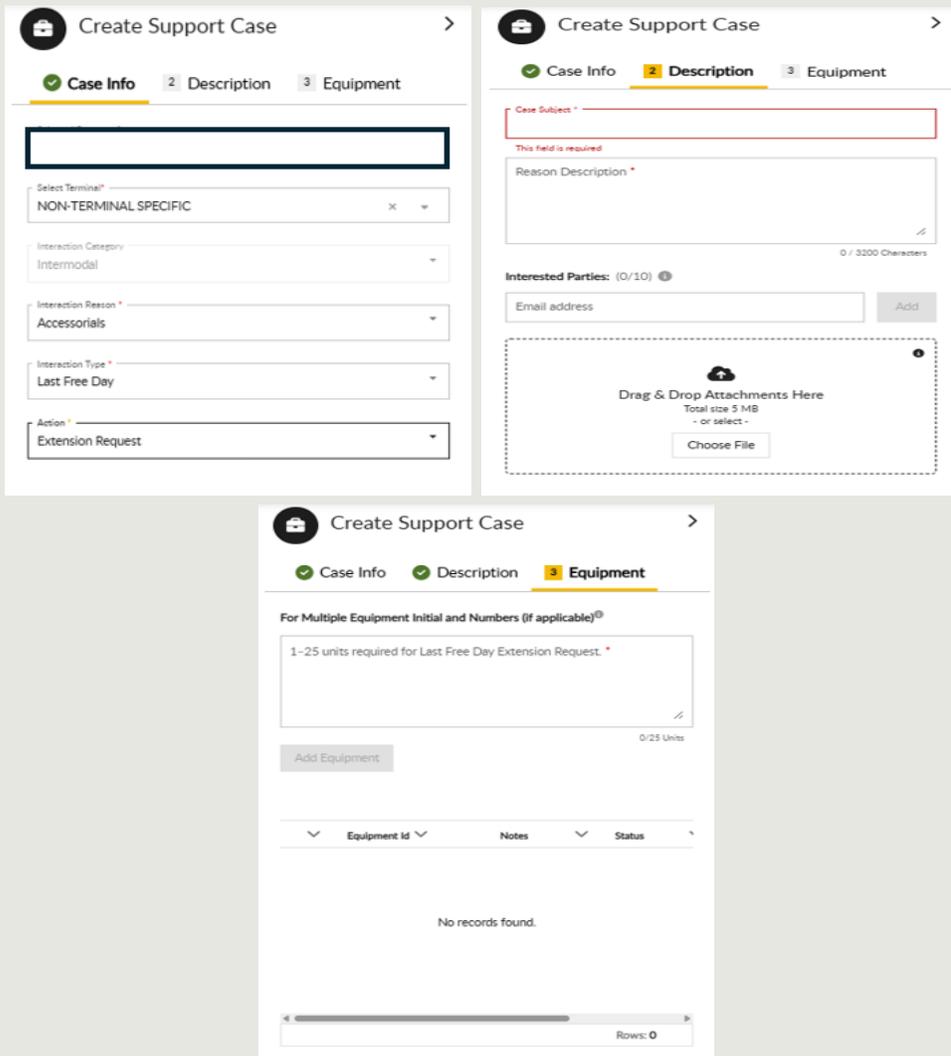


LAST FREE DAY EXTENSION REQUEST NOW LIVE IN ACCESSNS!

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 screenshots show the 'Create Support Case' form in three stages:

- Case Info:** Shows fields for 'Select Terminal' (NON-TERMINAL SPECIFIC), 'Interaction Category' (Intermodal), 'Interaction Reason' (Accessorials), 'Interaction Type' (Last Free Day), and 'Action' (Extension Request).
- Description:** Shows a 'Case Subject' field (marked as required), a 'Reason Description' field (0 / 3000 Characters), and an 'Interested Parties' section with an 'Email address' field and an 'Add' button. There is also a 'Drag & Drop Attachments Here' section with a 'Choose File' button.
- Equipment:** Shows a table for 'Multiple Equipment Initial and Numbers (if applicable)'. The table has columns for 'Equipment Id', 'Notes', and 'Status'. The current state shows '1-25 units required for Last Free Day Extension Request.' and '0/25 Units'.

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.