybill, transit, equipment specifications (UMLER), associated notices, completed events and trip plan schedule. Easily see shipment exceptions such as: bad orders, overloads, and no-bills occurring within the pipeline.

Shipper	Origin	Mon 08/26	Tues 08/27	Wed 08/28	Thurs 08/29	Fri 08/30	Sat 08/31	Sun 09/01	No ETA	CP Cars	Offline	Total	At INDU
All Shippers (Total)		-	-	7	37	34	13	15	19	15	50	190	190
AGENT	ANYWHERE, USA	-	-	-	-	-	-	-	-	-	5	5	-
CSX SHIPPER	ANYWHERE, USA	-	-	-	-	-	1	-	-	-	-	1	10
CHEMICAL SHIPPER	ANYWHERE, USA	-	-	-	-	-	-	-	-	-	1	1	2
CSX CAR MGMT (EMPTIES)		-	-	7	28	21	11	4	12	15	12	120	105
PAPER SHIPPER	ANYWHERE, USA	-	-	-	2	-	1	4	2	-	-	9	10
MINERAL SHIPPER	ANYWHERE, USA	-	-	-	-	-	-	-	-	-	11	11	-
ABC WAREHOUSE	ANYWHERE, USA	-	-	-	-	-	-	-	-	-	-	-	9
FOOD/CONSUMER SHIPPER	ANYWHERE, USA	-	-	-	-	-	-	-	-	-	20	20	-
CSX CUSTOMER	ANYWHERE, USA	-	-	-	2	-	-	-	4	-	-	6	30
UNKNOWN		-	-	-	-	-	-	-	1	-	-	1	16
CANADIAN SHIPPER	ANYWHERE, USA	-	-	-	-	-	-	-	-	-	1	1	-

= This is a nonbusiness day    
 = Bad Order

Figure 20: Pipeline Reports

- Jeopardy Reports:** Allows you to easily see inbound or outbound shipments in jeopardy for bad order, overload, or no-bill status, as well as ETA change. Shipments are grouped by lane and jeopardy type. Users can drill down into the same level of detail as within the Pipeline Report.

Shipper	Origin	Bad Order	Nobill	Overload	ETA Change	No ETA	Total Cars
All Shippers (Total)		4	-	-	4	59	63
UNKNOWN		-	-	-	-	2	2
CSX CUSTOMER	ANYWHERE, USA	-	-	-	4	1	5
CSX CHEMICAL CUSTOMER	ANYWHERE, USA	1	-	-	-	2	2
CSXT CAR MGMT (EMPTIES)		2	-	-	-	54	54

Figure 21: Jeopardy Reports

- **Throughput Reports:** Option within Pipeline Reports that allows you to quickly see if a pipeline is oversaturated or underutilized. Also shows how timely assets are turned.


Throughput Summary												
Throughput Results for Last 13 Weeks												
Expand View 												
Week Ending	Days Service	Scheduled Switches	Performed Switches	% Perform	Car Spots	Weekly Capacity	Weekly Max Threshold	Historical Pipeline Average	Historical Pipeline Range	Historical Avg vs MAX Threshold	Pipeline Start	In
07/10/15	2	1	1	100%	59	59	59	63.4	444 - 444	6%	328	
06/19/15	5	5	5	100%	59	295	295	182.7	289 - 333	1%	268	

Figure 22: Throughput Reports

- **Shipment Tracking Map:** Map your shipments using Parameter Trace, Unit Train Management or Railcar Tracking. Shipments can be mapped using existing reports or from trace results. Filters within map can be used to further refine your results.

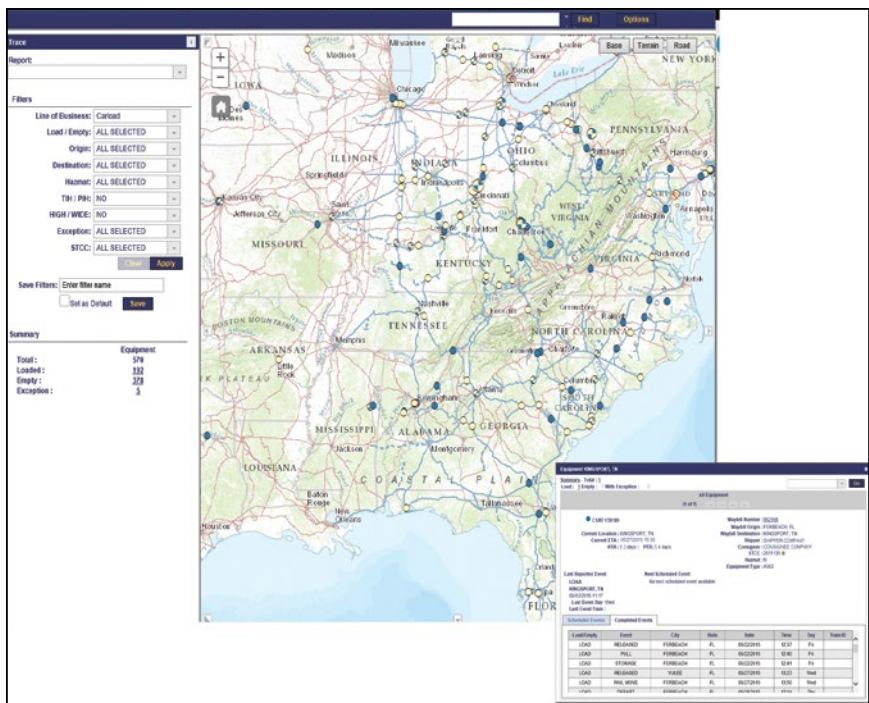


Figure 23: Shipment Tracking Map

- Transit Times:** Provides a comparison of historical shipment's transit times against transit standards. Transit Times can also be broken down into Dwell buckets. Results can be retrieved up to 13 months back and can be imported into charts and fully formatted Excel files.

Transit Summary

CSX Customer, City, ST

to All Locations for shipments starting in January 2013

Download

Print

Refresh

Consignee	Destination City	Route	Total Cars	Measured Cars	WG Tran	WG Std	Std Dev	# On Time	% On Time	# Late	% Late	Mile Tran	Max Tran
CSX Customer Summary													
# ABC WAREHOUSE	HOPEWELL, VA	CSX-APENL-AS	2	2	12.80	9.70	0.70	0	0.0	2	100.0	12.28	13.32
# CHEMICAL CUSTOMER	MEMPHIS, TN	CSX-HEMIPH-BNSF	3	3	5.58	2.08	1.00	0	0.0	3	100.0	4.59	9.01
# INTERLINE RAILROAD	MEMPHIS, TN	CSX-HEMIPH-CN	1	1	2.22	3.15	0.00	1	100.0	0	0.0	2.22	2.22
# PAPER CUSTOMER	KINGSFORD, TN	CSX	12	14	14.40	10.37	3.31	10	71.4	4	28.6	8.67	20.00
# BMS CONSIGNEE	KINGSFORD, TN	CSX	1	1	12.15	10.94	0.00	1	100.0	0	0.0	12.15	12.15
# PETROLEUM CUSTOMER	SOUTH LEE, VA	CSX-SPSP-VRRC	3	3	9.23	9.06	0.57	2	66.7	1	33.3	9.06	9.09

Figure 24: Transit Times

Intermodal Tracking Suite

- Instant Info:** Provides visibility to current, completed and scheduled movement events for your traffic.
  - Results may be viewed on screen, emailed, downloaded, or scheduled to run at a designated time.
- Trace:** Search by Equipment ID, Train ID, BOL Number, Booking Number, or Ocean BOL Number with up to 500 trace values.
- Predefined Reports:** Includes Terminal Inventory, Enroute to Terminal, Notified But Not Picked Up, and Notified Beyond Last Free Day.

