

Using ExpressNS™ Dispatcher Application

GETTING STARTED

MANAGING WORK
ITEMS

ASSIGNING &
CHANGING DRIVERS

CUSTOMIZING VIEW



Getting Started

Managing Work Items

Assigning and Changing Drivers

Customizing Your View

Additional Resources

This workshop enables Dispatchers to:

- ✓ **Comprehend the ExpressNS™ Dispatcher Application** features, benefits, and overall functionality
- ✓ Review how to **register and set up** appropriate user settings
- ✓ **Effectively navigate** the tool in managing Work Item details, updates and assignments
- ✓ **Access available tools and resources** post training



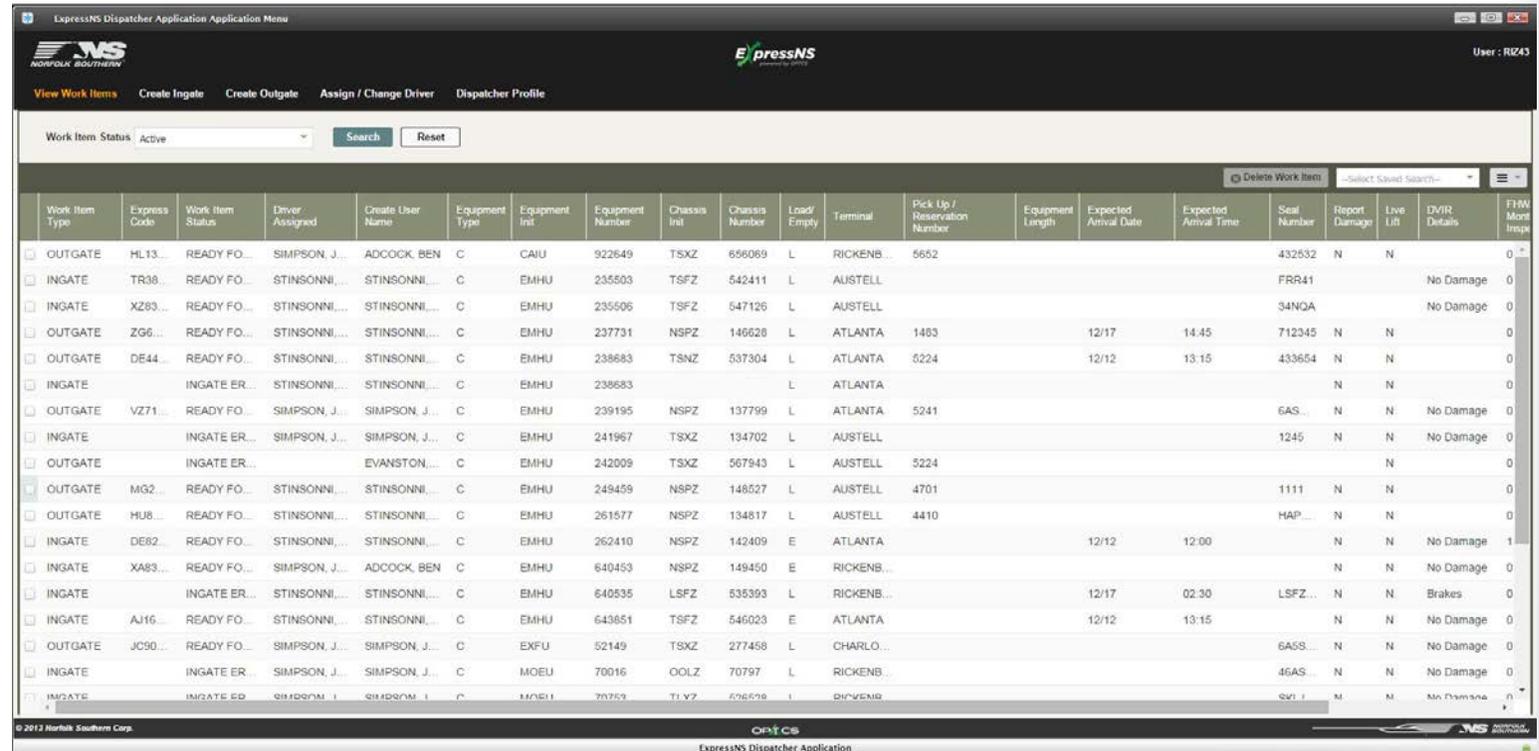
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In this module, we will:

- ✓ Introduce **ExpressNS™ Dispatcher Application**
- ✓ Review **application features and benefits**
- ✓ Explain **registration steps and requirements**
- ✓ Provide steps for **Profile set up**

The **ExpressNS™ Dispatcher Application** enables Dispatchers to:

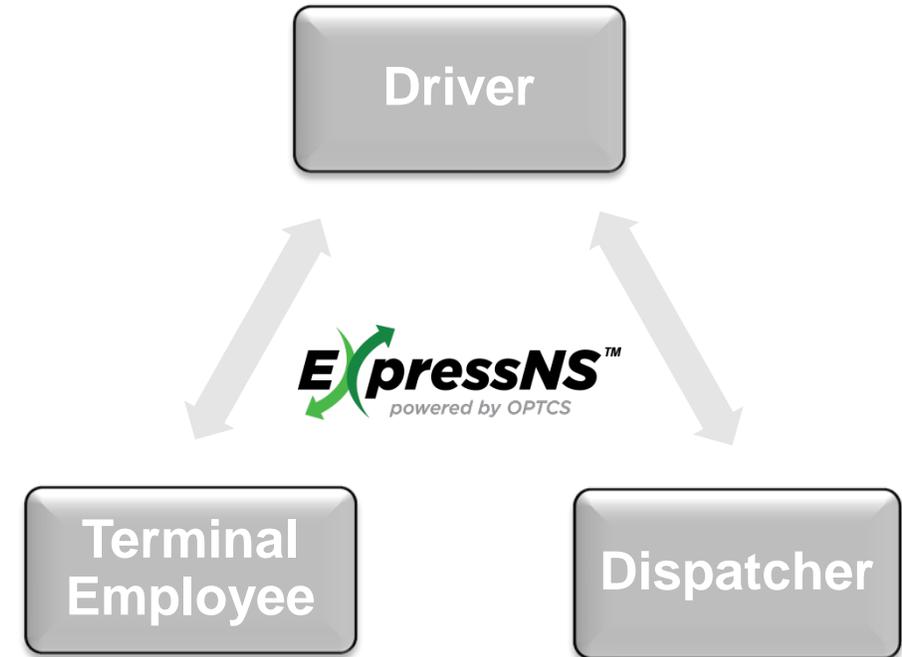
- ✓ Create Work Items
- ✓ Update or cancel existing Work Items
- ✓ Assign and change Drivers



The screenshot displays the ExpressNS Dispatcher Application interface. At the top, there is a navigation menu with options: View Work Items, Create Ingate, Create Outgate, Assign / Change Driver, and Dispatcher Profile. Below the menu, there is a search bar with a dropdown for 'Work Item Status' set to 'Active', and buttons for 'Search' and 'Reset'. A 'Delete Work Item' button is also visible. The main area contains a table with the following columns: Work Item Type, Express Code, Work Item Status, Driver Assigned, Create User Name, Equipment Type, Equipment Init, Equipment Number, Chassis Init, Chassis Number, Load/Empty, Terminal, Pick Up / Reservation Number, Equipment Length, Expected Arrival Date, Expected Arrival Time, Seal Number, Report Damage, Live Lift, DVIR Details, and FHM More Insp. The table lists various work items, including OUTGATE and INGATE items, with details such as equipment numbers, chassis numbers, and arrival times.

Work Item Type	Express Code	Work Item Status	Driver Assigned	Create User Name	Equipment Type	Equipment Init	Equipment Number	Chassis Init	Chassis Number	Load/Empty	Terminal	Pick Up / Reservation Number	Equipment Length	Expected Arrival Date	Expected Arrival Time	Seal Number	Report Damage	Live Lift	DVIR Details	FHM More Insp
OUTGATE	HL13...	READY FO...	SIMPSON, J...	ADCOCK, BEN	C	CAIU	922649	TSXZ	656069	L	RICKENB...	5652				432632	N	N		0
INGATE	TR38...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	235503	TSFZ	542411	L	AUSTELL					FRR41			No Damage	0
INGATE	XZ83...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	235506	TSFZ	547126	L	AUSTELL					34NQA			No Damage	0
OUTGATE	ZG6...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	237731	NSPZ	146628	L	ATLANTA	1483		12/17	14:45	712345	N	N		0
OUTGATE	DE44...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	238683	TSNZ	537304	L	ATLANTA	5224		12/12	13:15	433654	N	N		0
INGATE	INGATE ER...	INGATE ER...	STINSONNI...	STINSONNI...	C	EMHU	238683			L	ATLANTA						N	N		0
OUTGATE	VZ71...	READY FO...	SIMPSON, J...	SIMPSON, J...	C	EMHU	239195	NSPZ	137799	L	ATLANTA	5241				6AS...	N	N	No Damage	0
INGATE	INGATE ER...	INGATE ER...	SIMPSON, J...	SIMPSON, J...	C	EMHU	241967	TSXZ	134702	L	AUSTELL					1245	N	N	No Damage	0
OUTGATE	INGATE ER...	INGATE ER...		EVANSTON...	C	EMHU	242009	TSXZ	567943	L	AUSTELL	5224						N		0
OUTGATE	MG2...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	249459	NSPZ	148527	L	AUSTELL	4701				1111	N	N		0
OUTGATE	HU8...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	261577	NSPZ	134817	L	AUSTELL	4410				HAP...	N	N		0
INGATE	DE82...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	262410	NSPZ	142409	E	ATLANTA			12/12	12:00		N	N	No Damage	1
INGATE	XA83...	READY FO...	SIMPSON, J...	ADCOCK, BEN	C	EMHU	640453	NSPZ	149450	E	RICKENB...						N	N	No Damage	0
INGATE	INGATE ER...	INGATE ER...	STINSONNI...	STINSONNI...	C	EMHU	640535	LSFZ	535393	L	RICKENB...			12/17	02:30	LSFZ...	N	N	Brakes	0
INGATE	AJ16...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	643651	TSFZ	546023	E	ATLANTA			12/12	13:15		N	N	No Damage	0
OUTGATE	JC90...	READY FO...	SIMPSON, J...	SIMPSON, J...	C	EXFU	52149	TSXZ	277458	L	CHARLO...					6ASS...	N	N	No Damage	0
INGATE	INGATE ER...	INGATE ER...	SIMPSON, J...	SIMPSON, J...	C	MOEU	70016	OOLZ	70797	L	RICKENB...					46AS...	N	N	No Damage	0
INGATE	INGATE ER...	INGATE ER...	SIMPSON, J...	SIMPSON, J...	C	MOEU	70797	TI YZ	626519	L	RICKENB...					SVI...	N	N	No Damage	0

