

eCommerce Application Directory





Vision

The accessNS provides NS eCommerce customers with a single, Web-based interface providing user-friendly informational applications.

Goal

Our goal is to provide an Internet-enabled suite of integrated business applications that address all customer requirements from start to finish.

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Registration for a User ID

www.nscorp.com

You will find a link at the top of the Norfolk Southern Home Page to “Register for accessNS”. Simply select the link and complete the requested information by answering the required fields.

Norfolk Southern Sponsor?

The accessNS registration process requires you to provide a Norfolk Southern sponsor. This sponsor will receive a copy of the registration you submit. On receipt of the registration, the sponsor responds to echelp@nscorp.com, either denying or approving your request for the establishment of a valid accessNS user ID. A sponsor must be an NS employee who can validate you and your place of employment.

A screenshot of a web browser window displaying the "External Customer Registration Form" for Norfolk Southern. The browser title is "Thornbridge Information Systems - Windows Internet Explorer" and the address bar shows "http://www2.nscorp.com/accessns/register.do". The form includes fields for First Name, Last Name, Company, Address, City, State, Zip Code, Local, Phone, and Fax. There are also dropdown menus for "Choose State" and "Choose Business Type". A section for "Norfolk Southern Sponsor's E-mail Address" is present, with a note that it should be an NS employee who can validate the user. At the bottom, there are "Previous" and "Confirm account" buttons.

What is a User ID?

A User ID for Norfolk Southern is a secure computer-generated ID of five characters consisting of alpha and numeric combinations. The user ID is issued to an individual and is not to be shared. A Norfolk Southern user ID is free of charge to appropriate Norfolk Southern customers.

accessNS Password?

Accompanying a user ID is an eight-character password. The password must also be a mix of alpha and numeric characters not easily acquired by someone other than the owner of the user ID.

An accessNS password will expire every 90 days. When the password expires, you are required to make a new password that is not a password you have used before.

Resetting your password

The 90-day expiring password can be reset by the user when prompted during logon or at anytime by selecting “Change accessNS password” from the e-applications menu.

If you have a problem resetting your password, please contact us using contact information on the back cover of this manual.

Application you are requesting

After selecting a password on your registration, you will be requested to provide what type of functionality you are hoping to receive from accessNS. Please answer these questions carefully because it will determine which applications you will be able to use.

If you do not see the application you are looking for, or are not sure what application you are looking for, please provide an explanation in the box following the application list.

Free-form comments

Please enter any free-form comments or questions that you may have regarding the registration process. If you have a rail shipment currently moving on NS, that information would be greatly appreciated and can be entered in this field.

Submitting your registration

Once you submit your registration, we will process your information as quickly as possible. It is very important that the information you enter is accurate and that the sponsor you have listed is aware you are requesting sponsorship. The turnaround of a user ID for the request is dependent on a timely response by the sponsor. Once we receive sponsorship, you will receive your ID by e-mail. This e-mail will contain contact information if you have questions. The password will be the password you submitted on your registration.

e-Application Menu

e-Applications Menu

When you receive your User ID after your application is approved, your e-Applications menu will be customized to match your business requirements. Norfolk Southern has the ability to make every user's menu contain exactly the business functions they will be using. This ability makes accessNS very user friendly.



AccessNS e-Applications menu also has the ability for the user to make the application they use the most, the application that appears first every time they log on.

The "Menu" is available at all times by simply moving your mouse over the word "Menu" in the top left of your screen. The menu slides out from the left until you select the application you want to move to.

Norfolk Southern Home Page

The accessNS e-Applications Menu allows users to easily move from accessNS to the Norfolk Southern Home Page while maintaining your active session in accessNS upon your immediate return.



The plan at Norfolk Southern is to integrate the Norfolk Southern Home Page and accessNS so that customers can easily move from secured applications to non-secured applications, which will make our Public Applications more accessible.

