

# User Guide



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## Terms & Usage Policy



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

POWERED BY  
Ship **CSX**

Decline

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# 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, Inc. facilities.

## What's Inside?

- 1** Contents
- 2-3** Benefits of XGate
- 4-7** Frequently Asked Questions (FAQ)
- 8-9** How to Register
- 10-11** Plan Future Moves (In-Gate)
- 12-13** Plan Future Moves (Out-Gate)
- 14-15** Go to Terminal
- 16-17** On Terminal

# 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



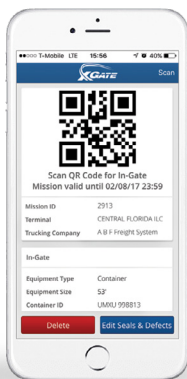
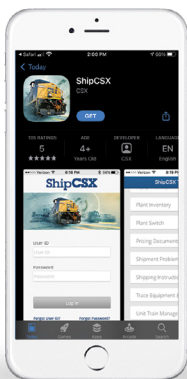
## **Save Time**

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.** Yes, GPS tracking is used to determine location only while on site at the terminal once you have started your mission.

**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 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.** 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.** 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.** Yes, during mid-mission steps while on terminal, on 'Out-Gate Mission' instructions screen select "Yes" to the question "Do you need to change your Equipment Number or Mission". The Mid-mission steps within this guide contain important detail on this process.

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

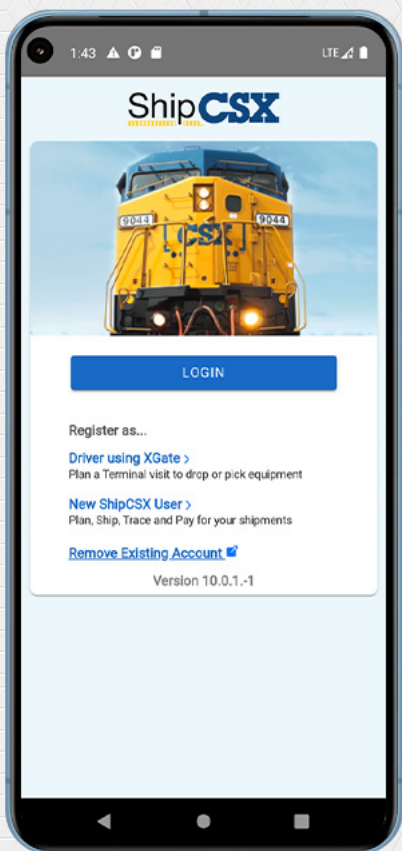
**ANSWER.** Select 'Go to Terminal' in the app, select from existing saved visits, and choose the equipment visit you would like to activate.

# HOW TO REGISTER

1. Visit Google Play or the App Store
2. Download the **ShipCSX** app
3. Select 'Register as Driver using XGate' on the ShipCSX mobile landing page
4. Fill out the page with your information
5. A confirmation code will be emailed to you
6. Enter the confirmation code in the mobile app
7. Create a password for the app
8. 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)



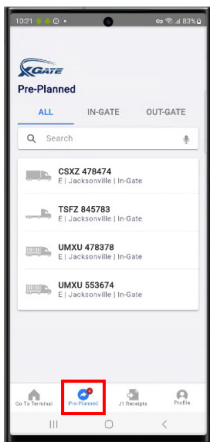
## NOW AVAILABLE



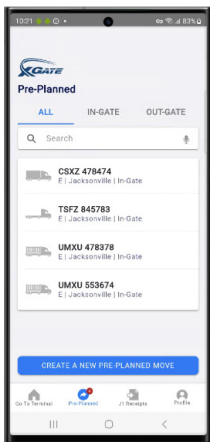
# In-Gate Visit

## PLAN FUTURE MOVES

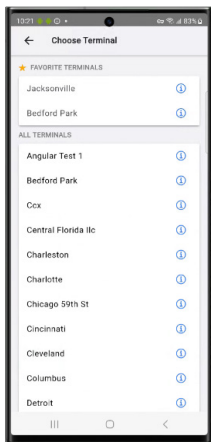
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1. Select **Pre-Planned** from menu bar on home page
2. Select **CREATE A NEW PRE-PLANNED MOVE**
3. Choose Terminal and equipment type for IN-GATE



