

Intermodal Rebill Guide For Motor Carriers



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Overview

As an Intermodal Equipment Provider (IEP), Norfolk Southern bills motor carriers for damages to intermodal equipment and citations per the terms of the Uniform Intermodal Interchange and Facilities Access Agreement (UIIA) and the Norfolk Southern Addendum to the UIIA. This guide is meant to help motor carrier customers understand how to become an Approved Motor Carrier with UIIA in order to access our facilities and interchange Norfolk Southern pool equipment, as well as understand the rebill process. An explanation of onboarding, billing, dispute resolution, and payment processing is defined in this guide.

UIIA/NS Onboarding Process

UIIA Onboarding Process:

All motor carriers who intend to access Norfolk Southern’s intermodal terminals must first apply for UIIA approval. The full application and process can be found on the [UIIA website](#). Please contact uiaa@intermodal.org for assistance with applications.

After the application is submitted, the UIIA forwards the credit application to NS Treasury for approval. Motor carriers will be set up to make payments via draft. Payment and dispute requirements are defined in the “Payment Options” section of this guide.

For any questions regarding the Norfolk Southern customer/motor carrier onboarding process, please contact CreditDeptMailbox@nscorp.com or Judy Schamber at Judith.Schamber@nscorp.com.

Required Systems:

Customers must gain access to the below systems in order to access invoices and supporting documentation.

IMRS: The Intermodal Maintenance & Repair System (IMRS) is Norfolk Southern’s website for rebilling of equipment damage, lading adjustments/transloads, destroyed/stolen equipment, and citations. Supporting documentation for these charges is available in IMRS.

To set up an account, click Register New User on the IMRS website at <https://ns-imrs.buckeyemountain.com/>



AccessNS:

AccessNS allows customers to view a full account standing at any time, retrieve copies of invoices, and download Gate Receipts (J1’s).

Register for an account at <https://accessns.nscorp.com/accessNS/#register>

AccessNS can be accessed at <https://accessns.nscorp.com/accessNS/nextgen/>

For questions regarding the AccessNS eFreightBill application, please contact ACCTREVTrailerRepair@nscorp.com.

eDelivery Profiles:

Customers will receive invoices (freight bills) via email. It is the customer's responsibility to provide the correct contact(s) in charge of reviewing invoices. Once a customer is set up for eDelivery, a PDF copy of the invoice will be sent to listed contact(s) the day it accrues to the A/R.

For questions regarding eDelivery profiles, please contact ACCTREVTrailerRepair@nscorp.com.

Invoices (Freight Bills)

Customers will receive a monthly invoice for damage and citation charges accrued to their account. Any lading adjustments/transloads or destroyed equipment (DV) invoices will be issued separately.

The freight bill will display a 3-digit identifier, known as STCC, which will correspond to the type of charge the invoice represents.

Standard Transportation Commodity Codes (STCC):

- 239* - Repair Charges (Damages) – Charges incurred for repair of intermodal chassis and containers.
- 248* - Intermodal Citations – Charges include tolls, red light violations, parking tickets, etc.
- 237* - Intermodal Casualties- Depreciated Value of intermodal equipment (equipment not owned by NS) that is considered lost, stolen, or destroyed.
- 357* - Intermodal Casualties- Depreciated Value of intermodal equipment (equipment owned by NS) that is considered lost, stolen, or destroyed.
- 349* - Transload/Lading Adjustments- Charges for adjusting lading due to improper blocking and bracing, or for transfer of lading to another unit due to damage.