The Norfolk Southern Home Page also has the ability to log you directly into accessNS. This functionality is in the top-right corner of the Home Page. You use the User ID and Password you would normally use to log into accessNS at <https://www2.nscorp.com/accessNS>.

Changing Password Between Expirations

accessNS has the ability to change your password any time you feel that it may have been violated. Remember a password must be eight characters in length and must contain at least one alpha and one numeric character.

A password in accessNS can never be used again.

The passwords in accessNS expire every 90 days and you will begin receiving notifications seven days in advance to make the change.



Default Application is Quik Functions

When you receive your accessNS User ID, the default application that will be shown is "Quik Functions." This application consists of three sub-functions:

- Quik Trak for Tracing current location by entering up to 100 pieces of equipment or using a stored trace list which you can create and maintain from this application.
- Quik Dray used for checking to see if Intermodal equipment is available to be drayed and, if so, where to pick up the equipment.
- Gate Receipt also for Intermodal allows customers to print gate receipt numbers and the terminal where the equipment resides.



Remember that Quik Functions is the default application. If that is not the application that you use the most, then you can change it from the e-Applications menu - Make This Application my Startup Default.

e-Applications

3rd Party Authorizations

If you are a customer of NS but use a 3rd Party to do your tracing, Freight Paying, Billing or for Logistics purposes, you will need this application. This application is the first of its kind in the rail industry. It effectively replaces a very labor-intensive process for customers to permit 3rd parties access to their data.



This application allows you to authorize a 3rd party to have access to data from Norfolk Southern. The authorization expires yearly and includes a subscription process for you to be notified when a renewal is due.

accessNS News Central

When you need to know what is new or when an scheduled outage is to occur, this is where to look. We post various types of information in the following four categories:



- o **ALERTS** - where all application outages are documented
- o **What's NEW** - allows us to post announcements about any new applications. We also post our newsletter here.
- o **BUSINESS** - geared towards information that makes it easier for you to do business with Norfolk Southern.
- o **TIPS AND TRICKS** - If you are not sure how to use an application, you may find some helpful information under the "Tips and Tricks" section of accessNS News Central.

Another great feature of accessNS News Central is the ability for you to use your Internet Browser to subscribe via an RSS Feed to each individual section of News Central. This way any time the sections are updated you will be notified of the posted article without the need to log into accessNS to get it.

Internet Bill of Lading

This application allows any NS Customers to electronically submit their Shipping Instructions to NS. This application is very user friendly and has been recognized by the Rail Industry as a leader in functionality. The benefits of the Internet Bill of Lading are as follows:

- Eliminates manual change
- Pre-rating to ensure price
- Corrections and deletes
- Guaranteed acknowledgment
- Full print out of information
- Mainframe EDI capable



Electronic Car Orders

This application has increased accuracy and timeliness of a once manual process for ordering Empty Rail Equipment for loading purposes. This application has many benefits but the biggest benefit is the improvement in order accuracy by eliminating faxes that were hard to read and often misinterpreted.



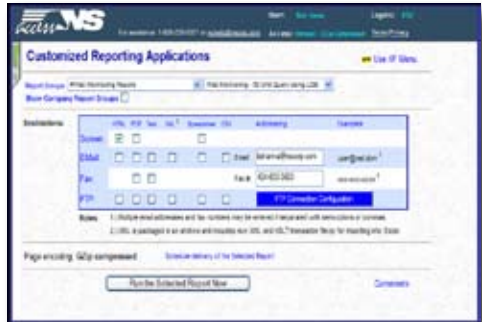
Another benefit to NS is the security that surrounds this application. When a customer submits an order, NS can verify who placed the order, and the customer has an acknowledgement from NS that the order was received.

The database that supports this application promotes better management of assets for both NS and our customers.

There are also reports available that help customers keep track of their orders and their fulfillment.

