GET TO KNOW

ShipCSX

eTools & Electronic Offerings
OUR VISION

To be a world-class provider of electronic business integration solutions allowing for seamless, end-to-end implementation of all customer, supplier, and vendor processes and systems while ensuring the secure exchange of information in a simple, efficient, and effective manner.
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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
- Manage your pipeline and reduce supplemental costs

Information You Need

- Provides the most up-to-date information available
- Provides real-time notification of shipment issues
- In-depth visibility throughout your shipping process
- Returns real-time confirmation of transactions
- Data feeds to your system 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 available by professional and knowledgeable support staff
- Free personalized training can be scheduled to meet your company’s needs
- Annual eBusiness Workshop provides in-depth training on all major eBusiness tools
WHAT ARE MY ELECTRONIC OPTIONS WITH CSX?

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

<table>
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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)
  - Firefox 3.5 and higher (www.mozilla.com/firefox)

Additional recommended software:

- Adobe Reader version 9 or 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. Users choose their own password. Each setup is based on each user’s 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 Login](image)

**Figure 1: ShipCSX Login**

![ShipCSX eBusiness Registration](image)

**Figure 2: Types of access**

Email Validation

Upon registration, our system will send an email to both the user and their defined Point of Contact (someone at the user’s company who can verify employment). Recipients click on an encrypted link within the email, validating their respective email addresses. Once validated, the user can use ShipCSX securely without interruption.

Login Help

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

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

MyShipCSX

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

Figure 3: MyShipCSX

Plan

Price Look-Up

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

Figure 4: Price Look-Up Query
Figure 5: Price Look-Up Results

Car Order

Car Order allows users to enter their demand up to 6 weeks in advance for empty railcars needed for loading. Users can check how the demand is being met by using Check Car Supply feature or see how past orders were fulfilled using View Order History. Users 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.

Figure 6: Car Order Calendar

Figure 7: Policies/Best Practices
Intermodal Schedules

Gate cut off and available times for Intermodal moves.

Figure 8: Intermodal Schedules

Parking Allocation Reservations

For customers that have a container yard (CY yard) on CSX property. These users can reserve the amount and type of equipment they would like to be used from their yard. Queries can also be run to see the current status and what activity has taken place against a current reservation.

Parking Allocation Reports

For customers that have a parking agreement on CSX property. This reporting tool allows these users 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 keeping 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 their ETA order.
Figure 9: UTMS Pipeline

Service Schedules

With Service Schedules users can get 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.

Figure 10: Service Schedules
Pricing Documents

Users can view their company’s private CSXT contracts and documents.

- 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

- Users can view their published prices and run a contract inquiry.
- Published Price List – users can view a list of their published prices.
- Contract Inquiry – allows users to search prices and lanes based on their AGRT or SPQ number.

Intermodal Price Request

- Allows users 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 request.
### Notifications & Subscriptions

Allows users to receive different CSX notices in order to manage shipping needs. Notices range from informing users of a car being constructively placed, to cars that are bad ordered, and even get work order notifications letting you know the work CSX will be doing for you that day. Subscribe others by adding their email address to also receive the notices.

![Figure 12: Customer Notification](image)

### Manage Subscriptions

A self service area that allows users to choose what email notifications they would like to receive as well as 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 users to update their 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 the user has modified their 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.

My Work Order Notice (Depart Only) – Sends the planned work for a user’s industry when the crew departs from origin.

My Work Order (Issued & Depart) – Sends the planned work for a user’s 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.

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 is 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 a user’s 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 a user’s 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 a user know when a local train will not be serving their industry although there are cars in their 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 a user know when the CSX crew is unable to perform some portion of their scheduled work for that shift at a user’s industry.

• Customer Notifications – Intermodal
  ■ 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.

• Demurrage Charges
  ■ Demurrage Summary – Daily notification on current demurrage charges.

