

# Using ExpressNS™ Mobile Application

GETTING STARTED

MY WORK

INGATE

OUTGATE

QUICK FUNCTIONS

ADDITIONAL  
RESOURCES



**Getting Started**

**My Work Screens**

**Ingate and Outgate Screens**

**Quick Functions**

**Additional Resources**

## This workshop enables Terminal employees to:

- ✓ **Comprehend the ExpressNS™ Mobile Application** features, benefits, and overall functionality
- ✓ **Effectively support** driver adoption and usage
- ✓ **Access available tools and resources** post training



# 1

## In this module, we will:

- ✓ Introduce the **ExpressNS™ Mobile Application**
- ✓ Review steps for **downloading** the application
- ✓ Explain **registration steps** and requirements
- ✓ Provide steps for **signing on** and **setting your preferences**

# What is the ExpressNS™ Mobile Application?

The **ExpressNS™ Mobile Application**, or *app*, enables drivers to create, update, and execute their work, *such as dropping off and picking up units in a terminal*, using their mobile device.

To use ExpressNS™, your mobile phone must use one of the following Operating Systems (OS):

- **iOS** – Version 5.1 and higher, *includes Apple products only*
- **Android** – Version 4.0.x and higher, *includes Samsung®, LG®, Motorola®, Galaxy®, etc.*

NOTE

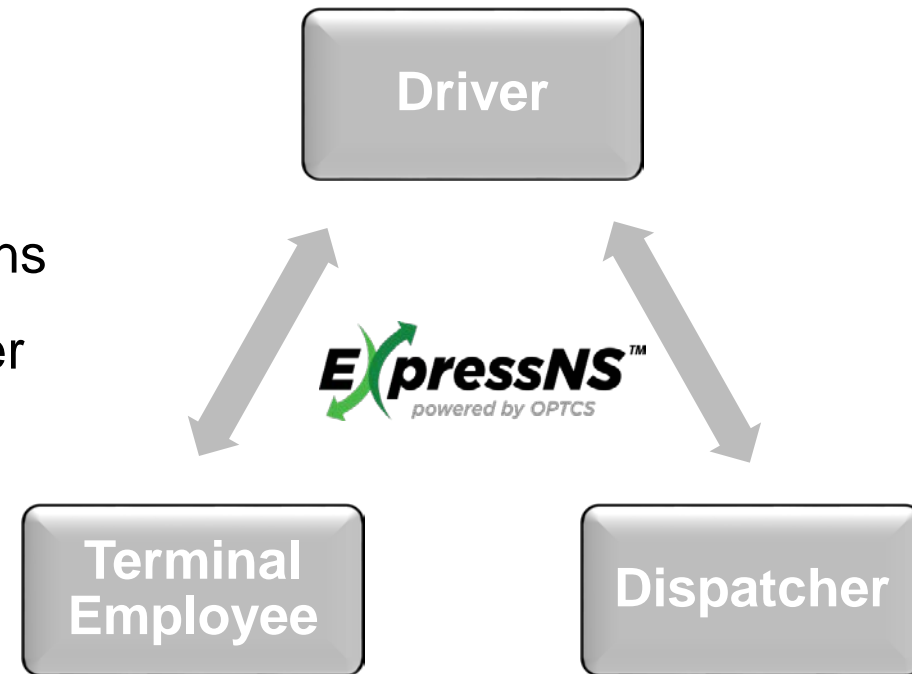
*You can check the Operating System of your mobile device by looking it up in your Settings.*



- Create your **Ingates**, *also known as drop-offs*, including submissions with DVIRs
- Create your **Outgates**, *also known as pick-ups*, with pick-up and reservation numbers
- View your **Work** through *My Work*
- Access **Quick Functions** that enable you to:
  - ✓ Search units by reservation numbers and equipment IDs
  - ✓ Search for J1 receipts
  - ✓ Report Damage



- ✓ Submit Pre-Gate information
- ✓ Improve terminal functions
- ✓ Display visual parking and pick up locations
- ✓ Perform unit lookup by reservation number and equipment ID
- ✓ Receive electronic Gate Receipt
- ✓ Submit damaged unit information





Access your mobile **App Store**:

- **Apple Phones** – App Store
- **Android Phones** – Play Store

2

Search for **ExpressNS**, and select the **ExpressNS** icon

3

Click **Install** and then click **Open**

- The ExpressNS™ Mobile Portal appears on your Home screen

4

Click the **ExpressNS™ Mobile App** icon

- The *ExpressNS™ Mobile Portal Log In* screen appears





**5** When registering for the first time, click **Register**

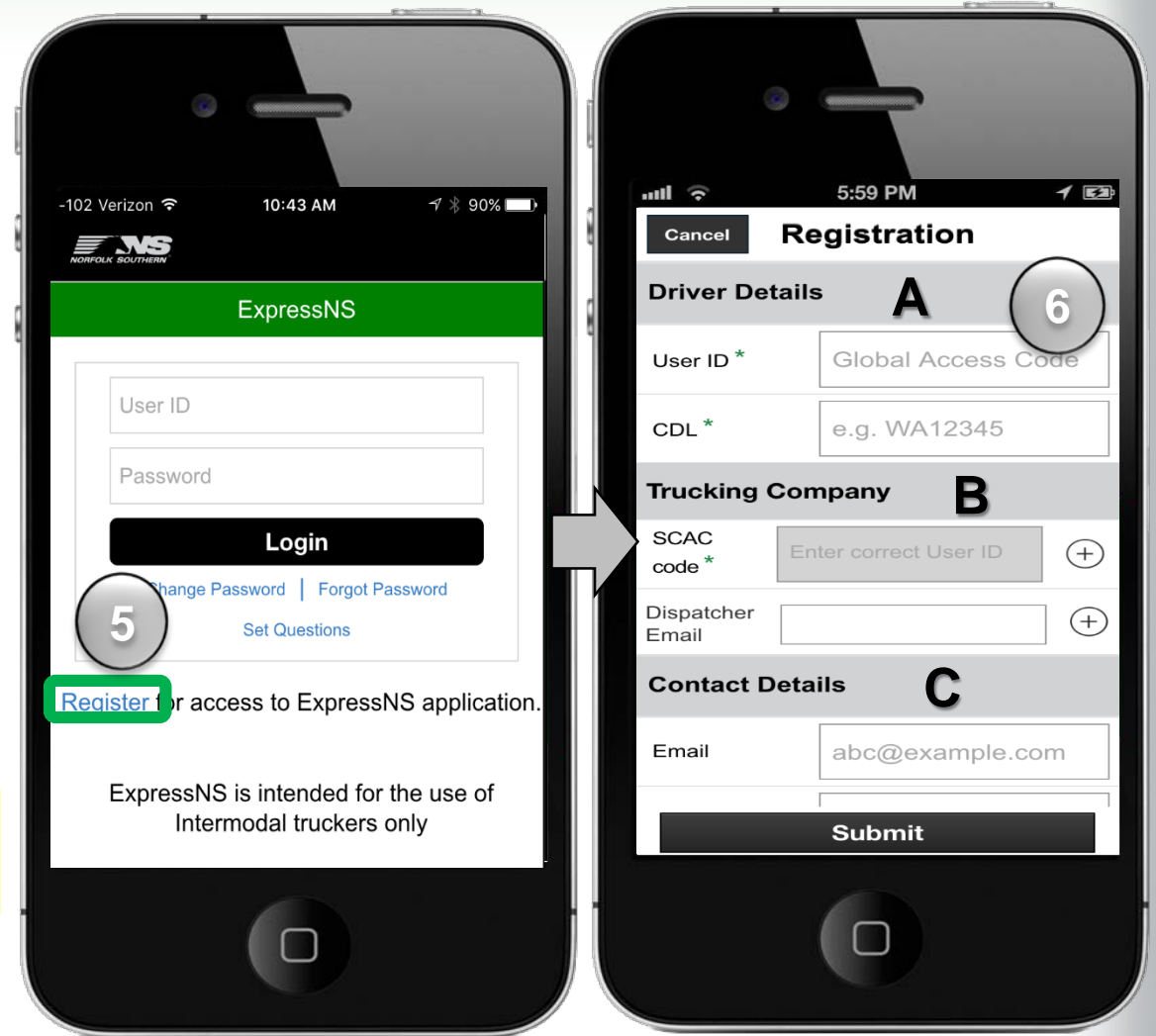
- The *ExpressNS™ Mobile App Registration* screen opens

