Using ExpressNS™ Mobile Application
Agenda

- Getting Started
- My Work Screens
- Ingate and Outgate Screens
- Quick Functions
- Additional Resources
This workshop enables Terminal employees to:

- **Comprehend** the ExpressNS™ Mobile Application features, benefits, and overall functionality
- **Effectively support** driver adoption and usage
- **Access available tools and resources** post training
Module One – Getting Started

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In this module, we will:

✓ Introduce the ExpressNS™ Mobile Application
✓ Review steps for downloading the application
✓ Explain registration steps and requirements
✓ Provide steps for signing on and setting your preferences
The **ExpressNS™ Mobile Application**, or app, enables drivers to create, update, and execute their work, *such as dropping off and picking up units in a terminal*, using their mobile device.

To use ExpressNS™, your mobile phone must use one of the following Operating Systems (OS):

- **iOS** – Version 5.1 and higher, *includes Apple products only*
- **Android** – Version 4.0.x and higher, *includes Samsung®, LG®, Motorola®, Galaxy®, etc.*

**NOTE**

You can check the Operating System of your mobile device by looking it up in your Settings.
GETTING STARTED

ExpressNS™ Mobile App Features

• Create your **Ingates**, also known as drop-offs, including submissions with DVIRs

• Create your **Outgates**, also known as pick-ups, with pick-up and reservation numbers

• View your **Work** through **My Work**

• Access **Quick Functions** that enable you to:
  ✓ Search units by reservation numbers and equipment IDs
  ✓ Search for J1 receipts
  ✓ Report Damage

ExpressNS™ Mobile Application Workshop v4.0
ExpressNS™ Mobile App Benefits

- Submit Pre-Gate information
- Improve terminal functions
- Display visual parking and pick up locations
- Perform unit lookup by reservation number and equipment ID
- Receive electronic Gate Receipt
- Submit damaged unit information
Access your mobile **App Store**:  
- **Apple Phones** – App Store  
- **Android Phones** – Play Store

2. Search for **ExpressNS**, and select the **ExpressNS** icon

3. Click **Install** and then click **Open**  
   - The ExpressNS™ Mobile Portal appears on your Home screen

4. Click the **ExpressNS™ Mobile App** icon  
   - The **ExpressNS™ Mobile Portal Log In** screen appears
When registering for the first time, click Register

• The ExpressNS™ Mobile App Registration screen opens

Enter your information into the fields on the Registration screen:

A. Driver Details
   • User ID*
   • CDL*

B. Trucking Company
   • SCAC Code*
   • Dispatcher Email

C. Contact Details
   • Email
   • Confirm email
   • Mobile*
   • Provider*

Scroll up to view all required fields. SCAC and CDL must match driver database records.
7. Enter your information into the fields on the Registration screen, continued:

D. In the J1 Receipt field, select Yes
   • Ensure Email and SCAC are accurate
   • Enter additional Dispatcher’s email addresses for each SCAC
   • Click Done

E. In the Work Updates field, select Yes, and click the arrow icon
   • Ensure Email and SMS/Text are accurate
   • Click the checkmark next to the option you would like to receive work updates through
   • Click Done

8. Click Submit
   • If submitted successfully, a confirmation message appears
1. Enter **User ID**
   - This is the driver’s NS Driver Code submitted during registration

2. Enter **Password**
   - This is the temporary password generated and sent to the driver’s email and as a text message

3. Click **Login**
   - You will be immediately prompted to change the temporary password

**NOTE**
Drivers can change their password at any time by clicking **Change Password**, or get a reminder by clicking **Forgot Password**.
1. Re-enter your temporary password on the \textit{Password Assistance} screen
2. Click \textit{Submit}
3. Enter your new password twice on the \textit{Change Password} screen
4. Click \textit{Submit}
5. Complete security questions
   - Once security questions have been answered, the \textit{Log In} screen appears

\textbf{NOTE}: Passwords must be at least eight characters long, and all lower case. Special characters allowed: @, #, $
**GETTING STARTED**

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**Home Screen Review**

**List Menu**

- **Create Ingate** – Create and enter information for drop-offs
- **Create Outgate** – Create and enter information for pick-ups
- **My Work** – View status, details, and update information on assigned Ingates and Outgates
- **Quick Functions** – Search for units by reservation number or equipment ID, search for J1 receipts, and report damages