**PLAN YOUR TERMINAL VISITS**



**SELECT YOUR TERMINAL**



**ENTER DROP OR PICK CONTAINER INFO**



**ENTER PICK-UP NUMBER**

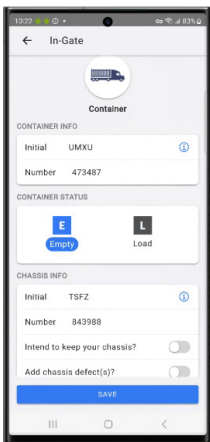


**ENTER EQUIPMENT DAMAGE/DEFECTS**

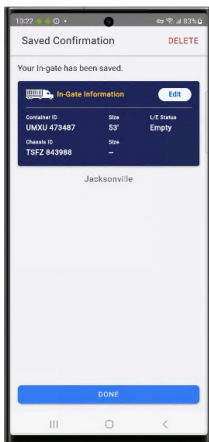
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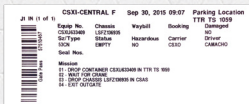


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4. Fill out equipment information
5. Verify information
6. Save In-Gate visit and click Done

## REMINDER



Paper J1's are no longer printed at the terminals

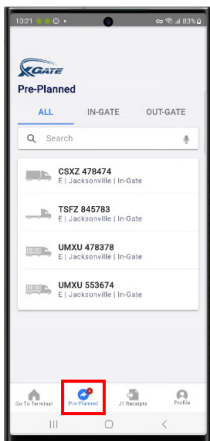
**BILLING AND PICK-UP NUMBERS PRE-VALIDATED!**

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

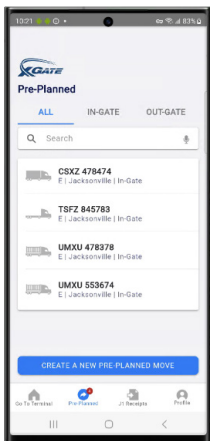
# Out-Gate Visit

## PLAN FUTURE MOVES

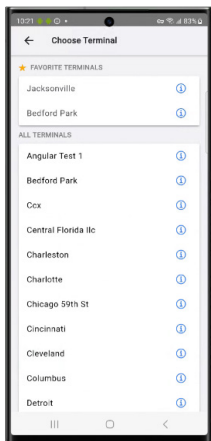
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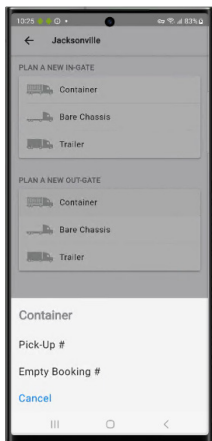


1. Select **Pre-Planned** from menu bar on home page
2. Select **CREATE A NEW PRE-PLANNED MOVE**
3. Choose Terminal and equipment type for **OUT-GATE**

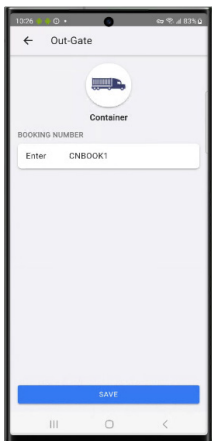
### **BILLING & PICK-UP NUMBERS PRE-VALIDATED!**

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

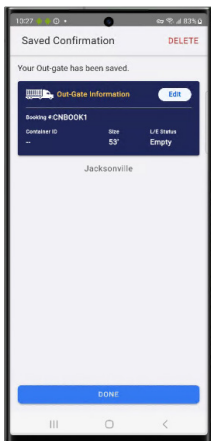
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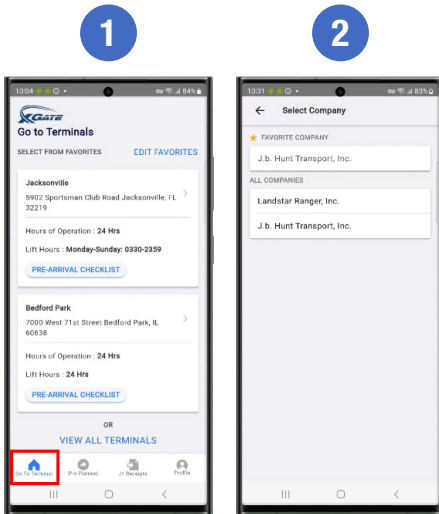
4. Fill out equipment information using either the Pick-Up # or Empty Booking # selection
5. Verify information
6. Save Out-Gate visit and click Done