Instant Info

J1 (Gate Receipt) Retrieval

Report Builder

Report Scheduler

Shipment Tracking Map

Waybill Retrieval

Report Options

Instant Info

Trace

Predefined Reports

My Traces:

Trace Type:

Trace Values:

Reset

Save

Schedule

Download

Email

View

Figure 25: Instant Info

- **J1 (Gate Receipt) Retrieval:** Print Gate Receipts from the last 90 days

Figure 26: J1 (Gate Receipt) Retrieval

- **Report Builder:** Create custom reports based on specific parameters. Results can be viewed on screen, emailed, or downloaded as well as scheduled to run at a designated time.

Figure 27: Report Builder

- **Report Scheduler:** Manage automated delivery of your saved traces and custom reports.
- **Waybill Retrieval:** Access waybills for shipments made with CSX in the last 12 months.

Instant InfoJ1 (Gate Receipt) RetrievalReport BuilderReport SchedulerShipment Tracking MapWaybill RetrievalReport Options

Waybill Retrieval

The Waybill Retrieval tool enables you to retrieve waybills for shipments made with CSX in the last 12 months. Waybills for reverse route empty cars can be retrieved for the last 180 days. The equipment initial and number for the shipment and a date range are used as search parameters.

Waybill Retrieval

Enter your equipment ID(s) into the search box or select from an existing equipment list. Select a date range and date to search by and click Retrieve Waybills.

Date Range: 30 day period starting on 07-06-2013

Equipment:

Equipment List Report:

Retrieve WaybillsGet EquipmentClear

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Figure 28: Waybill Retrieval

- **Report Options:** Set preferences for your saved traces and custom reports.

Instant InfoJ1 (Gate Receipt) RetrievalReport BuilderReport SchedulerShipment Tracking MapWaybill RetrievalReport Options

Trace Report

File Type: Excel

Trace Group: Equipment

Custom Report

Report Name: Default

Sort Column: Equipment ID

Available Columns

Actual Shipper

Bill of Lading

Booking Number

Consignee

Current Train Location

Import/Export

Notify Number

Notify Party

Ocean Bill of Lading

Original ETA City

Original ETA Date

Original ETA State

Original ETA Time

Pegasses Number

Device

Selected Columns

Equipment ID

Equipment Length

Equipment Type

Pickup Number

Load/Empty

Associated Initial

Associated Number

Associated Type

Train ID

Current Reported Event

Event City

Event State

Event Date

Event Time

SCAF

ResetReset to DefaultSave

Figure 29: Report Options

| 30 |

## Waybill Retrieval

Access waybills made with CSX. Loaded bills are available for the last year and empty waybills are available for six months.



Waybill Information for date range 04-19-2015 to 05-19-2015.							
<input type="checkbox"/>	EQUIPMENT		WAYBILL		BILLING	ORIGIN	RESTRICTED
	INIT	NUMBER	NUMBER	DATE	ROAD CODE	AUDIT NUMBER	CAR
<input type="checkbox"/>	TTZX	865253 	<a href="#">494747</a>	04-30-15	712	040599	
<input type="checkbox"/>	CSXT	224875 	<a href="#">976671</a>	05-06-15	712	075313	

Figure 30: Waybill Retrieval



## Shipment Problem Resolution

Communicate with customer service on issues such as: delayed car or shipment, switching issues, or bad ordered cars. Submit inquiries 24-hours-a-day. Once an inquiry has been submitted, you can check the status of the inquiry for updates.

Create a New Inquiry	Check Status/Resolution	Search
----------------------	-------------------------	--------

**Welcome to Shipment Problem Resolution**

**Use this tool to contact us about:**

- Delayed car or shipment
- Special Switch 
- Special Train 

**For all other issues, please refer to our [ShipCSX Resource Library](#) or perform a keyword search below.**


**Keyword Search**  


Figure 31: Intermodal Shipment Problem Resolution

## J1 (Gate Receipt) Retrieval

Print gate receipts from the last 90 days.

The screenshot shows a web application interface for "J1 (Gate Receipt) Retrieval". At the top, there is a navigation bar with tabs: "Instant Info", "J1 (Gate Receipt) Retrieval" (which is highlighted in yellow), "Report Builder", "Report Scheduler", "Shipment Tracking Map", "Waybill Retrieval", and "Report Options". Below the navigation bar is a "Search Criteria" section. It contains a disclaimer: "Please note that this summary of data is provided for your convenience only and should not replace your own system of record keeping. CSX does not warrant the accurateness of the data nor its availability for any particular time." The search criteria form includes four input fields: "Equipment Initial:" (text input), "Equipment Number:" (text input), "Terminal Location:" (a dropdown menu currently showing "Select One"), and "Drayman's SCAC:" (text input). Below the "Drayman's SCAC:" field is a small note: "(If you need assistance with SCAC information, please contact your Drayman)". At the bottom right of the search criteria section are two buttons: "Submit" and "Reset". At the very bottom of the page, there is a footer with links: "Ship/CSX Privacy", "Terms of Use", "Corporate Structure", and "© 2013 CSX Technology, Inc."

Figure 32: Intermodal J1 Retrieval

## Pay

### Account Invoices

Retrieve and monitor rail invoices and communicate disputes directly with CSX customer accounting.

- **Account Summary:** View current and past due status of your account.
- **Account Aging:** Summarizes your account in aging categories and disputed/undisputed totals.
- **Disputes:** View your open and closed disputes for active invoices.
- **Payments:** Manage scheduled payments.



## Account Summary

View the current and past due status of your account. The table below calculates based on the patron locations you are assigned. You can view the locations with the 'Show Locations' link in the table.

<b>Filter Selection</b>		
Search:	Freight Bill # <input type="text"/>	<input type="button" value="Find"/>
Freight Bill #:	<input type="text"/>	
Current View:	DEFAULT <input type="button" value="Go"/>	National Account: 015711 - CONRAD YELVINGTON DISTRIBUTORS
Actions:	Download <input type="button" value="Go"/>	

Account Summary										
National Account: CSX CUSTOMER										
<a href="#">Show Locations</a>										
		Total Unpaid		Total Balance Due		Special Collections		Totals		
		# of Invoices	Amount	# of Invoices	Amount	# of Invoices	Amount	# of Invoices	Amount	
Incidental	CSXT Rail Demurrage	33	\$165,060.00	0	\$0.00	0	\$0.00	33	\$165,060.00	
	All Other (CSXT Rail)	4	\$29,000.00	2	\$3,960.00	0	\$0.00	6	\$32,960.00	
Carload	CSXT Rail	120	\$1,738,957.08	2	\$32,513.00	0	\$0.00	122	\$1,771,470.08	
Incidental	Finance Charge	2	\$374.37	0	\$0.00	0	\$0.00	2	\$374.37	
All		159	\$1,933,391.45	4	\$36,473.00	0	\$0.00	163	\$1,969,864.45	

Figure 33: Account Invoices

# Demurrage Charges

Manage demurrage charges as well as analyze information by location, account, or by specific Railcars. View a summary of demurrage charges as soon as the next day from when they are accrued. Search by company and location for the current month and previous three months.

Account Location MTD Information

Set Options

Our Policies

Demurrage Charges

[Go to Plant Switch](#)

Selecting the appropriate month and plant location will provide you with a summary or detailed information on your current estimated demurrage charges and car activity, allowing you to proactively monitor your fleet. As well as, provide you with a historical view of summary or detail information from past months.

[Printable Version](#)
[Download](#)

Demurrage Charges

Choose your month and plant location, then select submit to view your report.

Month: May-2015

Location: VEOILIA ENVIRONMENTAL SERVICES 125 FACTORY LN, MIDDLESEX, NJ(QRR 300601)

[Customer Lookup](#)

Submit

Demurrage Charges Location Summary Report

Total (3) Bill Types

[Help](#)

Clicking on a column heading results in ascending/descending sort views. View your Daily Summary Report by clicking on the calendar icon.