Supporting Documentation:

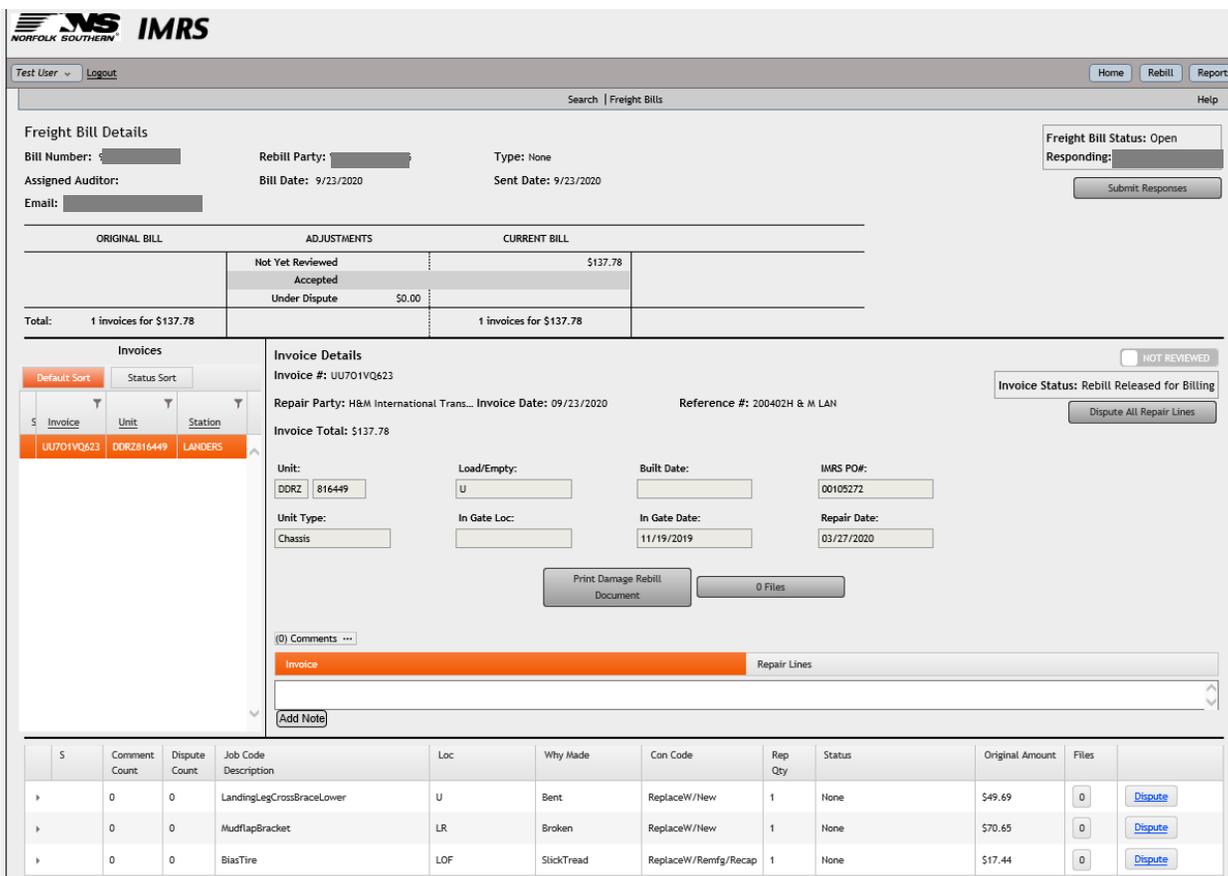
All supporting documentation will be available in IMRS within 24 hours of the notification of the freight bill.

Intermodal Maintenance & Repair System (IMRS)

Within 24 hours of receiving the Freight Bill notification and invoice copy via eDelivery, the supporting documentation for the invoice will be available in IMRS. IMRS will send an automated notification to the e-mail address(es) on file with the UIIA when the supporting documentation is available to be viewed in IMRS. The e-mail from IMRS will include a direct link to the Freight Bill screen.

Note: The customer must notify NS of any changes to contact information at IMRepair.Invoices@nscorp.com

Navigating the Freight Bill Screen



The screenshot shows the IMRS interface for viewing a freight bill. At the top, there's a search bar and navigation buttons (Home, Rebill, Reports, Help). The main section is titled 'Freight Bill Details' and includes fields for Bill Number, Rebill Party, Type, Assigned Auditor, Bill Date, and Sent Date. A 'Freight Bill Status: Open' indicator is present, along with a 'Submit Responses' button.