• Diversions
  ■ Diversions Request Complete – Lets a user know when their diversion request has been completed
  ■ Diversion Request Received – Advises when a user’s diversion request has been received.

• 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 the user’s 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 a user know when their ShipCSX shipping instructions have been rejected.
Shipping Instructions Rejected (EDI 404/858) – Notification of 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 a user 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 user of the planned work for your short line when the crew departs from origin.

Short Line Work Order Notice: Issued and Depart - Notifies user of the planned work for your short line when a work order is issued and when the crew departs from origin.

Transit Notifications

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.

**Unit Train Management Notifications**
- Unit Train Release: Instructions Accepted – Notifies user when release instructions have been accepted and processed.
- Unit Train Requests: Notification of Changes – Notifies user when the agree-to-load or load date changes for a unit train loading request.
- Unit Train Reservations: Notification of Changes – Notifies user 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 – Users can view their inventory en route, at CSX yard, or at industry. Allows users to request cars to be placed or pulled from their location or moved between tracks at their industry.
- Switch History – Review past plant switch moves up to four months.
- Manage Inventory – Provides a view of all the tracks at a user’s facility and the railcars on them. Allows users 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.

Figure 13: Plant Switch
**Diversions**

Enables users 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](image)

**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](image)

---

**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. Users 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.

Figure 17: Historical Trace

Custom Reports – Comprised of Parameter Trace and Event Notifications

- Parameter Trace – Allows users 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.
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.
Pipeline & Jeopardy Reports

- Pipeline Reports – Allows users to monitor inbound or outbound pipeline by location for the current week and up to 4 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.

![Pipeline Reports](image)

Figure 20: Pipeline Reports

- Jeopardy Reports – Allows users 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.

![Jeopardy Reports](image)

Figure 21: Jeopardy Reports
Throughput Reports – Option within Pipeline Reports that allows users to quickly see if a pipeline is oversaturated or underutilized. Also shows how timely assets are turned.

![Throughput Summary]

<table>
<thead>
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<th>Scheduled Switches</th>
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<td>289 - 333</td>
<td>1%</td>
<td>288</td>
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</table>

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.

![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.

**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 200 trace values
  - Predefined Reports - Includes Terminal Inventory, Enroute to Terminal, Notified But Not Picked Up, and Notified Beyond Last Free Day

**Figure 25: Instant Info**
- J1 (Gate Receipt) Retrieval – Print Gate Receipts from the last 90 days

![J1 (Gate Receipt) Retrieval](image)

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.

![Report Builder](image)

Figure 27: Report Builder
• Report Scheduler – Manage automated delivery of your saved traces and custom reports
• Shipment Tracking Map – Real-time train level tracking of shipments

Figure 28: Shipment Tracking Map

• Waybill Retrieval – Access waybills for shipments made with CSX in the last 12 months

Figure 29: Waybill Retrieval
• Report Options – Set preferences for your saved traces and custom reports.

Figure 30: Report Options

Intermodal Terminal Reports

Retrieve terminal level reports which contain the pick-up number needed for outgate. Reports can be run at the terminal level or equipment level and results can be viewed on screen, sent via email, or downloaded.

• Shipment Enroute – Shows equipment that is currently enroute to a specific ramp.

• Shipment Notified but Not Picked Up - Identifies equipment currently at the ramp in notification status but not yet picked up.
Waybill Retrieval

Access waybills made with CSX. Loaded bills are available for the last twelve months and empty waybills are available for six months.
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, users can check the status of the inquiry for updates.

Figure 33: Intermodal Shipment Problem Resolution

J1 (Gate Receipt) Retrieval

Print gate receipts from the last 90 days.

Figure 34: 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

Figure 35: 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 3 months.

Figure 36: Demurrage

Intermodal Terminal Storage

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

Figure 37: Intermodal Storage
Intermodal Guarantee Reports
Allows companies to run reports based on activity and history within the Intermodal Terminal Storage and Lift Guarantee modules.