Filter Summary: Select One

Apply filter

Displaying (3) of (3) Bill Types

Month	Bill Type	Account Status	Total Cars	Car Events Calculated	Demurrage Days	Load/Unload Credits	Missed Switch Allowance	Plant General Credit	Plant General Allowances	Chargeable Days	Total Charges	Freight Bill Number
May-2015	CSXT 4049-PRIVATE CARS FOR UNLOADING	OPEN	5	1	11	1	1	0	0	9	\$1,350.00	
May-2015	CSXT 8100-PRIVATE CARS FOR LOADING	OPEN	31	15	111	30	12	0	0	69	\$4,140.00	
May-2015	CSXT-8100-MITY CARS MOVING AS FREIGHT	OPEN	1	0	0	0	0	0	0	0	\$0.00	

Figure 34: Demurrage

## Open Gate Yard Demurrage

If you are an Open Gate Yard Customer, Open Gate Yard Demurrage will apply to railcars that cannot be delivered due to your facility being full, having more railcars arrive than your facility can accept, or any other Customer reason. Use this tool to monitor weekly activity and drill down to specific equipment related to your Open Gate Demurrage charges.

Account Location MTD Information

Open Gate Yard Demurrage

Set Options

Open Gate Yard Demurrage - Summary

[Excel](#)
[PDF](#)

Open Gate Yard Demurrage - Location Summary Report

Week Starting	Open Gate Yard Demurrage	Applied Credits*	Chargeable	Total Charges
07/30/18	1	Pending	Pending	Pending
07/23/18	0	Pending	Pending	Pending
07/16/18	2	0	9	\$675
07/09/18	3	0	3	\$225

Figure 35: Open Gate Yard Demurrage

| 34 |

Intermodal Terminal Storage

Guarantee storage charges and receive an invoice for payment versus paying via credit card prior to equipment outgate.

Storage Management

Equipment Initials:

Equipment Number: \*

ITOPS Site:

ATLANTA HULSEY

(\*) No check digit / No leading zeros

Select a Patron:

CSX Intermodal Customer- ABC123

Search

Reset

Figure 36: Intermodal Storage

Intermodal Guarantee Reports

Run reports based on activity and history within the Intermodal Terminal Storage and Lift Guarantee modules.

Intermodal Lift Guarantee

Guarantee lift charges and receive an invoice for payment versus paying via credit card.

Intermodal Lift Guarantee

Filter

Equipment

Enter Equipment Initial and Number (no check digits and no leading zeros) for lifts to be paid. Standard lift rate is \$50.00 and standard Surcharge (for no chassis) is \$75.00.

Terminal:

ATLANTA HULSEY

Patron:

CSX Intermodal Customer - ABC123

Equipment Initial	Equipment Number	Lift Reason	Lift Guarantee Number	Include Surcharge
		To/From Rail Chassis		Yes
		To/From Rail Chassis		Yes
		To/From Rail Chassis		Yes
		To/From Rail Chassis		Yes
		To/From Rail Chassis		Yes

Email Address:  
Required for email receipt of Guarantee

intermodalcustomer@email.com

Submit

Clear

Figure 37: Intermodal Lift Guarantee

# RESOURCES

## Change Password

Allows you to update the password you use to log in to [www.ShipCSX.com](http://www.ShipCSX.com).

- ShipCSX ID and passwords are case-sensitive.
- New password must be six to eight characters long and contain at least three alpha, two numeric characters, no special characters and cannot contain the sequence 'pas'.
- The new password cannot be the same as the old password.

A form for updating a password. It contains three text input fields labeled "Old Password:", "New Password:", and "Confirm Password:". Below the "Confirm Password:" field is a blue button with the word "Update" in yellow text.

Old Password:

New Password:

Confirm Password:

Figure 38: Password Update

## Directory

The directory can be used to search for the contact information of CSX employees. Fill the fields with either names or partial names and press the search button. You must enter at least a first name, last name, or department – you cannot leave all three blank.

A form for searching the directory. It contains six text input fields labeled "First Name:", "Last Name:", "City:", "State:", "Department:", and "Title:". Below the "Title:" field is a blue button with the word "Search" in white text.

First Name:

Last Name:

City:

State:

Department:

Title:

Figure 39: Directory Search

## Clearance Bureau

Special handling is required for loads that exceed a certain height, weight, width, length or weight. There are three main functions within the Clearance Bureau module: Clearance Request, Heavy Duty Car Request, and Special Train/Switch Service.

- **Clearance Request:** A clearance request is needed when an open top load shipment is any one of the following:
  - More than 11 feet high
  - More than 11 feet wide
  - More than 60 feet long
  - If any part of the load overhangs the sides or ends of the loaded car
  - Shorter than 18 feet long and weighs more than 140,000 pounds
  - Heavier than 150,000 pounds
  - Value greater than \$1 million

**Request for Dimensional Shipment**[Return to Clearance Bureau home](#)

Dimensional Shipments must be evaluated for clearance and routing options.

**Requestor Name:** CSX Customer  
**Company Name:** Misc. Company  
**Address:** 123 Main Street  
**City:** Any City  
**State:** FL  
**ZIP:** 12345  
**Email Address:** CSXCustomer@email.com  
**Phone Number:**    EXT   
**Fax Number:**

**Shipment Details**

For accurate shipment routing, please be sure to use our new CSX Customer lookup tool. If you do not know the desired Loading/Unloading Customer name or would like to find options, please be sure to search by City/State using the [Serving Carrier Reciprocal Switch \(SCRS\)](#) tool in the Resources drop-down of ShipCSX. If Shipper or Receiver is unknown at this time, please specify Industry Track.

\* **Shipper Company Name:**

\* **Origin City:**

\* **Origin State:**

\* **Receiver Company Name:**

**Receiver Company Address:**

\* **Destination City:**

\* **Destination State:**

No STCC Selected

\* **Commodity or STCC:**

Figure 40: Clearance Request

- **Heavy Duty Car Request:** Use this form to order a heavy duty flat car if a shipment is longer than 18 feet and weighs more than 190,000 pounds or shorter than 18 feet and weighs more than 180,000 pounds.

Request Heavy Duty Flat Car

[Return to Clearance Bureau home](#)

If your dimensional load is longer than 18 feet and weighs more than 190,000 lbs., or shorter than 18 feet and weighs more than 140,000 lbs., use this form to order a heavy duty flat car.

Requestor Name: CSX Customer

Email Address: CSXCustomer@email.com

\* CSXT Clearance File #:

\* Number of Cars Required:

\* Loading Date:

Car Type:

Comments:

Figure 41: Heavy Duty Cars

- **Special Train/Switch Service:** If a shipment requires special train service, you can complete your request via ShipCSX.

Special Train Service Authorization

[Return to Clearance Bureau home](#)

If your shipment requires special train service, please complete the following information acknowledging your authority to order and pay for the service.

Person Authorizing: CSX Customer

Company Name: Your Company Name

Billing Address: 123 Main Street

City: Any City

State: FL

ZIP: 12345

Email Address: CSXCustomer@email.com

\* Phone Number:    EXT

\* CSXT Clearance File #:

\* Car Number:

Comments:

☐ Check here for Alternate Billing

Authorization

By accepting this form, I understand that special train service/switch charges are in accordance with the provisions of [CSXT Tariff 81.00](#) and are in addition to all other applicable freight charges. I agree that my billing information is correct and that I have the authority to order this special service and effect payment for it. I understand that all special train charges are final upon submission.

I accept these general terms: ☐ Yes

Figure 42: Special Train

Plant Profile

Provides important information relevant to your location's Plant Profile and allows you to request changes as needed. It includes Customer Name and Address, Track Capacity, Scheduling Needs, Operations and Customer Site Assessment information.

Plant Profile	Plant Profile History	Plant Profile Options
<p><b>Welcome to Customer Self Service</b></p> <p>Here you will find information we have relevant to your location's Plant Profile. This site will allow you to request changes to information you see currently on your Plant Profile (please note that only one change request can be made per field).</p>		
		<div><p><b>Get Started Here</b></p><p>Select from the list above, or from the actions listed below.</p><ul style="list-style-type: none"><li>▶ <a href="#">Manage Plant Profile Information</a></li><li>▶ <a href="#">Track Changes to Plant Profile Information</a></li><li>▶ <a href="#">Configure Plant Profile Options</a></li></ul></div>

Figure 43: Plant Profile

## Rail Mileage Lookup

You can estimate fuel surcharge on freight bills by searching a single or multiple origin and destination pairs. The mileage returned in the results table will be used along with the current HDF surcharge percentage to calculate the surcharge.