Below this is a summary table comparing the ORIGINAL BILL, ADJUSTMENTS, and CURRENT BILL. The CURRENT BILL shows a total of \$137.78, with adjustments for 'Not Yet Reviewed' and 'Under Dispute'.

The 'Invoices' section on the left lists individual rebill invoices, with 'UU701VQ623' selected. The 'Invoice Details' section for this invoice shows: Invoice #, Repair Party (H&M International Trans...), Invoice Date (09/23/2020), Reference # (200402H & M LAN), and Invoice Total (\$137.78). It also includes fields for Unit (DORZ 816449), Load/Empty (U), Built Date, IMRS POW (00105272), Unit Type (Chassis), In Gate Loc, In Gate Date (11/19/2019), and Repair Date (03/27/2020). Buttons for 'Print Damage Rebill Document' and '0 Files' are visible.

At the bottom, there's a table of 'Repair Lines' with columns for S, Comment Count, Dispute Count, Job Code Description, Loc, Why Made, Con Code, Rep Qty, Status, Original Amount, Files, and Dispute buttons.

S	Comment Count	Dispute Count	Job Code Description	Loc	Why Made	Con Code	Rep Qty	Status	Original Amount	Files	Dispute
▶	0	0	LandingLegCrossBraceLower	U	Bent	ReplaceW/New	1	None	\$49.69	0	Dispute
▶	0	0	MudflapBracket	LR	Broken	ReplaceW/New	1	None	\$70.65	0	Dispute
▶	0	0	BiasTire	LOF	SlickTread	ReplaceW/Remfg/Recap	1	None	\$17.44	0	Dispute

The freight bill screen is used to view documentation for the invoice, as well as enter any disputes.

At the top of the freight bill screen, the freight bill number is displayed in the header along with the Sent Date.

Invoices may have multiple rebill invoices listed under a single NS Freight Bill number. On the left side of the screen under Invoice, the **individual rebill invoices** that make up the freight bill are listed. Each rebill invoice is clickable. The **Invoice Details** area includes the relevant unit number, repair party, and repair date.

There is a Print Rebill Document button and a Files button in the center of the screen.

- The **Print Rebill Document button** will display a PDF document that explains why the customer is being rebilling for damages and/or citations.
- The **Files button** will display any relevant repair vendor invoices, photos, or documentation.
 - Note that for repairs completed Over the Road, the invoice from FYX Fleet includes a clickable link to any photos that were captured by the repair vendor.

The repair lines are listed at the bottom of the screen. Norfolk Southern uses the [Association of American Railroads \(AAR\) Intermodal Interchange Rules Appendix F](#) matrix coding to describe repairs and charges.

For repairs completed on Norfolk Southern terminals, photos for each repair line may be available at the end of the repair line by clicking on the icon in the Files column.

IMRS includes a 'Reviewed' indicator that can be set by toggling the Not Reviewed button—this has no affiliation with any disputes or acceptance of charges—it is only a visual indicator that you can use to indicate that you, the customer, have reviewed an invoice. This is helpful if there are many invoices on the freight bill.



If the associated Gate Receipt/J1 mentioned on the Rebill Document needs to be reviewed, it can be accessed via AccessNS in the Gate Receipt application. Gate Receipts are not available within IMRS.

Disputes

Freight bills must be disputed within 30 days from the Sent Date listed on the freight bill in IMRS.

All disputes must be submitted via IMRS, except for transload invoices (*349). Disputes for Transload invoices should be emailed to IMRepair.Invoices@nscorp.com. NS will respond to all disputes within 30 days of submission.

Note: Invoices not submitted through IMRS will not be considered “disputed”. No disputes should be emailed.