Intermodal Lift Guarantee
Allows companies to guarantee lift charges and receive an invoice for payment versus paying via credit card.

Figure 38: Intermodal Lift Guarantee
RESOURCES

Change Password
Allows users to update their password they use to login to www.ShipCSX.com.

- ShipCSX ID and passwords are case-sensitive
- New password must be 6 to 8 characters long and contain at least 3 alpha, 2 numeric characters, no special characters and cannot contain the sequence ‘pas’
- The new password cannot be the same as the old password

![Figure 39: Password Update](image)

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. Users must enter at least a first name, last name, or department – you cannot leave all three blank.

![Figure 40: Directory Search](image)
Clearance Bureau

Special handling is required for loads that exceed a certain height, weight, width, length, or weight. There are 3 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 $1,000,000

Figure 41: Clearance Request
• Heavy Duty Car Request – Users can 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.

Figure 42: Heavy Duty Cars

• Special Train/Switch Service – If a shipment requires special train service users can complete their request via ShipCSX.

Figure 43: 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 & Address, Track Capacity, Scheduling Needs, Operations, and Customer Site Assessment information.

Figure 44: Plant Profile

Rail Service Curfews

View weekly updates on service curfews throughout the network that could affect shipments.

Figure 45: Curfew Map
Rail Mileage Lookup

Allows users to 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.

EZ Terminal Inventory Reports

Allows users to retrieve in-gate or out-gate information on intermodal containers.
Railcar Specs

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

Figure 50: UMLER Results

**RR Junctions**

Review junctions between CSXT and other carriers. Search by carrier or by city.

Figure 51: RR Junctions
CSX QuickQuote

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

Figure 52: QuickQuote

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 users 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.

Figure 53: Serving Carrier Reciprocal Switch
Hazardous Waste Manifest Tools
Allows companies who ship or receive hazardous waste commodities to upload and view manifest documents.

Figure 54: Waste Manifest

Claims Management
Allows users to enter claims, check status of the claims, and verify the payment details.

- Freight Claims – Allows users 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 55: Claims Management
PowerFinder

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

Figure 56: Powerfinder

Shipment Problem Resolution

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

Figure 57: Shipment Problem Resolution
ShipCSX User Profile
Displays the company and contact information that a user registered for ShipCSX with. This area is self-service and allows users to update their personal and company information as well as update their shortcut preferences.

Figure 58: ShipCSX User Profile

Figure 59: ShipCSX Tab Defaults
Mechanical Disposition
For car owners to request mechanical repairs to designated locations.

Figure 60: Mechanical Disposition

RAIL PARTNERS

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

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

- Statement – Allows the junction settlement carrier to review current or prior weekly statements and their associated detail information.
- Waybills – Allows the junction settlement carrier to search for waybills associated to cars on their junction settlement statements.
- Upload Unpaid Disputes & Overhead – Allows the junction settlement carrier to upload unpaid or disputed items and overhead statements to CSX in .csv format.
- Download Disputes (Closed statements only) – Allows the junction settlement carrier to download disputed items in a spreadsheet.

Switch Settlement
Allows CSX & 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 – Allow users to search for waybills associated to cars on their 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, their 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. Users 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. Users 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 rail carrier 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.

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

Figure 61: Mobile Device Sign-On
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 62: ShipCSX Mobile Login

Login secured ShipCSX Mobile tools:

Figure 63: ShipCSX Mobile Options
SHIPCSX PUBLIC TOOLS

Public Tools can be found on the www.ShipCSX.com main log in page and allows users to obtain certain information without logging into the secured website.

Price Look-Up

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

![Price Look-Up Query](image)

Figure 64: Price Look-Up Query

![Price Look-Up Results](image)

Figure 65: Price Look-Up Results
Service Schedule

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

Figure 66: Service Schedules Search

Figure 67: Service Schedules Results
**Railcar Specs**

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

Figure 68: UMLER

**Results:**

Figure 69: UMLER Results
Intermodal Schedules

Gate cut-offs and available times for Intermodal moves.

