XGATE
USER GUIDE

The easy to use app designed to provide a quicker, more productive terminal experience.

CSX INTERMODAL TERMINALS, INC.

2017

WELCOME TO XGATE

XGate is an innovative gate solution creating efficient terminal flow through expedited in-gate, out-gate, and on-terminal processing at CSX intermodal terminals.

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THE BENEFITS OF XGATE

USE DEDICATED LANES
XGate users have dedicated lanes separate from non-app users

KEEP YOUR ENGINE RUNNING
App users may keep engines running in dedicated lanes

GET IMPORTANT NOTIFICATIONS
Receive push notifications about equipment status (availability, billing status, etc.)

GO PAPERLESS
No more paper J1's. They are available electronically and on ShipCSX.com

SAVE TIME
Billing and pick-up numbers pre-validated. Spend less time on terminal waiting for billing or pick-up number corrections

WARNING

Do not enter a dedicated XGate lane without the XGate mobile app and a QR code to scan. It will cause significant mission delay!

ShipCSX

DOWNLOAD THE APP

Search the app store for 'ShipCSX' on your Android or Apple device. For assistance, please see a member of the Terminal Management team.

FREQUENTLY ASKED QUESTIONS

QUESTION. What is XGate?

ANSWER. XGate is a streamlined gate solution allowing draymen to enter and exit CSX Intermodal Terminals, Inc. facilities safely and efficiently.

QUESTION. How do I get XGate?

ANSWER. Download the ShipCSX app from Google Play or the App Store.

QUESTION. What are my options if I don't have a smartphone?

ANSWER. Manual processing is available.

QUESTION. Can I use the XGate mobile app at terminals that do not have portals?

ANSWER. Yes, you are able to use the XGate mobile app at terminals that do not have portals.

QUESTION. What do I do if I need help downloading the app or registering for XGate?

ANSWER. Please see a member of the Terminal Management team.

QUESTION. Can I use the mobile app while in motion?

ANSWER. No, for safety reasons the mobile app screen will lock when it detects motion. You may only update the mobile app while your truck is parked in a safe location.

QUESTION. Does the mobile app track my location?

ANSWER. No, GPS tracking is not used to determine location. GPS is used for motion sensing only.

QUESTION. Does the mobile app require location services to be turned on?

ANSWER. Yes, the app must detect motion to enforce terminal safety rules.

QUESTION. What if I use the XGate only lane and I require manual processing?

ANSWER. Manual intervention is required, significantly delaying the processing of your transaction.

QUESTION. How will I be notified if my container billing status has been updated?

ANSWER. Via the mobile app through your device's notification system.

QUESTION. How do I notate damages or defects on the equipment?

ANSWER. Damage can be entered within the XGate app. Roadability damage should be repaired or terminal personnel contacted for assistance.

QUESTION. Will I get an image of the equipment I'm out-gating?

ANSWER. Out-gate images are not available. It is the drayman's responsibility to inspect and notate damage and defects on equipment prior to out-gate.

QUESTION. Will I still get a paper ticket for my in-/out-gate transactions?

ANSWER. No, the mobile device with the QR code replaces paper tickets. J1's are available electronically and at ShipCSX.com.

QUESTION. After in-gating without a pick-up mission, can I add a pick-up while on the terminal?

ANSWER. Yes, the 'Determine at Terminal' feature in the application allows you to decide your pick after arrival at the terminal.

QUESTION. Can I change my pick-up mission after I input my loaded equipment?

ANSWER. No, you must proceed to Driver's Assistance for processing. However, pick-up mission updates can be made to pool equipment.

QUESTION. Does CSX Intermodal Terminals, Inc. take a picture of my seal number?

ANSWER. No, it is the drayman's responsibility to accurately record the seal number of the containers in the app.

QUESTION. If I drive to several terminals daily, is there a way to save those terminals in the app?

ANSWER. Yes, the app has the ability to save up to three favorite terminals.

QUESTION. How do I activate a saved pre-visit mission to enter the terminal?