**6** Enter your information into the fields on the *Registration* screen:

- |  |   |
|--|---|
| <p><b>A. Driver Details</b></p> <ul style="list-style-type: none"> <li>User ID*</li> <li>CDL*</li> </ul>                 | <p><b>C. Contact Details</b></p> <ul style="list-style-type: none"> <li>Email</li> <li>Confirm email</li> <li>Mobile*</li> <li>Provider*</li> </ul> |
| <p><b>B. Trucking Company</b></p> <ul style="list-style-type: none"> <li>SCAC Code*</li> <li>Dispatcher Email</li> </ul> |   |



*Scroll up to view all required fields. SCAC and CDL must match driver database records.*



**7** Enter your information into the fields on the *Registration* screen, *continued*:

D. In the J1 Receipt field, select **Yes**

- Ensure **Email** and **SCAC** are accurate
- Enter additional **Dispatcher's email addresses** for each SCAC
- Click **Done**

E. In the Work Updates field, select **Yes**, and click the **arrow** icon

- Ensure **Email** and **SMS/Text** are accurate
- Click the **checkmark** next to the option you would like to receive work updates through
- Click **Done**

**8** Click **Submit**

- If submitted successfully, a confirmation message appears

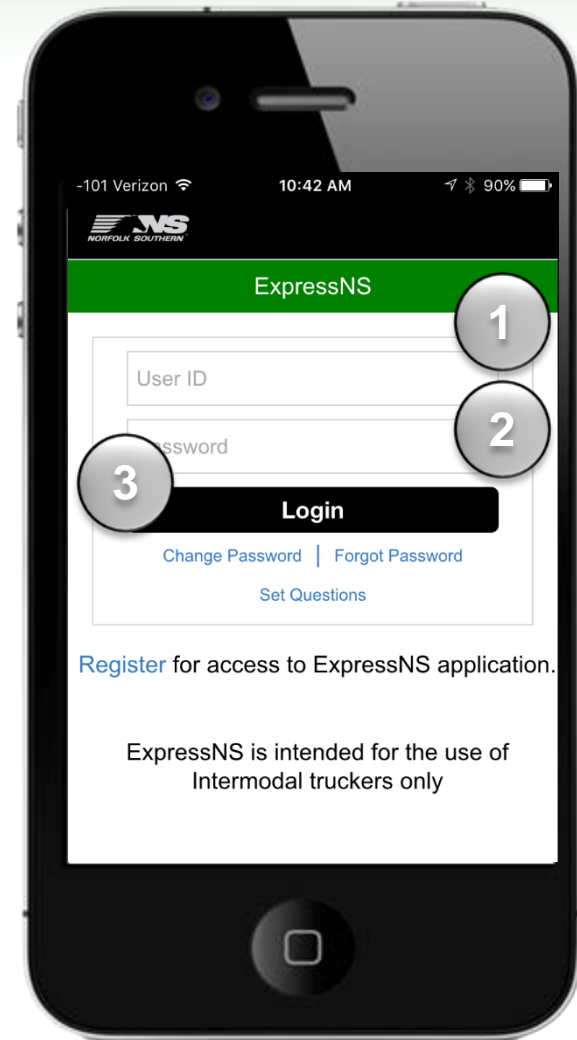


- 1 Enter User ID**
  - This is the driver's NS Driver Code submitted during registration
- 2 Enter Password**
  - This is the temporary password generated and sent to the driver's email and as a text message
- 3 Click Login**
  - You will be immediately prompted to change the temporary password



**NOTE**

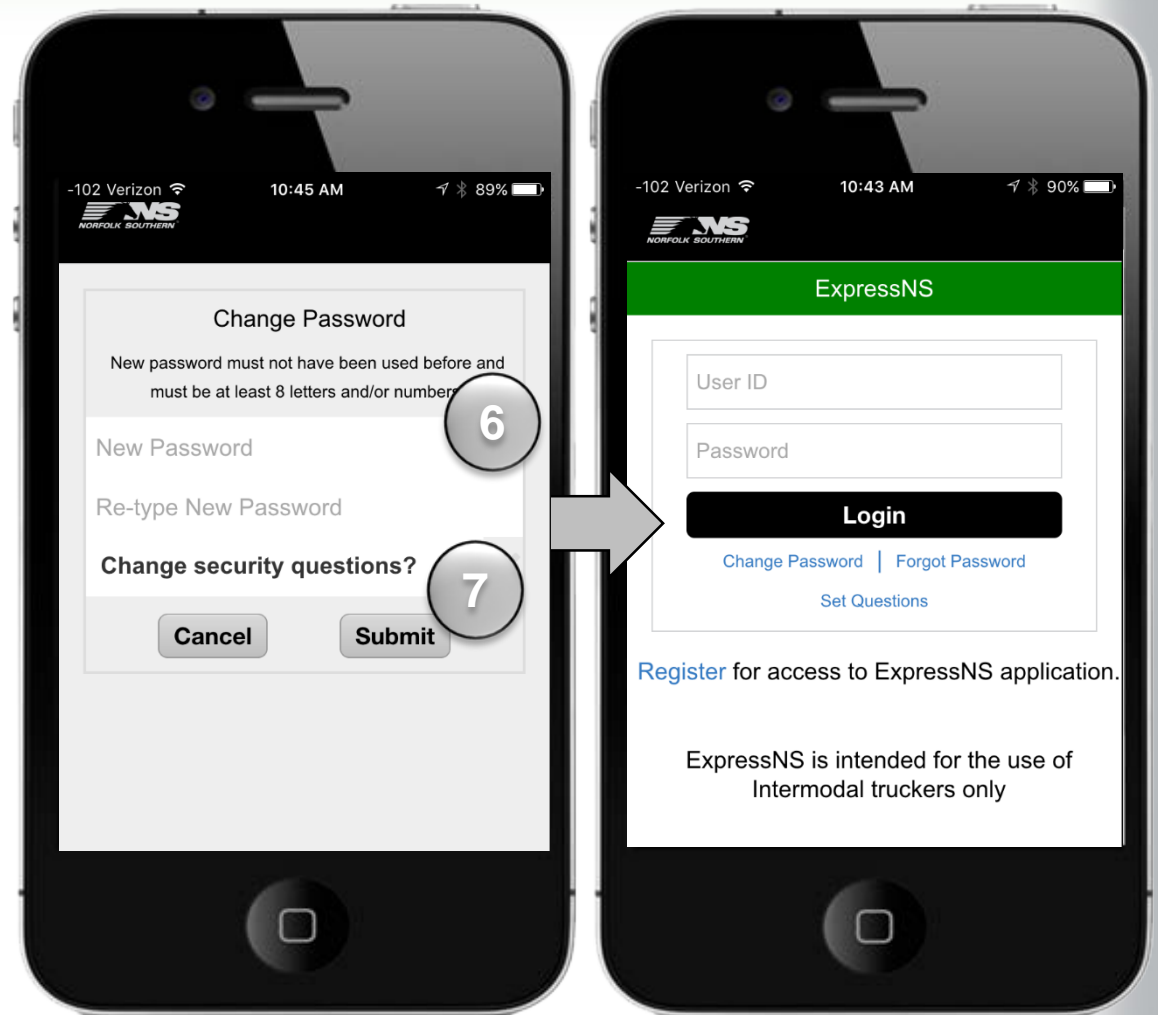
*Drivers can change their password at any time by clicking **Change Password**, or get a reminder by clicking **Forgot Password**.*