### Mileage Lookup

The rail mileage calculator is carrier specific. You are able to retrieve rail mileage information for a single Origin/Destination (O/D) pair or for multiple O/D pairs. If something is entered in option 2, that will take precedence over option 1.

Option 1 - Lookup a Single O/D Pair

Help

Please select a state and enter any or all letters of a city then select the city and carrier. The route text boxes are optional. You can leave blank to search for CSX preferred routes, or enter a specific route.

Origin State:

Origin City:

OPSL City Name:

Select one

Enter City Name

Origin Carrier:

Destination State:

Destination City:

OPSL City Name:

Select one

Enter City Name

Destination Carrier:

Optional Route Input:

Jct1

RR2

Jct2

RR3

Jct3

RR4

Jct4

Reset

Get Mileage

Option 2 - Lookup Multiple O/D Pairs

Help

Each O/D combination must be in the following format to yield results. A semicolon is only needed when multiple O/D pairs are entered. OriginCity, OriginState, OriginCarrier/DestCity, DestState, DestCarrier;  
Example: Jacksonville,FL,CSXT/Atlanta,GA,CSXT;Atlanta,GA,CSXT/Jacksonville,FL,CSXT

Reset

Get Mileage

Figure 44: Rail Mileage Lookup

## EZ Terminal Inventory Reports

Retrieve in-gate or out-gate information on intermodal containers.



## Intermodal Shipment Inquiry

Filter

Direction

Please select direction of equipment

☐ Outgate ☒ Ingate

Equipment

Enter Equipment Initial and Number (no check digits and no leading zeros) for the information you'd like to see.

Equipment Initial	Equipment Number	Terminal	Ref Type	Ref No
GESU	123456	FAIRBURN	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	

Submit

Clear

Figure 45: Intermodal Shipment Inquiry

Ingate Report Results			
Equipment Initial	Equipment Number	Terminal	Current Billing
GESU	123456	FAIRBURN	Yes

Submit

Figure 46: Intermodal Shipment Inquiry Results

## Railcar Specs

This UMLER repository can be used to obtain railcar information such as height, weight and car type.

Format Type:

Equipment:

Railcar Detail

Fleet Detail:

Figure 47: UMLER

Results:

CSXT 484159			
Equipped Gondola			
<b>Mechanical Designation</b>	GBS	<b>Outside Length</b>	057 ft 05 in
<b>AAR Car Type Code</b>	E534	<b>Outside Extreme Height</b>	09 ft 01 in
<b>Inside Length</b>	52 ft 06 in	<b>Outside Extreme Width</b>	10 ft 07 in
<b>Inside Height</b>	05 ft 06 in	<b>Height of Extreme Width</b>	09 ft 01 in
<b>Inside Width</b>	09 ft 06 in	<b>Upper Eaves Height</b>	09 ft 01 in
<b>Side Door Height</b>	00 ft 00 in	<b>Upper Eaves Width</b>	10 ft 07 in
<b>Side Door Width</b>	00 ft 00 in	<b>Lower Eaves Height</b>	00 ft 00 in
<b>Side Door Type</b>		<b>Lower Eaves Width</b>	00 ft 00 in
<b>Plate Clearance</b>	B	<b>Star Stencil</b>	
<b>Compartments</b>		<b>Trans Code</b>	P
<b>Outlets</b>		<b>Trans Cond Code</b>	
<b>Lining</b>	U	<b>Floor Trough</b>	
<b>Roof Type</b>		<b>Floor Strength</b>	0
<b>Draft Gear</b>	88	<b>Articulated</b>	
<b>Cubic Ft Capacity</b>	02743 cu ft	<b>Max Weight on Rail</b>	263000 lbs.
<b>Nominal Capacity</b>	000000 lbs.	<b>Tare Weight</b>	068500 lbs.
<b>Owned Or Leased</b>	Owned	<b>Load Limit</b>	194500 lbs.
<b>Special Characteristics</b>			
Bulkhead End Car			

Figure 48: UMLER Results

## RR Junctions

Review junctions between CSXT and other carriers. You can search by carrier or by city.

You are here: <a href="#">ShipCSX</a> > <a href="#">Resources</a> > <a href="#">RR Junctions</a>	
<a href="#">By Carrier</a>	<a href="#">By City</a>
<ul style="list-style-type: none"> <li>Norfolk Southern Railway Company (Norfolk Southern) (NS)</li> <li>Newburgh &amp; South Shore Railroad Company (NSR)</li> <li>Nashville &amp; Western Railroad Corp (NWRC)</li> <li>New York &amp; Atlantic Railway Company (NYA)</li> <li>New York &amp; Lake Erie Railroad (NYLE)</li> <li>New York New Jersey Rail Lic (NYNJ)</li> <li>New York &amp; Ogdensburg Railway Company Inc. (NYOG)</li> <li>New York Susquehanna And Western Railway Corp (NYSW)</li> <li>Ohio Central Railroad Co (OHCRC)</li> <li>Ontario Midland Railroad Corporation (OMID)</li> <li>Ontario Central Railroad Corporation (OMCT)</li> <li>Ohio Valley Railroad Company (OVR)</li> <li>Paducah &amp; Louisville Railroad (PAL)</li> <li>Pittsburgh, Allegheny &amp; McKees Rocks Rr Co (PAMR)</li> <li>Pan Am Southern, Llc (PAS)</li> <li>Port Bienville Railroad (PBVR)</li> <li>Pee Dee River Railroad Corp (PDRC)</li> <li>Port Harbor Railroad, Inc (PHRR)</li> <li>Port Jersey Railroad Company (PJRC)</li> <li>Piedmont Railway Company (PKRP)</li> <li>Pennsylvania Northeastern Railroad, Llc (PN)</li> <li>Piedmont &amp; Northern Railway (PNRW)</li> <li>The Pittsburg &amp; Ohio Central Railroad Company (POHC)</li> <li>Pennsylvania &amp; Southern Railway Llc (PSCC)</li> <li>Port Terminal Railroad Of South Carolina (PTR)</li> <li>Port Utilities Commission Of Charleston Sc (PUCC)</li> <li>Pioneer Valley Railroad Company, Incorporated (PVRR)</li> <li>Providence And Worcester Railroad Company (PW)</li> <li>Railton Central Railway, Llc (RCRY)</li> <li>Realco (REAL)</li> </ul>	<b>Cities with Junctions for CSXT and PAS</b> <ul style="list-style-type: none"> <li>Rotterdam Jct, NY</li> <li>Springfield, MA</li> <li>Hartford, CT</li> </ul>

Figure 49: RR Junctions

Reporting Marks

A display of the initials stenciled on the sides and end of freight cars of CSX owned equipment.

Serving Carrier Reciprocal Switch (SCRS)

A search tool to provide you with the ability to view address, city, state/province, serving road, freight station and switch status for specific rail customers. Users can search any rail-served customer in Canada, Mexico and the United States.

Search for serving railroad

Supply any of the criteria to find a serving railroad. You must select or enter a value in at least 1 field.

Company (Enter 2 or more characters)

Name: ABC Company

CIF: Sub-location:

Location

State: Select One

Rail Station City:

Railroad

Serving Railroad: Select One

Switch Status: ☐ Closed ☐ Local ☐ Open ☐ Restricted

Record Type: All

Clear

Go

Figure 50: Serving Carrier Reciprocal Switch

Hazardous Waste Manifest Tools

Allows you to upload and view manifest documents for your company's hazardous waste commodities.

Hazardous Waste Manifest Tools

[Upload Destination Manifest Documents](#) (pdf, gif, bmp, png, jpg, jpeg, tif, or tiff file types are required)

[View Manifest Document](#) (PDF viewer required)

Figure 51: Waste Manifest

## Claims Management

Allows you to enter claims, check status of the claims, and verify the payment details.