- ✓ Enables **updates to be shared** between drivers, dispatchers and terminal employees in real-time
- ✓ **Streamlines** both gate and yard operations and reduces average time per gate transaction
- ✓ **Ensures better tracking** of units and thereby improves yard inventory accuracy





VIEW WORK ITEMS

View, update,
and modify
existing Work
Items



CREATE INGATE

Create new
drop-off Work
Items



CREATE OUTGATE

Create new
pick-up Work
Items



ASSIGN/ CHANGE DRIVER

Assign or change
Drivers associated
with existing Work
Items



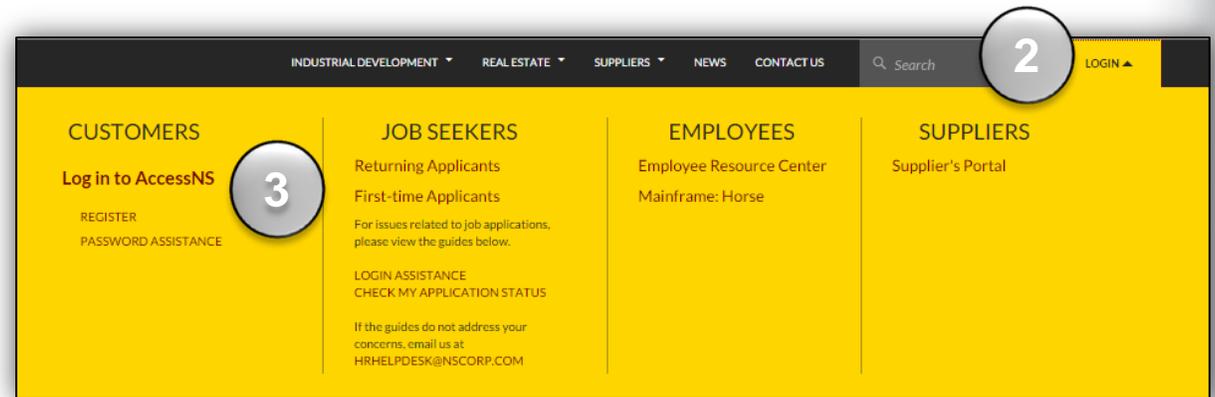
DISPATCHER PROFILE

View and modify
profile and
preferences

Dispatchers without NS Network access, *accessNS*, can register for the **ExpressNS™ Dispatcher App** in three simple steps:

- 1 Access the Norfolk Southern website
- 2 Click **LOGIN**
- 3 Under **CUSTOMERS**, click **REGISTER**

- 1 Go to **NORFOLK SOUTHERN** website
<http://www.nscorp.com/content/nscorp/en.html>



The Dispatcher Web App is an application within accessNS. The registration process allows dispatchers to request access to other accessNS applications, too.

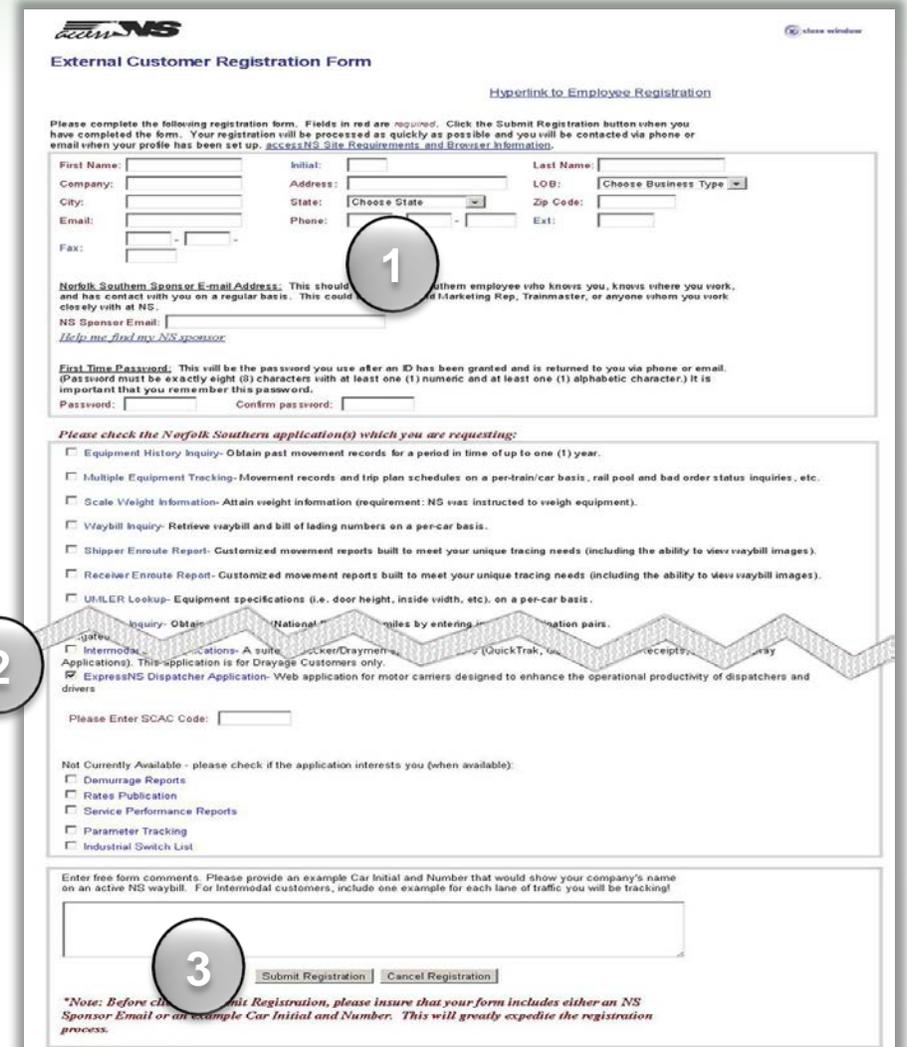
After clicking **REGISTER**, you will be asked to complete the **External Customer Registration Form**.

- 1 Enter your **employee information**
 - Enter **ExpressNS@nscorp.com** in the NS Sponsor Email field
- 2 Under Intermodal, check **ExpressNS Dispatcher Application**, and enter your Motor Carrier SCAC
- 3 Click **Submit Registration**
 - *Registration will be processed and an email notification will be sent to you when your profile has been set up*



NOTE

Dispatchers who already have access to accessNS should contact eCommerce Group at echelp@nscorp.com or 800.635.5768 to request access to the Dispatcher Application.



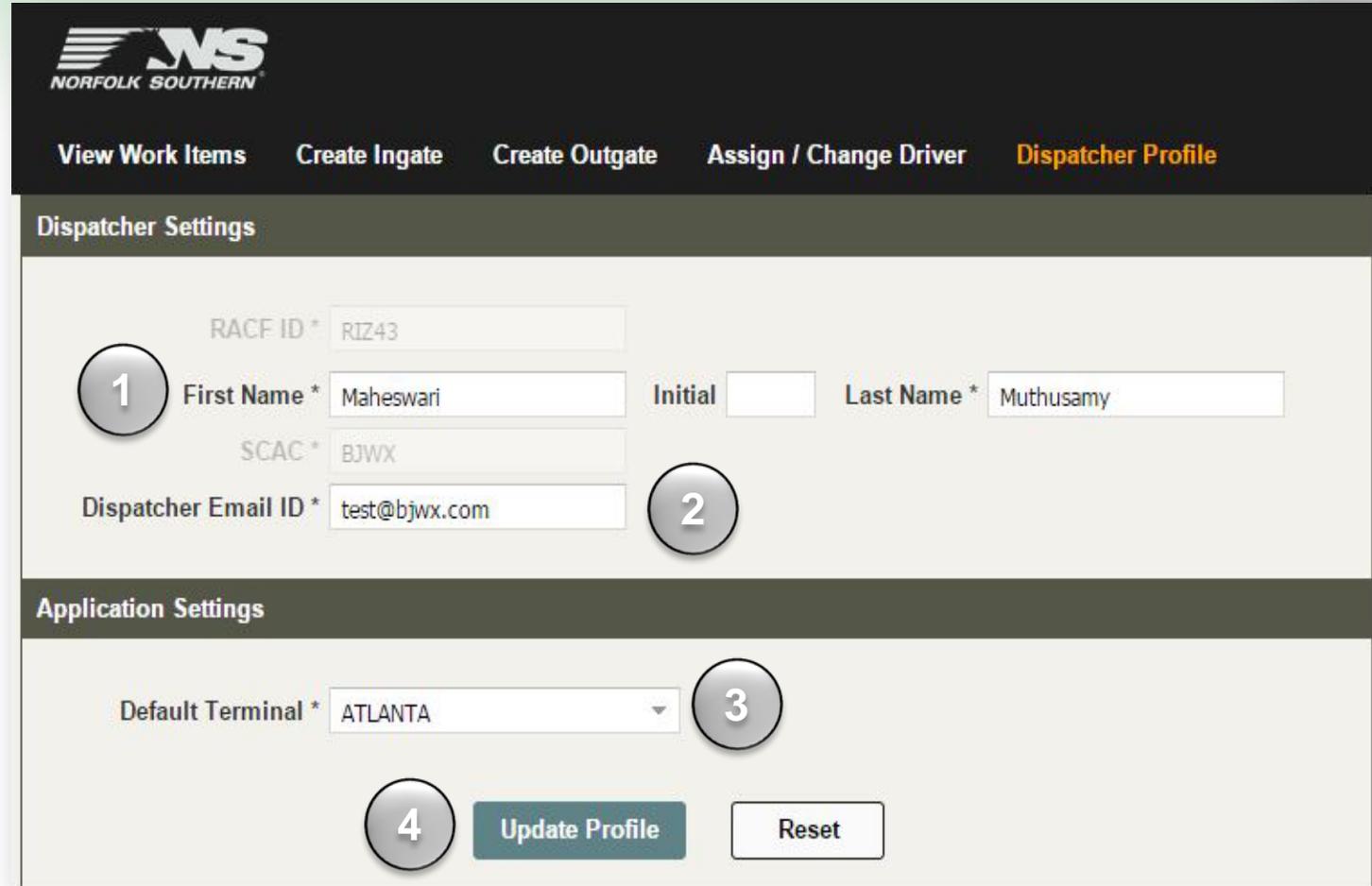
The screenshot shows the 'External Customer Registration Form' with the following sections and callouts:

- Callout 1:** Points to the 'NS Sponsor Email' field, which is highlighted in red. The text above it says: "Norfolk Southern Sponsor or E-mail Address: This should be the email address of an NS employee who knows you, knows where you work, and has contact with you on a regular basis. This could be a Marketing Rep, Trainmaster, or anyone whom you work closely with at NS." Below this is the "NS Sponsor Email:" field.
- Callout 2:** Points to the 'Intermodal Applications' section, where the 'ExpressNS Dispatcher Application' checkbox is checked. The text above it says: "Intermodal Applications - A suite of tools for Drayage/Traymen Applications. This application is for Drayage Customers only." Below this is the "Please Enter SCAC Code:" field.
- Callout 3:** Points to the 'Submit Registration' button at the bottom of the form.

Other visible fields include: First Name, Initial, Last Name, Company, Address, LOB (Choose Business Type), City, State (Choose State), Zip Code, Email, Phone, Ext, Fax, Password, and Confirm password.

Once you have access to the **ExpressNS™ Dispatcher App**, your RACF ID and SCAC will default and you will be asked to complete the *Dispatcher Profile* section upon entry to the site:

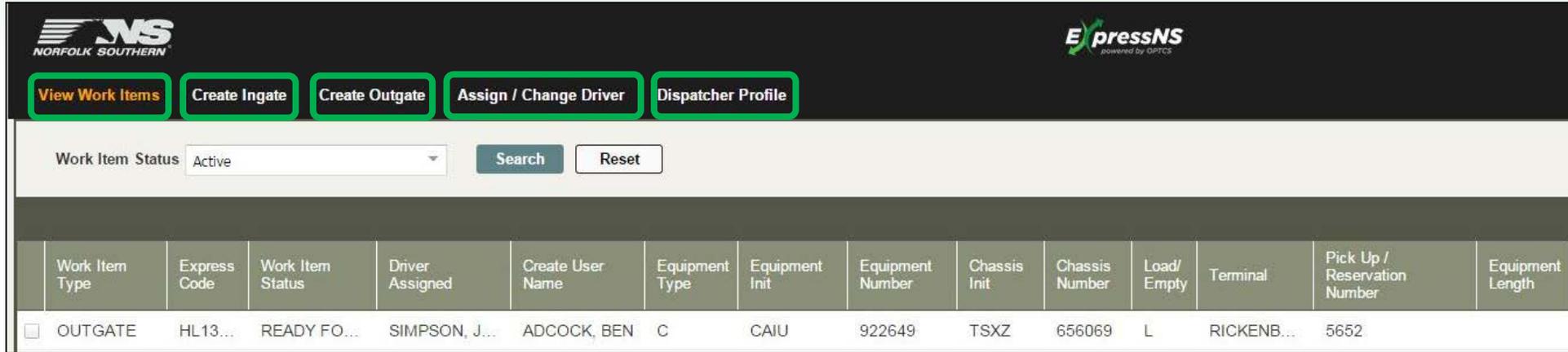
- 1 Enter your **First Name** and **Last Name**
- 2 Enter **Dispatcher Email ID**
- 3 Verify **Default Terminal**
- 4 Click **Update Profile**

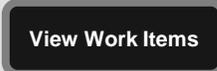
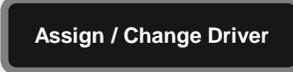
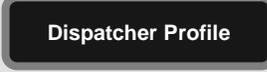


The screenshot shows the 'Dispatcher Profile' registration page. At the top, there is a navigation bar with the Norfolk Southern logo and several menu items: 'View Work Items', 'Create Ingate', 'Create Outgate', 'Assign / Change Driver', and 'Dispatcher Profile'. Below the navigation bar is the 'Dispatcher Settings' section, which contains several input fields: 'RACF ID *' (with value 'RIZ43'), 'First Name *' (with value 'Maheswari'), 'Initial' (empty), 'Last Name *' (with value 'Muthusamy'), 'SCAC *' (with value 'BJWX'), and 'Dispatcher Email ID *' (with value 'test@bjwx.com'). Below this is the 'Application Settings' section, which contains a 'Default Terminal *' dropdown menu (with value 'ATLANTA'). At the bottom of the form are two buttons: 'Update Profile' and 'Reset'. Numbered callouts (1-4) are placed over the form to indicate the registration steps: 1 points to the First Name and Last Name fields, 2 points to the Dispatcher Email ID field, 3 points to the Default Terminal dropdown, and 4 points to the Update Profile button.

NOTE

Registration will be processed and an email notification will be sent to you when your profile has been set up.



MODULE	DESCRIPTION
	View active and archived work items, update, view associated notes, and delete work items.
	Enter Equipment and Driver Details to create a new drop-off Work Item.
	Enter Equipment and Driver Details to create a new pick-up Work Item.
	Search by function or field for definitions or guidance on functionality.
	View and update your profile.

2

In this module, we will:

- ✓ Navigate the **View Work Items** home page
- ✓ Review steps for **viewing and updating Work Items**
- ✓ Review steps for **creating Ingate, drop-off, and Outgate, pick-up, Work Items**

View Work Items – Data Fields

<input checked="" type="checkbox"/> Work Item Type	<input checked="" type="checkbox"/> Load/Empty
<input checked="" type="checkbox"/> Express Code	<input checked="" type="checkbox"/> Terminal
<input checked="" type="checkbox"/> Work Item Status	<input checked="" type="checkbox"/> Pick up /Reservation ID
<input checked="" type="checkbox"/> Driver Assigned	<input checked="" type="checkbox"/> Equipment Length
<input checked="" type="checkbox"/> Create User Name	<input checked="" type="checkbox"/> Expected Arrival Date & Time
<input type="checkbox"/> Last Updated User Name	<input checked="" type="checkbox"/> Seal #s
<input type="checkbox"/> Last Updated On	<input checked="" type="checkbox"/> Report Damage
<input checked="" type="checkbox"/> Equipment Type	<input checked="" type="checkbox"/> Live Lift
<input checked="" type="checkbox"/> Equipment Init	<input checked="" type="checkbox"/> DVIR Details
<input checked="" type="checkbox"/> Equipment Number	<input checked="" type="checkbox"/> FHWA Month Inspection
<input checked="" type="checkbox"/> Chassis Init	<input checked="" type="checkbox"/> FHWA Year Inspection
<input checked="" type="checkbox"/> Chassis Number	<input checked="" type="checkbox"/> Hazmat



Some fields may be hidden. To view all fields, right click on a column and select the fields you would like to see.

View Work Items – Functions

1 View Work Item Status

Click drop-down to view *Active* or *Inactive* Work Items

2 Create Saved Search

Click drop-down to create a custom profile which is set to your most commonly used search criteria

3 Delete a Work Item

Click checkbox next to Work Item(s) in results table then click **Delete Work Item(s)** button to delete a Work Item

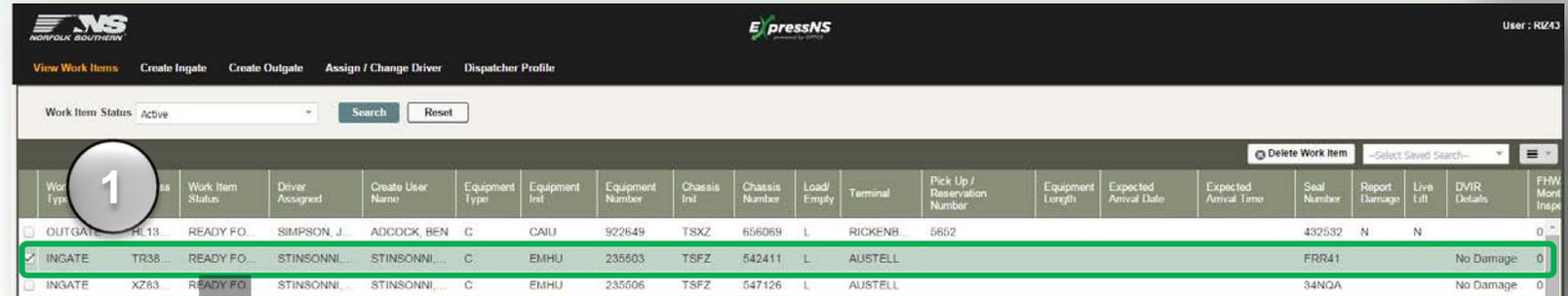
The screenshot shows the ExpressNS Dispatcher Application interface. At the top, there are navigation buttons: 'View Work Items', 'Create Ingate', 'Create Outgate', 'Driver', and 'Dispatcher Profile'. A search filter for 'Work Item Status' is set to 'Active'. A 'Delete Work Item' button is highlighted in the top right. Below the search bar is a table with columns: Work Item Type, Express Code, Work Item Status, Driver Assigned, Create User Name, Equipment Type, Equipment Init, Equipment Number, Chassis Init, Chassis Number, Load/Empty, Terminal, Pick Up / Reservation Number, Equipment Length, Expected Arrival Date, Expected Arrival Time, Seal Number, Report Damage, Live Lift, DVIR Details, and FRM Month Insp. The table contains multiple rows of work items, with the second row selected. A 'Delete Work Item' button is also highlighted in the top right of the table area.



