



Surface Transportation Board EP 754 - Oversight Hearing on Demurrage and Accessorial Charges

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Four Principles of CSX Demurrage & Accessorial Policy

Accessorial & Demurrage Charges Promote a Fluid Transportation Pipeline

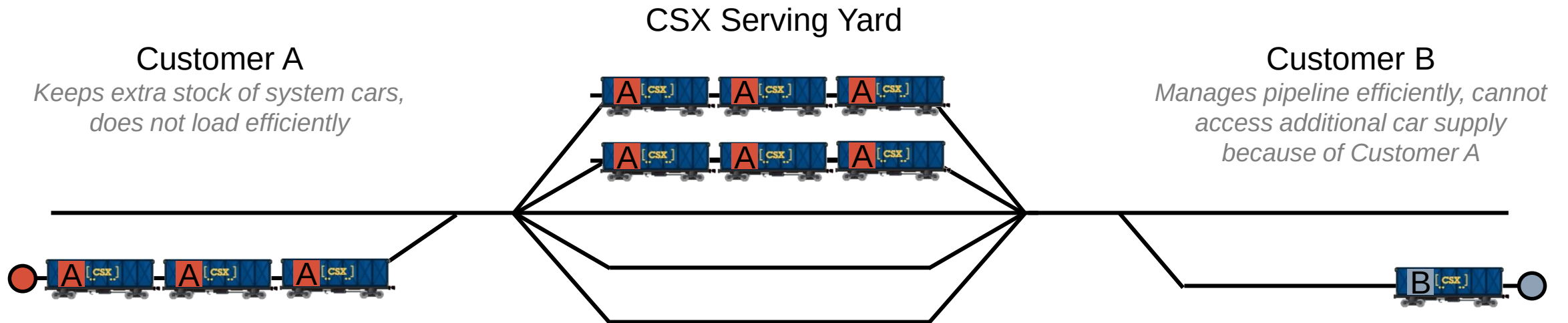
Customer Engagement is a Critical Part of CSX's Application of Tariff Items

CSX Addresses Disputes in a Commercially Fair Manner

CSX Customers are Benefitting from Best Ever Operating Performance

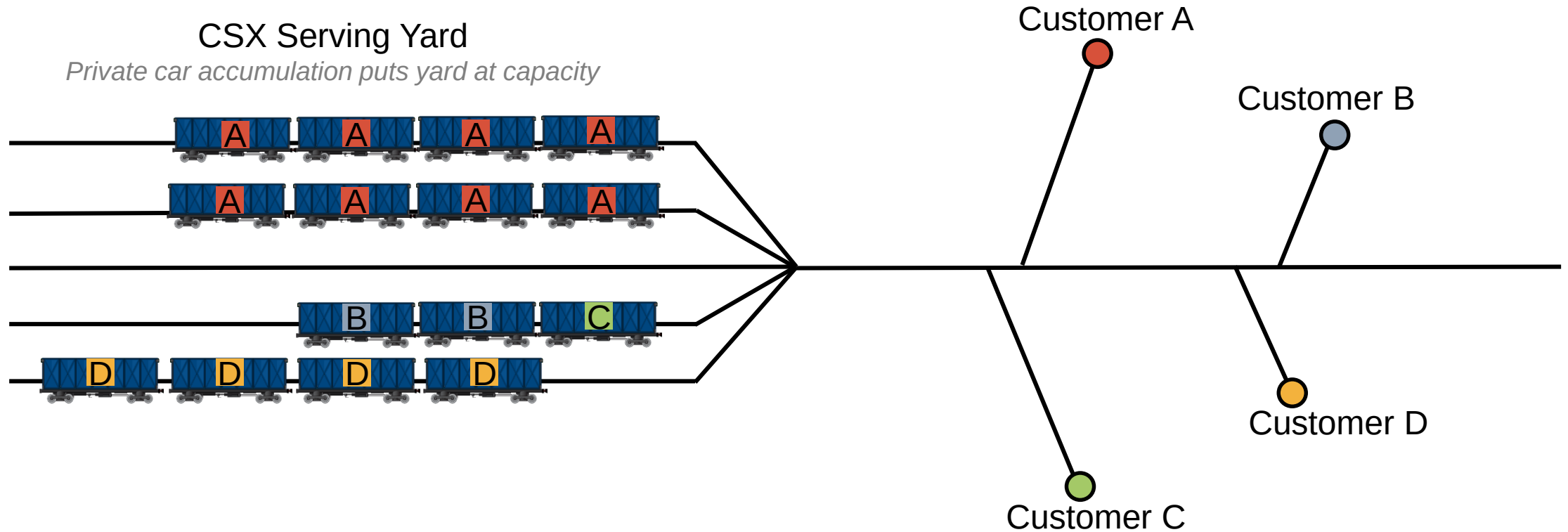
Demurrage Incentivizes Behavior that Benefits All Customers