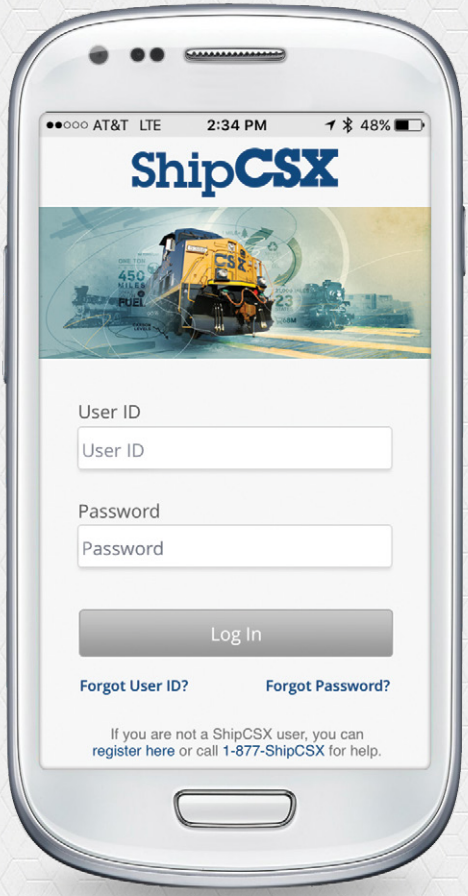
ANSWER. Select 'Go to Terminal' in the app, select from existing saved visits, and choose the equipment visit you would like to activate.

HOW TO REGISTER

1. Visit Google Play or the App Store
2. Download the **ShipCSX** app
3. Select ‘Register Here’ on the **ShipCSX** mobile landing page
4. Select ‘XGate User’
5. Fill out the page with your information
6. A confirmation code will be emailed to you
7. Enter the confirmation code in the mobile app
8. Create a password for the app
9. You’ve successfully completed registration!

MOBILE APP DETAILS

- Android or Apple device
- Save additional email address for J1s in ‘Other Tools’
- Driver Options (save favorite terminals and trucking companies)
- Save time (verify billing & pick-up numbers)



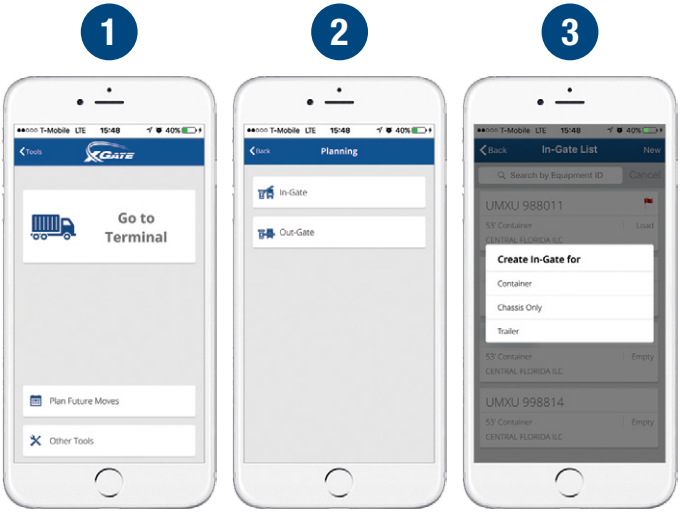
AVAILABLE 2017

ANDROID APP ON Google play

Available on the App Store

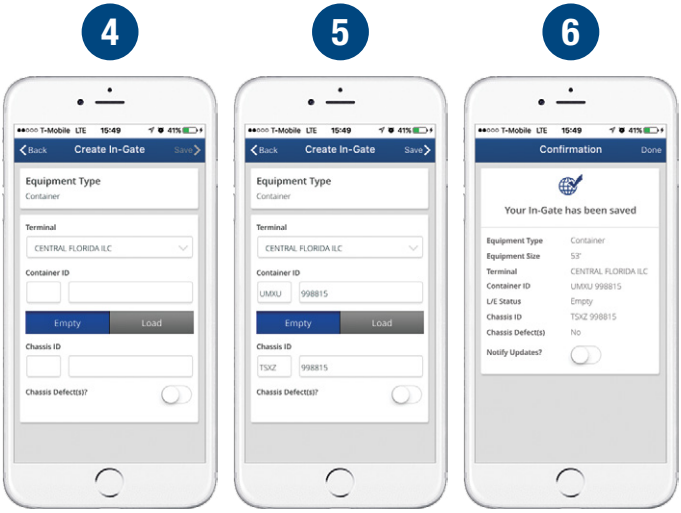
PLAN FUTURE MOVES

IN-GATE VISIT



1. Select **Plan Future Moves** on XGate home page
2. Select **In-Gate**
3. Select **New** in the top-right corner, then select the equipment type for In-Gate