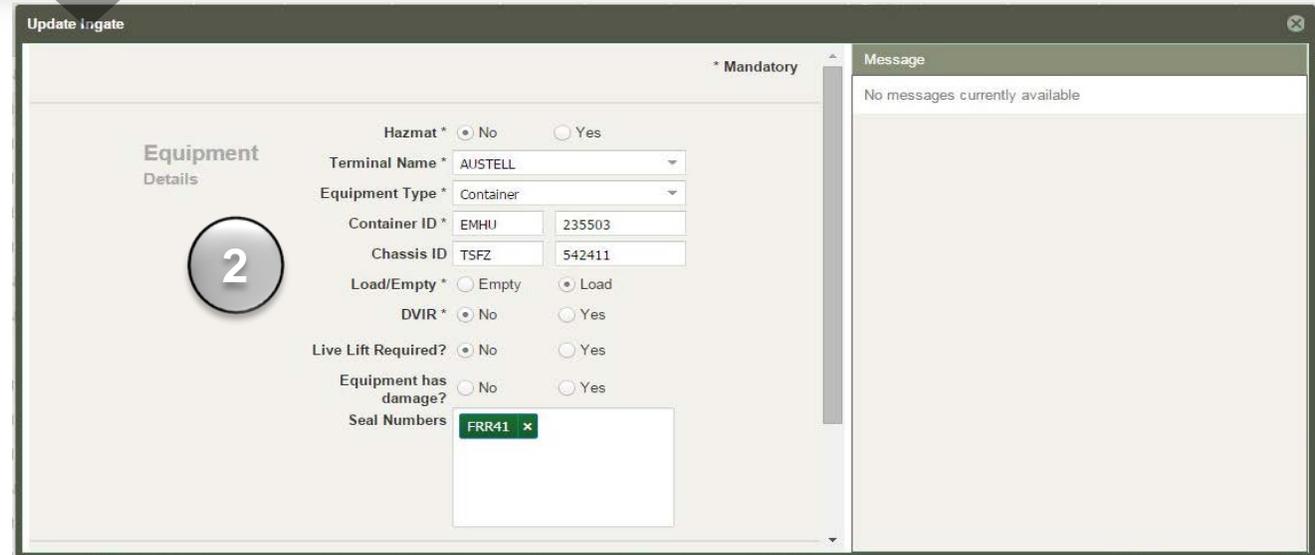
The checkbox feature enables you to select multiple work items to be deleted.

Updating a Work Item

- 1 Double click on the selected Work Item
- 2 Enter updates for Equipment Details
- 3 Enter updates for Driver Details
- 4 Click Update



Work Type	Work Item Status	Driver Assigned	Create User Name	Equipment Type	Equipment Int	Equipment Number	Chassis Int	Chassis Number	Load/Empty	Terminal	Pick Up / Reservation Number	Equipment Length	Expected Arrival Date	Expected Arrival Time	Seal Number	Report Damage	Live Lift	DVIR Details	FWW Mont Insp
OUTGATE	RL13...	READY FO...	SIMPSON, J...	ADCOCK, BEN	C	CAIU	922649	TSXZ	666069	L	RICKENB...	5662			432532	N	N		0
INGATE	TR38...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	235503	TSFZ	542411	L	AUSTELL				FRR41			No Damage	0
INGATE	XZ83...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	235506	TSFZ	547126	L	AUSTELL				34NQA			No Damage	0



Update Ingate

** Mandatory*

Equipment Details

Hazmat * No Yes

Terminal Name * AUSTELL

Equipment Type * Container

Container ID * EMHU 235503

Chassis ID TSFZ 542411

Load/Empty * Empty Load

DVIR * No Yes

Live Lift Required? No Yes

Equipment has damage? No Yes

Seal Numbers FRR41

Message: No messages currently available



Driver Details

Driver Name SIMPSON, JAMAL

Expected Arrival MM/DD HH:MM

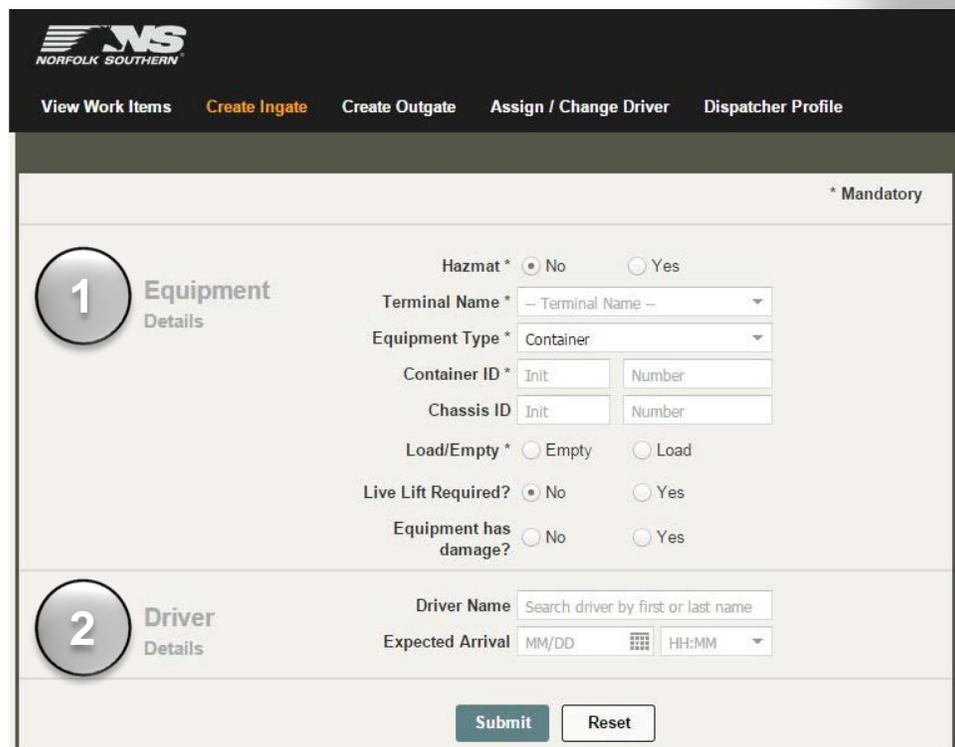
4 Update Close

1 EQUIPMENT DETAILS

Hazmat	Answer yes or no if there is hazardous materials.
Terminal Name	From drop-down, select drop off terminal.
Equipment Type	Select type of equipment (i.e. container, trailer, etc.)
Container ID	Enter in container initial and number.
Chassis ID	Enter in chassis initial and number.
Load/Empty	Identify if there is a load or if empty. If load, you will see a field to enter seal numbers.
Live Lift Required?	Identify whether Live Lift is required for this drop off.
Equipment has damage?	Answer yes or no if there is damaged equipment.

2 DRIVER DETAILS

Driver Name	Enter in Driver name.
Expected Arrival	Enter date and time of drop-off arrival.



View Work Items **Create Ingate** Create Outgate Assign / Change Driver Dispatcher Profile

* Mandatory

1 Equipment Details

Hazmat * No Yes

Terminal Name * -- Terminal Name --

Equipment Type * Container

Container ID * Init Number

Chassis ID Init Number

Load/Empty * Empty Load

Live Lift Required? No Yes

Equipment has damage? No Yes

2 Driver Details

Driver Name Search driver by first or last name

Expected Arrival MM/DD HH:MM

Submit Reset

Creating an Ingate Work Item

Create Ingate enables Dispatchers to **create a single drop-off Work Item** and assign it to a driver.