## REMINDER



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

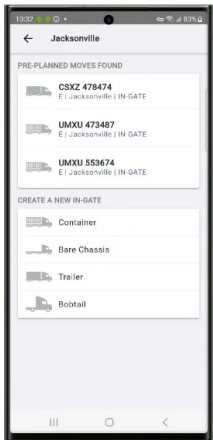
# GO TO TERMINAL



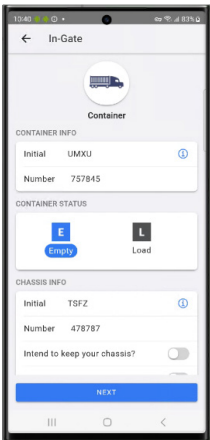
1. Select **Go to Terminal** from menu bar
2. Select Terminal and Trucking Company
3. Select In-Gate Equipment from Pre-Planned Moves or Create a New In-Gate
4. Fill out or edit In-Gate information
5. Select Out-Gate equipment from Pre-Planned Moves or Create a New Out-Gate and fill out required information. Select **Determine at Terminal** option only if you need to define Out-Gate equipment after In-Gate scan
6. Verify Information and select **Generate In-Gate QR Code**
7. QR code created



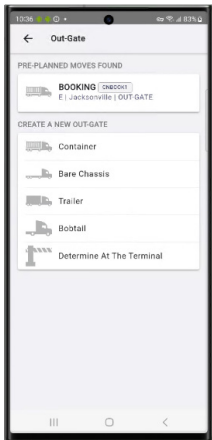
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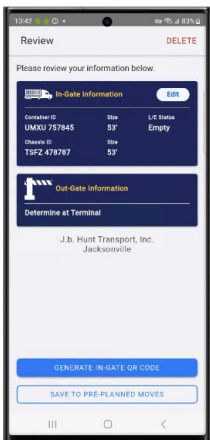
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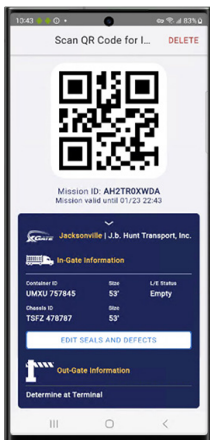
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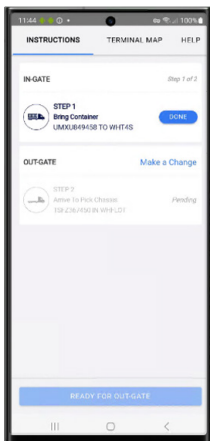


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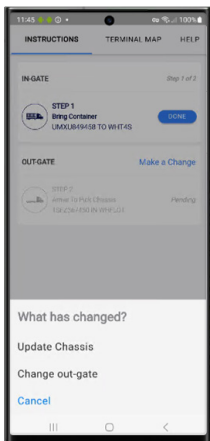


# Mid-Mission ON TERMINAL

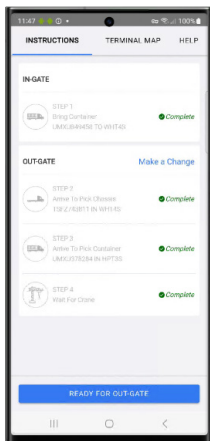
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1. After In-Gate scan, follow Mission Instructions and mark each step as Done
2. To make a change to Out-Gate, select **Make a Change** and then the appropriate action:
  - a. **Update Chassis** – change chassis # only on existing out-gate plan
  - b. **Change out-gate** –change out-gate type from one type to another (e.g. from Container to Bare Chassis)
3. When all steps are marked Done, select **Ready For Out-Gate**

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Container ID	Size	L/E Status
UMXU 849458	53'	Empty
Chassis ID	Size	
TSFZ 685698	53'	

Container ID	Size	L/E Status
UMXU 378284	53'	Empty
Chassis ID	Size	
TSFZ 743811	53'	

- Review out-gate information. Enter Seal Number and Defects, if applicable
- Select **Generate Out-Gate QR Code**
- 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