Customized Reports

If the data exists, we can create the report. Norfolk Southern has a very strong report writing capability with our Customized Reports Application. We can provide anything from Inbound/Outbound Pipeline Reports to Historical Transit Reports. We can write a report against Transportation, Damage, Vendor, Revenue and Traffic History tables. All of these reports can then be run by the users given access or can be time-started and delivered in various file formats and output destinations. This tool allows NS the flexibility needed to answer to the demands of our customers in a quick and professional manner. If there is a report that you need, please don't hesitate to call us and request the format and data you need for your transportation business.



Customized Report Writing Wizard

This application has been an invaluable tool for Norfolk Southern and Users of accessNS. We allow customers to create their own report using Wizard. The Wizard steps you through the creation of multiple styles of reports against our Active movement records database. There are over a 100 different columns of data that you can use in your report. You can add color coding, filters, sorts and report destinations all with the click of a button. The Wizard gives our customers the flexibility that can only be found at Norfolk Southern. The data is from our Teradata Warehouse and is updated hourly from our Transportation Reporting applications.



Diversion, Turnover and Private Car Empty Disposition

Allows users to divert a railcar if change in destination or route of the railcar.



- o **Railcar Reconsignment**
Destination Turnover - Use this application if there is a change in the Consignee information of the railcar without a change in the destination or route
- o **Empty Disposition** - Allows users to specify the empty return route of a presently loaded private railcar. There is No charge for diversions when done in accessNS if done prior to arrival at destination
- o **Railcar Origin Turnover** - Allows user to give authority to another company who will accept ownership of lading and provide forwarding instructions on a loaded railcar still at origin

EDI Direct

This application provides you with the ability to receive EDI 418 Messages (Advance Consist) and also Car Location Messages (CLM) either directly to your system via FTP or through email that can then be saved locally.

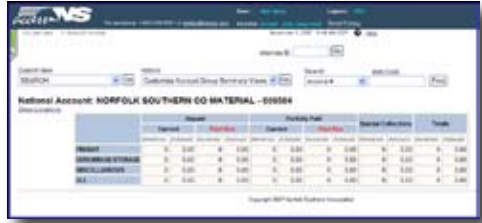


CLMs are an old standard owned by the National Industrial Transportation League and supported by all railroads. The difference at NS is you control how you get them and where. You as a customer have complete control over the entire process. You can determine the supported format; how often you want to receive them; if you want both loads and empties; whether or not you want to include AEI Reporting or not; even what sighting codes you want to receive. It is all up to you.

eFreightBill

If you need access to your financial information at NS, eFreightBill will resolve a great deal of the questions you may have. This application allows you to view account summaries

for unpaid Freight and Demurrage invoices. There are extensive printing and download capabilities. You will have access to the Freight Bill for printing or saving electronically. You can also export your information as an Excel spreadsheet. There is a function for getting an electronic copy of a Freight Bill and Bill of Lading.



Intermodal ePrice

This application provides the Intermodal customers with the ability to request prices and also look up existing prices. All of the price information can be viewed on screen or downloaded in an excel spreadsheet format.



Mileage Inquiry

This application provides customers the ability to enter a rail origin and a rail destination to determine the rail miles between the two points. Up to 4 pairs may be entered in order to establish National Rate Base Miles or NS Short Route miles. These miles may then be used to determine rates for traffic that is written as mileage based prices.



Intermodal Applications

This suite of reports is targeted specifically towards the Intermodal community. There are a series of reports that will answer many Intermodal questions that previously required multiple phone calls. The following reports are available:



- Exceptions Report
- Enroute Trains
- Enroute Units
- Intermodal Trace
- Pending Waybills
- Pick up Numbers
- Reservations
- Storage History
- Terminal Detail
- Terminal Inventory
- Terminal Summary
- Train Schedules
- Unit History
- Units Arrived
- Units at Destination
- Units Departed
- Units Grounded
- Units Ingated
- Units Loaded
- Units Outgated

Price Publications

This application allows the customer to electronically retrieve Price Documents that were formerly received via mail. The application is structured by commodity groups to guide you through the price look up process. Once you find the price you can save it as a PDF file or print it for your records. This process is also used for subscribing to receive notification of expiring prices and new prices that you have an interest in.

