

accessNS Intermodal Customer Assistance Guide

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TRACE A UNIT USING QUIK-TRAK

1. Log on to accessNS
2. Click “Home” in the top left corner
3. Click “Track & Trace” in the menu to the right
4. Click “Quik Functions”
5. Enter unit initial & number in “Quik Functions Unit Entry:” box
6. Click “Quik-Trak”
7. Click “start trace” button
8. The last event for unit is now display; previous events for last 5 days can be seen by click “+” button in first column of table

PERFORM AN INTERMODAL TRACE WITH ADDITIONAL DETAIL

1. Log on to Access NS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Intermodal Apps"
5. Click "Intermodal Reports"
6. Click "Intermodal Trace"
7. Enter the container numbers and you can view waybills, current location and events, destination, train and flat car, pickup number, last free day and lot locations.

OBTAIN UNIT PICKUP NUMBERS

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Intermodal Apps"
5. Click "Intermodal Reports"
6. Click "Pickup Numbers"
7. You can now view all units pickup numbers in the 5th column

CHECK TO SEE IF A UNIT IS LOADED

Confirm terminal cutoff via [this link](#).

Then:

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Intermodal Applications"
5. Click "Units Loaded"
6. Select Origin Terminal
7. Validate information against schedule

CHECK FOR GATE RECEIPTS

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Quik Functions"
5. Click "Gate Receipt"
6. Enter unit number
7. Click "start trace"
8. Navigate to ingate/outgate you are interested in and click "Get Copy" in far right column

CHECK LAST FREE DAY

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Intermodal Apps"
5. Click "Intermodal Reports"
6. Click "Units at Destination"
7. Last Free Day for each unit is displayed 7th column from the left
 - a. Yellow highlighting indicates last free day is approaching for that unit
 - b. Red highlighting indicates storage charges on that unit

CHECK VALID BILLING

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Bill of Lading" in the menu to the right
4. Choose your customer profile and click "Select"
5. Click "Waybills Created" in the menu on the left
6. Under the "Action" menu, select "Search"
7. Enter the unit in the pop-up box (make sure your browser's pop-up blocker is not on)
8. View status of waybills for that unit

CHECK VALID BILLING (ALTERNATIVE)

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Intermodal Apps"
5. Click "Intermodal Reports"
6. Click "Pending Waybills"
 - a. If your waybill has been received, the unit will populate on the report
 - b. If you do not see your waybill, please resubmit billing

CANCEL BILLING

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Bill of Lading" in the menu to the right
4. Choose your customer profile and click "Select"
 - a. Be sure to select the "mainframe" version if available
 - b. If you do not see that version, request access via echelp@nscorp.com including your NS Market Manager on copy
5. Click "Waybills Created" in the menu on the left
6. Under the "Action" menu, select "Search"
7. Enter the unit in the pop-up box (make sure your browser's pop-up blocker is not on)
8. Under the "Action" menu, select "Edit Bill of Lading"
9. Select "Delete instructions" from the menu on the left
10. Add comment and confirm delete

GUARANTEE STORAGE AND/OR LIFTS

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Intermodal Apps"
5. Click "Individual Reports (My Reports)"
6. Click either "Storage Guarantee" or "Lifts Guarantee"
 - a. If you do not see either of these options you do not have access
 - b. Request access via echelp@nscorp.com including your NS Market Manager on copy
7. Select terminal unit is currently at
8. Click box under "Guarantee" of unit(s) that you would like to guarantee
9. Click "Guarantee Storage" or "Guarantee Lifts" button
10. Unit is Guaranteed

OBTAIN AGS PICTURES

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Quik Functions"
5. Click "Gate Receipt"
6. Enter unit number
7. Click "start trace"
8. Navigate to ingate/outgate you are interested in and click "Get Copy" in far right column
9. Click "Y" beside "Images:" (applicable at AGS terminals only)
10. Images should appear

CHECK FOR EXCEPTIONS

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Intermodal Apps"
5. Click "Intermodal Reports"
6. Click "Exceptions Report"
7. Now you can view your units that have been at destination over 48 hours, at origin over 24 hours, and any of your units that are on hold.

ENROUTE TRAINS REPORT – SNAPSHOT OF NETWORK

1. Log on to accessNS
2. Click "Home" in the top left corner
3. Click "Track & Trace" in the menu to the right
4. Click "Intermodal Apps"
5. Click "Intermodal Reports"
6. Click "Enroute Trains"
7. View report, note color coding (green is on-time, yellow is behind, orange is considerable delay)

CHECK TO SCHEDULE AN ACCESSNS REPORT

1. Choose the frequency and method you would like to receive this report
2. Log on to accessNS
3. Click "Home" in the top left corner
4. Click "Track & Trace" in the menu to the right
5. Click "Intermodal Applications"
6. Click "Intermodal Reports"
7. Choose whichever report you would like to automate
8. Run the report as normal
9. At the top of the report, click "Report Destinations"
10. At the top of the pop-up, click "Save My Report"
11. Choose category "Individual User Reports"
 - a. Choose Report Title and add any additional users who would like to receive the report
12. Click "Save This Report"
13. Return to the "Intermodal Applications" screen
14. Click "Application User Reports"
15. Click the green box next to the report you just created

CHECK FOR CHASSIS REGISTRATION

1. Select [this link](#) to the *Intermodal Domestic Chassis Registration* page.
2. Enter chassis initial (first four letters of the equipment identification)
3. Enter chassis number (six numbers proceeding the first four letters)
4. Enter email address for the document to be delivered to
5. Click "Submit"
6. Registration will be sent to the email address provided