PLAN YOUR TERMINAL VISITS
SELECT YOUR TERMINAL
ENTER DROP OR PICK CONTAINER INFO
ENTER PICK-UP NUMBER
ENTER EQUIPMENT DAMAGE/DEFECTS



4. Fill out equipment information

5. Verify information

6. Save In-Gate visit

REMINDER

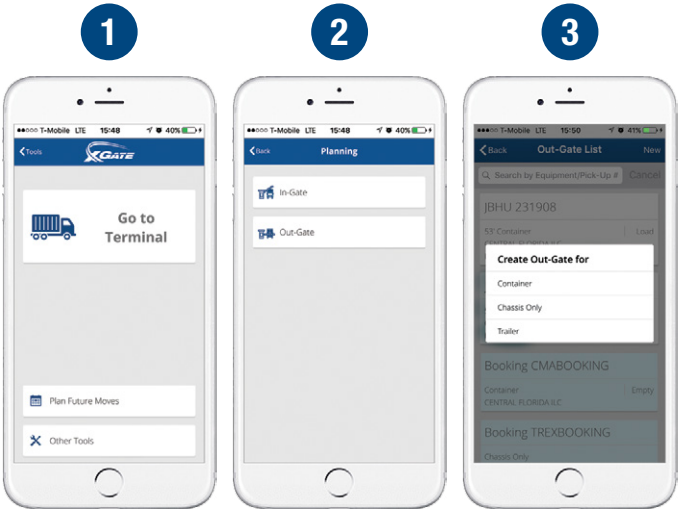
Paper J1's are no longer printed at the terminals

BILLING AND PICK-UP NUMBERS PRE-VALIDATED!

Spend less time on terminal waiting for billing or pick-up number corrections

PLAN FUTURE MOVES

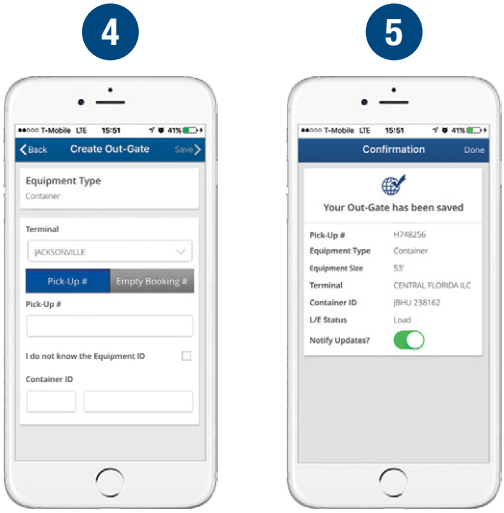
OUT-GATE VISIT



1. Select **Plan Future Moves** on XGate home page
2. Select **Out-Gate**
3. Select **New** in the top-right corner, then select the equipment type for Out-Gate

BILLING & PICK-UP NUMBERS PRE-VALIDATED!

Spend less time on terminal waiting for billing or pick-up number corrections



4. Fill out equipment information using either the Pick-Up # tab or Empty Booking # tab

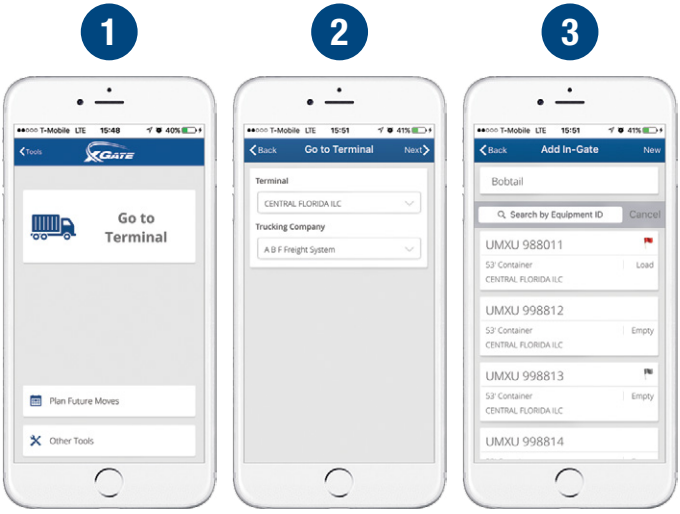
5. Verify information

6. Save Out-Gate visit

REMINDER

Sign up for J1's to be delivered to you via email during the registration process

GO TO TERMINAL



This example illustrates the Go to Terminal process for saved visits. If you do not have any saved visits, select "New".