- 1 Click **Create Ingate**
- 2 Enter **Equipment Details**
- 3 Enter **Driver Details**
- 4 Click **Submit**



NOTE

*Ensure **Work Item Defined Successfully** is displayed to confirm submission.*

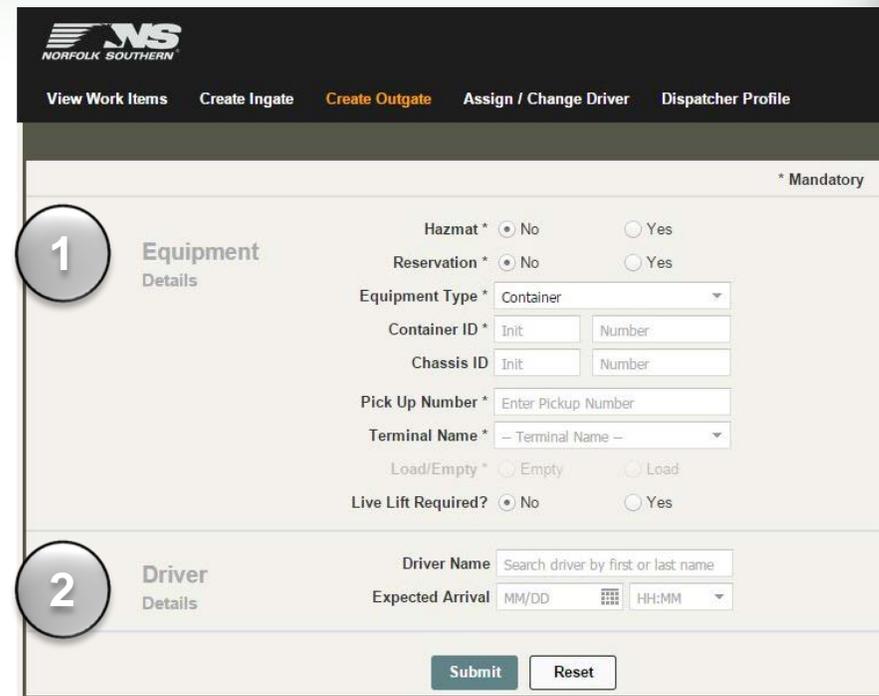


The screenshot shows the 'Create Ingate' form in the ExpressNS Dispatcher Application. The form is divided into two main sections: 'Equipment Details' and 'Driver Details'. The 'Equipment Details' section includes fields for Hazmat (radio buttons for No/Yes), Terminal Name (dropdown), Equipment Type (dropdown), Container ID (Init and Number input fields), Chassis ID (Init and Number input fields), Load/Empty (radio buttons for Empty/Load), Live Lift Required? (radio buttons for No/Yes), and Equipment has damage? (radio buttons for No/Yes). The 'Driver Details' section includes a Driver Name search field and an Expected Arrival field with MM/DD and HH:MM input boxes. At the bottom right, there are 'Submit' and 'Reset' buttons. A navigation bar at the top contains 'View Work Items', 'Create Ingate' (highlighted), 'Create Outgate', 'Assign / Change Driver', and 'Dispatcher Profile'. A '1' in a circle is placed over the 'Create Ingate' button. A '2' in a circle is placed over the 'Equipment Details' section. A '3' in a circle is placed over the 'Driver Details' section. A '4' in a circle is placed over the 'Submit' button. A '* Mandatory' label is in the top right corner of the form area.

Creating an Outgate Work Item

1 EQUIPMENT DETAILS	
Hazmat	Answer yes or no if there is hazardous materials.
Reservation	Identify if there is a reservation made for this pick-up.
Equipment Type	Select type of equipment (i.e. container, trailer, etc.).
Terminal Name	From drop-down, select pick up terminal.
Container ID	Enter in container initial and number.
Chassis ID	Enter in chassis initial and number.
Pick up Number	Enter valid pick-up number.
Load/Empty	Identify if there is a load or if empty. If load, you will see a field to enter seal numbers.
Live Lift Required?	Identify whether Live Lift is required for this drop off.

2 DRIVER DETAILS	
Driver Name	Enter in Driver name.
Expected Arrival	Enter date and time of drop-off arrival.



NOTE Above is an example of an Outgate Work Item for a container. Input screen may be different based on equipment type.

Creating an Outgate Work Item

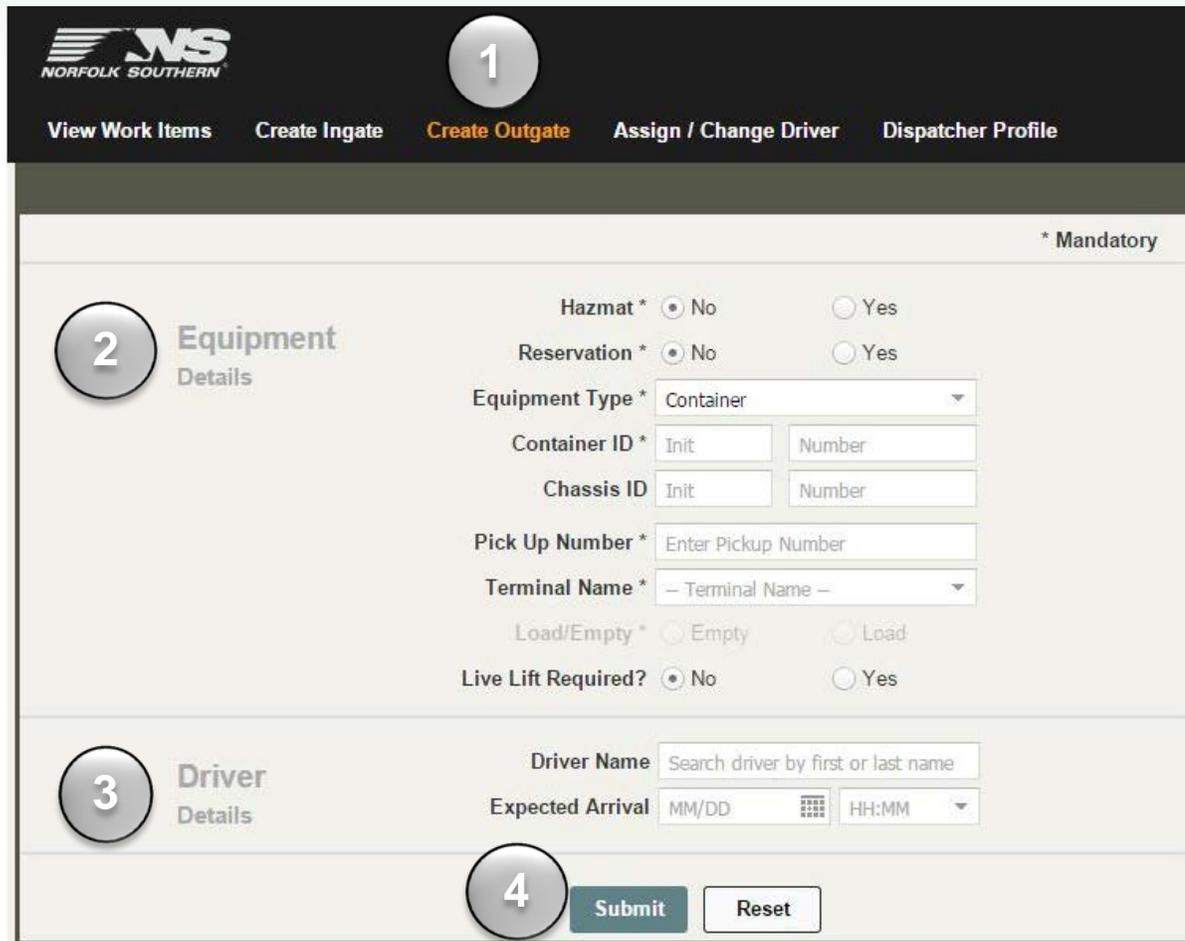
Create Outgate enables Dispatchers to **create a single pick-up Work Item** and assign it to a driver.

- 1 Click **Create Outgate**
- 2 Enter **Equipment Details**
- 3 Enter **Driver Details**
- 4 Click **Submit**



NOTE

*Ensure Work Item defined **successfully** is displayed to confirm submission.*



1

View Work Items Create Ingate **Create Outgate** Assign / Change Driver Dispatcher Profile

* Mandatory

2 **Equipment Details**

Hazmat * No Yes

Reservation * No Yes

Equipment Type * Container

Container ID * Init Number

Chassis ID Init Number

Pick Up Number * Enter Pickup Number

Terminal Name * - Terminal Name -

Load/Empty * Empty Load

Live Lift Required? No Yes

3 **Driver Details**

Driver Name Search driver by first or last name

Expected Arrival MM/DD HH:MM

4 **Submit** **Reset**

Creating an Outgate with Reservation ID

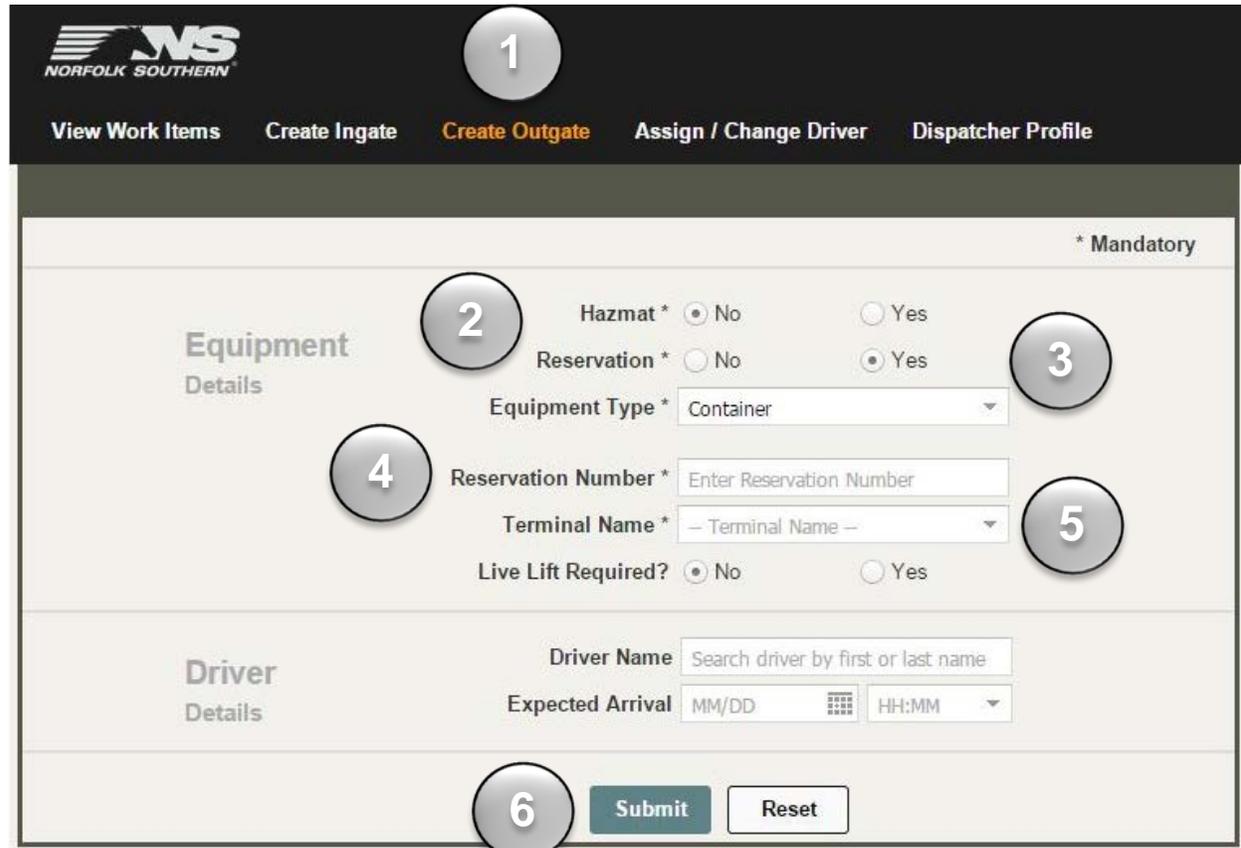
A valid reservation number enables Dispatchers to quickly create Outgate Work Items.