- 4 Re-enter your temporary password on the *Password Assistance* screen
- 5 Click **Submit**
- 6 Enter your new password twice on the *Change Password* screen
- 7 Click **Submit**
- 8 Complete security questions
  - Once security questions have been answered, the *Log In* screen appears

**NOTE**

*Passwords must be at least eight characters long, and all lower case. Special characters allowed: @, #, \$*



# Home Screen Review

GETTING STARTED



**Create Ingate** – Create and enter information for drop-offs



**Create Outgate** – Create and enter information for pick-ups



**My Work** – View status, details, and update information on assigned Ingates and Outgates

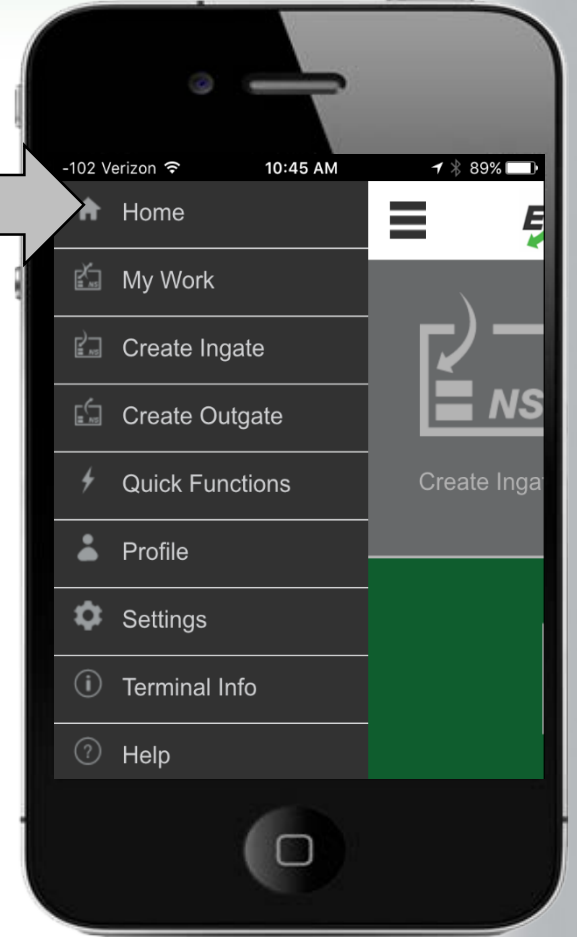


**Quick Functions** – Search for units by reservation number or equipment ID, search for J1 receipts, and report damages

*Icon Menu*



*List Menu*





# Update Profile

- 1 From the **List Menu**, click **Profile**
- 2 Review the information on the *Update Profile* screen
- 3 Update fields on the *Update Profile* screen, *as needed*:
  - Trucking Company
  - Contact Details
  - Communication Preference
- 4 If you update information, click **Submit**
  - If you don't have any updates, then click **Cancel**



# Customize Settings

- 1 From the **List Menu**, click **Settings**
- 2 Click the **arrow** next to one of the following options to customize your settings:
  - **Audio** – This feature is currently unavailable
  - **Terminal** – Enables you to set your default and favorite terminals
- 3 On the *Terminal* screen, click the **stars** to select your favorite terminals
- 4 Click the **radio** button to set your default terminal
- 5 Click **Done**



# 2

## In this module we will:

- ✓ Navigate to and review **My Work** screen information
- ✓ Make updates to assigned **Ingate** or **Outgate** information
- ✓ Review how to execute Ingates and Outgates using **QR Codes** and **Express Codes**
- ✓ Review how to use **parking location** features
- ✓ Explain how **J1 Receipts** are generated





# View My Work Screens

MY WORK

- 1 Click **My Work** from the Home Screen
  - This will access the *My Work* screen
- 2 The *My Work* screen has the following features:
  - **My Work Header** – Displays the number of assignments you currently have
  - **Your Ingates and Outgates List**
- 3 Scroll through **the list of assignments**

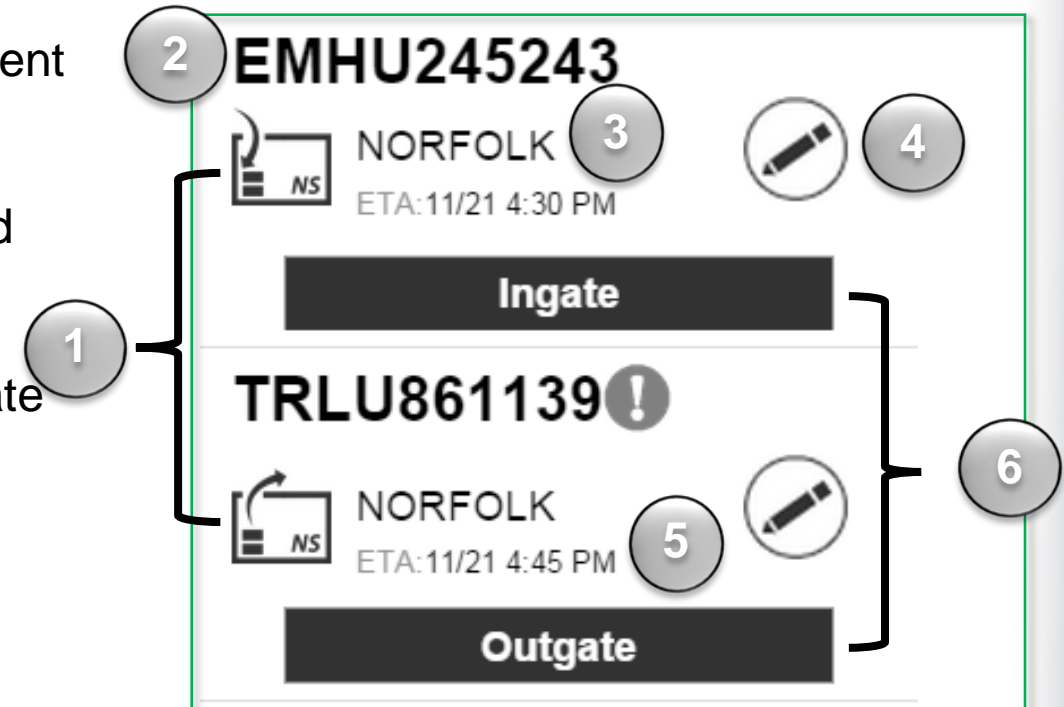


*The list on this screen contains the assignments that you have created or a Dispatcher assigned to you.*



