



Sit Back, Watch, and Get to Know ShipCSX

In 2015, we launched the *Get to Know ShipCSX* campaign and promised to keep you informed of the latest ShipCSX information via new communication channels.

We are proud to offer a growing selection of short videos designed to quickly tell you what you need to know and provide tips on how to get the most out of ShipCSX.

To see a playlist of all videos, visit the ShipCSX Resource Library (under *Resources*). Alternatively, individual videos are available on the on the tool landing page they relate to. You will now see clickable thumbnails when you access any of the following tools:

- **Shipment Management Suite** – *Parameter Trace Reports, Pipeline and Jeopardy Reports, Railcar Tracking, Shipment Map Tutorial, Railcar Tracking en Español, Shipment Map Tutorial en Español*
- **Shipping Instructions** – *Carload Shipping Templates, EDI Bills in Error*
- **Plant Switch** – *Plant Switch Characteristics, How to Add/Delete Cars*
- **Intermodal Tracking Suite** – *Intermodal Tracking Instant Info*
- **Claims Management** – *Reporting Lost/Damaged Freight, Filing a Freight Claim*

A *ShipCSX Login Help* video is also available if you have trouble logging in. For assistance accessing or viewing videos, call the eBusiness Hotline at **1-877-ShipCSX (744-7279), Option 2**. We'll continue to add more videos, so watch for more coming soon.

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