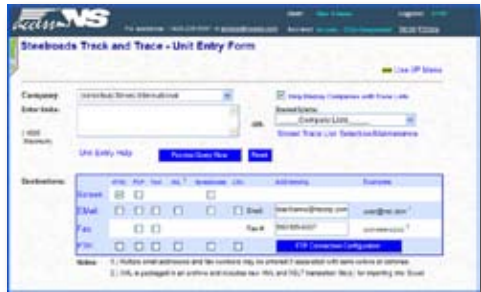


The Shortlines can also receive a wide range of reports consisting of transit information, enroute reports, contacts, and schedule adherence. There are also many tracing applications designed specifically for the Shortlines.

The EDI section of this application allows Operators to retrieve EDI Advance Consists and non-EDI Advance Consists. This information can easily be sent as an email or saved as a PC file in a multitude of formats. If receiving the information at the desktop level is not acceptable then the information can be directly transferred as either a time-start or direct FTP file from the NS system.

Steelroads Trace

This user-friendly application is very simple. It allows you to enter up to 1000 equipment initials and numbers or to use a trace list that is maintained by the user in accessNS. The trace request is then routed directly to the AAR where all Class 1 and 2 railroads report their movement events. The information is then returned to the browser or other choice of destination. This inquiry is not dependent on the traffic having NS involved in the move.



Thoroughbred Pacesetter

This application is one of our newest applications and provides customers with the ability to order cars to be placed or pulled. There also are Inbound and Outbound Pipeline features to this application that will assist customers in managing their rail transportation data.

Additional features to this application will be designed to assist with managing Demurrage. This application is the key to managing all of the customer storage and detention charges.



The hours a customer is scheduled to be served is displayed prominently on the initial screen to best communicate service schedule and raise customer awareness.

This application is designed to eliminate the need for multiple faxes and phone calls that previously were required by customers in order to have switching services performed by Norfolk Southern.

Tracing Applications

This suite of applications has been created primarily for Merchandise customers. There are various functions housed in this application that cover multiple sections of the Shipment Life Cycle:



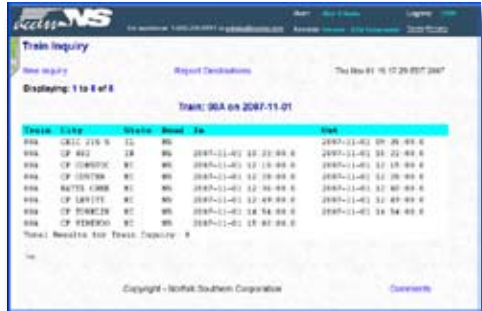
- accessNS users at my company
- Bad order reports
- Current location summary
- Current traffic lane summary
- Demand trace (text and secured)
- Details for traffic at destinations
- Equipment utilization
- History by shipper/receiver
- My 3PL business partners
- Rail pool (current and historical)
- Receiver and shipper 3-year history
- Unit history
- Waybill history single car or multiple cars
- Weight report for current moves
- Weight report historical

All of these reports have various formats and information to offer.

Please don't hesitate to e-mail echelp@nscorp.com with any questions that you have.

Train Inquiry

This simple application displays the schedule for trains by day of the week. You select the train you are looking for from a pick list and then choose the day. The results will show scheduled arrival and departure times for the train.



Umler Inquiry

The Umler Inquiry allows a customer to enter up to 1000 equipment initials and numbers. The information is returned in a summary of mechanical information. The user can then select equipment to see the details shown here.



Waybill Verification

This report allows a customer to enter up to 1000 equipment initials and numbers to determine if Norfolk Southern has a active waybill to move the equipment. This is primarily an Intermodal Application, but also is helpful for Merchandise Customers.



NS eCommerce Support
1-800-235-5551
echelp@nscorp.com

Register at:
<https://www2.nscorp.com/accessNS>