# My Work List Features

- 1 **Ingate or Outgate icon**
- 2 **Equipment number** – Identifies the equipment ID associated with the Ingate or Outgate
- 3 **Terminal** – Identifies the terminal associated with the Ingate or Outgate
- 4 **Edit icon** – Enables you to review and update specific work details
- 5 **ETA** – Displays the estimated time of arrival entered by drivers
- 6 **Execute buttons** – Use this button to execute a specific assignment



The screenshot displays a list of work items. The first item is for equipment **EMHU245243** at terminal **NORFOLK** with an ETA of 11/21 4:30 PM. It features an 'Ingate' button. The second item is for equipment **TRLU861139** at terminal **NORFOLK** with an ETA of 11/21 4:45 PM, marked with a red exclamation point and featuring an 'Outgate' button. Callouts 1 through 6 point to the Ingate/Outgate buttons, equipment numbers, terminal names, edit icons, ETAs, and the execute buttons respectively.

- 1 Identify the specific Ingate you wish to review and update
- 2 Click the **Edit** icon
- 3 Select an **action option**:
  - Edit
  - Delete
  - Cancel
- 4 Click **Edit** to review and update Ingate details
  - The *Edit Ingate* screen displays

**NOTE**

*Editing an Ingate is not required before execution. To simply execute the Ingate, click **Ingate**.*



- 5** Update the fields on the *Edit Ingate* screen, including the following:

  - Seal Number
  - Estimated Date and Time of Arrival
  - Live Lift Needed
  - DVIR
  - Equipment has Damage
  - Any field with missing or inaccurate information
- 6** Click **Submit**

  - Returns to *My Work* screen
- 7** Click **Ingate** to execute the Ingate

  - The *QR Code* screen appears



# Execute Ingate – Parking Location

- 1 Once you receive the QR Code, proceed to a manual or automated Gate
- 2 Scan the **QR Code** of the Ingate you submitted at the automated gate, **OR** provide the **Express Code**, *seven character code*, to the Gate Clerk at the manual Gate
  - The *Parking Location* screen appears
  - If the *Parking Location* screen does not appear, click **Done** when the Gate Clerk is finished and you will advance to the *Parking Location* screen
- 3 Follow the location indicated on the *Parking Location* screen





# Execute Ingate – Parking Location

- 4 Click the **Parking Zone** image
  - The GPS map loads
- 5 Drive to the indicated **Parking Zone**
  - Your designated parking location is outlined in red
  - The blue bubble is your truck and moves as you drive through the terminal
- 6 When you reach the location, click **I am there**
- 7 Click **Confirm Drop Off**
  - You will receive a confirmation message



# Execute Ingate – Alternate Parking Location

- 1 If the application detects that you are attempting to drop off at a location other than the assigned location, then you will be asked to select a reason
- 2 Select the **arrow** next to the reason for the drop-off at a different location
  - The *Parking Zone* screen appears
- 3 Click the **radio button** next to the zone where you will complete the drop-off
- 4 Click **Done**



# My Work – Execute Outgate

- 1 When the Ingate is complete, select one of the following options:
  - A. Outgate as Bobtail
  - B. Outgate with equipment
- 2 Identify the specific Outgate you wish to review and update
- 3 Click the **Edit** icon
- 4 Select an **action option**:
  - Edit
  - Delete
  - Cancel
- 5 Click **Edit** to review and update Outgate details
  - The *Edit Outgate* screen opens





# My Work – Execute Outgate

MY WORK

- 1 Update the fields on the *Edit Outgate* screen
- 2 Click **Submit**
  - A message appears that states the Outgate has been submitted successfully and will return to *My Work* screen
- 3 Click **Outgate** of the submitted Outgate
  - A *QR Code* screen appears
- 4 Just as you did with the Ingate, scan the **QR Code** at the automated Gate or provide the **Express Code** at the manual Gate
  - You will receive a **J1 Receipt**



**NOTE**

*J1 Receipt can be emailed automatically to your Dispatcher.*



# 3

## In this module we will:

- ✓ Navigate to and review **Create Ingate** and **Create Outgate** screens
- ✓ Review how to create an Ingate and OutGate
- ✓ Determine distinctions between entering **Reservation ID** and **Pick-up numbers**
- ✓ Identify the differences between creating an Ingate and Outgate

# Create an Ingate

- 1 Click **Create Ingate**
- 2 Enter the following information into the fields on the *Create Ingate* screen:
  - Required fields as indicated by \*
  - Other fields are optional
- 3 Click **Submit**
  - Successfully submitted Ingate message appears



# Create an Outgate Using a Reservation ID

- 1 Click **Create Outgate**
- 2 Swipe **Yes** in the Reservation ID field
  - If the Reservation ID is selected, then the pick-up number field disappears and the Reservation ID number appears
- 3 Enter the following fields in the *Create Outgate* screen:
  - Required fields as indicated by \*
  - Other fields are optional
- 4 Click **Submit**
  - Successfully submitted Outgate message appears



# Create an Outgate Using a Pick-up Number

INGATE / OUTGATE

- 1 Click **Create Outgate**
- 2 Enter the following fields in the *Create Outgate* screen:
  - Required fields as indicated by \*
  - Other fields are optional
- 3 Click **Submit**
  - Successfully submitted Outgate message appears



*You do not need a pick-up number or a reservation number when creating an Outgate with a bare chassis.*



- Dispatchers and drivers can **create Ingates and Outgates**
- **Similar information** is required when creating Ingates and Outgates

My Work	
Ingates and Outgates	
<ul style="list-style-type: none"> <li>• Terminal</li> <li>• Equipment ID</li> <li>• Chassis ID</li> <li>• Load / Empty</li> <li>• Trucking Company</li> <li>• Date and Time</li> <li>• Live Lift Needed?</li> </ul>	
Ingate, <i>Drop-off</i>	Outgate, <i>Pick-up</i>
<ul style="list-style-type: none"> <li>• Seal Numbers</li> <li>• DVIR</li> <li>• FHWA – Date of Inspection</li> </ul>	<ul style="list-style-type: none"> <li>• Reservation Number</li> <li>• Pick-up Number</li> </ul>



# 4

## In this module we will:

- ✓ Navigate to and review **Quick Functions** screens
- ✓ Review how to search for units by **Equipment ID**
- ✓ Review how to search for units by **Reservation ID**
- ✓ Review how to search for **J1 Receipts**
- ✓ Identify how to complete and submit a **Damage Report**

