Agenda

- Getting Started
- Managing Work Items
- Assigning and Changing Drivers
- Customizing Your View
- Additional Resources
This workshop enables Dispatchers to:

- Comprehend the ExpressNS™ Dispatcher Application features, benefits, and overall functionality
- Review how to register and set up appropriate user settings
- Effectively navigate the tool in managing Work Item details, updates and assignments
- Access available tools and resources post training
Module One – Getting Started

In this module, we will:

✓ Introduce ExpressNS™ Dispatcher Application
✓ Review application features and benefits
✓ Explain registration steps and requirements
✓ Provide steps for Profile set up
What is the ExpressNS™ Dispatcher Application?

The ExpressNS™ Dispatcher Application enables Dispatchers to:

- Create Work Items
- Update or cancel existing Work Items
- Assign and change Drivers
ExpressNS™ Dispatcher App Benefits

- Enables **updates to be shared** between drivers, dispatchers and terminal employees in real-time

- **Streamlines** both gate and yard operations and reduces average time per gate transaction

- Ensures **better tracking** of units and thereby improves yard inventory accuracy
ExpressNS™ Dispatcher App Features

**VIEW WORK ITEMS**
View, update, and modify existing Work Items

**CREATE INGATE**
Create new drop-off Work Items

**CREATE OUTGATE**
Create new pick-up Work Items

**ASSIGN/CHANGE DRIVER**
Assign or change Drivers associated with existing Work Items

**DISPATCHER PROFILE**
View and modify profile and preferences
GETTING STARTED

Dispatchers without NS Network access, accessNS, can register for the ExpressNS™ Dispatcher App in three simple steps:

1. **Access the Norfolk Southern website**
2. **Click LOGIN**
3. **Under CUSTOMERS, click REGISTER**

The Dispatcher Web App is an application within accessNS. The registration process allows dispatchers to request access to other accessNS applications, too.

Go to NORFOLK SOUTHERN website
http://www.nscorp.com/content/nscorp/en.html

The Dispatcher Web App is an application within accessNS. The registration process allows dispatchers to request access to other accessNS applications, too.
After clicking **REGISTER**, you will be asked to complete the **External Customer Registration Form**.

1. **Enter your employee information**
   - Enter **ExpressNS@nscorp.com** in the NS Sponsor Email field

2. **Under Intermodal, check ExpressNS Dispatcher Application**, and enter your Motor Carrier SCAC

3. **Click Submit Registration**
   - Registration will be processed and an email notification will be sent to you when your profile has been set up

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**NOTE**

Dispatchers who already have access to accessNS should contact eCommerce Group at **echelp@nscorp.com** or 800.635.5768 to request access to the Dispatcher Application.
Once you have access to the ExpressNS™ Dispatcher App, your RACF ID and SCAC will default and you will be asked to complete the Dispatcher Profile section upon entry to the site:

1. Enter your First Name and Last Name
2. Enter Dispatcher Email ID
3. Verify Default Terminal
4. Click Update Profile

Registration will be processed and an email notification will be sent to you when your profile has been set up.
ExpressNS™ Dispatcher App Home Screen Review

**MODULE** | **DESCRIPTION**
--- | ---
View Work Items | View active and archived work items, update, view associated notes, and delete work items.
Create Ingate | Enter Equipment and Driver Details to create a new **drop-off** Work Item.
Create Outgate | Enter Equipment and Driver Details to create a new **pick-up** Work Item.
Assign / Change Driver | Search by function or field for definitions or guidance on functionality.
Dispatcher Profile | View and update your profile.
Module Two – Managing Work Items

In this module, we will:

- Navigate the View Work Items home page
- Review steps for viewing and updating Work Items
- Review steps for creating Ingate, drop-off, and Outgate, pick-up, Work Items
### View Work Items – Data Fields

- **Work Item Type**
- **Load/Empty**
- **Express Code**
- **Terminal**
- **Work Item Status**
- **Pick up /Reservation ID**
- **Driver Assigned**
- **Equipment Length**
- **Create User Name**
- **Expected Arrival Date & Time**
- **Last Updated User Name**
- **Seal #s**
- **Last Updated On**
- **Report Damage**
- **Equipment Type**
- **Live Lift**
- **Equipment Init**
- **DVIR Details**
- **Equipment Number**
- **FHWA Month Inspection**
- **Chassis Init**
- **FHWA Year Inspection**
- **Chassis Number**
- **Hazmat**

Some fields may be hidden. To view all fields, right click on a column and select the fields you would like to see.
View Work Items – Functions

1. **View Work Item Status**
   - Click drop-down to view Active or Inactive Work Items

2. **Create Saved Search**
   - Click drop-down to create a custom profile which is set to your most commonly used search criteria

3. **Delete a Work Item**
   - Click checkbox next to Work Item(s) in results table then click Delete Work Item(s) button to delete a Work Item

*NOTE*

The checkbox feature enables you to select multiple work items to be deleted.
Updating a Work Item

1. Double click on the selected Work Item
2. Enter updates for Equipment Details
3. Enter updates for Driver Details
4. Click Update
## Creating an Ingate Work Item

### EQUIPMENT DETAILS

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazmat</td>
<td>Answer yes or no if there is hazardous materials.</td>
</tr>
<tr>
<td>Terminal Name</td>
<td>From drop-down, select drop off terminal.</td>
</tr>
<tr>
<td>Equipment Type</td>
<td>Select type of equipment (i.e. container, trailer, etc.)</td>
</tr>
<tr>
<td>Container ID</td>
<td>Enter in container initial and number.</td>
</tr>
<tr>
<td>Chassis ID</td>
<td>Enter in chassis initial and number.</td>
</tr>
<tr>
<td>Load/Empty</td>
<td>Identify if there is a load or if empty. If load, you will see a field to enter seal numbers.</td>
</tr>
<tr>
<td>Live Lift Required?</td>
<td>Identify whether Live Lift is required for this drop off.</td>
</tr>
<tr>
<td>Equipment has damage?</td>
<td>Answer yes or no if there is damaged equipment.</td>
</tr>
</tbody>
</table>

### DRIVER DETAILS

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver Name</td>
<td>Enter in Driver name.</td>
</tr>
<tr>
<td>Expected Arrival</td>
<td>Enter date and time of drop-off arrival.</td>
</tr>
</tbody>
</table>
Creating an Ingate Work Item

*Create Ingate* enables Dispatchers to create a single drop-off Work Item and assign it to a driver.