- **Freight Claims:** Allows you to report loss or damage or to file a freight claim and check status.
- **Overcharge Claims:** Request a refund of freight charges you believe were in excess of those legally applicable as specified in the applicable tariff or contract.
- **Claims Research:** To view claims, check status of the claims, and verify the payment details.
- **Contract Refunds:** Allows you to file a refund based on specific contract terms determined by volume, number of cars or deposit.
- **Railroad Claims:** Rail Partners only. For additional information on tool functionality see the RAIL PARTNERS section, Page 49.

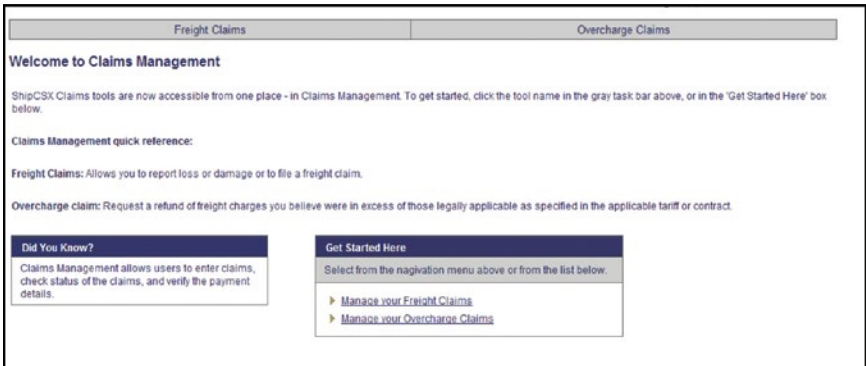


Figure 52: Claims Management

## PowerFinder

Used by registered trucking companies to bid on current door to door shipments. You can view your orders and tenders as well as tender history.



Figure 53: Powerfinder

# Shipment Problem Resolution

Communicate with customer service about such issues as: delayed car or shipment, switching issues, and bad-order cars. You can submit inquiries 24-hours-a-day as well as check the status of the inquiry for updates.

Create a New Inquiry

Check Status/Resolution

Search

**Welcome to Shipment Problem Resolution**

**Use this tool to contact us about:**

- Delayed car or shipment
- Special Switch ⓘ
- Special Train ⓘ

For all other issues, please refer to our [ShipCSX Resource Library](#) or perform a keyword search below.

Keyword Search




Figure 54: Shipment Problem Resolution

## ShipCSX User Profile

Displays the company and contact information that you registered for ShipCSX with. This area is self-service and allows you to update personal and company information as well as shortcut preferences.

**Personal Information**

First Name

CSX

Middle Initial

Last Name

CUSTOMER

Preferred Name

Title/Position

Company Email Address

CSX\_Customer@email.com

Company Phone Number

USA and Canada[001]

877

744-7279

Ext

Cell Phone Number

\* Security Question

Mother's maiden name?

\* Answer

Green

PIN

1234567890

Update

**Company Information**

To change Company Information, please contact eBusiness at 1-877-ShipCSX, option 2 for assistance.

Company Name

ABC Company

Address1

123 Main Street

Address2

City

Your City

State/Province

Florida

(Only for United States, Canada & Mexico)

Zip

12345

Country

United States

Figure 55: ShipCSX User Profile

**Shortcut Preferences**

Plan Shortcut:

Default User Profile

Ship Shortcut:

Plant Switch

Trace Shortcut:

Shipment Management Suite

Pay Shortcut:

Account Invoices

Resources Shortcut:

Rail Car Specs

Admin Shortcut:

User Management

Rail Partners Shortcut:

Default User Profile

Update

Figure 56: ShipCSX Tab Defaults

## Mechanical Disposition

Car owners can request mechanical repairs to designated locations.

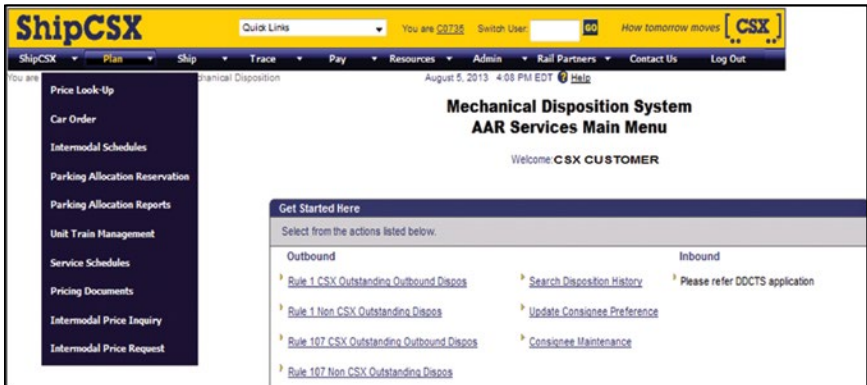


Figure 57: Mechanical Disposition

## RAIL PARTNERS

### Car Accounting

Allows car owners and lessees to view and download mileage statements for tax purposes.

### Junction Settlement

Allows CSX and their junction settlement carriers to view weekly statements and the associated waybill details.

- **Statement:** Review current or prior weekly statements and associated detail information.
- **Waybills:** Search for waybills associated to cars on your junction settlement statements.
- **Upload Unpaid Disputes and Overhead:** Upload unpaid or disputed items and overhead statements to CSX in .csv format.
- **Download Disputes (closed statements only):** Download disputed items in a spreadsheet.

### Switch Settlement

Allows CSX and their switching settlement carriers to view monthly statements and the associated switch bill details.

- **Switch Summary:** Shows current or prior monthly switch settlement statements with links to railroad.
- **CSXT Receivables:** Shows current or prior monthly switch settlement statements with links to view details.
- **CSXT Payables:** View current or prior monthly switch settlement statements with links to view details.
- **BOCT Receivables:** Displays current or prior monthly switch settlement statements with links to view details. BOCT participants can view their own statements only.
- **BOCT Payables:** Shows current or prior monthly switch settlement statements with links to view details.
- **Waybills:** Allows you to search for waybills associated to cars on your switch settlement statements.

### Short Line ISA

Allows CSX short line partners to view general profile information, ISA information, and an ISA scorecard graph.

- **General:** Short line profile information provides contact information, your CSX contact, interchange(s) and other general information.
- **An Interline Service Agreement (ISA):** A signed document between CSX and a short line that states locations where CSX will interchange cars with the short line. The agreement also states the days and times an interchange will occur.
- **The ISA Scorecard Graph:** Depicts CSX's delivery performance at the interchange versus the window agreed upon in the ISA (if an ISA is in place).

### Short Line Pricing

Allows CSX rail partners to view public price information and rail partner factors.

- **Search Factors:** View and modify factors for a rail partner as well as receive an email of factors for a given search criteria.
- **Upload Factors:** Upload factors for a rail partner as well as get an email with the results after the process is complete.

### RR Pricing Documents

Provides CSXT pricing documents to individual participating Railcarriers. Documents include contract, private, and public documents. You can view, search, and perform administrative functionalities.

\* [The actual Railroad Claims tool is part of the Claims Management suite found under RESOURCES, Page 44.](#)



## Intermodal Settlement

Allows CSX Intermodal to view summary details for Intermodal settlement carriers. You can search and pay invoices as well as add new settlements.

## Find Your Market Manager

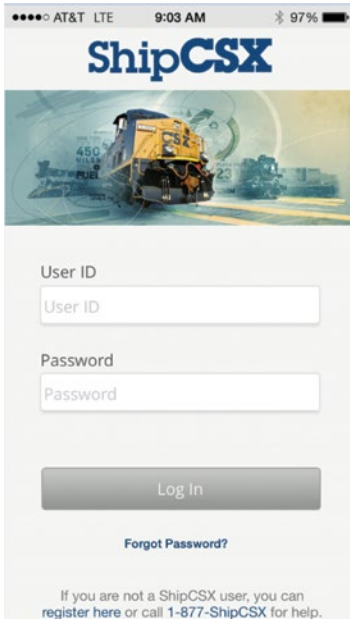
Search for your market manager by commodity.

