



Intermodal Maintenance & Repair System

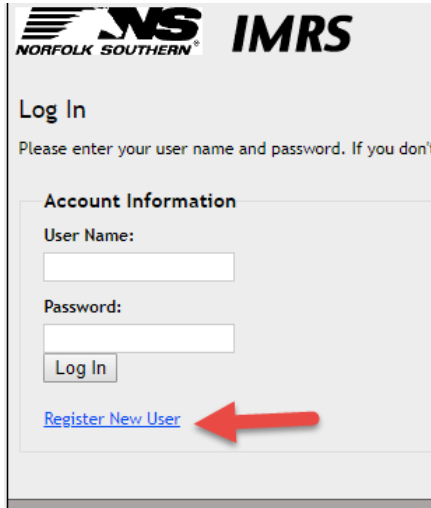
IMRS New User Guide

Access & Basic Navigation

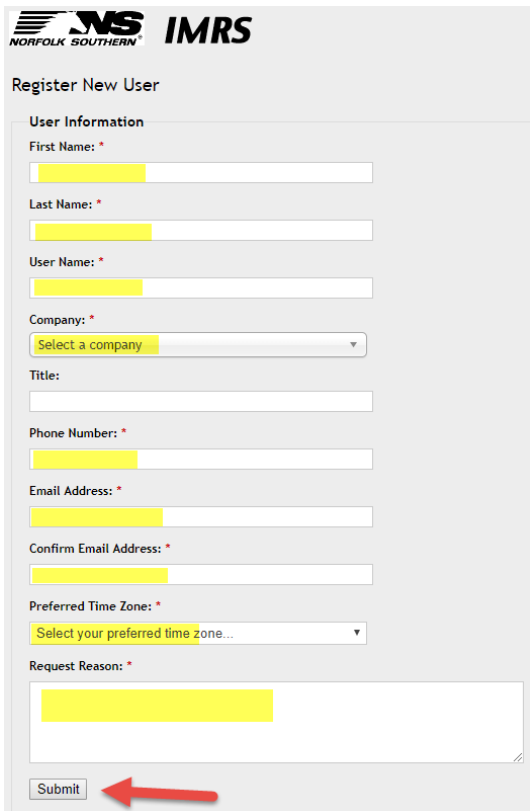
- **Requesting Access to IMRS**
- **Logging In**
- **IMRS Navigation**

Requesting Access to IMRS

Go to <https://ns-imrs.buckeyemountain.com> and click on the New User Registration link to request a user ID.



The screenshot shows the IMRS login interface. At the top is the Norfolk Southern logo and the text "IMRS". Below this is a "Log In" heading followed by the instruction "Please enter your user name and password. If you don't". The "Account Information" section contains a "User Name:" label with a text input field, a "Password:" label with a text input field, and a "Log In" button. Below the password field is a blue hyperlink labeled "Register New User", which is highlighted by a red arrow pointing to it from the right.



The screenshot shows the "Register New User" form. It includes the Norfolk Southern logo and "IMRS" text. The form is titled "Register New User" and contains a "User Information" section with the following fields: "First Name: *" (text input), "Last Name: *" (text input), "User Name: *" (text input), "Company: *" (dropdown menu with "Select a company" selected), "Title:" (text input), "Phone Number: *" (text input), "Email Address: *" (text input), "Confirm Email Address: *" (text input), "Preferred Time Zone: *" (dropdown menu with "Select your preferred time zone..." selected), and "Request Reason: *" (text area). A "Submit" button is located at the bottom left of the form, highlighted by a red arrow pointing to it from the left.

Norfolk Southern will review the request and set permissions based on the Request Reason.

Once the user ID request has been approved, an email will be sent with the new user name and temporary password.

Note that if your company is not listed in the Company list on the form, select “Other” and enter the name of your company in the Request Reason field. We may need to contact you for an IRS Form W-9 before we can remit payment for claims.

Logging in

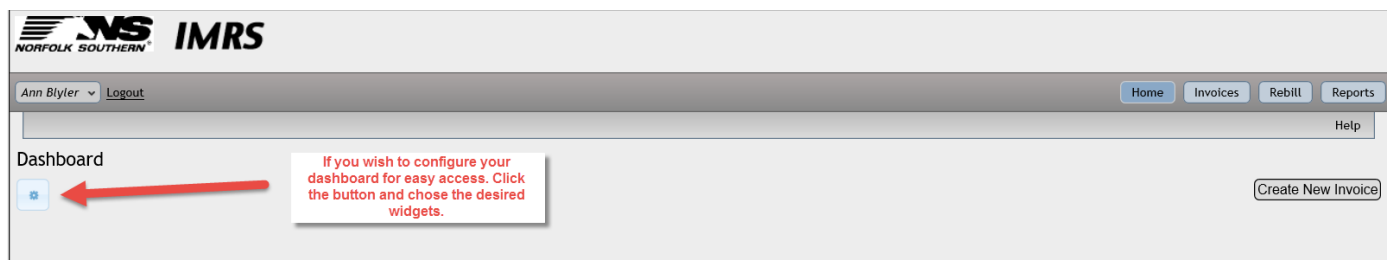
1. Open a web browser and go to: <https://ns-imrs.buckeyemountain.com>
2. Enter your user name and password and click Log In.

IMRS Navigation

After logging in, you will be directed to the IMRS Home Page.

Dashlets:

The IMRS home page includes several dashboard widgets (dashlets) that provide summarized application information and query functionality. Click the Configure Dashboard icon to add dashlets to your IMRS Home page.



Configure Dashboard

- ☒ **Approved Invoices**
This Dashlet shows the most recently approved Invoices
- ☒ **In Audit Invoices**
This Dashlet shows the most recent Invoices that are being audited
- ☒ **Invoice Search**
This Dashlet provides a search to quickly access commonly used information
- ☒ **Pending Invoices**
This Dashlet shows the most recent Invoices pending Submittal for Audit
- ☐ **Purchase Order Search**
This Dashlet allows for searching Work Orders on the purchase order number or the third party purchase order number.
- ☐ **Rebill Search**
This Dashlet provides a search to quickly access commonly used rebill information.
- ☒ **Rejected Invoices**

[Save](#) [Cancel](#)

You can return to the Configure Dashboard icon to change your dashlet selections at any time.

IMRS Main Menu

Ann Blyler [Logout](#) [Home](#) [Invoices](#) [Rebill](#) [Reports](#) [Help](#)

Home – This link returns you to the IMRS Home page.

Invoices- This screen allows you to submit claims and check the status of claims that have already been submitted in IMRS.

Rebill- This screen allows you to review invoices (freight bills) that have been submitted to your company for payment to NS for intermodal equipment (examples: lading adjustments, citations, repairs, destroyed equipment).

Reports- This screen allows you to generate pre-built reports and also create custom reports to monitor your claims and invoices.

Help- The Help button will take you to a library of Help documents and User Guides created by the IMRS software developer Buckeye Mountain.

Please contact the Intermodal Maintenance team at IMRepair.Invoices@nscorp.com if you need assistance.