

# Using ExpressNS™ Dispatcher Application

GETTING STARTED

MANAGING WORK  
ITEMS

ASSIGNING &  
CHANGING DRIVERS

CUSTOMIZING VIEW



**Getting Started**

**Managing Work Items**

**Assigning and Changing Drivers**

**Customizing Your View**

**Additional Resources**

## This workshop enables Dispatchers to:

- ✓ **Comprehend the ExpressNS™ Dispatcher Application** features, benefits, and overall functionality
- ✓ Review how to **register and set up** appropriate user settings
- ✓ **Effectively navigate** the tool in managing Work Item details, updates and assignments
- ✓ **Access available tools and resources** post training



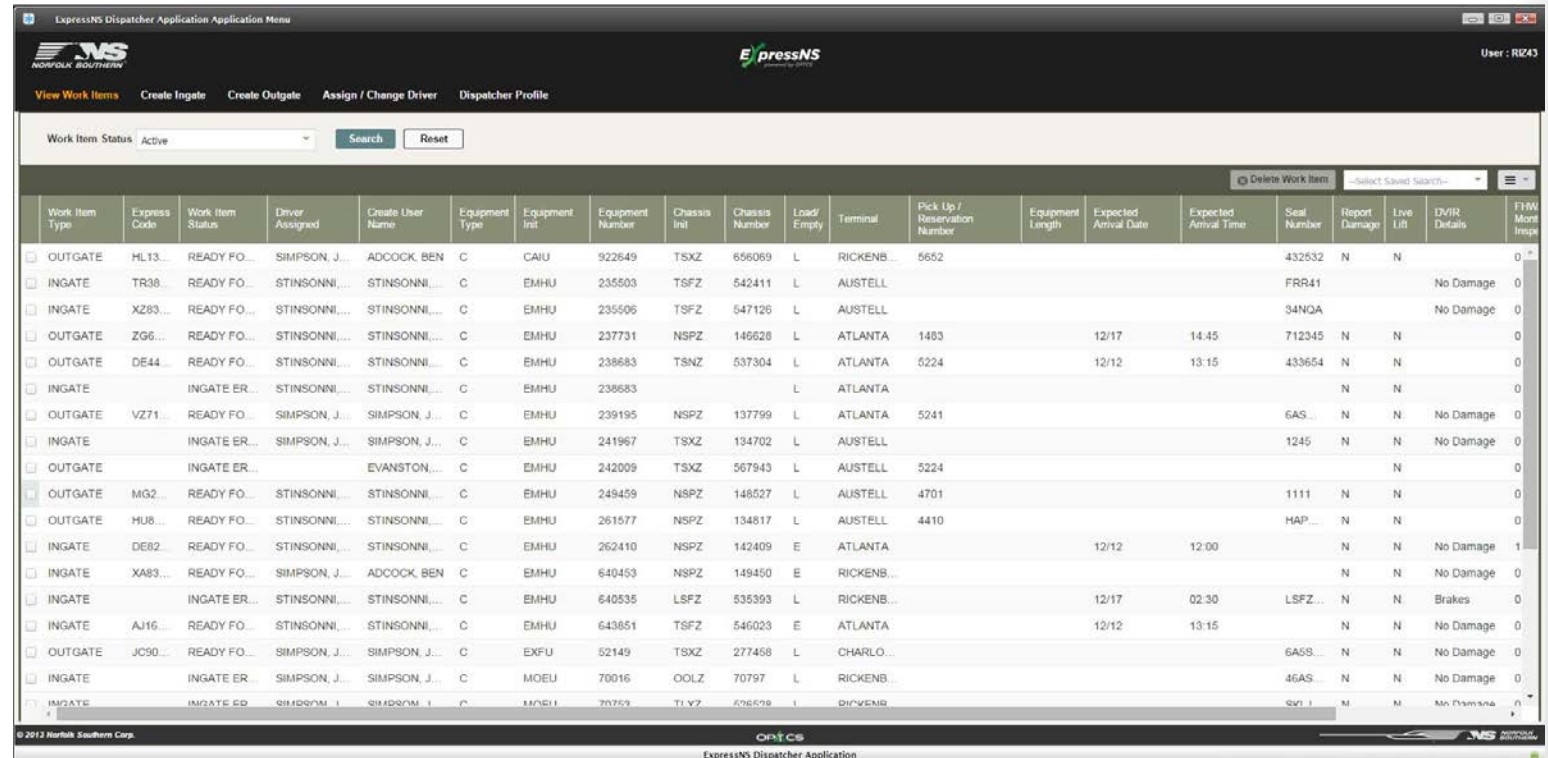
# 1

## In this module, we will:

- ✓ Introduce **ExpressNS™ Dispatcher Application**
- ✓ Review **application features and benefits**
- ✓ Explain **registration steps and requirements**
- ✓ Provide steps for **Profile set up**

The **ExpressNS™ Dispatcher Application** enables Dispatchers to:

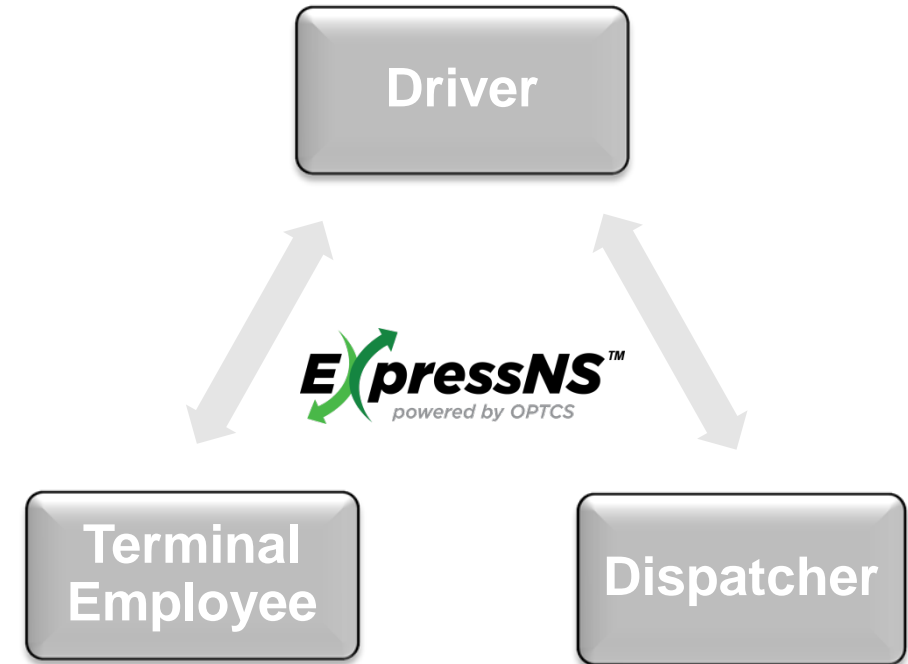
- ✓ Create Work Items
- ✓ Update or cancel existing Work Items
- ✓ Assign and change Drivers



The screenshot displays the ExpressNS Dispatcher Application interface. At the top, there is a navigation bar with the ExpressNS logo and the user name 'User: R243'. Below the navigation bar, there are several menu items: 'View Work Items', 'Create Ingate', 'Create Outgate', 'Assign / Change Driver', and 'Dispatcher Profile'. A search bar is present with a dropdown menu for 'Work Item Status' set to 'Active', and buttons for 'Search' and 'Reset'. Below the search bar, there is a table with columns for various work item details. The table includes columns for Work Item Type, Express Code, Work Item Status, Driver Assigned, Create User Name, Equipment Type, Equipment Init, Equipment Number, Chassis Init, Chassis Number, Load/Empty, Terminal, Pick Up / Reservation Number, Equipment Length, Expected Arrival Date, Expected Arrival Time, Seal Number, Report Damage, Live Lift, DVIR Details, and FHM More Insp. The table contains multiple rows of data, each representing a work item with its specific details.