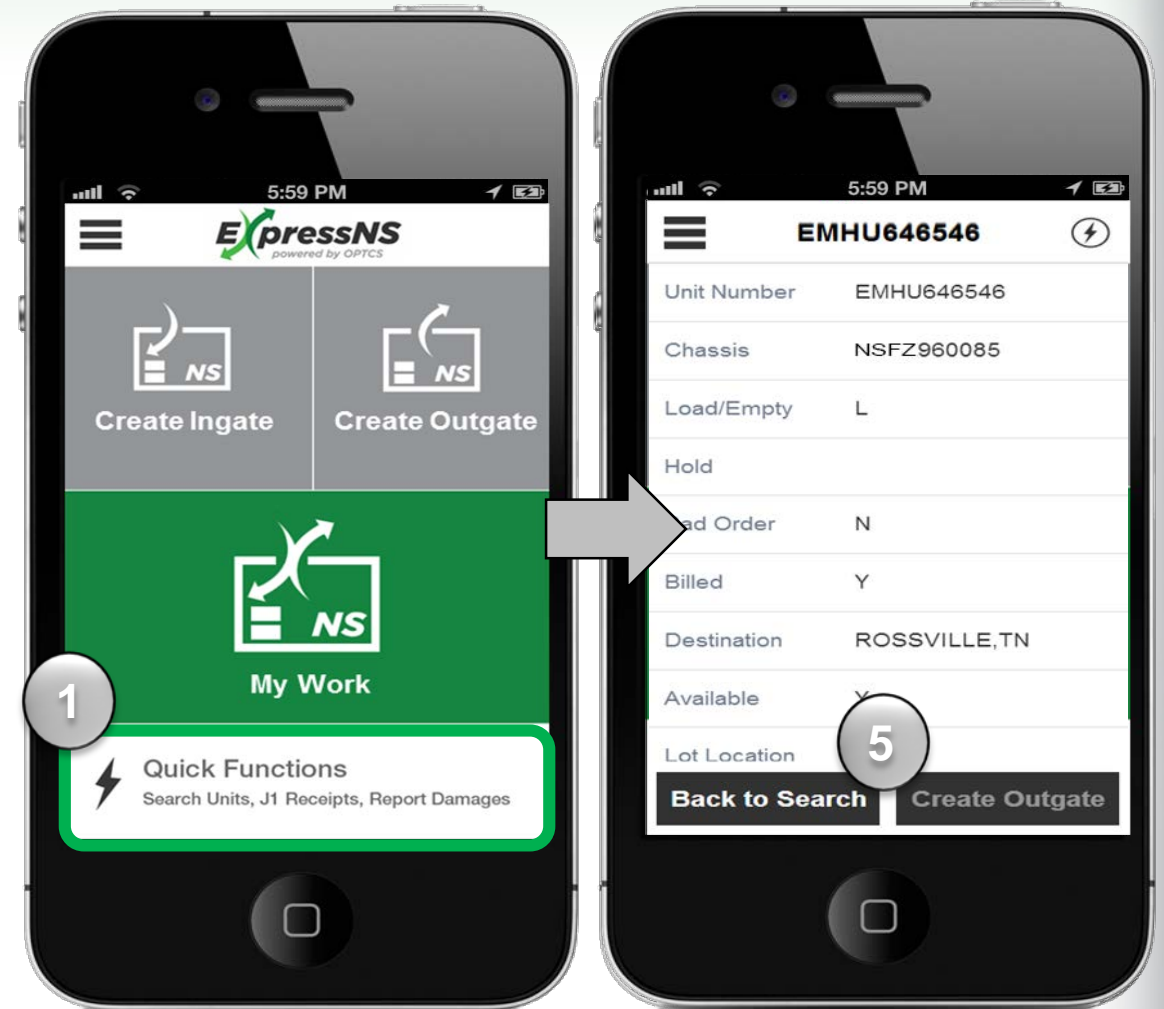
# Search Units by Equipment ID

QUICK FUNCTIONS

- 1 Click **Quick Functions**
- 2 Select **Search Units by Equipment ID**
- 3 Enter **Equipment ID**
- 4 Click **Search**
  - A record of the unit with the Equipment ID number appears
- 5 Select one of the following options:
  - **Back to Search**
  - **Create Outgate**



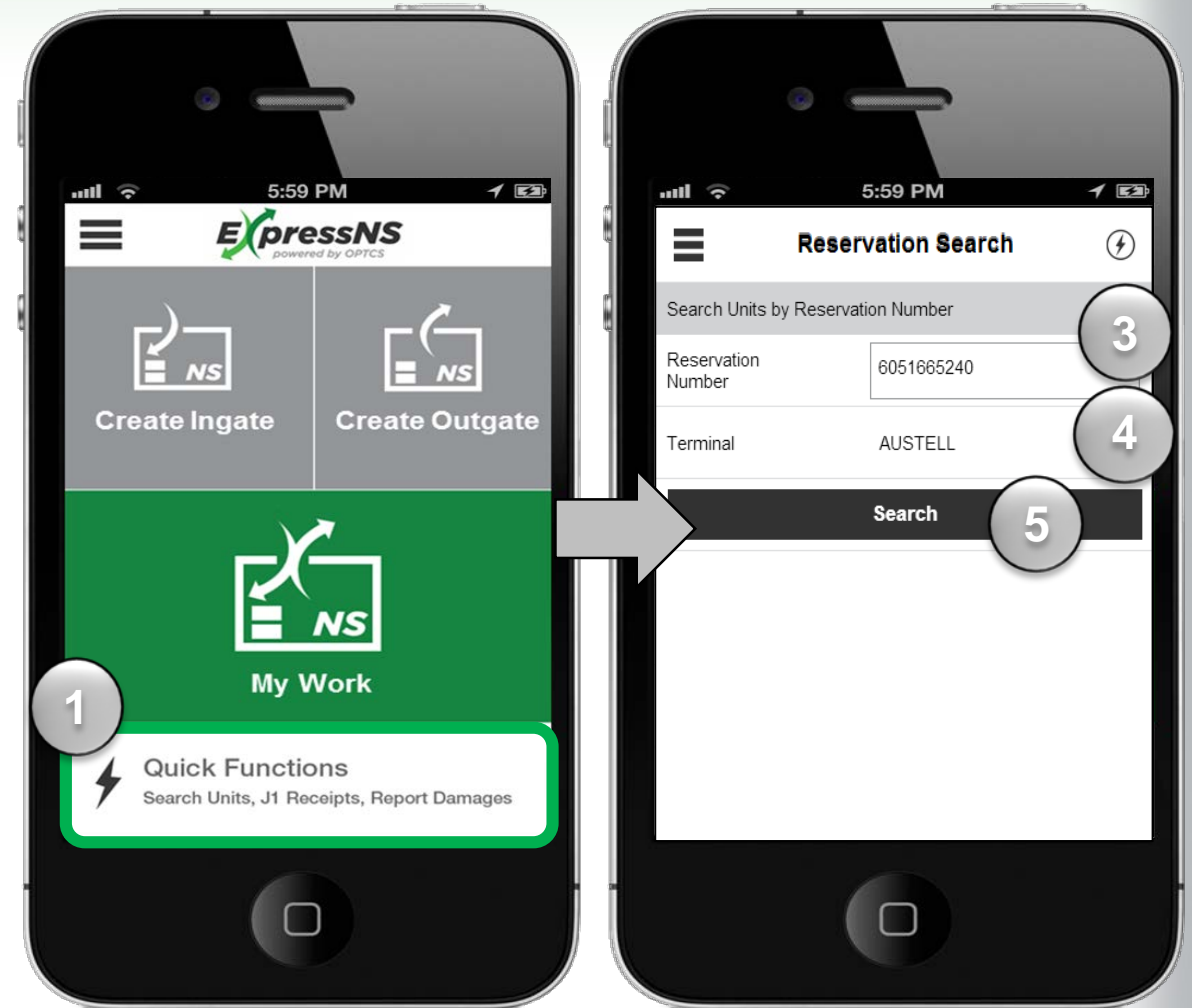
*You will receive an error message if an invalid equipment ID is entered.*



