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ShipCSX Intermodal Public Tools

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GETTING STARTED

- Visit [www.shipcsx.com](http://www.shipcsx.com)
- You will automatically be redirected to the new ShipCSX landing page
- No log in information is required - click the desired tool link located in the center of the landing page
- Alternatively, click **Intermodal Public Tools** from the black menu bar to view a menu of available tools
- For support, contact eBusiness: 1-877-ShipCSX, option 2 or eBusinessHelp@csx.com
- If you are the rail shipper, click the **Register for eBusiness** link to sign up to access additional tools to manage your rail traffic
ShipCSX PUBLIC TOOLS

No login is required to access the ShipCSX public self-service tools. These tools are available to assist drivers, dispatchers, brokers, and other interested parties with verifying in-gate and out-gate readiness, applying intermodal gate reservations, paying terminal storage or lifts, retrieving gate receipts and more.
EQUIPMENT LOOKUP: FIND MY SHIPMENT

The Equipment Lookup tool is a quick, easy way for dispatchers, drivers and others who are not a party on the waybill to confirm a shipment’s status and facilitate in-gating or out-gating equipment from a CSX terminal.

Equipment Lookup allows users to:

- Verify in-gate readiness, en route status, and out-gate readiness
- Add or change a gate reservation
- View current location, Estimated Time of Notification (ETN), and Trip Plan Details
- Pay for terminal storage

Access the tool by selecting Equipment Lookup from the list on the left side of the screen or by clicking Intermodal Public Tools from the black navigation bar, then selecting Equipment Lookup.

SINGLE SHIPMENT

From the Equipment Lookup screen, select a Terminal from the dropdown list and enter the Equipment Initial & Equipment Number. Click Search to view results.

Note: For In-Gate Readiness, no reference number is required to view status or add/change a reservation. For Enroute Status, a reference number is optional, but required to view Last Event and Trip Plan details. For Out-Gate Readiness, a reference number is optional, but required to view Trip Plan details or make a storage payment.
MULTIPLE SHIPMENTS

Search for up to twenty-five (25) pieces of equipment per terminal. You can add up to four (4) additional terminals by clicking Add another Terminal. A Remove Terminal link is available.

Shipment results are grouped by terminal tabs and sub-divided into shipment status (In-Gate, Enroute, and Out-Gate.)

MODIFY SEARCH

If no results are found for a given search or for any reason you wish to modify a valid search, click the Modify Search link in the right auxiliary bar to return to the original search screen.

Additionally, review the Troubleshooting Tips to help identify why a shipment may not have returned the expected results.
EQUIPMENT LOOKUP: IN-GATE READINESS

Use the Equipment Lookup tool to verify if a shipment is ready to in-gate. View information such as In-Gate Readiness Status and the In-Gate Window. In addition, action buttons include the ability to add or change a reservation.

SEARCH

After clicking Equipment Lookup from the ShipCSX.com landing page, select the Origin Terminal for the shipment(s) you want to verify in-gate readiness. Search multiple terminals at once by clicking Add another Terminal.

Enter up to (25) Equipment Initial & Numbers per terminal.

Click Search to view result(s).

Note: A reference number is NOT required to view in-gate readiness or add/change a reservation.

VERIFY RESERVATION STATUS

For each shipment, the following Shipment Lookup Results are displayed:

- **In-Gate Readiness** - Status that describes if a shipment has a valid reservation. Equipment must show a status of Ready to In-Gate in order to avoid significant delays at the terminal. Other statuses that may require action include: Reservation Required, In-Gate Window Not Started, In-Gate Window Expired, Invalid Reservation ID, Invalid Reservation Details, and Reservations Full.

- **Gate Window** - Time period in which a shipment with a valid reservation is approved to in-gate at a terminal.

- **Add (or Change) Reservation button** (as applicable) - Allows ability to add or modify an existing reservation.
ADD RESERVATION

If a shipment is in need of a new reservation, you can add a reservation by clicking the Add Reservation button to the right of Shipment Lookup Results. A Gate Reservation slide out panel appears on the right side of the screen.

RESERVATION OPTIONS

By selecting a gate cut-off date or applying a valid Reservation ID, a new gate reservation is created and applied in real-time.

Option 1: Select I want to request a new Reservation to select a gate cutoff date for the equipment.

Option 2: Select I have a Reservation ID that I’d like to apply to enter a Reservation ID provided by the shipper.