- 1 Click **Create Outgate**
- 2 For *Reservation*, select **Yes**
- 3 Select **Equipment Type**
- 4 Enter **Reservation Number**
- 5 Select **Terminal Name**
- 6 Click **Submit**



NOTE

Ensure Work Item Defined Successfully is displayed to confirm submission.

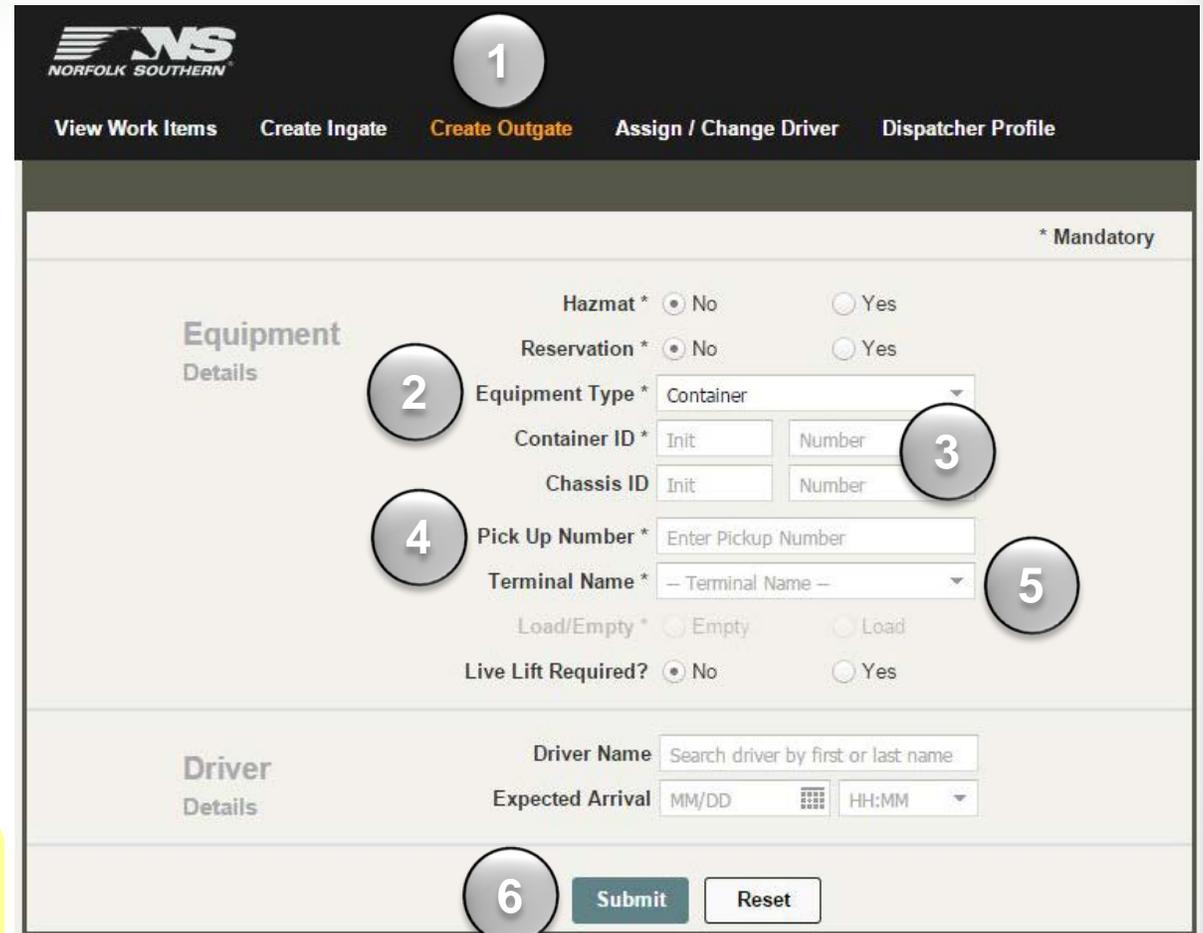


- 1 Click **Create Outgate**
- 2 Select **Equipment Type**
- 3 Enter **Container ID**
- 4 Enter **Pick-up Number**
- 5 Select **Terminal Name**
- 6 Click **Submit**



NOTE

Double click on newly created Work Items to view any messages associated with that Work Item, such as missing data and associated storage fees.



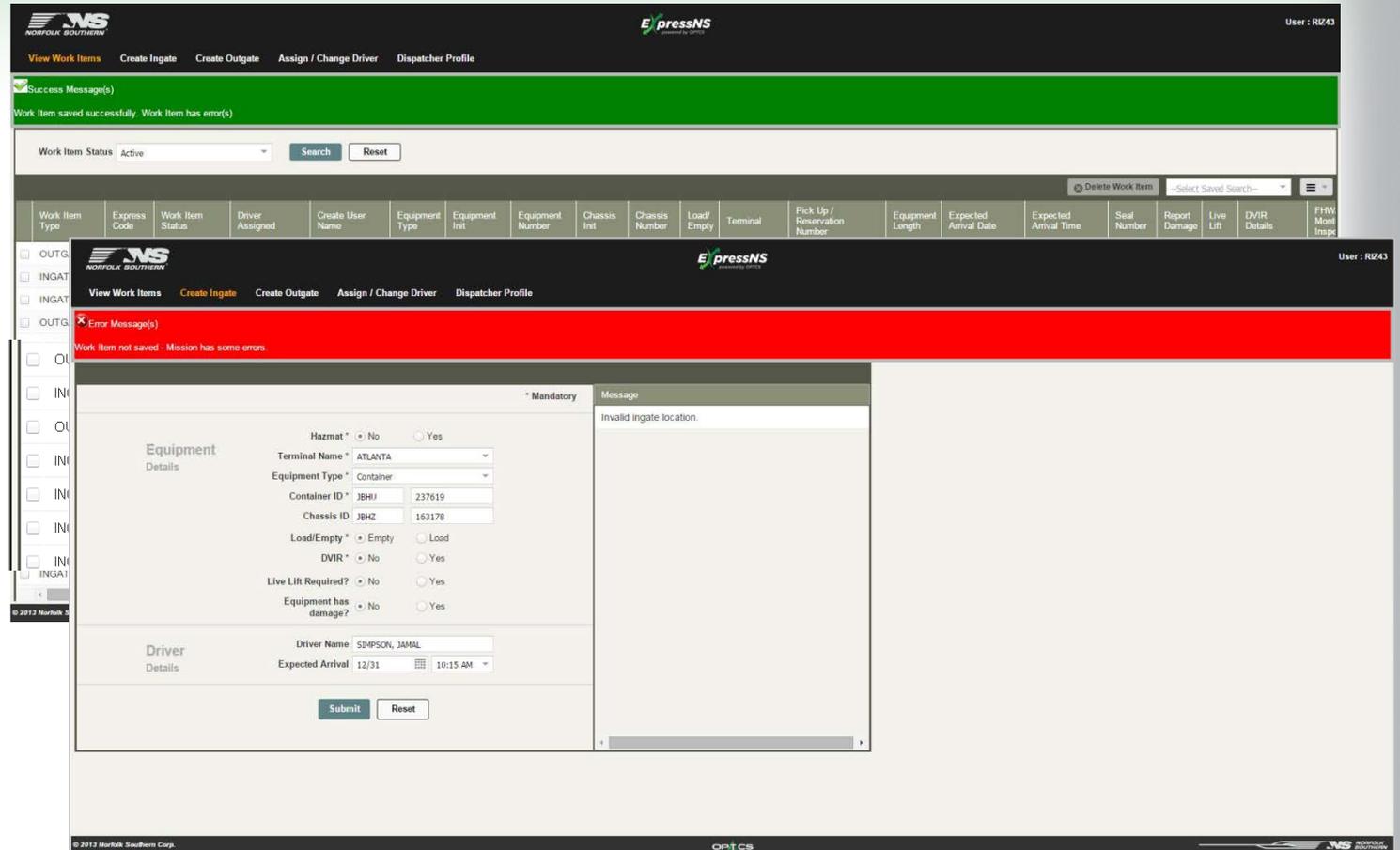
Once you have created a Work Item, you will be prompted with a **Validation message**.