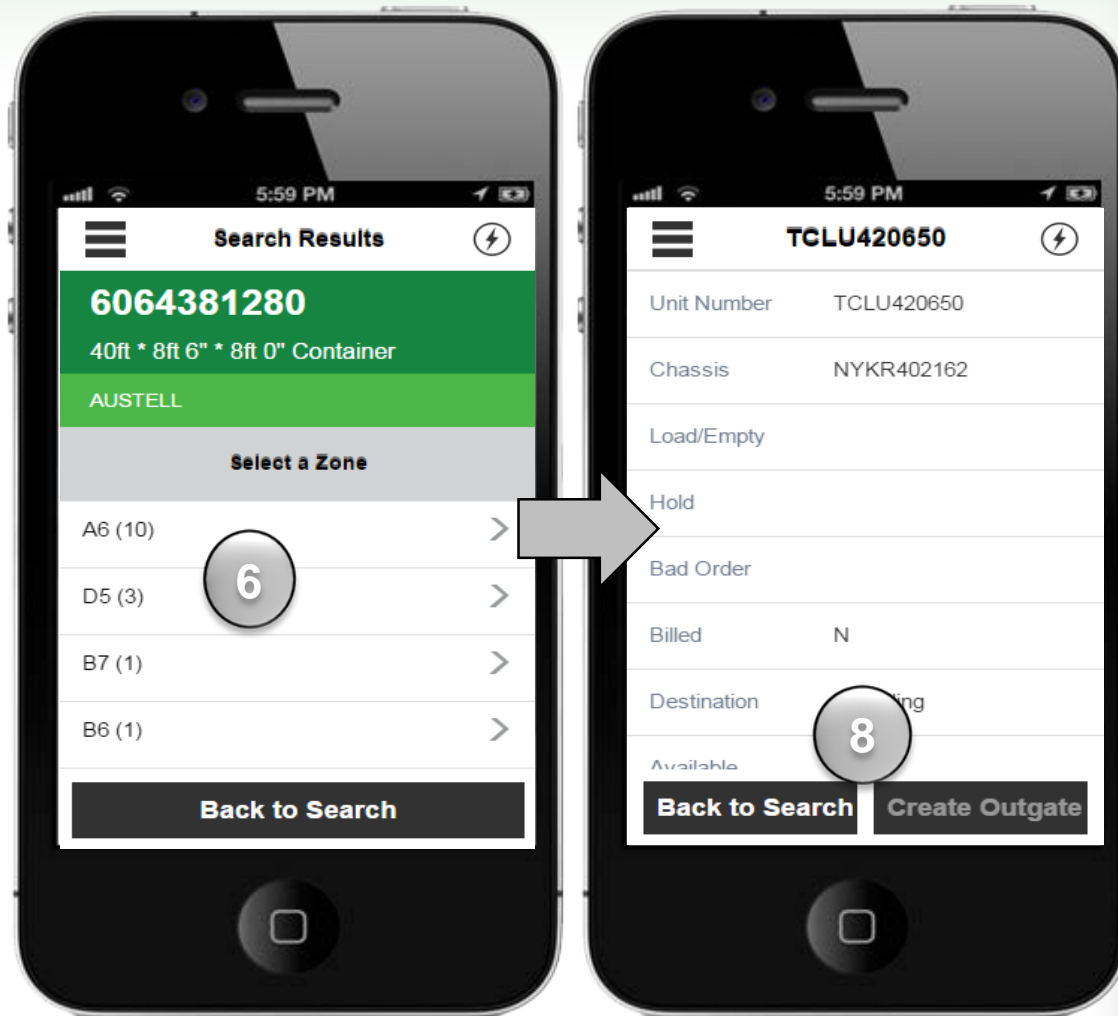


# Search Units by Reservation ID

- 1 Click **Quick Functions**
- 2 Select **Search Units by Reservation ID**
  - The *Reservation Search* screen appears
- 3 Enter the **Reservation Number**
- 4 Select the **Terminal**
- 5 Click **Search**
  - The *Search Results* screen can show multiple options available in the terminal



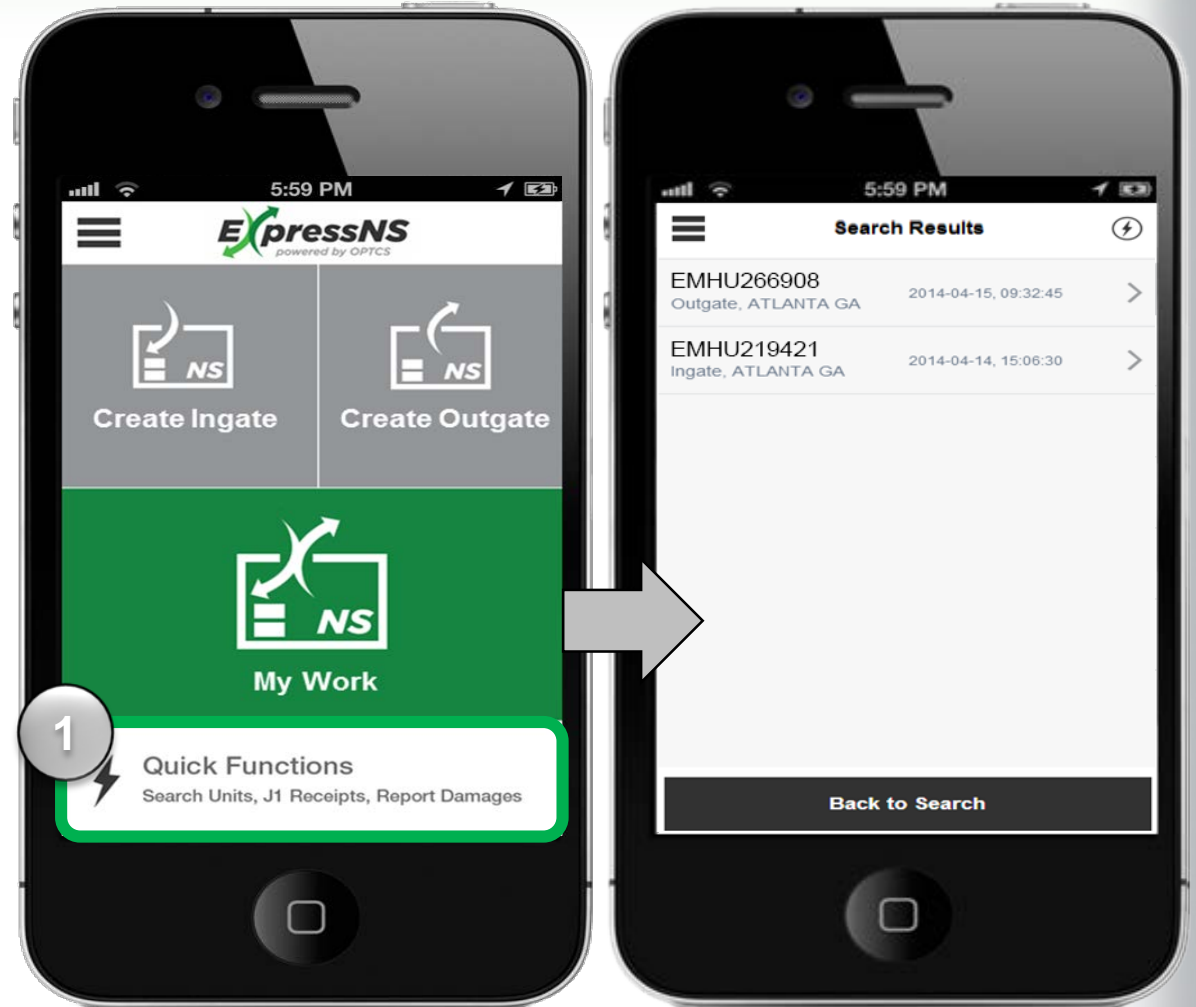
- 6
**Select your desired Parking Zone**
  - The options list the different zones available and how many equipment options are in each zone
  