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**Icon Menu**

- Home
- My Work
- Create Ingate
- Create Outgate
- Quick Functions
- Profile
- Settings
- Terminal Info
- Help
1. From the **List Menu**, click **Profile**

2. Review the information on the **Update Profile** screen

3. Update fields on the **Update Profile** screen, *as needed*:
   - Trucking Company
   - Contact Details
   - Communication Preference

4. If you update information, click **Submit**
   - If you don’t have any updates, then click **Cancel**
From the List Menu, click Settings

Click the arrow next to one of the following options to customize your settings:

- **Audio** – This feature is currently unavailable
- **Terminal** – Enables you to set your default and favorite terminals

On the Terminal screen, click the stars to select your favorite terminals

Click the radio button to set your default terminal

Click Done
In this module we will:

✓ Navigate to and review My Work screen information
✓ Make updates to assigned Ingate or Outgate information
✓ Review how to execute Ingates and Outgates using QR Codes and Express Codes
✓ Review how to use parking location features
✓ Explain how J1 Receipts are generated
1. Click **My Work** from the Home Screen
   - This will access the *My Work* screen

2. The *My Work* screen has the following features:
   - **My Work Header** – Displays the number of assignments you currently have
   - **Your Ingates and Outgates List**

3. Scroll through the list of assignments

**NOTE**

The list on this screen contains the assignments that you have created or a Dispatcher assigned to you.
1. Ingate or Outgate icon

2. Equipment number – Identifies the equipment ID associated with the Ingate or Outgate

3. Terminal – Identifies the terminal associated with the Ingate or Outgate

4. Edit icon – Enables you to review and update specific work details

5. ETA – Displays the estimated time of arrival entered by drivers

6. Execute buttons – Use this button to execute a specific assignment
1. Identify the specific Ingate you wish to review and update

2. Click the Edit icon

3. Select an **action option:**
   - Edit
   - Delete
   - Cancel

4. Click **Edit** to review and update Ingate details
   - The *Edit Ingate* screen displays

**NOTE**

Editing an Ingate is not required before execution. To simply execute the Ingate, click **Ingate.**
Update the fields on the *Edit Ingate* screen, including the following:

- Seal Number
- Estimated Date and Time of Arrival
- Live Lift Needed
- DVIR
- Equipment has Damage
- Any field with missing or inaccurate information

Click **Submit**

- Returns to *My Work* screen

Click **Ingate** to execute the Ingate

- The *QR Code* screen appears
Once you receive the QR Code, proceed to a manual or automated Gate

Scan the **QR Code** of the Ingate you submitted at the automated gate, **OR** provide the **Express Code**, seven **character code**, to the Gate Clerk at the manual Gate

- The **Parking Location** screen appears
- If the **Parking Location** screen does not appear, click **Done** when the Gate Clerk is finished and you will advance to the **Parking Location** screen

Follow the location indicated on the **Parking Location** screen
Click the **Parking Zone** image
- The GPS map loads

**5.** Drive to the indicated **Parking Zone**
- Your designated parking location is outlined in red
- The blue bubble is your truck and moves as you drive through the terminal

**6.** When you reach the location, click **I am there**

**7.** Click **Confirm Drop Off**
- You will receive a confirmation message
1. If the application detects that you are attempting to drop off at a location other than the assigned location, then you will be asked to select a reason.

2. Select the arrow next to the reason for the drop-off at a different location:
   - The Parking Zone screen appears.

3. Click the radio button next to the zone where you will complete the drop-off.

4. Click Done.
When the Ingate is complete, select one of the following options:
A. Outgate as Bobtail
B. Outgate with equipment

Identify the specific Outgate you wish to review and update

Click the Edit icon

Select an action option:
- Edit
- Delete
- Cancel

Click Edit to review and update Outgate details
- The Edit Outgate screen opens
1. Update the fields on the *Edit Outgate* screen

2. Click *Submit*
   - A message appears that states the Outgate has been submitted successfully and will return to *My Work* screen

3. Click *Outgate* of the submitted Outgate
   - A *QR Code* screen appears

4. Just as you did with the Ingate, scan the *QR Code* at the automated Gate or provide the *Express Code* at the manual Gate
   - You will receive a *J1 Receipt*

**NOTE**

*J1 Receipt can be emailed automatically to your Dispatcher.*
In this module we will:

- Navigate to and review **Create Ingate** and **Create Outgate** screens
- Review how to create an Ingate and OutGate
- Determine distinctions between entering **Reservation ID** and **Pick-up numbers**
- Identify the differences between creating an Ingate and Outgate
Create an Ingate

