INTERMODAL ONLINE CASE MANAGEMENT (OCM)

Last Updated: August 13, 2025

Version 1

Contents

OCM Objectives

The primary goal of OCM, through AccessNS, is to streamline case creation and support by enabling customers to:

- Select the reason for creating a case and specify the type of support needed from NS. This ensures cases are automatically routed to the appropriate queue, improving response times, and reducing manual handling.

- Customers can easily view and manage existing cases and create new ones directly within AccessNS.

- Add 'Interested Parties' from their organization to stay informed about case progress and updates.

- View all case details and communicate efficiently - customers can post comments to provide additional information or ask questions. These comments appear in the "Case Comments - External" field. NS support teams will respond within the same thread, and replies will be visible to the customer in AccessNS.

Accessing OCM

1.) From AccessNS, select the 'Support Cases' button at the top right of the page.
  a. To create a new case, select the 'Create Support Case' link.
      i. The "Create Support Case" window will open.
  b. To view the status of an existing case, select the "View Support Cases" link.
      i. The "My Cases" page will open.
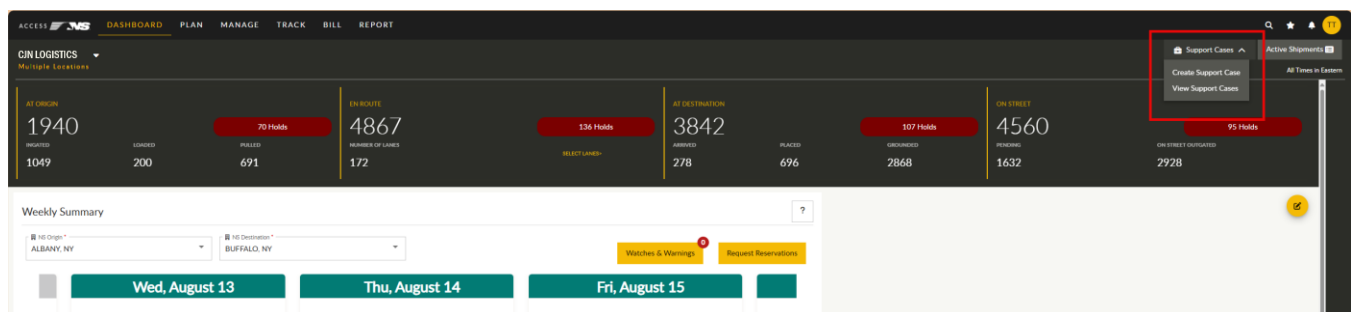
Creating a New Case
Case Info Section

1. Select the terminal location the issue is regarding. If the issue is not related to a specific terminal, select "Non-Terminal Specific".

2. Select the appropriate Interaction Reason.

3. Select the appropriate Interaction Type (based on the previously select Reason.)

4. Depending on the Reason and Type selected, select the appropriate values for the remaining required fields (denoted by an *).

5. Once all required fields are populated, the "Next" button will be made available, and you can continue to the next section of the Case submission.

Description Section

1. Case Subject – Provide a short title of the issue at hand.

2. Provide a detailed description of the issue at hand.

3. Interested Parties – Add additional email address for parties you would like to keep informed of the case status.

4. Attachments – Add screenshots, error messages, documents, etc. that will provide comprehensive information and support.

5. Once all required fields are populated, the "Next" button will be made available, and you can continue to the next section of the Case submission.

Equipment Section

1. For cases regarding equipment, a minimum of one Equipment ID is required. A max of up to 25 Equipment IDs can be submitted per individual case.

2. Validate the Equipment ID(s) entered have been successfully added to the case.

3. Once all required fields are completed, the "Submit" button will appear, allowing you to send the case to Intermodal Customer Logistics for assignment to the next available representative.

Case Tracking and Status

1. To view the status of an existing case, select the "View Support Cases" link and the "My Cases" page will open.

2. Once on the "My Cases" page, click on the Case Number you are inquiring about the status of and the Case Details pane will appear on the right side of the screen with all of the case information.