OPTION 1 – REQUEST A RESERVATION

Choose a Gate Cutoff Date from the available dates in the dropdown menu. Click Submit to proceed or Cancel to return to return to results. A confirmation screen is presented and shows the gate window when the unit can be in-gated at the terminal.
ADD RESERVATION, CONTINUED

OPTION 2 – APPLY A RESERVATION

Select I have a Reservation ID that I’d like to apply to enter a shipper-provided Reservation ID. Click Submit to proceed. A confirmation screen is presented and shows the gate window when the unit can be in-gated at the terminal.

CONFIRMATION

Upon success, a Reservation Successful message is displayed, along with the Reservation ID and the applicable In-Gate Window start and end time. Click the Close button to refresh the results set and view the new in-gate readiness status.
CHANGE RESERVATION

If a shipment has an existing reservation for which the In-Gate Window has not yet started, you can modify the reservation by clicking the **Change Reservation** button to the right of **Shipment Lookup Results**. This button is displayed only in scenarios where a change is permitted.

If the In-Gate Window has started (i.e., In-Gate Readiness status is Ready to In-Gate), a new reservation can be made after the In-Gate Window expires.

**Important Note:** Changing a reservation will cancel any current Gate Reservation.

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**RESERVATION OPTIONS**

By selecting a gate cut-off date or applying a valid Reservation ID, a new gate reservation is created and applied in real-time.

**Option 1:** Select **I want to request a new Reservation** to select a gate cutoff date for the equipment.

**Option 2:** Select **I have a Reservation ID that I’d like to apply** to enter a Reservation ID provided by the shipper.

Follow the remaining steps mentioned on page 7 and 8 to complete the reservation change.
EQUIPMENT LOOKUP: ENROUTE STATUS

To view the status of inbound equipment to a CSX Terminal, select Equipment Lookup from the ShipCSX landing page.

SEARCH

1. Select Equipment Lookup from ShipCSX.com
2. Select the destination Terminal.
3. Enter Equipment Initial & Number(s).
4. Enter Reference Number(s) – OPTIONAL.
5. Click Search or Add another Terminal to add lookup more equipment.

Note: If no reference number is provided, some information may be hidden, indicated with a lock symbol. Click Modify Search to enter a Reference Number and unlock details.

SHIPMENT LOOKUP RESULTS

1. Shipment Status Indicator - Groups shipments into the following statuses: In-Gate, Enroute, or Out-Gate
2. Last Event - The most recently reported event, location and date & time of list event
3. Destination - The waybilled destination of the equipment
4. ETN (Estimated Time of Notification) - Estimated time a piece of equipment is available for pickup from terminal
5. Trip Plan Icon - Provides Trip Plan information for the equipment, updated dynamically as trip changes
6. Modify Search - Enables user to return to search inputs and modify as desired
VIEW TRIP PLAN

From the Shipment Lookup Results, click the icon to view the Trip Plan Details.

Easily see:
- Origin, Intermediate and Destination Locations
- Train Information
- Planned Events
- Completed Events
- Original and Current ETN
- Time Remaining and Total Trip Time
Use the **Equipment Lookup** tool to verify if a shipment is ready to out-gate. View information such as Notified date, Parking Location, Associated Chassis, Last Free Day, Authorized Through date, and Out-Gate Readiness Status. In addition, action buttons include the ability to pay or buy storage, view a shipment’s Trip Plan, modify search or make a bulk storage payment for multiple shipments.

### VERIFY OUT-GATE READINESS

1. Select **Equipment Lookup** from ShipCSX.com
2. Select the destination **Terminal**.
3. Enter **Equipment Initial & Number(s)**.
4. Enter **Reference Number(s)** – OPTIONAL.
5. Click **Search** or **Add another Terminal** to add lookup more equipment.

**Note:** If no reference number is provided, some information may be hidden, indicated with a lock symbol. Click **Modify Search** to enter a Reference Number and unlock details.

### SHIPMENT LOOKUP RESULTS

1. Shipment Status Indicator - Groups shipments into one of the following statuses: In-Gate, Enroute, or Out-Gate
2. Out-Gate Readiness - Indicates if a shipment is ready to be out-gated. Holds that prevent out-gate are listed here
3. Pay Storage Button - Allows user to pay for an individual equipment’s storage
4. Trip Plan Icon - Provides historical Trip Plan information for the equipment
5. Modify Search - Enables user to return to search inputs and modify as desired
6. Bulk Payment button - Enables user to pay for storage on multiple units at once
To make a storage payment for one or multiple shipments, begin by clicking **Pay Storage** on the ShipCSX Landing Page.