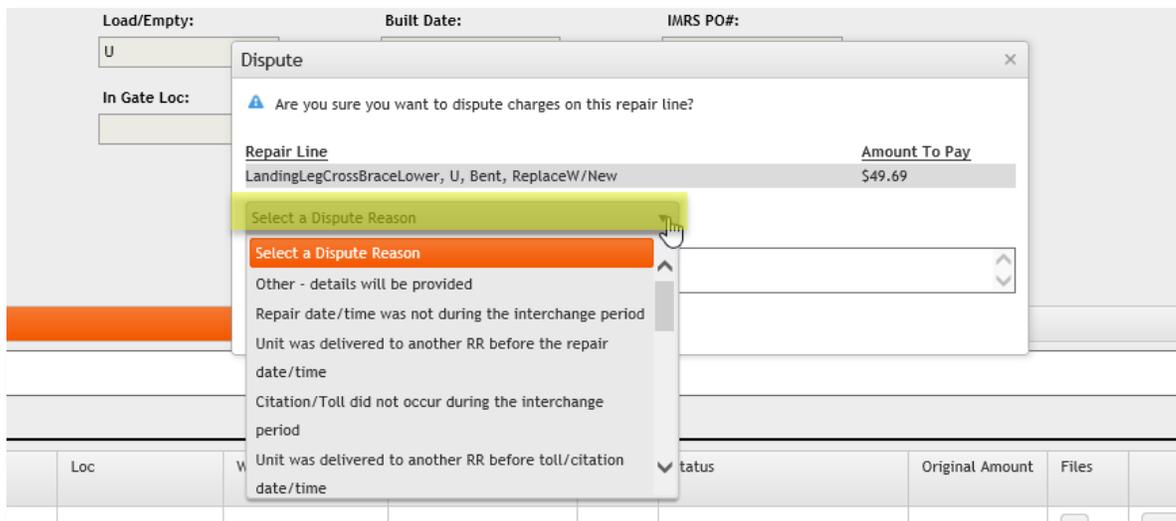
Dispute Submission

Documentation is required for all disputes. The user may Upload files, by clicking on the Files button in the center of the screen, choosing a file, and selecting Upload.

There are two options to enter disputes in IMRS:

- ‘Dispute All Repair Lines’ button: Used to dispute the entire rebill invoice (the dispute reason would apply to the entire invoice)
- ‘Dispute’ button on repair line: Used to dispute individual repair lines separately (for different reasons)

After clicking a Dispute button/link, the user will be displayed a drop-down menu of possible Dispute Reasons.



If none of the Dispute Reasons apply, click ‘Other – details will be provided’ and then enter the details in the text field below. Click the Dispute button when done.

Dispute ✕

 Are you sure you want to dispute charges on this repair line?

Repair Line	Amount To Pay
LandingLegCrossBraceLower, U, Bent, ReplaceW/New	\$49.69