1. Select **Go to Terminal** on XGate home page

2. Select information

3. Select from existing saved visit

4. Select In-Gate equipment

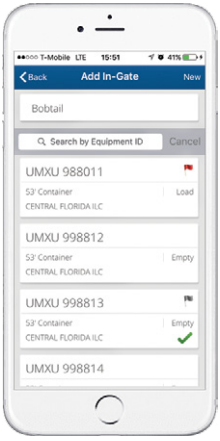
5. Edit if necessary

6. Select Out-Gate equipment

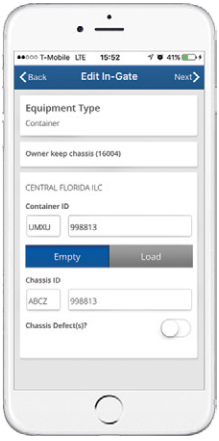
7. Verify information and select **Submit**

8. QR code created

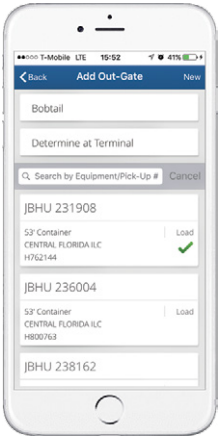
4


T-Mobile LTE 15:51 41%
Back
Add In-Gate
New
Bobtail
Search by Equipment ID
Cancel
UMXU 988011
53' Container
CENTRAL FLORIDA ILC
Load
UMXU 998812
53' Container
CENTRAL FLORIDA ILC
Empty
UMXU 998813
53' Container
CENTRAL FLORIDA ILC
Empty
UMXU 998814

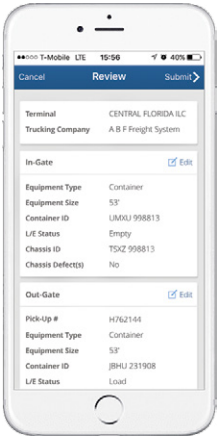
5


T-Mobile LTE 15:52 41%
Back
Edit In-Gate
Next
Equipment Type
Container
Owner keep chassis (16004)
CENTRAL FLORIDA ILC
Container ID
UMXU
998813
Empty
Load
Chassis ID
ABCZ
998813
Chassis Defect(s)?

6


T-Mobile LTE 15:52 41%
Back
Add Out-Gate
New
Bobtail
Determine at Terminal
Search by Equipment/Pick-Up #
Cancel
JBHU 231908
53' Container
CENTRAL FLORIDA ILC
H762144
Load
JBHU 236004
53' Container
CENTRAL FLORIDA ILC
H800763
Load
JBHU 238162

