

The Optimized Stack Experience



Norfolk Southern continues its journey of creating the Intermodal Terminal of the Future, which will focus on improving the customer experience while conducting business at our facilities. The latest step in this journey is the roll out of our new technology and process package that will help ocean carriers and our drayage partners drop off and pick up international containers at Norfolk Southern’s optimized stack facilities. The incorporated components provide increased terminal capacity, operational fluidity, and a continued focus to minimize driver dwell.

- Current optimized stack locations are Rossville (Memphis) and Austell (Atlanta).
- The **Stack Management** technology deployment will help to optimize the position of each container in the stack and manage the timing and order of moves between the stack and truck.
- We have also incorporated a gate-to-crane **Appointment System**, powered by Blume Global. Blume’s appointment scheduling technology will not only allow appointment window scheduling, but drayage providers can determine when equipment is ready and schedule dual missions.
- Combined, the Stack Management and Appointment System technologies work together to improve the flow of drivers and equipment through the facility and increase stacking efficiency when compared to legacy stack operations.

- For the best dray carrier experience, we have made enhancements to the NS terminal app, **ExpressNS+**, which will help move drivers through the loading / unloading process on the terminal. Instructions will be transmitted while the driver is at the gate, in the queueing area, or in the transfer spot. In lieu of using the ExpressNS+ app, drivers may opt-in to receive information by SMS text.
- Please keep in mind that **all International** units being picked-up or dropped off the managed stack locations will need to utilize the Appointment System and the ExpressNS+ app (or accept SMS text messages) in order to conduct business at these terminals.
- The earlier the appointments are made the more effectively our new technology and process can optimize the on terminal experience.

What?	Why?	Value?
A system that optimizes placement in the stack based on appointment times and other factors	Appointments prevent your unit getting buried as we work in the stack for other customers	A Stack optimizer seeks to slice wait time at terminal, delivering the unit to driver as efficiently as possible

What You Need to Know and Do

1. Eligible users should sign up for the Appointment System and ExpressNS+ as described below and subscribe to IM NEWS alerts for updates.
2. Eligible users could include customers, Dray carriers, and authorized drivers.
3. Appointment System Registration
 - Each company will register their organization.
 - The first registrant will register users or other administrators for the organization.
 - Instructions related to registration and onboarding can be found by following the link [Appointment System Onboarding](#)
 - To register for the appointment system please follow the link [Appointment System Signup](#)
 - Instructions on how to make appointments can be found by following the link [Appointment System Documentation](#)
 - Log in to the appointment system by following the link [Appointment System Logon](#)
 - For assistance contact Blume Global
 - Call **1-510-844-3000 Option 3**
 - Email support@blumeglobal.com
4. ExpressNS+
 - Use of ExpressNS+ is strongly encouraged as the driver experience will be considerably enhanced.
 - Drivers **must use** ExpressNS+ (or accept SMS text messages) for international traffic to receive instructions and progress through the stages of the stacking module.
 - Drivers will not have direct communication with crane operators.
 - Information about ExpressNS+ can be found here [ExpressNS+ Information](#)

ABOUT BLUME GLOBAL

Blume Global is a multimodal supply chain orchestration platform that unites end-to-end visibility, supplier management and logistics execution. As the single source of truth for logistics data, Blume provides visibility throughout the value chain, from sourcing to delivery, allowing customers to use Blume solutions to navigate disruptions and create agile plans amid supply chain uncertainty.

Blume has the most extensive network among logistics technology providers. The company's direct connectivity to the ocean, air, rail, parcel, LTL and truckload carriers combines with Blume's solutions and 28 years of industry data to maximize transportation spend, improve customer service and reduce carbon emissions for users.

By developing technology that streamlines the logistics world, Blume Global is leading the industry in creating supply chain sustainability solutions, fighting climate change by eliminating significant carbon emissions in a world where most freight is transported using fossil fuels.

SMS OPT-IN TERMS AND CONDITIONS

Providing your phone number on this kiosk screen will act as an OPT-IN for Norfolk Southern to send SMS messages to you for the duration of your visit on this facility. You can expect to receive up to 9 messages per visit. These messages are key in ensuring you receive your transfer spot position for crane handling. Standard carrier message and data rates may apply. While opting in is not mandatory, failure to provide your phone number may result in a turnaround or direct you to the terminal office for further assistance.

If you need help during your visit, you can reply HELP to receive assistance guidance.

At any time, you can reply STOP to OPT-OUT from receiving future communication from Norfolk Southern for the duration of this visit but will be directed to the terminal office for further assistance.

For all questions about the services provided by this short code, you can contact: Contact terminal office or Norfolk Southern Intermodal Customer service at 800-497-2919.

(Carrier Compliant) Privacy Policy: <https://www.norfolksouthern.com/en/privacy-policy>