System Car Scenario

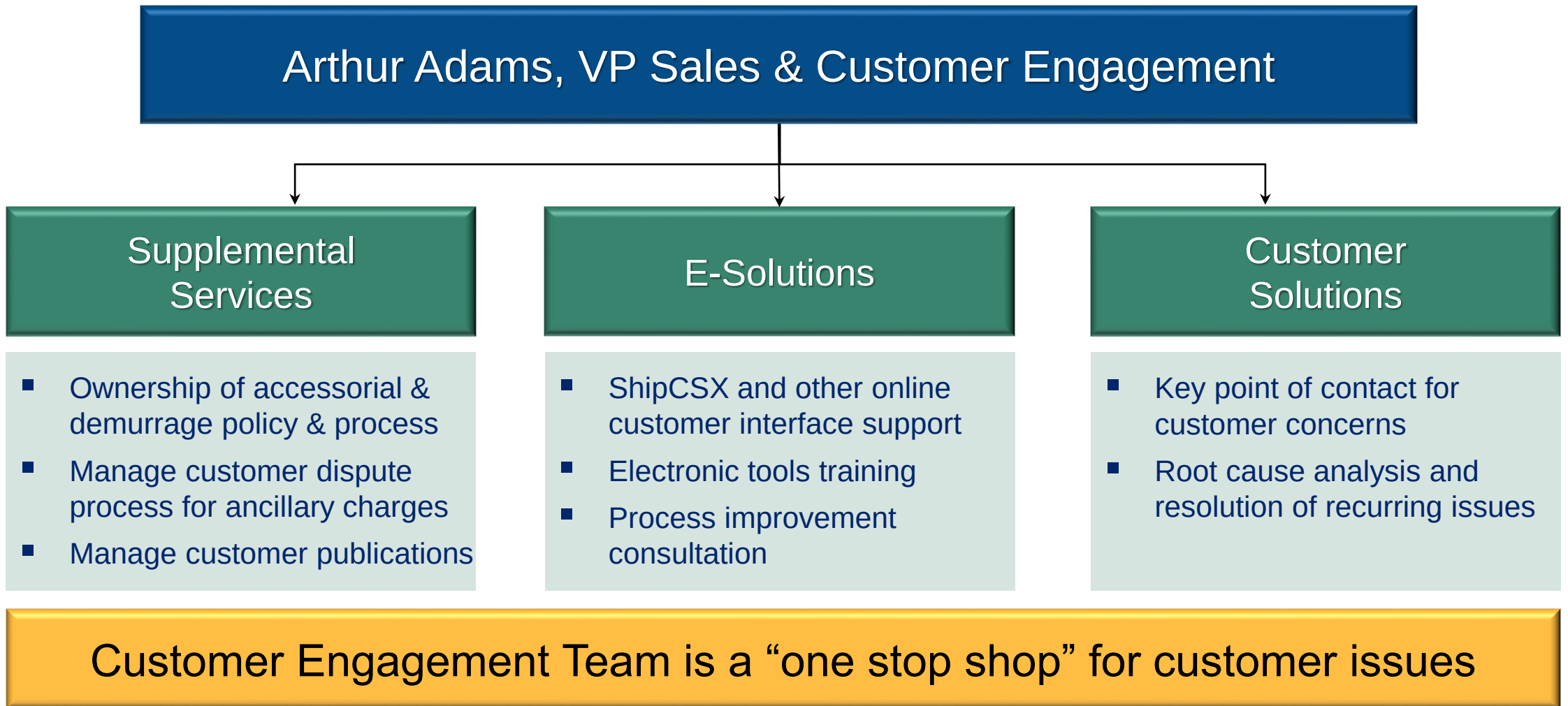


Demurrage Incentivizes Behavior that Benefits All Customers

Private Car Scenario



Customer Engagement Team Provides Streamlined Services



ShipCSX is a Best-in-Class Supply Chain Management Tool

Current ShipCSX Functionality

- Carload pipeline management tool
- Detailed shipment tracking functionality
- Freight and supplemental invoice management, including demurrage details and forecasting