1. **SEARCH**

1. Select the destination **Terminal** for the equipment for which you want to make a storage payment(s).

2. Enter **Equipment Initial & Number(s)**.

3. Enter **Reference Number(s)** - Remember: A reference number is required to make a storage payment.

4. Click **Search** or **Add another Terminal** to add lookup more equipment.

2. **CHOOSE SINGLE OR BULK PAYMENT**

**OPTION A: SINGLE PAYMENT**

To make a single payment for one (1) piece of equipment, click the **Pay $** button to the right of the Shipment Lookup Results.
OPTION B: BULK PAYMENT

To make a bulk payment for multiple pieces of equipment, click the $ Bulk Payment button at the top right of the page.

3. SELECT PROJECTED PICKUP DATE

Advance the Projected Pickup Date in the dropdown menu to pay through a future date. Date defaults to Last Free Day or current Date, whichever is greater. The Balance Due will update automatically.

If using the Bulk Payment Path, you can deselect equipment that you do not wish to make a payment for.

4. ENTER CREDIT CARD INFORMATION

Complete the payment by filling out the Credit Card form and clicking Submit. An email receipt of the payment will be sent to the email indicated in the credit card form.
LIFT PAYMENT

Pay for a lift quickly and easily using the Lift Payment tool, available by selecting Lift Payment from the list on the left side of the screen or by clicking Intermodal Public Tools from the black navigation bar, then selecting Lift Payment.

1. SEARCH

1. Select the terminal where the lift will be completed.
2. Enter the Equipment Initial & Number(s).
3. Click Search or Add another Terminal to add more equipment located at another terminal.

2. VALIDATE

Confirm the equipment for which you wish to pay a lift for, and deselect any equipment you do not want to include in payment.

3. ENTER CREDIT CARD INFORMATION

Complete the payment by filling out the Credit Card form and clicking Submit. An email receipt of the payment will be automatically sent to the email indicated in the credit card form.
GATE RECEPTS: RETRIEVE A J1 RECEIPT

ShipCSX Gate Receipt (J1) Retrieval provides a summary of gate activity data for your convenience. Access the tool from the by selecting Gate Receipt (J1) Retrieval from the list on the left side of the screen or by clicking Intermodal Public Tools from the black navigation bar, then selecting Gate Receipt (J1) Retrieval.

1. SEARCH
1. After selecting Gate Receipt (J1) Retrieval from ShipCSX.com, select the terminal of the gate activity you wish to view.
2. Enter the Equipment Initial & Number.
3. Enter Drayman SCAC.
4. Enter Driver's License Number.
5. Enter Driver's License State.
6. Click Search.

2. VIEW GATE RECEIPT(S)
VIEW GATE RECEIPT(S), CONTINUED

After searching, a list of one or multiple gate receipts is displayed, including the following information:

1. **Header information** - Includes Terminal, Equipment Initial & Number, Type, Dimensions, and Transportation and Driver Details
2. **View Legend** - Click to view
3. **Download All** link - If multiple receipts are displayed, clicking will download all receipts at once
4. **Download PDF** icon - Click to download a single receipt
5. **Inspection Details** Button - Click to view any inspection damage details

Individual Gate Receipt Data also includes:
- Gate activity type (In-Gate or Out-Gate)
- Date & Time
- Associated Equipment
- Load/Empty Status
- Booking Number
- Seal Number(s)
- **Request/Download Images** button (if applicable).

VIEW INSPECTION DETAILS

After clicking the **Inspection Details** button, a pop-up appears with the equipment and inspection information. This information is included on the PDF download. Click **Close** to return to the results.
GATE RECEIPTS: IMAGES

For In-Gate Activity records, images are available at select terminals. When available, a Request/Download Images button is located to the right of the results. Previously Requested Images are shown to the left of the result set. Click View Legend to view image request statuses.

REQUEST & DOWNLOAD

To request images, click the Request button. If any image has already been requested, the button changes to Request/Download Images. A pop-up appears to select the desired images.

SELECT IMAGES

To request additional images:
1. Check the desired box(es).
2. Enter in a valid email address.
3. Click Submit.

To download available images:
1. Click the individual Download button, or
2. Click the blue Download All Available Images button.
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Thank you for using ShipCSX and being a valued partner!