1. Click **Create Ingate**

2. Enter the following information into the fields on the *Create Ingate* screen:
   - Required fields as indicated by *
   - Other fields are optional

3. Click **Submit**
   - Successfully submitted Ingate message appears
Create an Outgate Using a Reservation ID

1. Click **Create Outgate**
2. Swipe **Yes** in the Reservation ID field
   - If the Reservation ID is selected, then the pick-up number field disappears and the Reservation ID number appears
3. Enter the following fields in the **Create Outgate** screen:
   - Required fields as indicated by *
   - Other fields are optional
4. Click **Submit**
   - Successfully submitted Outgate message appears
Click **Create Outgate**

Enter the following fields in the *Create Outgate* screen:
- Required fields as indicated by *
- Other fields are optional

Click **Submit**
- Successfully submitted Outgate message appears

**NOTE**
You do not need a pick-up number or a reservation number when creating an Outgate with a bare chassis.
• Dispatchers and drivers can create In gates and Out gates

• Similar information is required when creating In gates and Out gates

<table>
<thead>
<tr>
<th>My Work</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ingates and Outgates</strong></td>
</tr>
<tr>
<td>• Terminal</td>
</tr>
<tr>
<td>• Equipment ID</td>
</tr>
<tr>
<td>• Chassis ID</td>
</tr>
<tr>
<td>• Load / Empty</td>
</tr>
<tr>
<td>• Trucking Company</td>
</tr>
<tr>
<td>• Date and Time</td>
</tr>
<tr>
<td>• Live Lift Needed?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ingate, Drop-off</th>
<th>Outgate, Pick-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Seal Numbers</td>
<td></td>
</tr>
<tr>
<td>• DVIR</td>
<td></td>
</tr>
<tr>
<td>• FHWA – Date of Inspection</td>
<td>• Reservation Number</td>
</tr>
<tr>
<td></td>
<td>• Pick-up Number</td>
</tr>
</tbody>
</table>
In this module we will:

- Navigate to and review **Quick Functions** screens
- Review how to search for units by **Equipment ID**
- Review how to search for units by **Reservation ID**
- Review how to search for **J1 Receipts**
- Identify how to complete and submit a **Damage Report**
You will receive an error message if an invalid equipment ID is entered.
Search Units by Reservation ID

1. Click **Quick Functions**
2. Select **Search Units by Reservation ID**
   - The **Reservation Search** screen appears
3. Enter the **Reservation Number**
4. Select the **Terminal**
5. Click **Search**
   - The **Search Results** screen can show multiple options available in the terminal
Select your desired **Parking Zone**
- The options list the different zones available and how many equipment options are in each zone

Select your desired **Equipment**
- If the unit is available, then a record of the unit with the Equipment ID will appear. Bad Ordered equipment will not appear

Select one of the following options:
- **Back to Search**
- **Create Outgate**
Search for J1 Receipts

1. Click Quick Functions
2. Select Search for J1 Receipts
3. Enter the appropriate search parameters:
   - Equipment ID
   - Terminal
   - Start Date
   - End Date
4. Click Search
   - The Search Results screen appears

**NOTE**
A driver can search for J1 Receipts that are up to six months old.
The Search Results screen features J1 Receipt records for Ingates and Outgates that match the search criteria.

From the search results, click the Ingate or Outgate record you wish to view:

- The J1 Receipt detail screen appears.

Scroll through the J1 Receipt detail screen to view the information.
The driver must be in the terminal to report damage and can report damage on any equipment whether they interchanged it or not.
In this module we will:

- Identify **support** and **help resources**
- Identify how to access **Help** and **Apps Rating screens**
Online Resources

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

Print materials

- Course Presentation
- ExpressNS™ Job Aid

ExpressNS™ How to Video

24-hour Support Line

- NSS Help Desk: 404-529-1527
1. Go to the screen you need help with, and click the **List View** icon

2. Select **Help**
   - The **Help** screen appears

3. Scroll down on the **Help** screen to review the Help information provided

4. Click **Done**
Rate your experience using the ExpressNS™ Mobile App

1. Click the List View icon on the Home Screen
2. Select App Rating
3. Click number of stars for app
4. Enter Your Comments
5. Click Done

Drivers can rate the App at any time and feedback is only viewed by Norfolk Southern.
Congratulations!

You have completed the

Using ExpressNS™ Mobile Application Workshop!