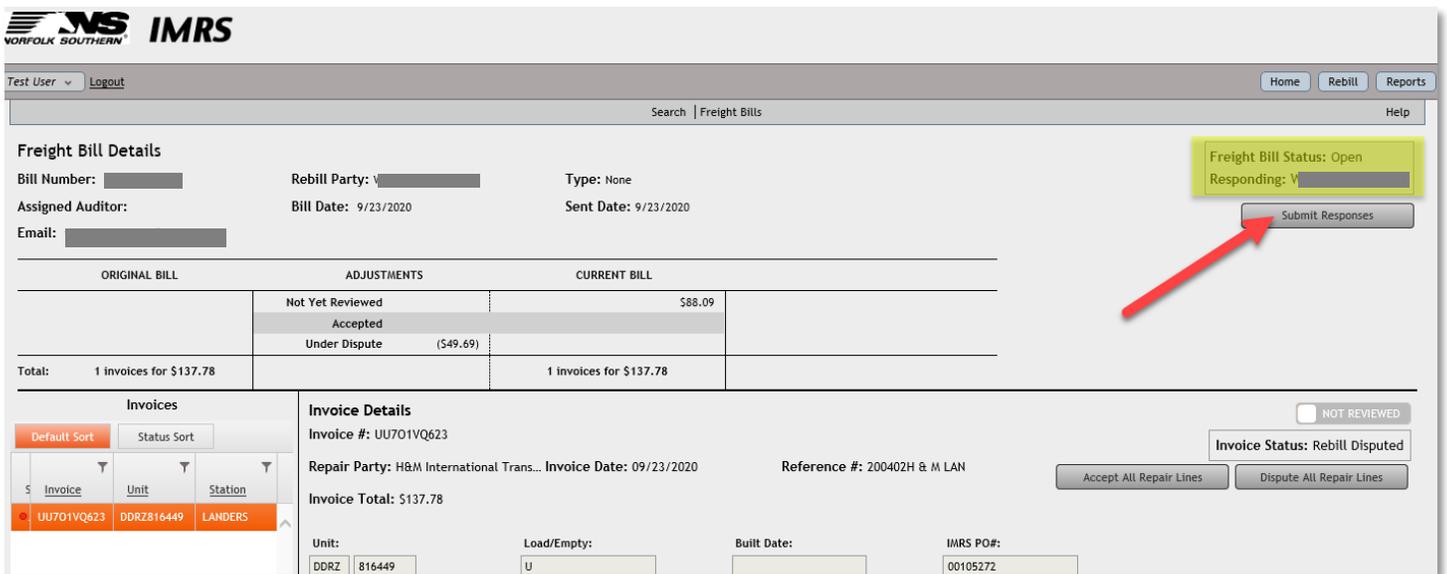
Other - details will be provided ▼

Driver does not work for my company-- improper use of our SCAC.

Dispute
Cancel

Once the user is finished reviewing the entire freight bill, the user must click **SUBMIT RESPONSES** in the top right corner area of the freight bill screen.

Note: If comments are not Submitted, NS will not be alerted to review any disputes.



NS IMRS

Test User Logout Home Rebill Reports

Search | Freight Bills Help

Freight Bill Details

Bill Number: [redacted] Rebill Party: [redacted] Type: None
 Assigned Auditor: [redacted] Bill Date: 9/23/2020 Sent Date: 9/23/2020
 Email: [redacted]

Freight Bill Status: Open
Responding: [redacted]

Submit Responses 

ORIGINAL BILL	ADJUSTMENTS	CURRENT BILL
	Not Yet Reviewed	\$88.09
	Accepted	
	Under Dispute (549.69)	
Total: 1 Invoices for \$137.78		1 Invoices for \$137.78

Invoices

Default Sort Status Sort

S	Invoice	Unit	Station
○	UU701VQ623	DDRZ816449	LANDERS

Invoice Details

Invoice #: UU701VQ623
 Repair Party: H&M International Trans... Invoice Date: 09/23/2020 Reference #: 200402H & M LAN
 Invoice Total: \$137.78

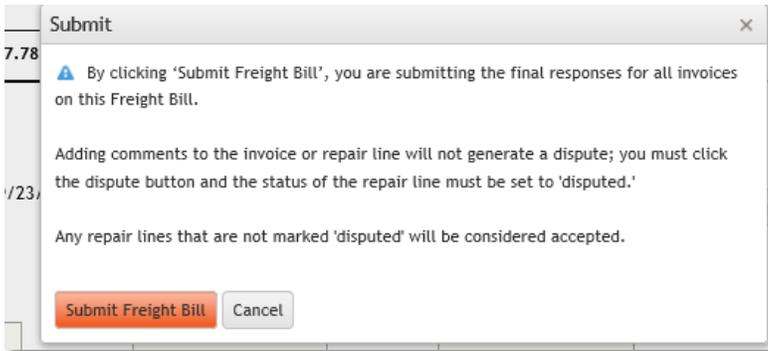
Unit: DDRZ Load/Empty: U Built Date: IMRS PO#: 00105272