## Railroad Claims\*

A railcarrier request for revenue in situations where the correct settlement cannot be made through the normal interline settlement process. The Association of American Railroads (AAR) provides a separate set of accounting rules for handling settlements of railroad claims.

# SHIPCSX MOBILE DEVICE APP

The power of rail in the palm of your hand! Download the ShipCSX Mobile App for free on Google Play and in the iTunes App Store. A ShipCSX User ID is required.



••••• AT&T LTE 9:03 AM 97%

# ShipCSX

User ID

Password

Log In

[Forgot Password?](#)

If you are not a ShipCSX user, you can [register here](#) or call 1-877-ShipCSX for help.

- XGate
- Trace Equipment & Trains
- View Equipment Specifications
- View Inventory
- Request a Plant Switch
- Submit Shipping Instructions
- Shipment Problem Resolution
- Unit Train Pipeline View



Figure 58: Mobile Device Sign-On

# SHIPCSX MOBILE WEBSITE

(WWW.MOBILE.SHIPCSX.COM)

Like the ShipCSX Mobile App, the ShipCSX Mobile Website can extend the reach of your ShipCSX account. The website gives access to key modules such as Railcar Tracking, Plant Switch, and Shipment Problem Resolution and is optimized for viewing on your mobile device. A ShipCSX ID is required for all tools except Railcar Specs and Intermodal Shipment Inquiry.



Figure 59: ShipCSX Mobile Login

## Login secured ShipCSX Mobile tools:



Figure 60: ShipCSX Mobile Options

# SHIPCSX PUBLIC TOOLS

Public Tools can be found on the [www.ShipCSX.com](http://www.ShipCSX.com) main log in page and allows you to obtain certain information without logging into the secured website.

## Service Schedule

Get shipment transit schedules for moves between any two CSX-served locations.

**Step 1:** Tell us the origin location. You can specify a shipper or a city and state. If you don't know the full shipper name or city, type the first few letters and click 'GO'.

**\* Origin (required)** \* Indicates required field [Help](#)

Who is the shipper?  Type full or partial shipper name.

- or -

City:  State:

Remember: A city can be either a CSX-served city or a location where CSX connects with another rail partner.

**Step 2:** Tell us the destination location. You can specify a receiver or a city and state. If you don't know the full receiver name or city, type the first few letters and click 'GO'.

**\* Destination (required)** [Help](#)

Who is the receiver?

- or -

City:  State:

Remember: A city can be either a CSX-served city or a location where CSX connects with another rail partner.

**Step 3:** (optional) Refine your schedule by selecting from the choices below.

**Shipment Options (optional)** [Help](#)

**Date:** If you select a specific date, you will receive service schedules for the week that begins on that day.

**Start date for 7-day schedule:**

**Time:** If you select a specific time, the resulting schedule is based on the first scheduled train after that time.

**Shipping instructions release time:**

If you don't specify a time, the schedule is based on the first available schedule for each day.

**Interchange:** If a shipment involves an interchange, the schedule may be slightly different from an all-CSX shipment. [Include interchange railroad](#)

Figure 61: Service Schedules Search

	Shipping Instructions Release Date	Shipping Instructions Release Cut-off Time	Delivery Date	Delivery Time	Total Time from Release to Delivery
<input type="checkbox"/>	Fri 8/2/2013	21:59	Thu 8/8/2013	04:45	5 days, 7 hours
<input type="checkbox"/>	Sat 8/3/2013	21:59	Fri 8/9/2013	04:45	5 days, 7 hours
<input type="checkbox"/>	Sun 8/4/2013	21:59	Sat 8/10/2013	04:45	5 days, 7 hours
<input type="checkbox"/>	Mon 8/5/2013	21:59	Sun 8/11/2013	04:45	5 days, 7 hours
<input type="checkbox"/>	Tue 8/6/2013	21:59	Mon 8/12/2013	04:45	5 days, 7 hours
<input type="checkbox"/>	Wed 8/7/2013	21:59	Tue 8/13/2013	04:45	5 days, 7 hours
<input type="checkbox"/>	Thu 8/8/2013	21:59	Wed 8/14/2013	04:45	5 days, 7 hours

Week 1							Week 2						
Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
21:59	5 days, 7 hours					04:45							
	21:59	5 days, 7 hours					04:45						
		21:59	5 days, 7 hours					04:45					
			21:59	5 days, 7 hours					04:45				
				21:59	5 days, 7 hours					04:45			
					21:59	5 days, 7 hours					04:45		
						21:59	5 days, 7 hours					04:45	

Do another [Service Schedule query](#)      Go to [Price Look-Up](#)

Figure 62: Service Schedules Results

## Railcar Specs

Obtain UMLER specifications on a car such as length and car type.

Format Type:

All Information ▼

Equipment:

CSXT 484159

Railcar Detail

Clear

Fleet Detail:

Go

Figure 63: UMLER

Results:

CSXT 484159			
Equipped Gondola			
Mechanical Designation	GBS	Outside Length	057 ft 05 in
AAR Car Type Code	E534	Outside Extreme Height	09 ft 01 in
Inside Length	52 ft 06 in	Outside Extreme Width	10 ft 07 in
Inside Height	05 ft 06 in	Height of Extreme Width	09 ft 01 in
Inside Width	09 ft 06 in	Upper Eaves Height	09 ft 01 in
Side Door Height	00 ft 00 in	Upper Eaves Width	10 ft 07 in
Side Door Width	00 ft 00 in	Lower Eaves Height	00 ft 00 in
Side Door Type		Lower Eaves Width	00 ft 00 in
Plate Clearance	B	Star Stencil	
Compartments		Trans Code	P
Outlets		Trans Cond Code	
Lining	U	Floor Trough	
Roof Type		Floor Strength	0
Draft Gear	88	Articulated	
Cubic Ft Capacity	02743 cu ft	Max Weight on Rail	263000 lbs.
Nominal Capacity	000000 lbs.	Tare Weight	068500 lbs.
Owned Or Leased	Owned	Load Limit	194500 lbs.
Special Characteristics			
Bulkhead End Car			

Figure 64: UMLER Results

Intermodal Schedules

Gate cut-offs and available times for Intermodal moves.

Search

Origin Terminal: JACKSONVILLE FL

Destination Terminal: BEDFORD PARK IL

Equipment: Container

Line of Business: International

Clear

Submit

Results #1

JACKSONVILLE, FL to BEDFORD PARK, IL

EmailDownloadPrint Options

JACKSONVILLE, FL to BEDFORD PARK, IL

International Container

Location	Event Name	Train	Days of Week						
Effective: 03/11/2013									
JACKSONVILLE, FL	Cutoff	Q026	Mon 1300	Tue 1300	Wed 1300	Thur 1300	Fri 1300	Sat 1300	X
BEDFORD PARK, IL	Available	Q026	Wed 1400	Thur 1400	Fri 1400	Mon 0500	Mon 0500	Mon 1400	X

Figure 65: Intermodal Schedules

# Railroad Junctions

View of Junction Cities by Carriers or City

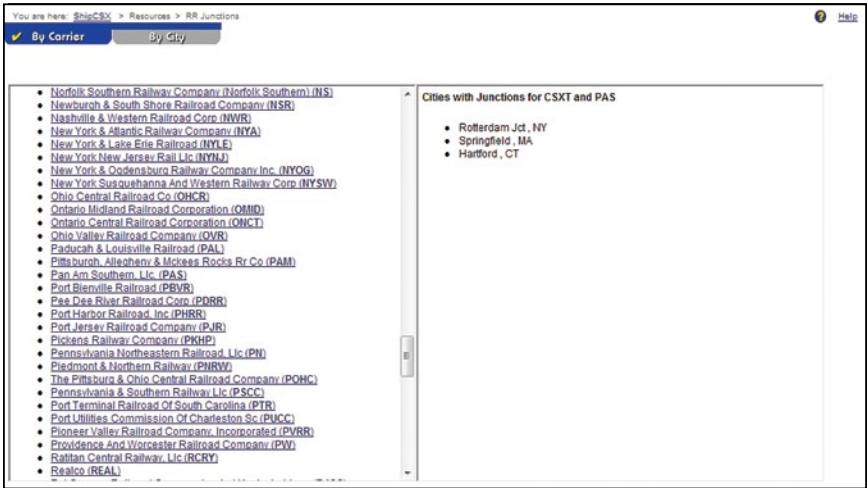


Figure 66: RR Junctions

# Reporting Marks

The initials stenciled on the sides and ends of CSX railcars.