Figure 70: Intermodal Schedules

RR Junctions

View of Junction Cities by Carriers or City

Figure 71: RR Junctions
**Rail Mileage Lookup**

Allows users to 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.

---

**Figure 72: Rail Mileage Lookup**
Reporting Marks

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

![CSX Transportation Reporting Marks](image)

Figure 73: CSXT Road Marks

Curfew Map

Allows users to view when specific tracks will be closed.

![Curfew Map](image)

Figure 74: Curfew Map
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.

Figure 75: Intermodal Shipment Inquiry

Figure 76: Intermodal Shipment Inquiry Results
**Intermodal Storage Payment**
Retrieve and pay storage charges online via credit card.

![Intermodal Storage](image1)

**Figure 77: Intermodal Storage**

**Intermodal Lift Payment**
Pay lifts using a credit card.

![Intermodal Lift Payment](image2)

**Figure 78: Intermodal Lift Payment**
Intermodal J1 (Gate Receipt) Retrieval
Retrieve copies of gate receipt.

![Figure 79: Intermodal J1](image)

Equipment Repair Summary
Retrieve invoices for repaired intermodal equipment.

![Figure 80: Intermodal Equipment Repair Invoice](image)

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/](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
d 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
the 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/

Figure 81: HAR Sample Letter
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 – Friday from 7:00AM – 6:00PM. 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 – 3rd party letter of authorization submissions and lower priority questions regarding 3rd party access
A 3rd 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 and will keep them on file throughout the year. Participation as a 3rd party requires annual renewal. To sign up or renew, please email 3PL@csx.com.

Figure 82: 3rd Party Sample Letter
<table>
<thead>
<tr>
<th>Prompts</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Report a railroad emergency to railroad police</td>
</tr>
<tr>
<td>2</td>
<td>eBusiness (ShipCSX and EDI) Assistance</td>
</tr>
<tr>
<td>2-1</td>
<td>Rail car customers</td>
</tr>
<tr>
<td>2-2</td>
<td>Container/Trailer (intermodal) customers</td>
</tr>
<tr>
<td>3</td>
<td>TRANSFLO</td>
</tr>
<tr>
<td>4</td>
<td>Intermodal service (container/trailer) shipments</td>
</tr>
<tr>
<td>4-1</td>
<td>Trace units using FastTrack</td>
</tr>
<tr>
<td>4-2</td>
<td>Speak to a customer service coordinator</td>
</tr>
<tr>
<td>4-3</td>
<td>Reserving trailers/containers</td>
</tr>
<tr>
<td>4-4</td>
<td>Billing or service order issues</td>
</tr>
<tr>
<td>4-5</td>
<td>Pricing</td>
</tr>
<tr>
<td>4-6</td>
<td>Trucking operations</td>
</tr>
<tr>
<td>4-7</td>
<td>General assistance</td>
</tr>
<tr>
<td>0</td>
<td>Repeat options</td>
</tr>
<tr>
<td>#</td>
<td>Return to previous menu</td>
</tr>
<tr>
<td>5</td>
<td>Rail car shipments</td>
</tr>
<tr>
<td>5-1</td>
<td>Need assistance with a price</td>
</tr>
<tr>
<td>5-2-5</td>
<td>IVR (interactive voice response) – Request car placement or release</td>
</tr>
<tr>
<td>5-3</td>
<td>Touch Trace automated tracing system</td>
</tr>
<tr>
<td>5-4-1</td>
<td>Pay or dispute a freight bill</td>
</tr>
<tr>
<td>5-4-2</td>
<td>Incidental billing</td>
</tr>
<tr>
<td>5-5-1</td>
<td>Freight claims – report damage or loss</td>
</tr>
<tr>
<td>5-5-2</td>
<td>Freight claims status update</td>
</tr>
<tr>
<td>5-6</td>
<td>Customer Service problem resolution (Learn about user ID and PIN)</td>
</tr>
<tr>
<td>5-7</td>
<td>Employee of another railroad with EDI transmission or interchange request</td>
</tr>
<tr>
<td>5-8</td>
<td>Update destination or consignee of an en route shipment</td>
</tr>
<tr>
<td>0</td>
<td>Repeat options</td>
</tr>
</tbody>
</table>