NOT REVIEWED

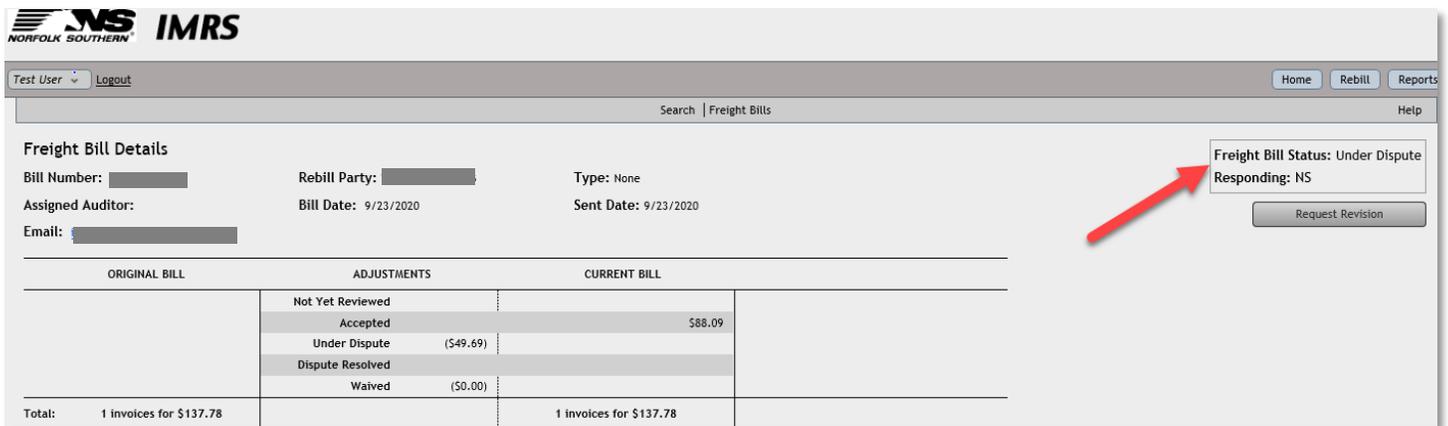
Invoice Status: Rebill Disputed

Accept All Repair Lines Dispute All Repair Lines

A dialog box will be displayed. Click Submit Freight Bill to submit your dispute comments.