Successful Validation: data is complete and saved in the database. *Work Item defined successfully* message is displayed.



Unsuccessful Validation: if missing or incorrect data, an *Error Message* message is displayed with an error description. A QR Code will not be generated, and the mission will not appear in **View Work Items**



The screenshot displays the ExpressNS Dispatcher Application interface. At the top, there are navigation tabs: View Work Items, Create Ingate, Create Outgate, Assign / Change Driver, and Dispatcher Profile. A green success message bar reads: "Work Item saved successfully. Work Item has error(s)". Below this is a search bar with "Work Item Status" set to "Active". A table lists various work items with columns for Type, Express Code, Status, Driver, and more. A red error message bar reads: "Work Item not saved - Mission has some errors." Below the error bar is a detailed form for "Equipment Details" and "Driver Details". The "Equipment Details" section includes fields for Hazmat, Terminal Name (ATLANTA), Equipment Type (Container), Container ID (JBH1 237619), Chassis ID (JBH2 163178), Load/Empty (Empty), DVIR (No), Live Lift Required? (No), and Equipment has damage? (No). The "Driver Details" section includes Driver Name (SIMPSON, JAMAL) and Expected Arrival (12/31 10:15 AM). A "Message" window on the right displays the error: "Invalid ingate location." Buttons for "Submit" and "Reset" are visible at the bottom of the form.



*If you receive an error message, view the **Message display window** to see your errors. A successful validation does not ensure the mission has no errors.*

3

In this module we will:

- ✓ Explain **Driver** and **terminal search** functionality
- ✓ Review steps for **assigning and removing Drivers** to an assigned Work Item

Assigning and Changing Drivers

ASSIGN/CHANGE

When **Assigning** or **Changing** a driver, complete the following steps.

- 1 Click **Assign / Change Driver**
- 2 Select Work Item(s) for which you would like to assign or change Driver
- 3 Double click on the Driver to change
- 4 Enter Driver Name in the *Select Driver Name* pop-up window
- 5 Click **Save**
- 6 Verify change in the *Work Items Table*



Work Item Type	Express Code	Work Item Status	Driver Assigned <small>** double click on cell to edit</small>	Create User Name	Equipment Type	Equipment Init	Equipment Number	Chassis Init	Chassis Number	
<input type="checkbox"/>	OUTGATE	HL1...	READY FOR IN...	SIMPSON, JAMAL	ADCOCK, BEN	C	CAIU	922649	TSXZ	65606
<input checked="" type="checkbox"/>	INGATE	TR3...	READY FOR IN...	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	235503	TSFZ	54241
<input type="checkbox"/>	INGATE	XZ8...	READY FOR IN...	STINSONNI...				235506	TSFZ	54712
<input type="checkbox"/>	OUTGATE	ZG6...	READY FOR IN...	STINSONNI...				237731	NSPZ	14662
<input type="checkbox"/>	OUTGATE	DE4...	READY FOR IN...	STINSONNI...				238683	TSNZ	53730
<input type="checkbox"/>	INGATE		INGATE ERROR	STINSONNI...				238683		
<input type="checkbox"/>	OUTGATE	VZ7...	READY FOR IN...	SIMPSON, JAMAL	SIMPSON, J...	C	EMHU	239195	NSPZ	13779



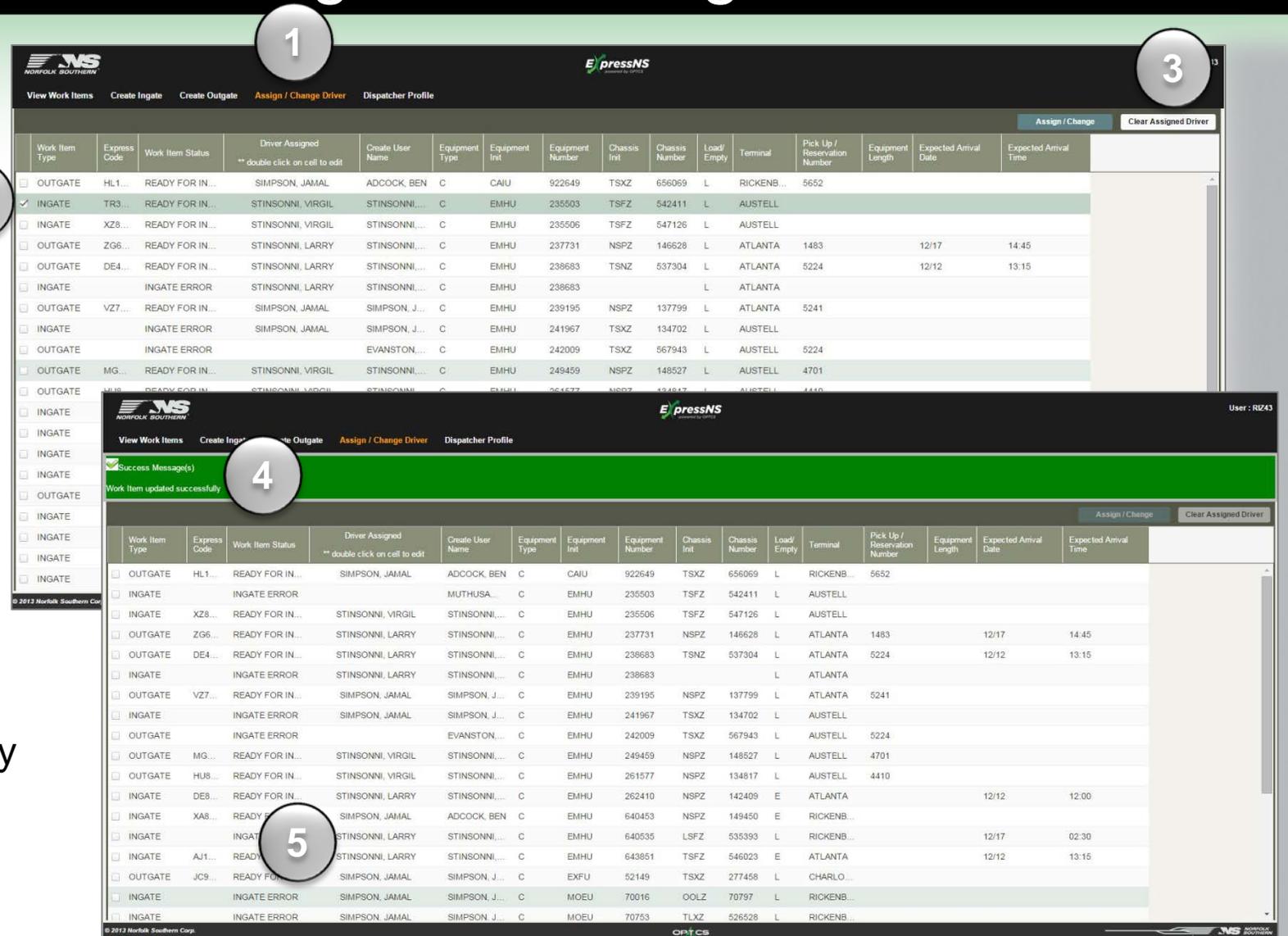
Once you have changed or made an amendment to a Driver assigned to a Work Item, your name will be reflected in the Create User Name column.

Resetting Driver Assignments

ASSIGN/CHANGE

To delete or remove a Driver from a Work Item, **reset** the Driver assigned to that Work Item.

- 1 Click **Assign / Change Driver**
- 2 Click the check box next to the Work Item you would like to remove
- 3 Click **Clear Assigned Driver**
- 4 View the Validation Message and confirm that the Work Item was updated successfully
- 5 Confirm the Driver has been removed by looking in the *Work Items table*



The screenshot shows the ExpressNS Dispatcher Application interface. At the top, there are navigation tabs: 'View Work Items', 'Create Ingate', 'Create Outgate', 'Assign / Change Driver', and 'Dispatcher Profile'. The 'Assign / Change Driver' tab is active. Below the tabs is a table of work items. The table has columns for Work Item Type, Express Code, Work Item Status, Driver Assigned, Create User Name, Equipment Type, Equipment Init, Equipment Number, Chassis Init, Chassis Number, Load/Empty, Terminal, Pick Up / Reservation Number, Equipment Length, Expected Arrival Date, and Expected Arrival Time. A green banner at the top of the table area displays a success message: 'Work Item updated successfully'. Below the banner, the table shows a list of work items, including 'OUTGATE HL1...', 'INGATE TR3...', 'INGATE XZ8...', 'OUTGATE ZG6...', 'OUTGATE DE4...', 'INGATE', 'OUTGATE VZ7...', 'INGATE', 'OUTGATE MG...', 'OUTGATE HUB...', 'INGATE DEB...', 'INGATE XA8...', 'INGATE AJ1...', 'OUTGATE JC9...', and 'INGATE'. A 'Clear Assigned Driver' button is visible in the top right corner of the table area. The interface also shows a 'Success Message(s)' section above the table.