Interaction Category, Reason and Type (iCRT)

Refer to the iCRT combinations below to help streamline and expedite the case request process.

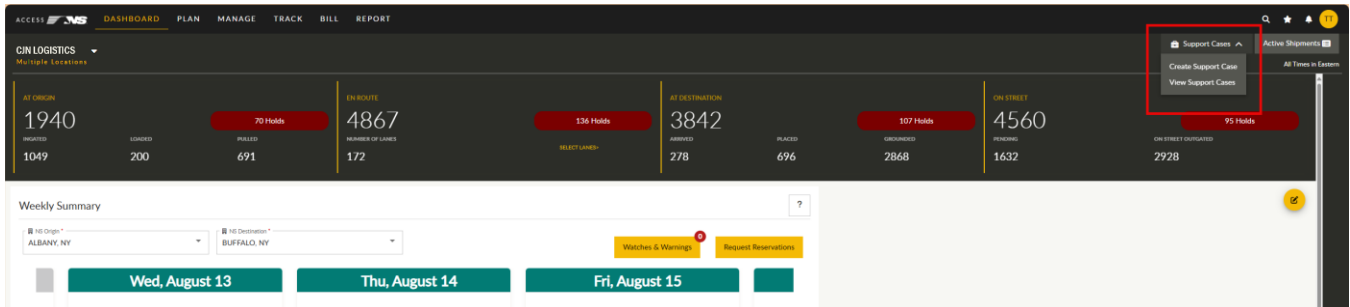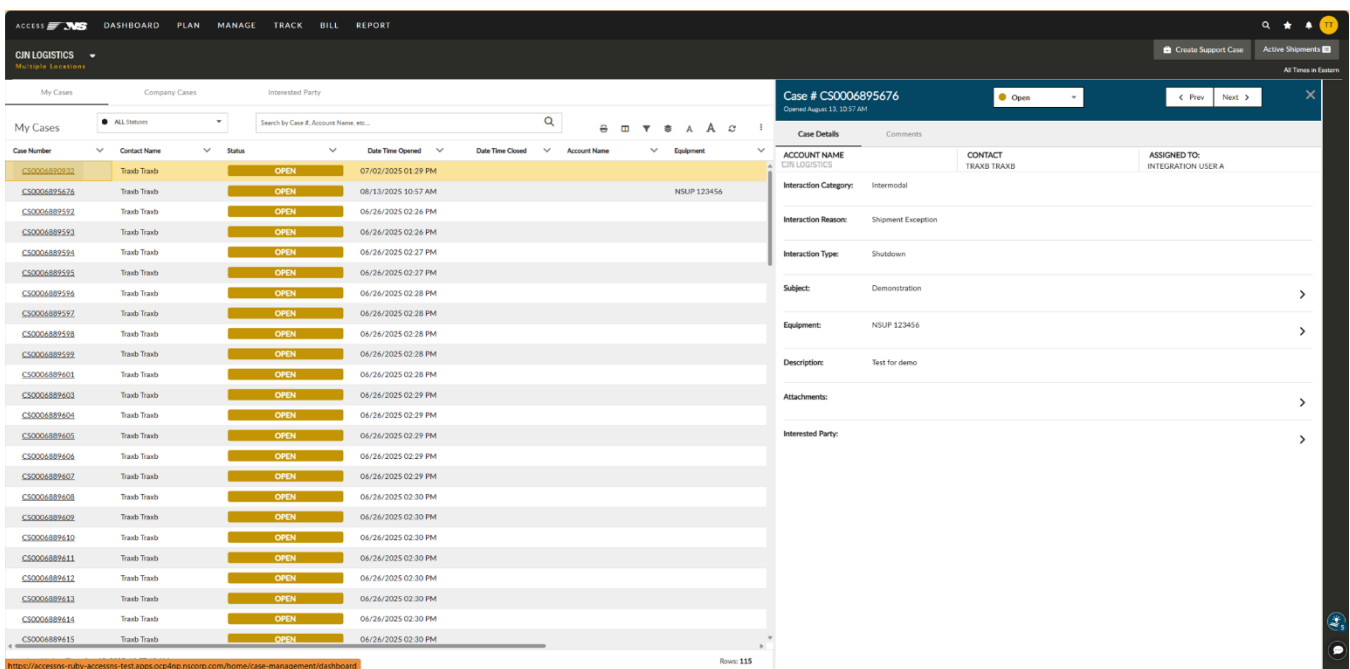| Category	Reason	Type	Required 1	Required 2
Intermodal	Accessorials	Charge Inquiry		
Intermodal	Accessorials	Guarantee		
Intermodal	Accessorials	Online Payment Application		
Intermodal	Billing	Confirm Billing		
Intermodal	Billing	Void Request		
Intermodal	Billing	Waybill Creation		
Intermodal	Billing	Waybill Updates		
Intermodal	Driver Assist	Appointment		
Intermodal	Driver Assist	Billing		
Intermodal	Driver Assist	Can't Locate		
Intermodal	Driver Assist	D/L or Code		
Intermodal	Driver Assist	Equipment Concerns		
Intermodal	Driver Assist	ExpressNS Hold		
Intermodal	Driver Assist	General Facility Info		
Intermodal	Driver Assist	International Stack		
Intermodal	Driver Assist	Placards		
Intermodal	Driver Assist	Swap Ticket		
Intermodal	Driver Assist	Wrong Lane		
Intermodal	Equipment	Chassis		
Intermodal	Equipment	Private Container		
Intermodal	Equipment	Reservations	Blume Reservations	
Intermodal	Equipment	Reservations	CY Reservations	
Intermodal	Equipment	Reservations	Reservation (TRPS)	
Intermodal	General Inquiry	AccessNS Support		
Intermodal	General Inquiry	Customer Feedback		
Intermodal	General Inquiry	ExpressNS Support		
Intermodal	General Inquiry	Gate Receipt		
Intermodal	General Inquiry	Request for Mktg Representative		
Intermodal	General Inquiry	Terminal Info		