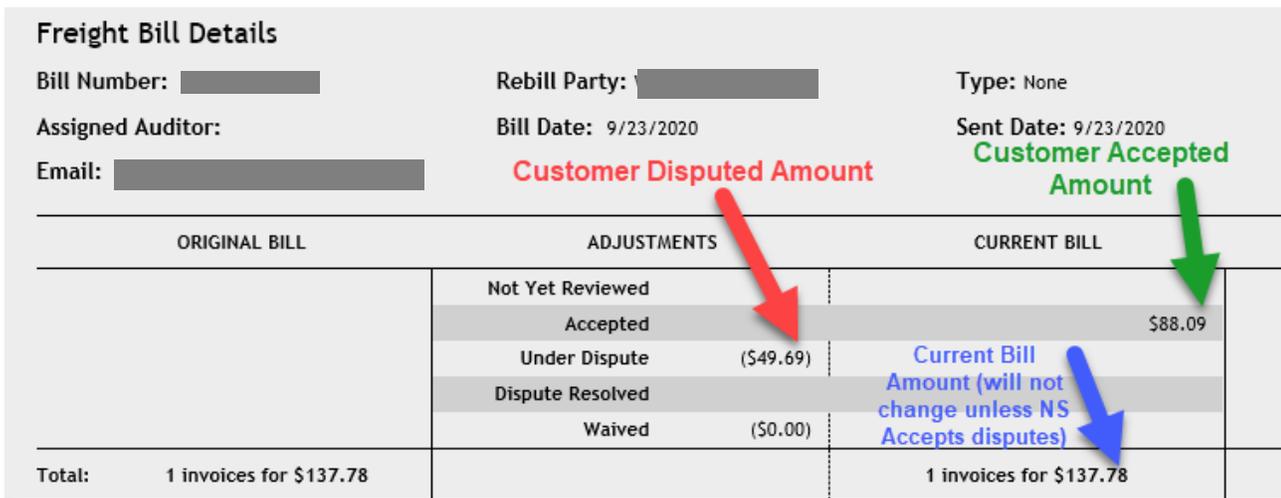


Note that the Freight Bill Status changes to Under Dispute and Responding is NS.



Once the dispute is submitted, the sum of the disputed amounts across all rebill invoices on the freight bill will be displayed alongside Under Dispute. The difference in the original bill amount and the Under Dispute amount will be reflected in the Current Bill column alongside Accepted.

The Current Bill amount will not decrease unless NS accepts disputes after NS reviews.



IMRS will send automated emails to the email address listed in the Freight Bill details header throughout the dispute process.

The NS Addendum to the UIIA agreement outlines the Dispute and Arbitration process.

For any questions regarding how to use IMRS or other assistance with damage, citation, transload, or destroyed equipment bills, please contact IMRepair.Invoices@nscorp.com.

Payment Options

All motor carriers/customers are required to enroll in Norfolk Southern's draft program.

Draft Process Overview:

Customers who enroll in the draft program must follow the rules outlined below:

- Submit disputes within 48 hours before the scheduled date of the draft.
- Finalized draft amounts/disputes are to be sent to ACCTREVTrailerRepair@nscorp.com for review.

Other Payment Options:

Even though customers are enrolled in the draft program, NS still offers two additional options for submitting payment:

1. Submit payment via Check. All checks should be mailed to the below address:

PNC Bank
C/O Norfolk Southern Railway
1669 Phoenix Parkway—Suite 210
Attn: Lockbox 532797
Atlanta, GA 30349

2. Submit payment via ACH. Please contact ACCTREVTrailerRepair@nscorp.com for bank information.

When submitting payment, please attach a payment remittance listing the Norfolk Southern Invoice number to ensure payments are applied properly. All payment remits should be emailed to CashApp1@nscorp.com

For any payment related questions, please contact CashApp1@nscorp.com and ACCTREVTrailerRepair@nscorp.com.

Frequently Asked Questions

Where do I apply for UIIA participation?

Please follow the steps as outlined on the UIIA website through <https://www.uiia.org/how-apply-participation-online>.

Why do invoices list Atlanta, GA or Norfolk, VA as Origin/Destination?

All invoices list either Atlanta, GA or Norfolk, VA as the origin location as this is the location of NS's billing department.

The invoice does not list unit numbers or provide supporting documentation for charges.

All supporting documentation is available on the IMRS website within 24 hours of the charges accruing. An automated e-mail will be sent from IMRS when the supporting documentation is available for view.

I never received this invoice or notice of charges? Who was this information sent to?

Norfolk Southern sends the notification of accrued charges to the email address(es) the customer provides to the UIIA upon initial enrollment. Please notify IMRepair.Invoices@nscorp.com if contact information needs to be updated.

The invoice shows "Closed" status in IMRS. Does this mean payment is no longer due to NS?

Freight Bill status "Closed" in IMRS refers to the status of a Dispute.

Can I email the backup documentation to support my dispute?

No. All backup supporting the customer dispute should be submitted in IMRS on the Freight Bill screen under the Files section for that particular rebill invoice.

Are Credit Cards accepted for payment?

Norfolk Southern does not accept credit card payments for these charges.

Can I submit payment electronically?

Yes, customers can submit payment electronically via ACH and are required to provide the payment remit to ensure payment is efficiently and properly applied to invoices. For ACH payment instructions, please contact CashApp1@nscorp.com and ACCTREVTrailerRepair@nscorp.com