- 7
**Select your desired Equipment**
  - If the unit is available, then a record of the unit with the Equipment ID will appear. Bad Ordered equipment will not appear
  
- 8
**Select one of the following options:**
  - **Back to Search**
  - **Create Outgate**



# Search for J1 Receipts

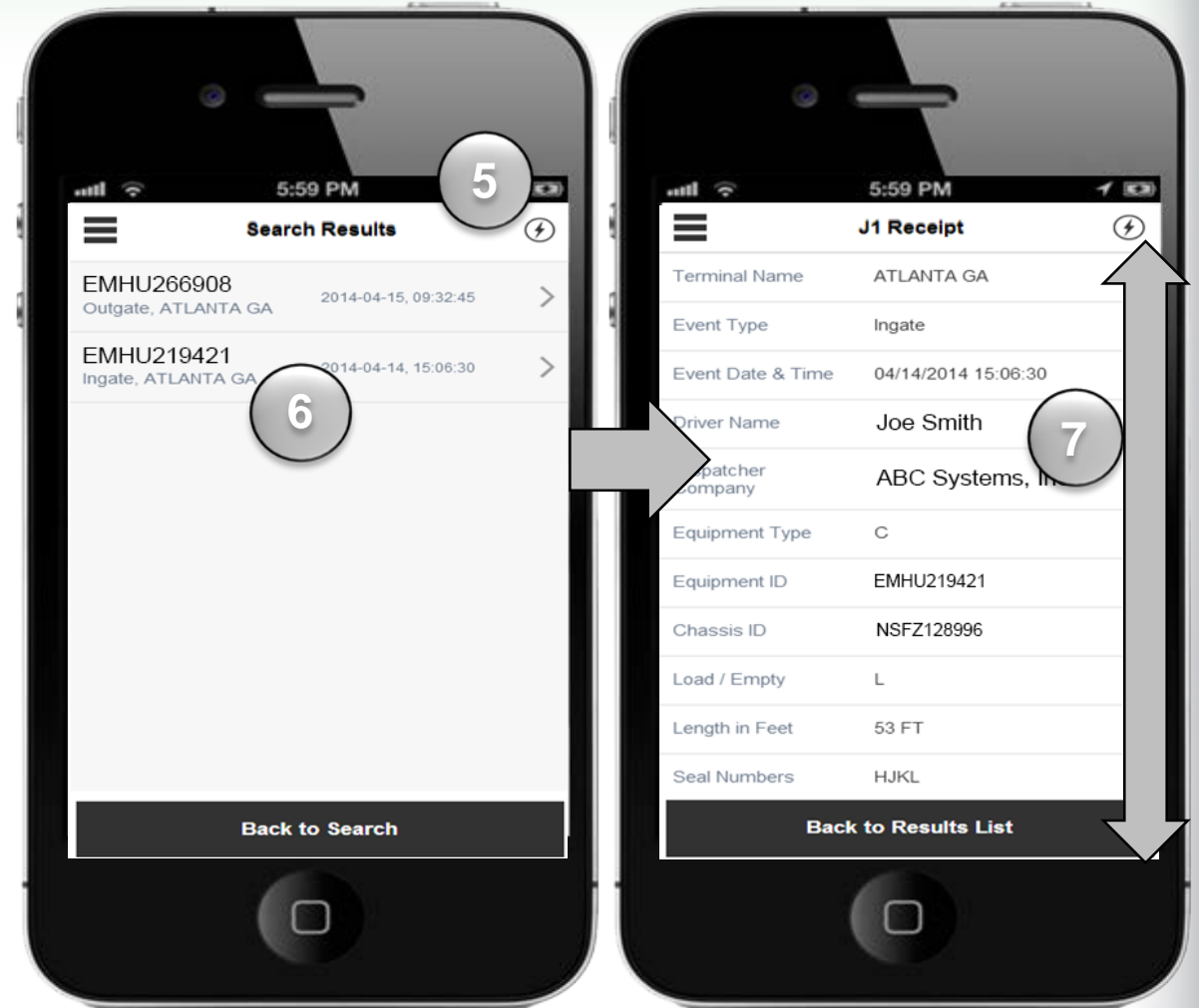
- 1 Click **Quick Functions**
- 2 Select **Search for J1 Receipts**
- 3 Enter the appropriate search parameters:
  - Equipment ID
  - Terminal
  - Start Date
  - End Date
- 4 Click **Search**
  - The *Search Results* screen appears

**NOTE** *A driver can search for J1 Receipts that are up to six months old.*



# Search for J1 Receipts

- 5 The *Search Results* screen features J1 Receipt records for Ingates and Outgates that match the search criteria
- 6 From the search results, click the Ingate or Outgate record you wish to view
  - The *J1 Receipt* detail screen appears
- 7 Scroll through the *J1 Receipt* detail screen to view the information

