

New Tool Available for Submitting and Managing Inquiries About Shipment Problems

Submit Inquiries Directly to Customer Service Problem Resolution Team via the web

If you have a shipping problem – such as a delayed car or shipment, switching issue or bad-order car – there’s an easy way to send us an inquiry and to receive information about the service issue.

The new ShipCSX Shipment Problem Resolution tool, which can replace your phone calls and e-mails, gives you a single place to manage shipment problem inquiries:

- Submit an inquiry about a problem with a shipment.
- View all inquiries and cases submitted by you, by your location or by your company.
- View the details of an inquiry or case.
- Check the status of an inquiry or case.
- See the response to an inquiry or case.

To get started:

Log in to ShipCSX. (To access the Shipment Problem Resolution tool, you must have a ShipCSX User ID and Password. Don’t have one? [Register now](#))

Mouse over the ‘Resources’ or ‘Trace’ tabs, and click on the “Shipment Problem Resolution” link.

You can navigate 2 ways from the front page:

1. Use the gray task bar across the top of the tool, or
2. Use the links in the “Get Started Here” box.

Submit an Inquiry

- Select either the task bar link “Create a New Inquiry” or “Submit an inquiry about...”
- On the Submit a New Inquiry page, review the customer information to ensure it is correct. (Use the “update your User Profile” link if you need to change your information.)
- To enter an inquiry,
 1. Select your role.
 2. Select the reason for your inquiry.
 3. Add the car initial and number(s). (If you add more than 1 car, it must be from the same location)
 4. Describe the issue in the field provided.
- Click ‘Submit’
- You will receive a confirmation page.

Check Status/Resolution

To see inquiries and details or check status or resolution, click on “Check Status/Resolution” on the gray task bar.

Your inquiries are displayed in the Status/Resolution Summary box, which shows:

- The inquiry and/or case number.
- The inquiry reason.
- Status.
- Car Number (if you entered more than 1 car in an inquiry, you will see a “+” next to the car number).
- The date the inquiry was created.
- The last time the inquiry was updated.

Filter your inquiries by selecting from the dropdown menu to show inquiries and cases submitted by you, for your location or for your company.

You also can select to view closed inquiries and cases for up to 30 days.

Select the filters you want and click the “Go” button.

View Details and Response

In the Status/Resolution Summary box, the inquiry or case number is a link to the detail page. Click on the inquiry or case number to go to the Inquiry/Case Details page, which shows all the details of the inquiry or case, with the response from CSX at the bottom of the page.

If you have additional questions regarding the same issue, you must submit a new inquiry. Be sure to include the old inquiry number.

For assistance with other issues, check the [Customer Assistance Guide](#) on CSX.com. (CSX.com > Customers > Customer Service)