Figure 67: CSXT Road Marks

## Intermodal Shipment Inquiry

An in-gate and out-gate search that provides information such as if a waybill is in place before equipment can in-gate or if storage is due on equipment ready to out-gate.

**Intermodal Shipment Inquiry**  
**Filter**  
**Direction**  
Please select direction of equipment  
☐ Outgate ☒ Ingate  
**Equipment**  
Enter Equipment Initial and Number (no check digits and no leading zeros) for the information you'd like to see.

Equipment Initial	Equipment Number	Terminal	Ref Type	Ref No
GESU	123456	FAIRBURN	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	

**Submit** **Clear**

Figure 68: Intermodal Shipment Inquiry

**Ingate Report Results**

Equipment Initial	Equipment Number	Terminal	Current Billing
GESU	123456	FAIRBURN	Yes

**Submit**

Figure 69: Intermodal Shipment Inquiry Results

## Intermodal Storage Payment

Retrieve and pay storage charges online via credit card.

Direction

Please select direction of equipment

☒ Outgate ☐ Ingate

Equipment

Enter Equipment Initial and Number (no check digits and no leading zeros) for the information you'd like to see.

Equipment Initial	Equipment Number	Terminal	Ref Type	Ref No
CSXU	123456	SOUTH KEARNY	Bill of Lading	123456
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	
		ATLANTA HULSEY	Bill of Lading	

Submit

Clear

Figure 70: Intermodal Storage

## Intermodal Lift Payment

Pay lifts using a credit card.

Equipment

Enter Equipment Initial and Number (no check digits or leading zeros) for lifts to be paid. Standard lift rate is \$50.00.

Equipment Initial	Equipment Number	Terminal	Lift Charges
CSXU	123456	ATLANTA HULSEY	\$50.00 USD
		ATLANTA HULSEY	\$50.00 USD
		ATLANTA HULSEY	\$50.00 USD
		ATLANTA HULSEY	\$50.00 USD
		ATLANTA HULSEY	\$50.00 USD

Submit

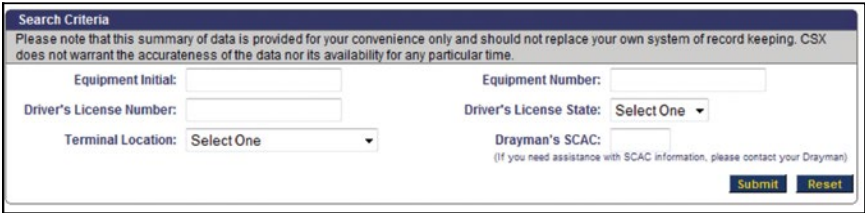
Clear

Figure 71: Intermodal Lift Payment



## Intermodal J1 (Gate Receipt) Retrieval

Retrieve copies of gate receipt.



**Search Criteria**

Please note that this summary of data is provided for your convenience only and should not replace your own system of record keeping. CSX does not warrant the accurateness of the data nor its availability for any particular time.

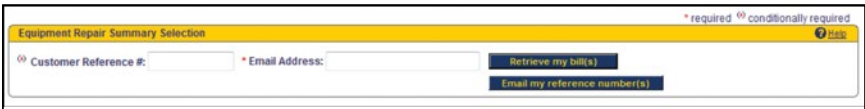
Equipment Initial: <input type="text"/>	Equipment Number: <input type="text"/>
Driver's License Number: <input type="text"/>	Driver's License State: <input type="text" value="Select One"/>
Terminal Location: <input type="text" value="Select One"/>	Drayman's SCAC: <input type="text"/>

(If you need assistance with SCAC information, please contact your Drayman)

Figure 72: Intermodal J1

## Equipment Repair Summary

Retrieve invoices for repaired intermodal equipment.



**Equipment Repair Summary Selection** \* required ⓘ conditionally required ⓘ

ⓘ Customer Reference #: <input type="text"/>	* Email Address: <input type="text"/>	<input type="button" value="Retrieve my bill(s)"/>
		<input type="button" value="Email my reference number(s)"/>

Figure 73: Intermodal Equipment Repair Invoice

# INTERACTIVE VOICE RESPONSE (IVR)

IVR is another convenient, accurate way to submit switch requests on the go. Use our secure telephone system, IVR Plant Switch, to request placement of loaded or empty cars and release empty cars back to CSX. This tool is ideal if you switch fewer than 5 cars at a time. A ShipCSX ID is required. Use IVR Plant Switch by calling: 1 (877) ShipCSX (1-877-744-7279), options 5, 2, 5.

# B2B (BUSINESS TO BUSINESS)

The CSX B2B services allow CSX and our trading partners to directly exchange a variety of data and information. This direct communication method allows for end to end systems automation and integration. This method eliminates the need for a third party handling data and any associated cost.

The B2B platform leverages all Internet based communication protocols and supports virtually all known data formats. Today we have trading partners utilizing the following formats:

- X12 EDI Transactions
- CSV
- TXT
- IDOC
- XML
- Positional records

Additionally, the B2B services enable CSX to offer data mapping. Any inbound or outbound data CSX touches can be routed through the data mapping tool to add, delete, or change data fields. Data mapping is used to convert one file format into another or to correct data that needs changed in order for it to pass data edits.

Are you considering a system upgrade or enhancement that touches your EDI data? If so, our B2B experts are available to discuss best practices on data exchange with CSX. Data communications, security, and formats will be evaluated to ensure seamless end-to-end integration.

## CUSTOMS

- CSX eBusiness support staff provides guidance and assistance to ensure electronic bill of lading compliance with US, Canadian, and Mexican customs compliance as well as support of multiple trans-border EDI transaction sets.
- For more information regarding Customs requirements please visit: <http://www.csx.com/index.cfm/customers/international-services/customs-security/> (www.CSX.com > International Services > Customs and Security)

## ELECTRONIC DATA INTERCHANGE (EDI)

CSX can electronically exchange many different file formats such as: X12, CSV, TXT, IDOC, and XML and has two communication methods available to our trading partners: VAN or Direct. The Value Added Networks (VANs) we connect directly with are Kleinschmidt, Transentric and Rail Inc. Any other VAN choice can interconnect to us through Rail Inc. Customers are responsible for all VAN expenses. Utilizing internet based communications via CSX's B2B option is **free**.

## EDI (X12 formatted Transactions):

**ICONS KEY:** (C) = Carload (I) = Intermodal (SL) = Short Lines  
(T) = Trucking (A) = All

### PLAN

- 301 – Intermodal Private Equipment Reservation (I)

Empty booking message for customers with parking allocations at a CSX ramp facility. The 997 and 824 acknowledgement is required to be received in return.

### SHIP

- 404 – Shipping Instructions/Bill of Lading (C, I, SL)

A Shipping Instruction/ Rail Bill of Lading and 997 acknowledgements are required to be received from CSX in return.

- 404\*ZC1 – Corrections (C, I, SL)

A correction for Shipping Instruction/Rail Bill of Lading. Both 997 and 824 acknowledgements are required to be received from CSX in return.

- 423 – Plant Switch Request (C)

Plant Switch Requests for pulls, places, intra-plant, etc. A 997 and/or 824 acknowledgement are available to be received from CSX in return.

