



How tomorrow moves

Automated Phone Tracing

To access **Fast-Trac**, Intermodal's 24-hour automated nationwide tracing system, call 1-800-542-2754 (U.S.) or 1-800-336-2754 (Canada), Option #1. Fast-Trac offers you the option to voice your equipment numbers or enter them via your telephone keypad for current status and location of your shipments. Trace one or multiple shipments at a time, any time of the day.

Here are some quick tips for navigating Fast-Trac:

- Say "Help" or press # for instructions on how to use the system.
- You can interrupt each system prompt by saying or entering your equipment or selection.
- Say or Enter via keypad the equipment number only (no initials), up to 6 digits. Do not say or enter the check digit.
- Equipment numbers must be spoken individually. For example - say "one" "two" "three" versus "one twenty-three".
- Say or enter the first equipment number. The system will confirm (if necessary) or ask you for the next equipment number.
- Multiple equipment numbers can be voiced or entered, up to ten at a time.
- Once all equipment numbers have been provided say "Done" or press # # to start your trace.
- If duplicate equipment is found, listen for your equipment initial and number to be offered. Say "yes" or press 1 to select or say "no" or press 2 to hear the next available equipment.
- Say "Hear", "Hear the location", "Listen to the location" or press 1 to hear your trace results over the telephone.
- Say "Fax", "Fax it" or "Have it faxed" or press 2 to have the results faxed to you. When prompted, you can say or enter the fax number. A fax number must be 10 digits, area code first.
- After all trace results are played, you can say "Hear that again" or press 1 to replay, say "Trace more" or press 2 to trace more equipment, say "Fax" or press 3 to have the results faxed.
- Say "Customer Service", "Representative" or press 0 to be transferred to Customer Service for further assistance.
- When transferring to Customer Service, you can say or enter your 5 alpha/numeric ShipCSX ID and 10 digit PIN.
- Say "Goodbye" or simply hang up to end the call.