1. Click **Create Ingate**
2. Enter **Equipment Details**
3. Enter **Driver Details**
4. Click **Submit**

Ensure **Work Item Defined Successfully** is displayed to confirm submission.
Creating an Outgate Work Item

1. EQUIPMENT DETAILS
   - Hazmat: Answer yes or no if there is hazardous materials.
   - Reservation: Identify if there is a reservation made for this pick-up.
   - Equipment Type: Select type of equipment (i.e. container, trailer, etc.).
   - Terminal Name: From drop-down, select pick up terminal.
   - Container ID: Enter in container initial and number.
   - Chassis ID: Enter in chassis initial and number.
   - Pick up Number: Enter valid pick-up number.
   - Load/Empty: Identify if there is a load or if empty. If load, you will see a field to enter seal numbers.
   - Live Lift Required?: Identify whether Live Lift is required for this drop off.

2. DRIVER DETAILS
   - Driver Name: Enter in Driver name.
   - Expected Arrival: Enter date and time of drop-off arrival.

Above is an example of an Outgate Work Item for a container. Input screen may be different based on equipment type.
Creating an Outgate Work Item

Create Outgate enables Dispatchers to create a single pick-up Work Item and assign it to a driver.

1. Click **Create Outgate**
2. Enter **Equipment Details**
3. Enter **Driver Details**
4. Click **Submit**

**NOTE**

Ensure **Work Item defined successfully** is displayed to confirm submission.
Creating an Outgate with Reservation ID

A valid reservation number enables Dispatchers to quickly create Outgate Work Items.

1. Click **Create Outgate**
2. For **Reservation**, select **Yes**
3. Select **Equipment Type**
4. Enter **Reservation Number**
5. Select **Terminal Name**
6. Click **Submit**

**NOTE**

Ensure **Work Item Defined Successfully** is displayed to confirm submission.
Creating an Outgate with Pick-Up Number

1. Click Create Outgate
2. Select Equipment Type
3. Enter Container ID
4. Enter Pick-up Number
5. Select Terminal Name
6. Click Submit

**NOTE** Double click on newly created Work Items to view any messages associated with that Work Item, such as missing data and associated storage fees.

Double click on newly created Work Items to view any messages associated with that Work Item, such as missing data and associated storage fees.
Once you have created a Work Item, you will be prompted with a Validation message.

**Successful Validation:**
Data is complete and saved in the database. *Work Item defined successfully* message is displayed.

**Unsuccessful Validation:**
If missing or incorrect data, an *Error Message* message is displayed with an error description. A QR Code will not be generated, and the mission will not appear in View Work Items.

**NOTE**
If you receive an error message, view the *Message* display window to see your errors. A successful validation does not ensure the mission has no errors.
Module Three – Assigning and Changing Drivers

In this module we will:

✓ Explain Driver and terminal search functionality
✓ Review steps for assigning and removing Drivers to an assigned Work Item
When Assigning or Changing a driver, complete the following steps.

1. Click Assign / Change Driver
2. Select Work Item(s) for which you would like to assign or change Driver
3. Double click on the Driver to change
4. Enter Driver Name in the Select Driver Name pop-up window
5. Click Save
6. Verify change in the Work Items Table

Once you have changed or made an amendment to a Driver assigned to a Work Item, your name will be reflected in the Create User Name column.
To delete or remove a Driver from a Work Item, reset the Driver assigned to that Work Item.

1. Click **Assign / Change Driver**

2. Click the check box next to the Work Item you would like to remove

3. Click **Clear Assigned Driver**

4. View the Validation Message and confirm that the Work Item was updated successfully

5. Confirm the Driver has been removed by looking in the **Work Items table**
Module Four – Customizing Your View

In this module we will:

✓ Review steps for modifying your data table
✓ Demonstrate how to filter and sort data
✓ Review steps for creating custom views to your profile
Customizing Your Search Results Data

Filtering and Sorting Results Data

1. Click column header drop-down
2. Select Sort Ascending or Descending to sort, and Columns to filter for certain data

Customizing Column Order in Work Items Table

3. Click specific field in header column drop-down
4. Drag that specific field to your preferred spot in the Search Results Data Table
Creating a Custom Saved Search

1. Enter your preferred search criteria
2. Click Search
3. From the drop-down, select Save
4. Enter a Saved Search Name
5. Click Save
6. View newly saved search in the Select Saved Search drop-down
In this module we will:

✓ Identify **support** and **help resources** available
Online Resources

- Training materials: www.nscorp.com/intermodal/ExpressNS
- Online access to the ExpressNS™ Dispatcher Web Application
- Email Address: NSS@nscorp.com

Print materials

- Course Presentation
- ExpressNS™ Troubleshooting Guide

24-hour Support Line

- NSS Help Desk: 404-529-1527
Congratulations!
You have completed the Using ExpressNS™ Dispatcher Application Workshop!