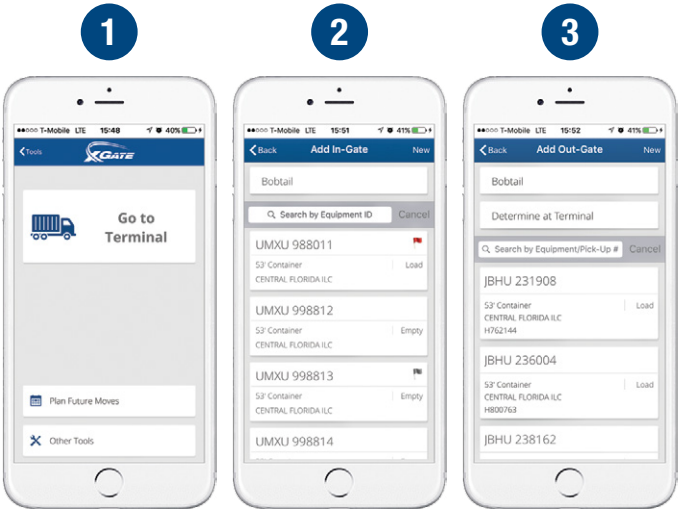
7


T-Mobile LTE 15:56 40%
Cancel
Review
Submit
Terminal
CENTRAL FLORIDA ILC
Trucking Company
A B F Freight System
In-Gate
Edit
Equipment Type
Container
Equipment Size
53'
Container ID
UMXU 998813
L/E Status
Empty
Chassis ID
TSXZ 998813
Chassis Defect(s)
No
Out-Gate
Edit
Pick-Up #
H762144
Equipment Type
Container
Equipment Size
53'
Container ID
JBHU 231908
L/E Status
Load

8

T-Mobile LTE 15:56 40%
XGATE
Scan
Scan QR Code for In-Gate
Mission valid until 02/08/17 23:59
Mission ID
2913
Terminal
CENTRAL FLORIDA ILC
Trucking Company
A B F Freight System
In-Gate
Equipment Type
Container
Equipment Size
53'
Container ID
UMXU 998813
Delete
Edit Seals & Defects

DETERMINE AT TERMINAL



1. Select **Go to Terminal** on XGate home page
2. Complete In-Gate equipment options
3. Add Out-Gate, Select **Determine at Terminal**
4. Review filled-out information
5. In-gate QR code created
6. Select Out-Gate equipment option and complete out-gate mission

(see capabilites and limitations on the next page)

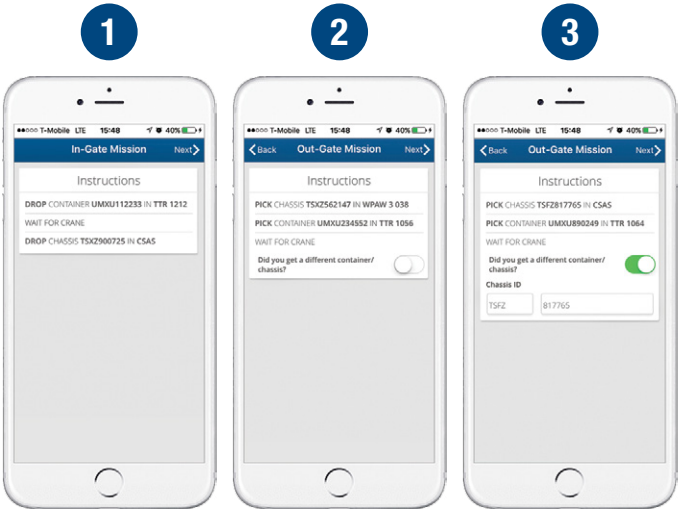
CAPABILITIES

- Add loaded or empty equipment
- Swap empty pool equipment

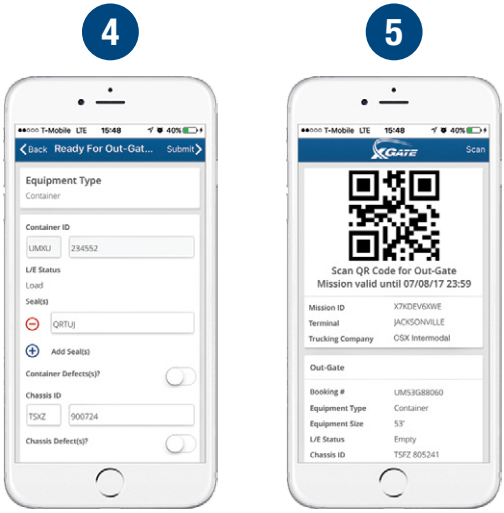
LIMITATIONS

- Cannot update loaded equipment once submit is selected
- If the equipment being out-gated doesn't match what's been submitted, go to Driver's Assistance

ON TERMINAL
MID-MISSION STEPS



1. After In-gate, follow In-Gate Mission instructions
2. When complete, follow Out-Gate Mission instructions
3. If you get different equipment than assigned, you must update it prior to out-gating by selecting the option next to **“Did you get a different container/chassis?”**



4. Review your out-gate equipment and **Enter Seal Number**, if applicable

5. Out-gate QR code created.

CAPABILITIES

Any equipment can be swapped as long as you have a valid Pick-Up number or Empty Booking number.

ShipCSX.com

csxintermodalterminals.com