

# Customer Support Contacts



## CUSTOMER SERVICE: 1-800-635-5768

- Option 1 – Password assistance/resets
- Option 2 – Operations & Service Support (OSS)
  - Pacesetter support
  - Inquiries on active shipments (tracking, tracing, delays, bad ordered equipment, expedites)
  - Local service (plant switching, ordering and releasing of equipment, missed switches)
- Option 3 – Diversions, re-ships, or reconsignments
- Option 4 – Intermodal
  - Tracing, dispatch, billing or storage issues
  - Intermodal Help Desk
- Option 5 – Technical assistance with customer applications
  - Waybilling, iBOL & EDI
  - Customer registrations
  - Customized reports
- Option 6 – Freight claims
- Option 7 – Automotive
- Option 8 – Employment inquiries

## CUSTOMER SERVICE COMPLIMENTS/COMPLAINTS: 404-877-9779 or [customerfeedback@nscorp.com](mailto:customerfeedback@nscorp.com)

## OPERATIONS & SERVICE SUPPORT (OSS): 1-800-898-4296

- Option 1 – Operations & Service Support (OSS) regarding:
  - Inquiries on active shipments (tracking, tracing, delays, bad ordered equipment, expedites)
  - Local service (plant switching, ordering and releasing of equipment, missed switches)
- Option 2 – Pacesetter Support

## DIMENSIONAL SHIPMENTS: 404-589-6076

- Clearances and Route Restrictions

## AUTOMOTIVE: 1-888-649-9273

- Option 1 – Enter your party's extension number
- Option 2 – Automotive parts
- Option 3 – Empty multi-levels
- Option 4 – Finished vehicles
- Option 5 – Boxcar equipment issues

## UNIT TRAIN: 404-979-5241

## EMPTY CAR MANAGEMENT/CAR DISTRIBUTION

### Boxcars:

- East: 404-658-2340
- West: 404-658-2341
- North: 404-658-3554
- South: 404-658-3712

### Coils & Gondolas:

- Coils (Covered): 404-658-3152
- Coils (Open): 404-658-3151
- Mill Gons (North): 404-658-3157
- Mill Gons (South): 404-658-3164
- Flats & Woodracks: 404-658-2012

### Special Equipment:

- Covered Hoppers (Grain): 404-658-2343
- Covered Hoppers (Non-grain): 404-658-2295
- Aggies & Wood Chips: 404-658-3565

## LOADING & SECUREMENT SOLUTIONS: 1-800-742-6313

- Repetitive Damage Issues
- Assistance with Loading Advice
  - » Closed Car/Intermodal Loading: 404-658-2515
  - » Open Top Loading: 404-658-2514