- 998 – Voids for Shipping Instructions/Bill of Lading (C, I, SL)

The 998 is a cancellation for Shipping Instruction/Rail Bill of Lading. Both a 997 and 824 acknowledgements are required in return.

- 824 – Application Acknowledgement (C, I, SL)

An Application Advice (data quality level acknowledgement) in response to a shipper 404, 423, and 998.

- 997 – Functional Acknowledgement (ALL)

A Functional Acknowledgement (syntax level acknowledgement). This is the first level of acknowledgement and is sent out before the 824.

- 204 – Load Tender (T)

A truck Shipping Instruction/Bill of Lading and used for door to door shipments. A 990 acknowledgement is required to be received from CSX in return.

- 990 – Load Tender Acknowledgement (T)  
A truck application Acknowledgement noting whether we can accept the move.
- 417 – Rail Waybill (ALL)  
Railcarrier Waybill Information and is usually sent between carriers but can also be sent to other parties as a waybill copy.
- 440 – Weight Update (C)  
The 440 is Shipment/Bill of Lading weight update.

## TRACE

- CLM – Car Location Message (C, I, SL)  
Provides tracing events in the NITL format (not X12). This is an 80 character fix width file layout. Most customers are using the EDI 322 message as it contains more waybill data and is easily cross referenced.
- 322 – Event Notification (C, I, SL)  
A 322 is a Terminal Operations and Intermodal Ramp Activity message. They provide information on Terminal/Ramp activity as well as the car location information in between.
- 214 – Trucking Event Notification (T)  
This Motor Carrier Shipment Status message is similar to a 322 but is for door to door moves.

## PAY


- 410 – Freight Invoice & Details (C, I)  
Railcarrier Freight Invoice and Details. The 410 requires a 997 acknowledgement be returned to CSX.
- 980 – Functional Group Totals (C, I)  
A small transaction set that can be sent at the end of a 410 batch. The 980 provides the number of 410 sets in a batch as well as the total dollars of the batch.
- 820 – Payment Remittance and Advise (C, I)  
Contains Payment Order and Remittance Advice. Remittance detail can be sent either in the 820 along with the payment through the bank or directly to CSX and only the payment sent through the bank.

# HAZARDOUS AUTO REVERSE

CSX's Hazardous Auto Reverse (HAR) program is available to customers who receive railcars that contain hazardous material. Participating in the program authorizes CSXT to generate the reverse route bills of lading for the hazardous residue (empty) cars. They are moved back to the load origin after the cars are released. Re-renewal is required every 3 years.

Please use the following link for additional information,

<http://csx.com/index.cfm/customers/tools/shipcsx/shipping-instructions/>

  
**HAR (Hazardous Auto Reverse) Authorization**

Company Name: \_\_\_\_\_ City/ST: \_\_\_\_\_

Pursuant to 49 CFR (Code of Federal Regulations) § 172.201, A (5):  
This document authorizes CSX Transportation (CSXT) to generate hazardous residue waybills for rail cars released from the original loaded waybill. The release options include: ShipCSX, IVR, or EDI.

**Customer Keys:**  
**Patron Code:** \_\_\_\_\_

Empty release of hazardous cars must be generated with sufficient notice that CSXT can provide a copy of the empty waybill to your designated contact prior to CSXT crews pulling the equipment from the facility. Failure to provide a timely release will delay the pull of cars or a Late Surrender (No Bill) charge will apply. **This waybill must be retained at your facility location for the period of time designated in the current 49 CFR.**

This location prefers to receive the waybills via fax or retrieve manually via ShipCSX.com (SELECT ONE):

1. ☐ FAX Fax Number: (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_  
2. ☐ SHIPCSX User IDs: \_\_\_\_\_

Note: An email notice is available letting you know a waybill has been created. You must retrieve the actual waybill from ShipCSX.  
Contact Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

**\*\*\*You must review the new created waybill for inaccurate or incomplete information. If you do not receive a copy of the HAR empty waybill within two hours of release, please submit shipping instructions via EDI or SHIPCSX as soon as possible\*\*\***

**EXCEPTIONS NOT COVERED BY THIS AGREEMENT** which require shipping instructions to be sent to CSXT via EDI or ShipCSX.

- Destination of the empty car is other than the origin of the load -- Once released and waybilled back to origin of the load, a diversion or re-consignment is required. CSX Diversions can be contacted at 877-744-7279 Prompts 5, 2, 2
- Car has been cleaned and purged of hazardous material - shipping instructions with clean car non-hazmat STQC required
- Billing date of inbound loads that exceed 180 days for private equipment or 30 days for railroad equipment are no longer available to create HAR billing.
- If loaded shipment is rejected by consignee, CSXT Customer Service must be notified by calling 877-744-7279 Prompts 5, 6 and the shipper or consignee must provide new shipping instructions

**Please fill information below completely:**

AUTHORIZATION SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_\_  
PRINT NAME (from above line) \_\_\_\_\_ PHONE: (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_  
EMAIL ADDRESS: \_\_\_\_\_ FAX: (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_

Send this completed form to [ebusinesshelp@csx.com](mailto:ebusinesshelp@csx.com) place **HAZARDOUS AUTO REVERSE** in the subject line or fax to 904-332-7144. This agreement is valid for 3 years unless company name / ownership changes. It is your responsibility to notify CSXT promptly to avoid unnecessary delays due to inaccurate information. Please notify us of any changes.

eBusiness - 877-SHIPCSX (877-744-7279) Prompt 2, option 1 or Customer Service at Prompt 5, option 6

Waybills are available at ShipCSX.com for 12 months (loaded waybills) and 6 months (empty waybills). After which they are electronically archived by the CSX system and no longer available on ShipCSX.

Figure 74: HAR Sample Letter

# TRAINING AND SUPPORT

## eBusiness Annual Workshops

Each year the eBusiness Team hosts a hands-on workshop for customers in order to teach them about ShipCSX and other eTool offerings. Set in a classroom environment, each “student” can follow along with the instructor on the provided laptop and move from class to class learning about the tools they are most interested in using. Class offerings include tools such as: Shipping Instructions, Diversions, Manage Inventory, Account Invoices, Plant Switch, Car Order, and Shipment Management Suite tracing. For more information please contact the eBusiness team at (877) 744-7279 option 2.

## Railroad 101 Workshops

The Railroad 101 is an educational workshop for customers to learn about railroading, CSX, what we do, how we do it, our tools and updates. It is a great way for customers to meet the people that run the railroad and for CSX to better know the customers thoughts and needs.

## ReadyTalk Training

eBusiness offers individual or group training sessions on ShipCSX through ReadyTalk. ReadyTalk is an online conferencing service that allows your group to view the eBusiness instructor’s actions over your computer. ReadyTalk training can be scheduled by calling the eBusiness Team at (877) 744-7279 option 2.

## Telephone Support

Training or help with issues via phone is available Monday through Friday, from 8 a.m. to 6 p.m. (877) 744-7279 option 2.

## Email Assistance

- **eBusinessHelp@csx.com:** Lower priority ShipCSX and EDI issues or questions (higher priority issues should be addressed through our hotline)
- **B2B@csx.com:** Issues or questions dealing with FTP communications, data security or data mapping request
- **3PL@csx.com:** Third-party letter of authorization submissions and lower priority questions regarding third-party access

## THIRD-PARTY ACCESS

A third-party letter is required in order for CSX to grant authorization for one company to do business on behalf of another. CSX needs written permission on signed letterhead. Participation as a third-party requires annual renewal. To sign up or renew, please email [3PL@csx.com](mailto:3PL@csx.com).

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# eBUSINESS CUSTOMER SUPPORT CONTACTS

Our trained eBusiness professionals are staffed Monday – Friday from 8 a.m. to 6 p.m. EST to assist all your eBusiness needs.

They can be reached at:

- 1 (877) 744-7279, Option 2
- [ebusinesshelp@csx.com](mailto:ebusinesshelp@csx.com)
- [B2B@csx.com](mailto:B2B@csx.com)

