



Sales and Marketing

Valued Pan Am/CSX Customer,

We are excited to welcome you and all Pan Am Railways customers to the CSX customer experience, which includes our ShipCSX customer service platform and other systems for managing your business with us.

The full integration to CSX systems will take place Jan. 23, 2023. At that time, routing shipments on bills of lading and your Price Authorities will change to CSXT from ST, and you will transition to ShipCSX and/or EDI transactions from the Shipper Connect customer platform you are currently using.

Here's what to expect during the transition and from your new CSX customer experience:

Customer Service — You will continue to have dedicated customer service agents available to you 24 hours a day, and you will continue to call or email your existing contacts for car location or billing assistance. You can reach the Pan Am customer service and billing desk by calling 978-663-1065, or by sending an email to:

- customerservice@panamrailways.com, or
- BillingDesk@panamrailways.com.

ShipCSX — As we approach the Jan. 23 go-live date, we recommend that you register for ShipCSX in advance, so you are ready to access the platform on day one. Go to <https://next.shipcsx.com/#/user/register>. We created a [ShipCSX interactive training guide](#) to help you prepare to quickly and easily complete common tasks on the platform.

EDI — If you prefer to use CSX EDI for submitting shipping instructions (EDI 404) or receiving waybills (EDI 417), freight bills (EDI 410) or tracking events (EDI 322 or CLMs), please contact the CSX EDI support team at B2B@csx.com to get started.

Pricing Updates — Effective Jan. 23, any remaining ST price authorities will switch from ST to CSXT, which will result in fuel surcharge changes. Most ST price authorities are subject to the ST 9003 Fuel Surcharge program. CSXT price authorities are subject to the CSXT8661 Fuel Surcharge program. The CSX Sales and Marketing team will work with you on this transition.

Supplemental Charges — There will be a 90-day grace period on demurrage to assist with the transition to CSXT's 8100 Tariff and billing processes.

Cash Application — CSX offers credit terms of 15 days and accepts ACH, Wire or check for payment. The bank address for remitting payments will be printed on your freight bill. If you need assistance with where to send electronic payments, the detail that we will need to apply them correctly or to set CSX up as a vendor in your payables system, you can call 904-279-4705 or send an email to CashApp_Requests@csx.com.

The first priority of the CSX Customer Experience team is to ensure that Pan Am customers have a smooth transition to CSX systems. Please do not hesitate to reach out to us, so we can address your questions or concerns. You can reach our Customer Solutions team at 1-877-ShipCSX (1-877-744- 7279). For Carload assistance choose option 2 from the sub-menu and then 1, 5 to speak with a representative.

We have made large investments in ShipCSX and our business systems to provide customers with best-in-class service, and we invite your feedback to help us keep improving.

Welcome aboard!