Future Enhancements (Q3/Q4 2019)

- Alerts when carload pipeline is nearing capacity
- Trip Plan compliance visibility to measure CSX on-time performance
- Mobile-friendly design that works across all devices

CSX Supplemental Services Team Manages Dispute Resolution

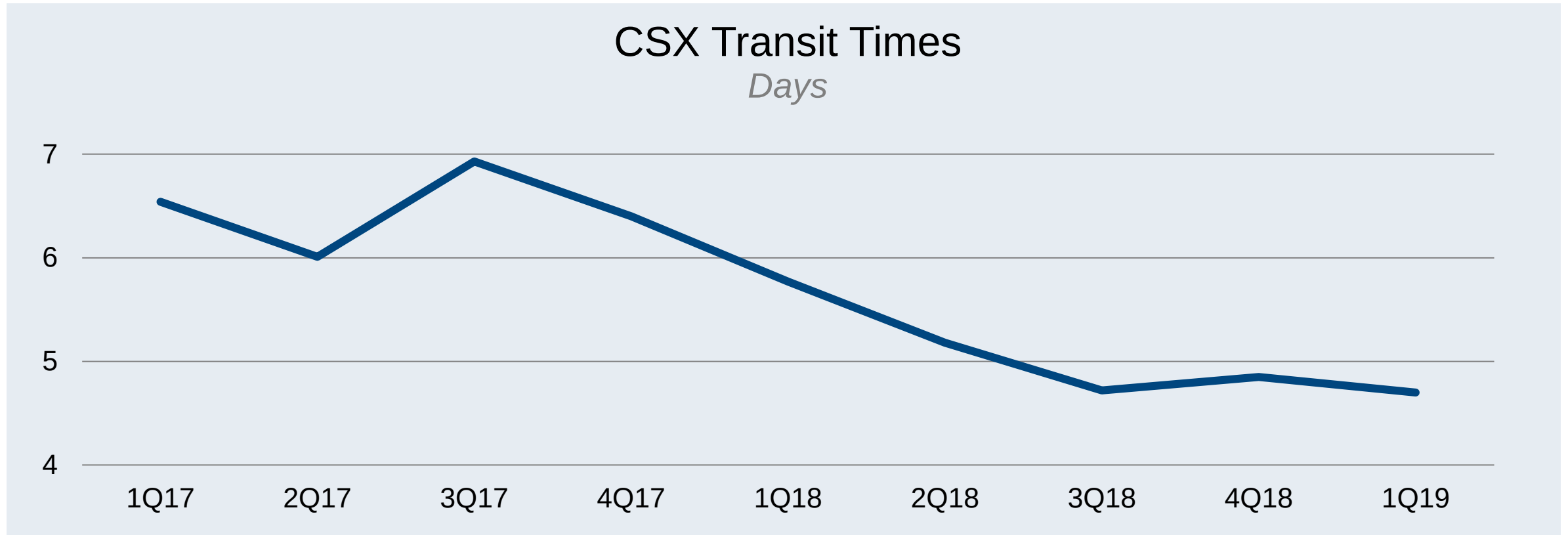
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Supplemental Services Team