Work Item Type	Express Code	Work Item Status	Driver Assigned	Create User Name	Equipment Type	Equipment Init	Equipment Number	Chassis Init	Chassis Number	Load/Empty	Terminal	Pick Up / Reservation Number	Equipment Length	Expected Arrival Date	Expected Arrival Time	Seal Number	Report Damage	Live Lift	DVIR Details	FHM More Insp
OUTGATE	HL13...	READY FO...	SIMPSON, J...	ADCOCK, BEN	C	CAIU	922649	TSXZ	656069	L	RICKENB...	5652				432632	N	N		0
INGATE	TR38...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	235503	TSFZ	542411	L	AUSTELL					FRR41			No Damage	0
INGATE	XZ83...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	235506	TSFZ	547126	L	AUSTELL					34NQA			No Damage	0
OUTGATE	ZG6...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	237731	NSPZ	146628	L	ATLANTA	1483		12/17	14:45	712345	N	N		0
OUTGATE	DE44...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	238683	TSNZ	537304	L	ATLANTA	5224		12/12	13:15	433654	N	N		0
INGATE	INGATE ER...	INGATE ER...	STINSONNI...	STINSONNI...	C	EMHU	238683			L	ATLANTA						N	N		0
OUTGATE	VZ71...	READY FO...	SIMPSON, J...	SIMPSON, J...	C	EMHU	239195	NSPZ	137799	L	ATLANTA	5241				6AS...	N	N	No Damage	0
INGATE	INGATE ER...	INGATE ER...	SIMPSON, J...	SIMPSON, J...	C	EMHU	241967	TSXZ	134702	L	AUSTELL					1245	N	N	No Damage	0
OUTGATE	INGATE ER...	INGATE ER...		EVANSTON...	C	EMHU	242009	TSXZ	567943	L	AUSTELL	5224						N		0
OUTGATE	MG2...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	249459	NSPZ	148527	L	AUSTELL	4701				1111	N	N		0
OUTGATE	HU8...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	261577	NSPZ	134817	L	AUSTELL	4410				HAP...	N	N		0
INGATE	DE82...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	262410	NSPZ	142409	E	ATLANTA			12/12	12:00		N	N	No Damage	1
INGATE	XA83...	READY FO...	SIMPSON, J...	ADCOCK, BEN	C	EMHU	640453	NSPZ	149450	E	RICKENB...						N	N	No Damage	0
INGATE	INGATE ER...	INGATE ER...	STINSONNI...	STINSONNI...	C	EMHU	640535	LSFZ	535393	L	RICKENB...			12/17	02:30	LSFZ...	N	N	Brakes	0
INGATE	AJ16...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	643651	TSFZ	546023	E	ATLANTA			12/12	13:15		N	N	No Damage	0
OUTGATE	JC90...	READY FO...	SIMPSON, J...	SIMPSON, J...	C	EXFU	52149	TSXZ	277458	L	CHARLO...					6ASS...	N	N	No Damage	0
INGATE	INGATE ER...	INGATE ER...	SIMPSON, J...	SIMPSON, J...	C	MOEU	70016	OOLZ	70797	L	RICKENB...					46AS...	N	N	No Damage	0
INGATE	INGATE ER...	INGATE ER...	SIMPSON, J...	SIMPSON, J...	C	MOEU	70797	TI YZ	626519	L	RICKENB...					SVI...	N	N	No Damage	0

- ✓ Enables **updates to be shared** between drivers, dispatchers and terminal employees in real-time
- ✓ **Streamlines** both gate and yard operations and reduces average time per gate transaction
- ✓ **Ensures better tracking** of units and thereby improves yard inventory accuracy