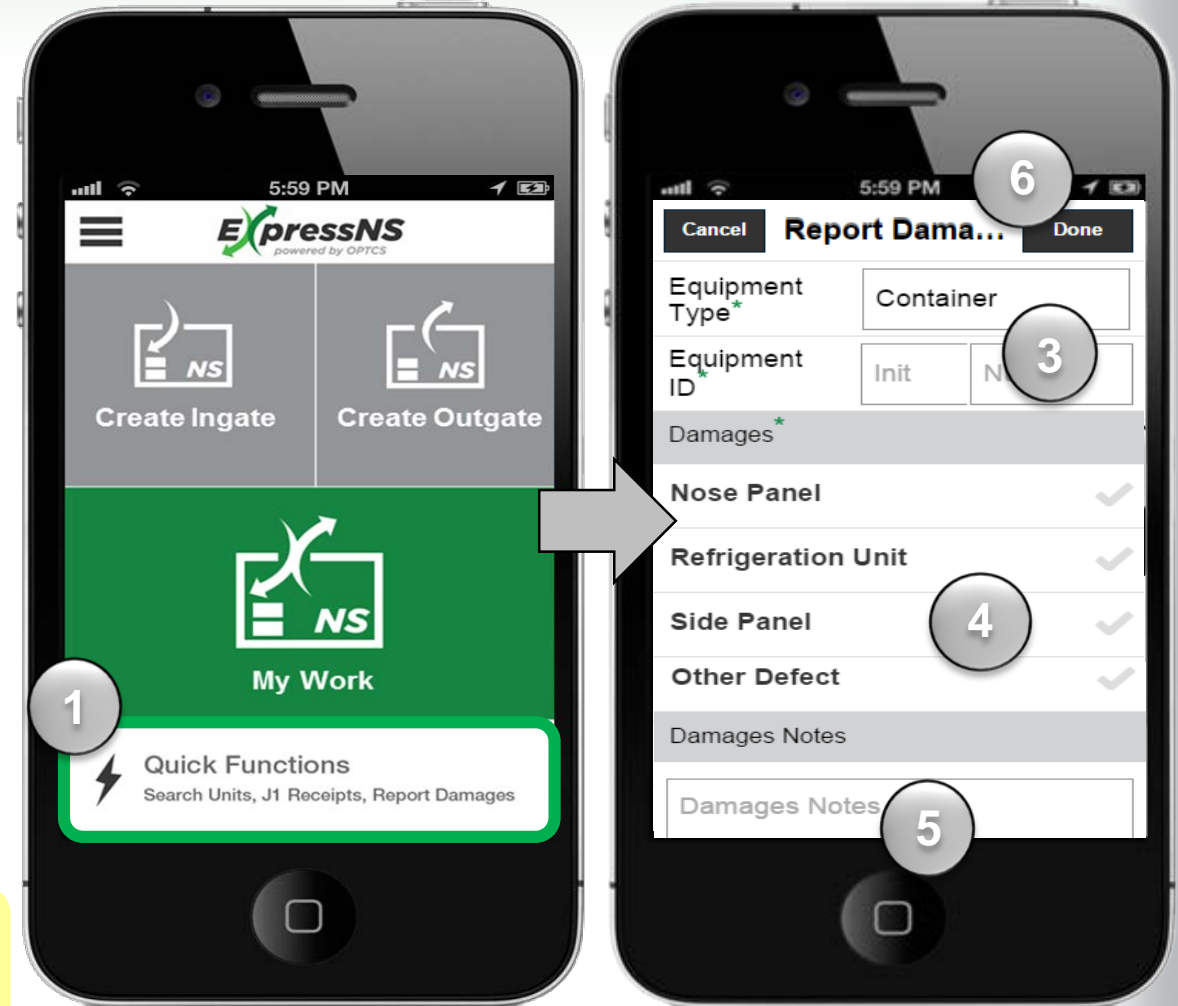


# Report Damage

- 1 Click **Quick Functions**
- 2 Select **Report Damage**
  - The *Report Damage* screen only appears if the driver is in the terminal
- 3 Enter **Equipment Type** and **Equipment ID**
- 4 To select damages, click the **checkmark** next to damaged areas
- 5 Enter **Damages Notes**, *optional*
- 6 Click **Done**

**NOTE**

*The driver must be in the terminal to report damage and can report damage on any equipment whether they interchanged it or not.*





# 5

## In this module we will:

- ✓ Identify **support** and **help resources**
- ✓ Identify how to access **Help** and **Apps Rating screens**





## Online Resources

- ✓ Training materials: [www.nscorp.com/intermodal/ExpressNS](http://www.nscorp.com/intermodal/ExpressNS)
- ✓ Online access to the **ExpressNS™**
- ✓ Email Address: [NSS@nscorp.com](mailto:NSS@nscorp.com)



## Print materials

- ✓ Course Presentation
- ✓ ExpressNS™ Job Aid



## ExpressNS™ How to Video



## 24-hour Support Line

- ✓ NSS Help Desk: **404-529-1527**

- 1 Go to the screen you need help with, and click the **List View** icon
- 2 Select **Help**
  - The *Help* screen appears
- 3 Scroll down on the *Help* screen to review the Help information provided
- 4 Click **Done**





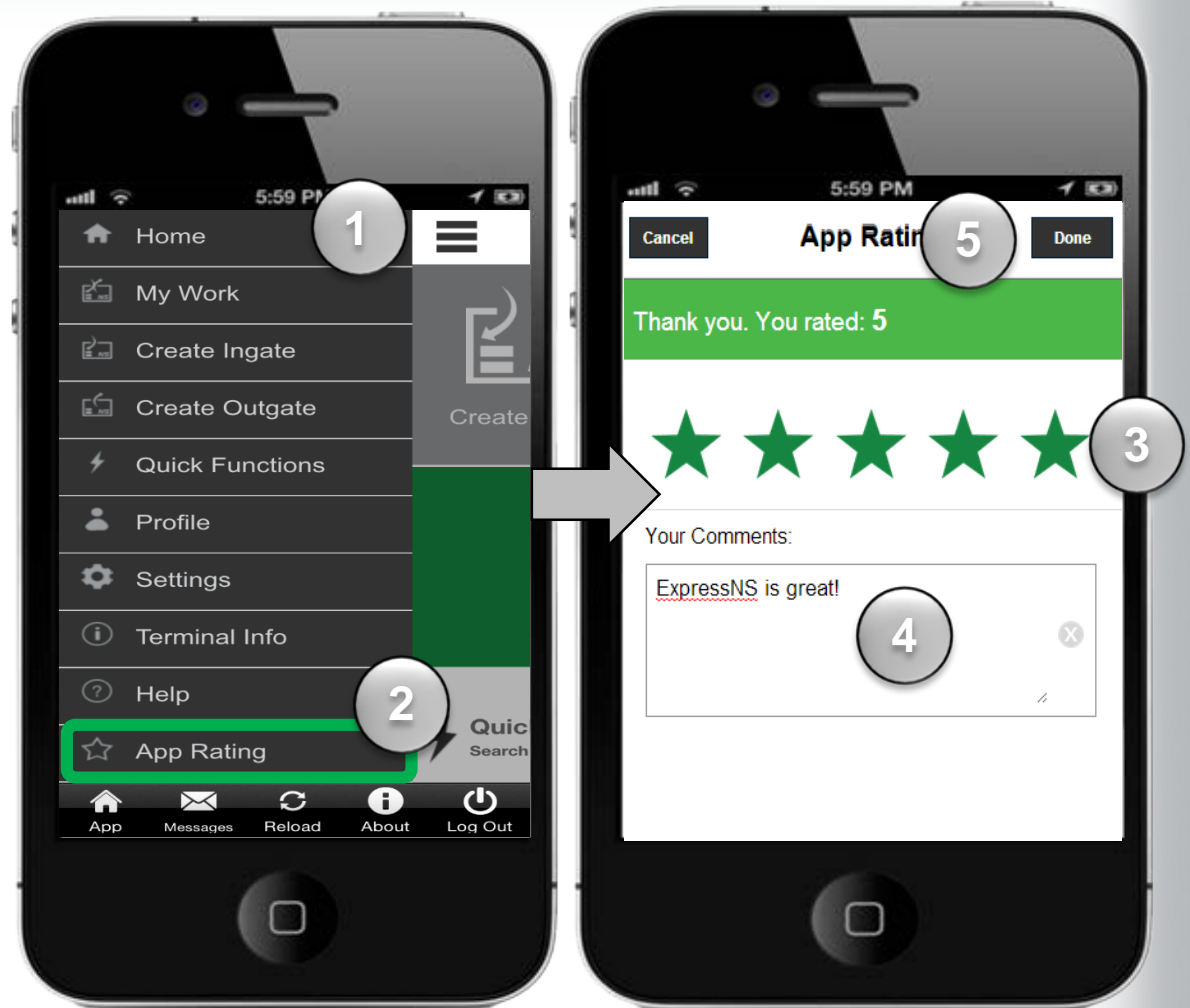
# Rate the App!

## Rate your experience using the ExpressNS™ Mobile App

- 1 Click the **List View** icon on the Home Screen
- 2 Select **App Rating**
- 3 Click **number of stars** for app
- 4 Enter **Your Comments**
- 5 Click **Done**



*Drivers can rate the App at any time and feedback is only viewed by Norfolk Southern.*





*Congratulations!*

You have completed the

**Using ExpressNS™ Mobile  
Application Workshop!**