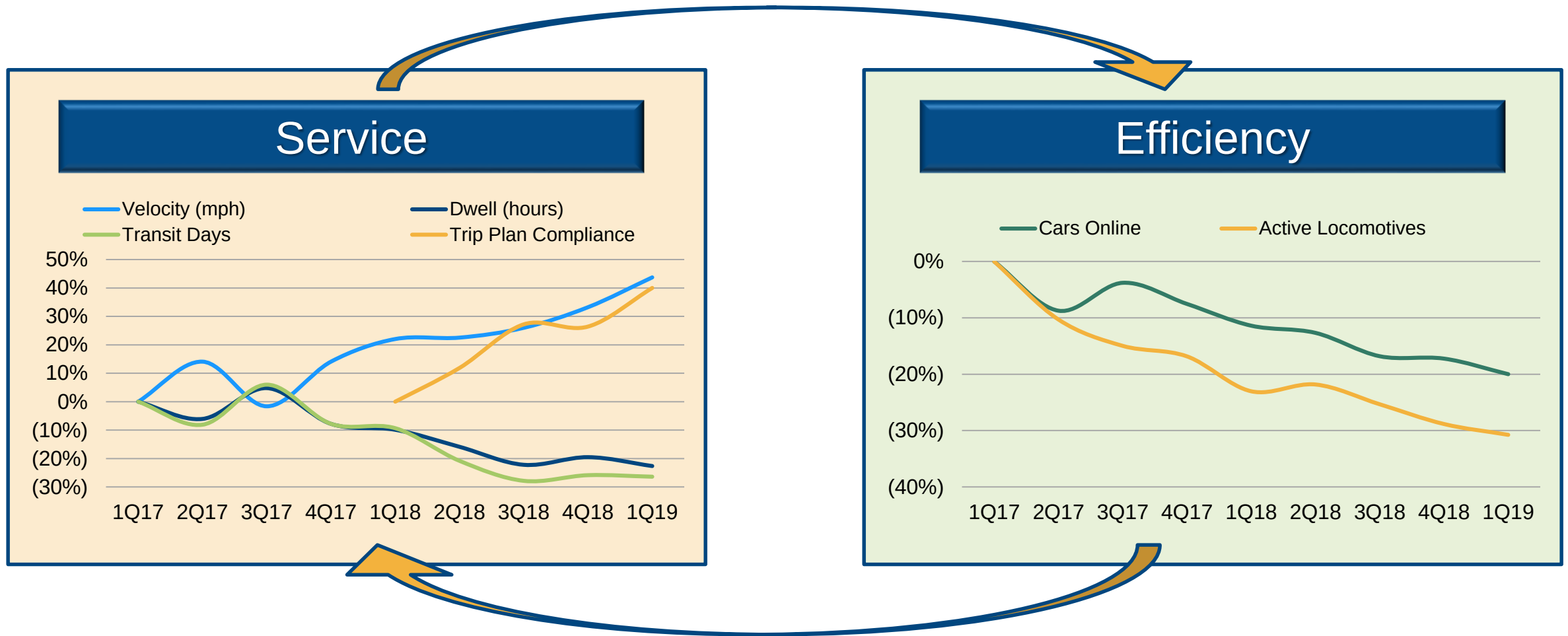
- Works closely with customers to help them better understand demurrage & accessorial process
- Leverages resources from Car Management, Operations, etc. to capture all information in order to accurately handle and resolve disputes
- Identifies and implements process changes to resolve root cause of disputes
- Educates internal business partners to help facilitate accurate data reporting and billing

Customer Incentives are Key to Driving Transit Time Improvements



28% Reduction in Transit Times Since Q1 2017

Efficiency Gains and Service Create Virtuous Cycle



Note: Graphs represent percentage improvement in key metrics since 1Q17