## **VIEW WORK ITEMS**

View, update,  
and modify  
existing Work  
Items



## **CREATE INGATE**

Create new  
drop-off Work  
Items



## **CREATE OUTGATE**

Create new  
pick-up Work  
Items



## **ASSIGN/ CHANGE DRIVER**

Assign or change  
Drivers associated  
with existing Work  
Items



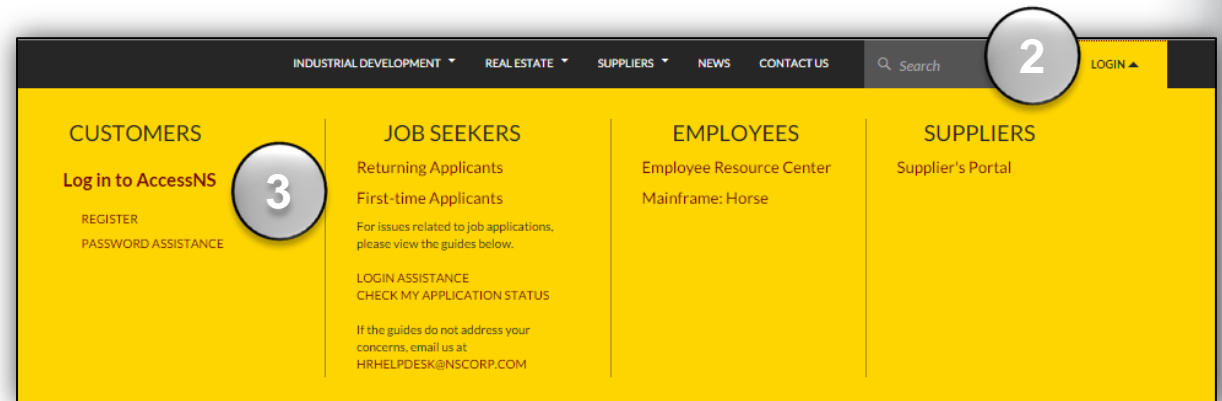
## **DISPATCHER PROFILE**

View and modify  
profile and  
preferences

Dispatchers without NS Network access, *accessNS*, can register for the **ExpressNS™ Dispatcher App** in three simple steps:

- 1 Access the Norfolk Southern website
- 2 Click **LOGIN**
- 3 Under **CUSTOMERS**, click **REGISTER**

- 1 Go to **NORFOLK SOUTHERN** website  
<http://www.nscorp.com/content/nscorp/en.html>



*The Dispatcher Web App is an application within accessNS. The registration process allows dispatchers to request access to other accessNS applications, too.*