Figure 83: 877-ShipCSX
<table>
<thead>
<tr>
<th>Prompts</th>
<th>Options</th>
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<tbody>
<tr>
<td>#</td>
<td>Return to previous menu</td>
</tr>
<tr>
<td>6</td>
<td>General information Center</td>
</tr>
<tr>
<td>6 – 1</td>
<td>Suppliers</td>
</tr>
<tr>
<td>6 – 2</td>
<td>Real estate, property or railroad right of way</td>
</tr>
<tr>
<td>6 – 3</td>
<td>Environmental and safety</td>
</tr>
<tr>
<td>6 – 4</td>
<td>Employee information</td>
</tr>
<tr>
<td>6 – 5</td>
<td>All others</td>
</tr>
<tr>
<td>6 – 5 – 1</td>
<td>Mailing address</td>
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<tr>
<td>6 – 5 – 2</td>
<td>Amtrak</td>
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<td>6 – 5 – 3</td>
<td>Ethics hotline</td>
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<td>6 – 6</td>
<td>If you know the headquarters extension you want</td>
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<tr>
<td>9</td>
<td>Repeat options</td>
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<td>Figure</td>
<td>Description</td>
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<td>ShipCSX Login</td>
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<td>2</td>
<td>Types of access</td>
</tr>
<tr>
<td>3</td>
<td>MyShipCSX</td>
</tr>
<tr>
<td>4</td>
<td>Price Look-Up Query</td>
</tr>
<tr>
<td>5</td>
<td>Price Look-Up Results</td>
</tr>
<tr>
<td>6</td>
<td>Car Order Calendar</td>
</tr>
<tr>
<td>7</td>
<td>Policies/Best Practices</td>
</tr>
<tr>
<td>8</td>
<td>Intermodal Schedules</td>
</tr>
<tr>
<td>9</td>
<td>UTMS Pipeline</td>
</tr>
<tr>
<td>10</td>
<td>Service Schedules</td>
</tr>
<tr>
<td>11</td>
<td>Pricing Documents Landing Page</td>
</tr>
<tr>
<td>12</td>
<td>Customer Notification</td>
</tr>
<tr>
<td>13</td>
<td>Plant Switch</td>
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<td>14</td>
<td>Diversions</td>
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<td>15</td>
<td>Shipping Instructions</td>
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<td>Railcar Tracking</td>
</tr>
<tr>
<td>17</td>
<td>Historical Trace</td>
</tr>
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<td>18</td>
<td>Parameter Trace Report</td>
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<td>19</td>
<td>Event Notification</td>
</tr>
<tr>
<td>20</td>
<td>Pipeline Reports</td>
</tr>
<tr>
<td>21</td>
<td>Jeopardy Reports</td>
</tr>
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<td>22</td>
<td>Throughput Reports</td>
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<td>23</td>
<td>Shipment Tracking Map</td>
</tr>
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<td>Transit Times</td>
</tr>
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<td>Instant Info</td>
</tr>
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<td>26</td>
<td>J1 (Gate Receipt) Retrieval</td>
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<td>27</td>
<td>Report Builder</td>
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<td>28</td>
<td>Shipment Tracking Map</td>
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<td>29</td>
<td>Waybill Retrieval</td>
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<td>30</td>
<td>Report Options</td>
</tr>
<tr>
<td>31</td>
<td>Intermodal Terminal Reports</td>
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</table>
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Our trained eBusiness professionals are staffed Monday – Friday from 7AM to 6PM EST to assist all your eBusiness needs.

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