Intermodal	General Inquiry	UIIA		
Intermodal	Interline Partner	Foreign Line Inquiry		
Intermodal	Interline Partner	Port Inquiry		
Intermodal	Shipment Exception	Bad Order		
Intermodal	Shipment Exception	Container Mate Required		
Intermodal	Shipment Exception	Damage/Loadshift		
Intermodal	Shipment Exception	Delays	Destination	
Intermodal	Shipment Exception	Delays	Enroute	
Intermodal	Shipment Exception	Delays	Origin	
Intermodal	Shipment Exception	Shipment Diversion		
Intermodal	Shipment Exception	Embargo		

Intermodal	Shipment Exception	Government Agency		
Intermodal	Shipment Exception	Hazardous	Emergency Contact	Hazardous Error
Intermodal	Shipment Exception	Hazardous	Limited Quantity	
Intermodal	Shipment Exception	Hazardous	Other	
Intermodal	Shipment Exception	Hazardous	Permit	
Intermodal	Shipment Exception	Hazardous	Placarding	
Intermodal	Shipment Exception	Hazardous	Radioactive	
Intermodal	Shipment Exception	Hazardous	Weight	
Intermodal	Shipment Exception	Holds		
Intermodal	Shipment Exception	Hotlist Departure		
Intermodal	Shipment Exception	Lost Shipment		
Intermodal	Shipment Exception	Misroute		
Intermodal	Shipment Exception	Missed Gate		
Intermodal	Shipment Exception	Prioritize Grounding		
Intermodal	Shipment Exception	Service Disruption		
Intermodal	Shipment Exception	Shutdown	Shutdown Date	Shutdown Time
Intermodal	Tracing	Current Location		
Intermodal	Tracing	ETA		
Intermodal	Tracing	ETD		
Intermodal	Tracing	ETG		
Intermodal	Tracing	Lot Location		