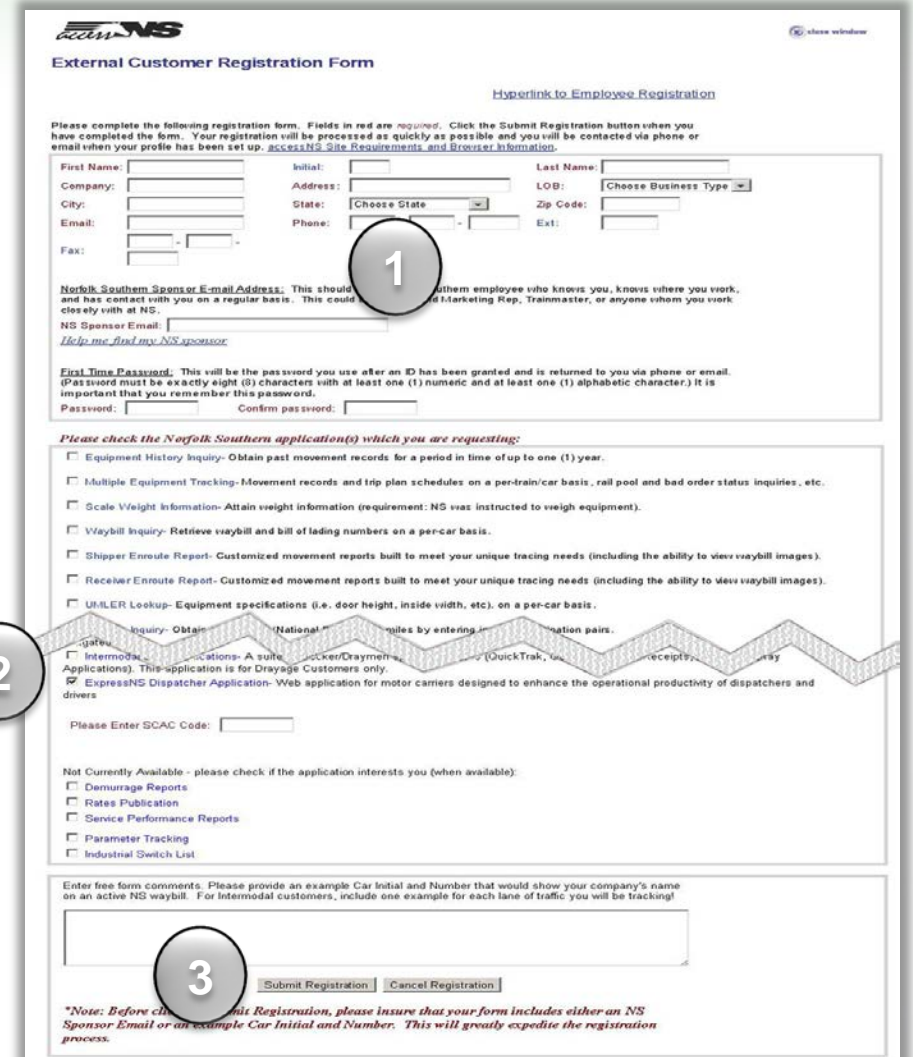


After clicking **REGISTER**, you will be asked to complete the **External Customer Registration Form**.

- 1 Enter your **employee information**
  - Enter **ExpressNS@nscorp.com** in the NS Sponsor Email field
- 2 Under Intermodal, check **ExpressNS Dispatcher Application**, and enter your Motor Carrier SCAC
- 3 Click **Submit Registration**
  - *Registration will be processed and an email notification will be sent to you when your profile has been set up*

**NOTE**

*Dispatchers who already have access to accessNS should contact eCommerce Group at [echelp@nscorp.com](mailto:echelp@nscorp.com) or 800.635.5768 to request access to the Dispatcher Application.*