4

In this module we will:

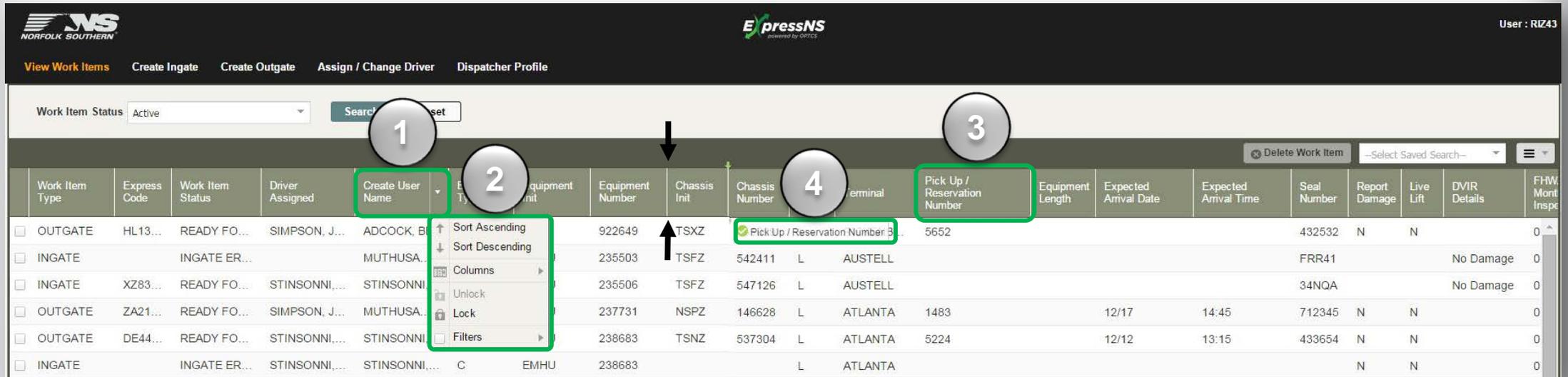
- ✓ Review steps for **modifying your data table**
- ✓ Demonstrate how to **filter and sort data**
- ✓ Review steps for creating **custom views** to your profile

Filtering and Sorting Results Data

- 1 Click **column header drop-down**
- 2 Select **Sort Ascending** or **Descending** to sort, and **Columns** to filter for certain data

Customizing Column Order in Work Items Table

- 3 Click **specific field** in header column drop-down
- 4 Drag that specific field to **your preferred spot** in the Search Results Data Table



The screenshot shows the ExpressNS Dispatcher Application interface. At the top, there are navigation tabs: "View Work Items", "Create Ingate", "Create Outgate", "Assign / Change Driver", and "Dispatcher Profile". Below these is a search bar and a "Work Item Status" dropdown set to "Active".

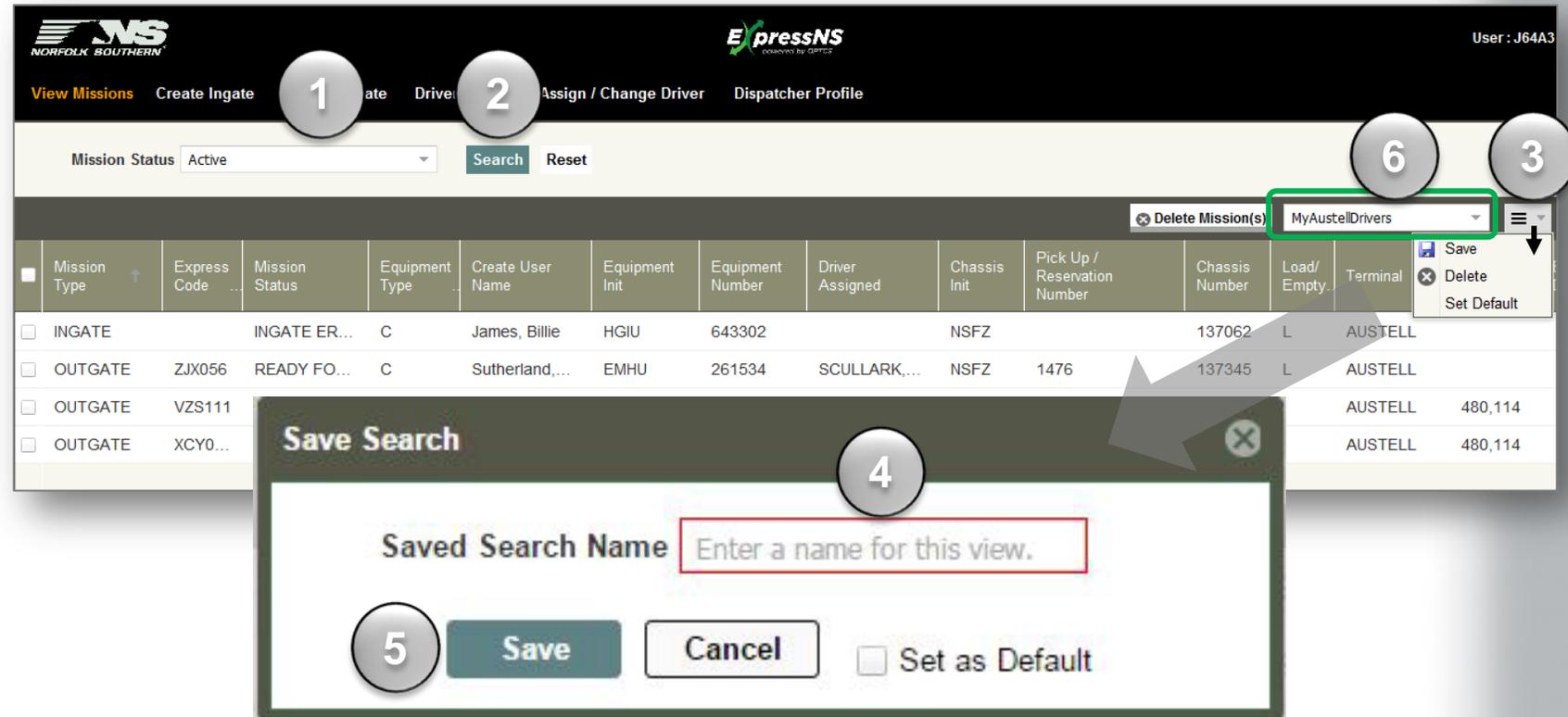
The main table displays work items with columns: Work Item Type, Express Code, Work Item Status, Driver Assigned, Create User Name, Equipment Type, Equipment Number, Chassis Init, Chassis Number, Terminal, Pick Up / Reservation Number, Equipment Length, Expected Arrival Date, Expected Arrival Time, Seal Number, Report Damage, Live Lift, DVIR Details, and FHW Mont Inspe. Annotations include:

- 1**: A circle around the "Create User Name" column header.
- 2**: A circle around the "Sort Ascending" and "Sort Descending" options in the dropdown menu for "Create User Name".
- 3**: A circle around the "Pick Up / Reservation Number" column header.
- 4**: A circle around the "Pick Up / Reservation Number" field in the dropdown menu for "Create User Name".

Work Item Type	Express Code	Work Item Status	Driver Assigned	Create User Name	Equipment Type	Equipment Number	Chassis Init	Chassis Number	Terminal	Pick Up / Reservation Number	Equipment Length	Expected Arrival Date	Expected Arrival Time	Seal Number	Report Damage	Live Lift	DVIR Details	FHW Mont Inspe
<input type="checkbox"/>	OUTGATE	HL13...	READY FO...	SIMPSON, J...	ADCOCK, B...	922649	TSXZ	Pick Up / Reservation Number		5652				432532	N	N		0
<input type="checkbox"/>	INGATE		INGATE ER...		MUTHUSA...	235503	TSFZ	542411	L	AUSTELL				FRR41			No Damage	0
<input type="checkbox"/>	INGATE	XZ83...	READY FO...	STINSONNI,...	STINSONNI...	235506	TSFZ	547126	L	AUSTELL				34NQA			No Damage	0
<input type="checkbox"/>	OUTGATE	ZA21...	READY FO...	SIMPSON, J...	MUTHUSA...	237731	NSPZ	146628	L	ATLANTA	1483	12/17	14:45	712345	N	N		0
<input type="checkbox"/>	OUTGATE	DE44...	READY FO...	STINSONNI,...	STINSONNI...	238683	TSNZ	537304	L	ATLANTA	5224	12/12	13:15	433654	N	N		0
<input type="checkbox"/>	INGATE		INGATE ER...	STINSONNI,...	STINSONNI...	C	EMHU	238683	L	ATLANTA					N	N		0

Creating a Custom Saved Search

- 1 Enter your preferred search criteria
- 2 Click **Search**
- 3 From the drop-down, select **Save**
- 4 Enter a Saved Search Name
- 5 Click **Save**
- 6 View newly saved search in the Select Saved Search drop-down



The screenshot shows the ExpressNS Dispatcher Application interface. At the top, there are navigation tabs: View Missions, Create Ingate, Ingate, Driver, Assign / Change Driver, and Dispatcher Profile. A search bar contains 'Mission Status' set to 'Active' and buttons for 'Search' and 'Reset'. A table of mission data is displayed below. A dropdown menu is open over the table, showing options: Save, Delete, and Set Default. A 'Save Search' dialog box is overlaid on the table, with a text input field for 'Saved Search Name' containing the placeholder text 'Enter a name for this view.' and buttons for 'Save', 'Cancel', and 'Set as Default'.

Mission Type	Express Code	Mission Status	Equipment Type	Create User Name	Equipment Init	Equipment Number	Driver Assigned	Chassis Init	Pick Up / Reservation Number	Chassis Number	Load/Empty	Terminal
<input type="checkbox"/>	INGATE	INGATE ER...	C	James, Billie	HGIU	643302		NSFZ		137062	L	AUSTELL
<input type="checkbox"/>	OUTGATE	ZJX056	READY FO...	C	Sutherland,...	EMHU	SCULLARK,...	NSFZ	1476	137345	L	AUSTELL
<input type="checkbox"/>	OUTGATE	VZS111										AUSTELL 480,114
<input type="checkbox"/>	OUTGATE	XCY0...										AUSTELL 480,114

5

In this module we will:

- ✓ Identify **support** and **help resources** available



Online Resources

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



Print materials

- ✓ Course Presentation
- ✓ ExpressNS™ Troubleshooting Guide



24-hour Support Line

- ✓ NSS Help Desk: **404-529-1527**

Congratulations!

You have completed the

**Using ExpressNS™
Dispatcher
Application
Workshop!**

