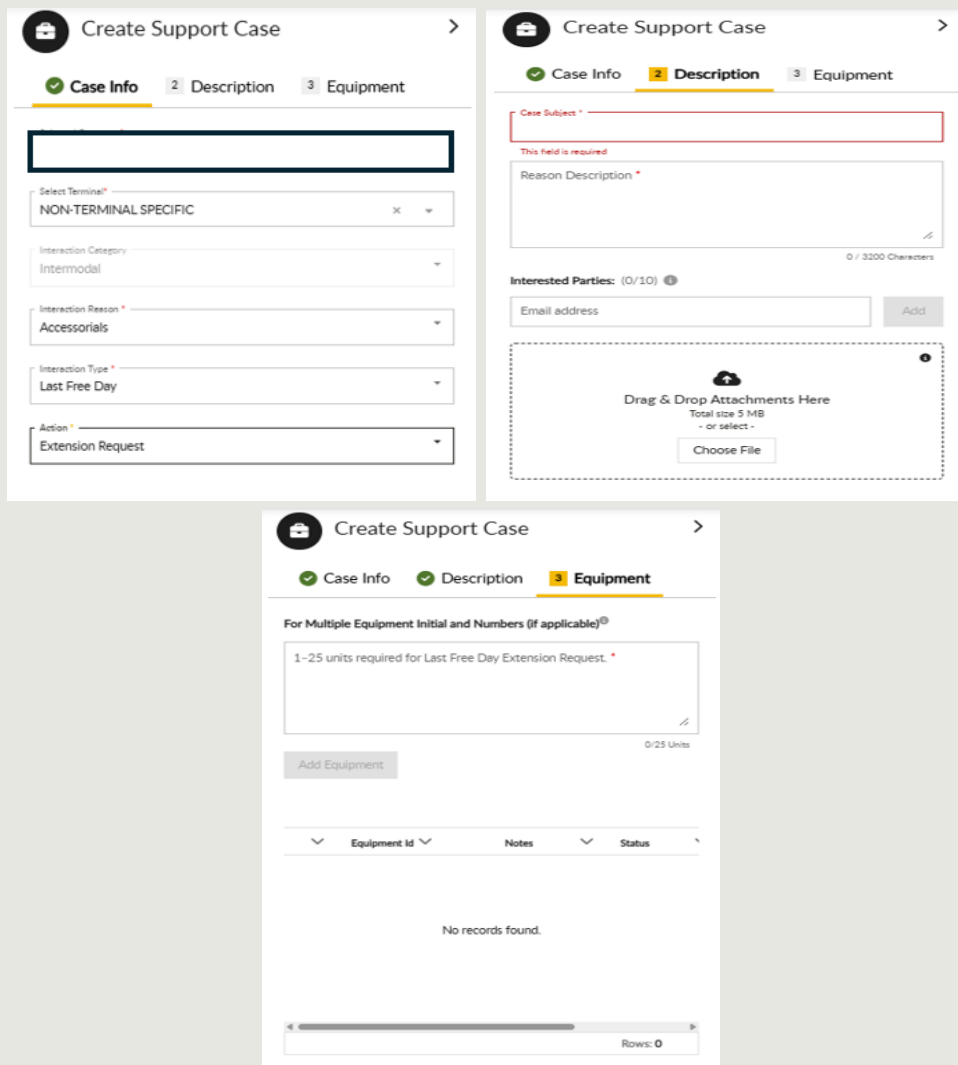


LAST FREE DAY EXTENSION REQUEST NOW LIVE IN ACCESSNS!

Norfolk Southern has implemented a new streamlined process for Last Free Day (LFD) extension requests in AccessNS. The enhancement speeds up the submission and review of LFD requests, resulting in faster case resolutions.



The image displays three sequential screenshots of the 'Create Support Case' form in AccessNS, illustrating the steps to submit a Last Free Day extension request.

- Case Info Tab:** The first screenshot shows the 'Case Info' tab selected. Fields include 'Select Terminal' (set to NON-TERMINAL SPECIFIC), 'Interaction Category' (Intermodal), 'Interaction Reason' (Accessorials), 'Interaction Type' (Last Free Day), and 'Action' (Extension Request).
- Description Tab:** The second screenshot shows the 'Description' tab selected. It features a 'Case Subject' field, a 'Reason Description' field (with a 0/3000 character limit), and an 'Interested Parties' section with an 'Email address' field and an 'Add' button. There is also a 'Drag & Drop Attachments Here' area with a 'Choose File' button.
- Equipment Tab:** The third screenshot shows the 'Equipment' tab selected. It includes a section for 'Multiple Equipment Initial and Numbers (if applicable)' with a note '1-25 units required for Last Free Day Extension Request.' and a table with columns for 'Equipment Id', 'Notes', and 'Status'. The table currently shows 'No records found.' and a 'Rows: 0' indicator.

HOW TO UTILIZE

01

In AccessNS, select the Manage tab and choose Create New Case under Case Management.

02

On the Case Info screen, select the intermodal terminal where the unit(s) will outgate. Choose **Accessorials** as the Interaction Reason, **Last Free Day** as the Interaction Type, and **Extension Request** as the Action.

03

On the Description screen, provide a brief explanation in the Reason Description field outlining why a Last Free Day extension is being requested. Attach supporting documentation.

04

On the Equipment screen, enter the impacted container number(s). Up to 25 units may be included.

05

Select Submit at the bottom of the screen and await further guidance from the NS Customer Logistics team within the case.