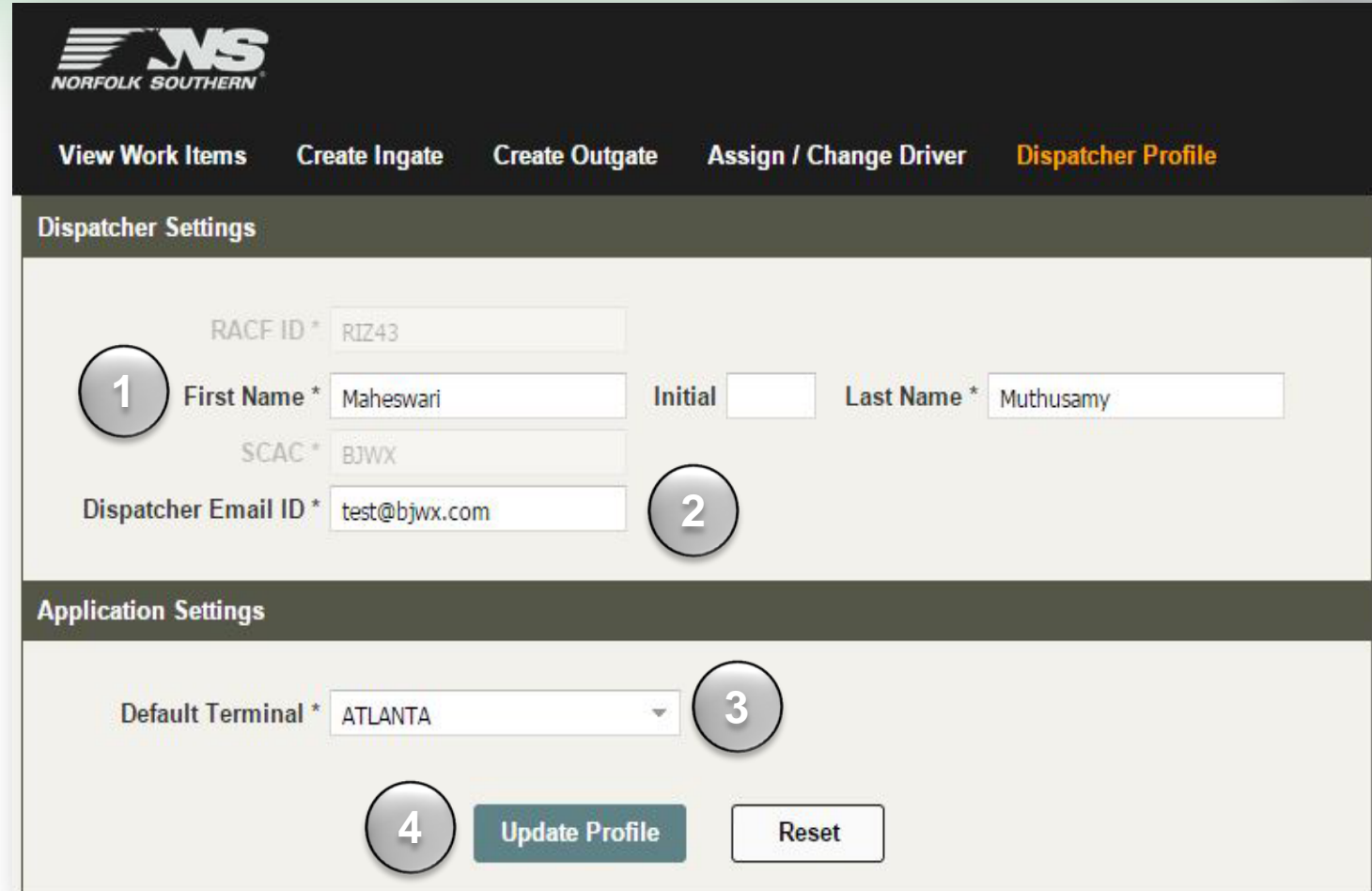


The screenshot shows the 'External Customer Registration Form' with the following sections and callouts:

- Callout 1:** Points to the 'NS Sponsor Email' field, which is highlighted in red. The text above it says: "Norfolk Southern Sponsor or E-mail Address: This should be the email address of an NS employee who knows you, knows where you work, and has contact with you on a regular basis. This could be a Marketing Rep, Trainmaster, or anyone whom you work closely with at NS." Below this is the "NS Sponsor Email:" field.
- Callout 2:** Points to the 'Intermodal Applications' section, where the 'ExpressNS Dispatcher Application' checkbox is checked. The text above it says: "Please check the Norfolk Southern application(s) which you are requesting:" followed by a list of checkboxes for various services like Equipment History Inquiry, Multiple Equipment Tracking, etc.
- Callout 3:** Points to the 'Submit Registration' button at the bottom of the form.

Once you have access to the **ExpressNS™ Dispatcher App**, your RACF ID and SCAC will default and you will be asked to complete the *Dispatcher Profile* section upon entry to the site:

- 1 Enter your **First Name** and **Last Name**
- 2 Enter **Dispatcher Email ID**
- 3 Verify **Default Terminal**
- 4 Click **Update Profile**



The screenshot shows the 'Dispatcher Profile' registration page. At the top, there are navigation links: 'View Work Items', 'Create Ingate', 'Create Outgate', 'Assign / Change Driver', and 'Dispatcher Profile'. The main section is titled 'Dispatcher Settings' and contains the following fields:

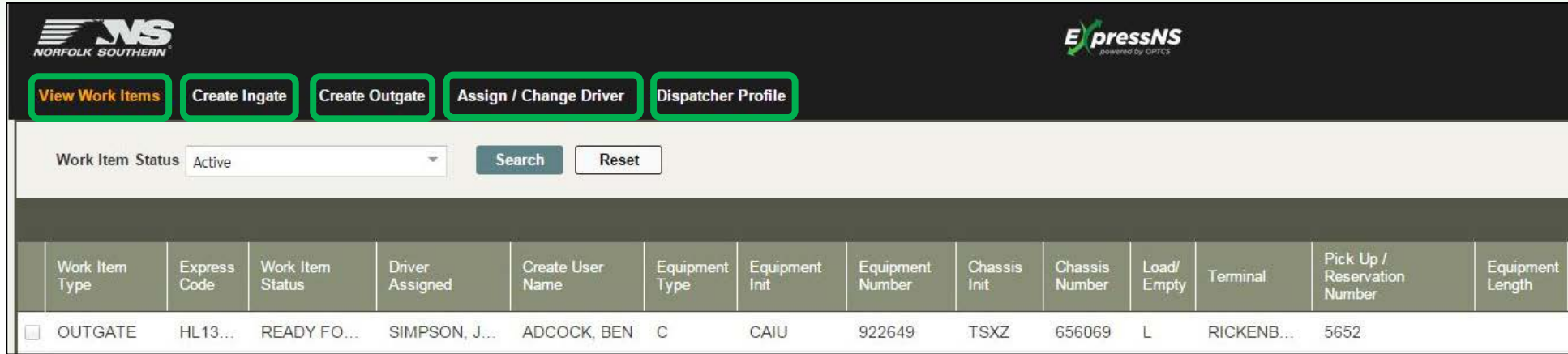
- RACF ID \* (pre-filled with RIZ43)
- First Name \* (Maheswari) and Last Name \* (Muthusamy) - circled with '1'
- Initial (empty)
- SCAC \* (BJWX)
- Dispatcher Email ID \* (test@bjwx.com) - circled with '2'

The 'Application Settings' section contains:

- Default Terminal \* (ATLANTA) - circled with '3'
- 'Update Profile' button - circled with '4'
- 'Reset' button



*Registration will be processed and an email notification will be sent to you when your profile has been set up.*



MODULE	DESCRIPTION
<b>View Work Items</b>	View active and archived work items, update, view associated notes, and delete work items.
<b>Create Ingate</b>	Enter Equipment and Driver Details to create a new <b>drop-off</b> Work Item.
<b>Create Outgate</b>	Enter Equipment and Driver Details to create a new <b>pick-up</b> Work Item.
<b>Assign / Change Driver</b>	Search by function or field for definitions or guidance on functionality.
<b>Dispatcher Profile</b>	View and update your profile.

# 2

## In this module, we will:

- ✓ Navigate the **View Work Items** home page
- ✓ Review steps for **viewing and updating Work Items**
- ✓ Review steps for **creating Ingate, drop-off, and Outgate, pick-up, Work Items**

# View Work Items – Data Fields

<input checked="" type="checkbox"/> Work Item Type	<input checked="" type="checkbox"/> Load/Empty
<input checked="" type="checkbox"/> Express Code	<input checked="" type="checkbox"/> Terminal
<input checked="" type="checkbox"/> Work Item Status	<input checked="" type="checkbox"/> Pick up /Reservation ID
<input checked="" type="checkbox"/> Driver Assigned	<input checked="" type="checkbox"/> Equipment Length
<input checked="" type="checkbox"/> Create User Name	<input checked="" type="checkbox"/> Expected Arrival Date & Time
<input type="checkbox"/> Last Updated User Name	<input checked="" type="checkbox"/> Seal #s
<input type="checkbox"/> Last Updated On	<input checked="" type="checkbox"/> Report Damage
<input checked="" type="checkbox"/> Equipment Type	<input checked="" type="checkbox"/> Live Lift
<input checked="" type="checkbox"/> Equipment Init	<input checked="" type="checkbox"/> DVIR Details
<input checked="" type="checkbox"/> Equipment Number	<input checked="" type="checkbox"/> FHWA Month Inspection
<input checked="" type="checkbox"/> Chassis Init	<input checked="" type="checkbox"/> FHWA Year Inspection
<input checked="" type="checkbox"/> Chassis Number	<input checked="" type="checkbox"/> Hazmat



*Some fields may be hidden. To view all fields, right click on a column and select the fields you would like to see.*

# View Work Items – Functions

## 1 View Work Item Status

Click drop-down to view *Active* or *Inactive* Work Items

## 2 Create Saved Search

Click drop-down to create a custom profile which is set to your most commonly used search criteria

## 3 Delete a Work Item

Click checkbox next to Work Item(s) in results table then click **Delete Work Item(s)** button to delete a Work Item

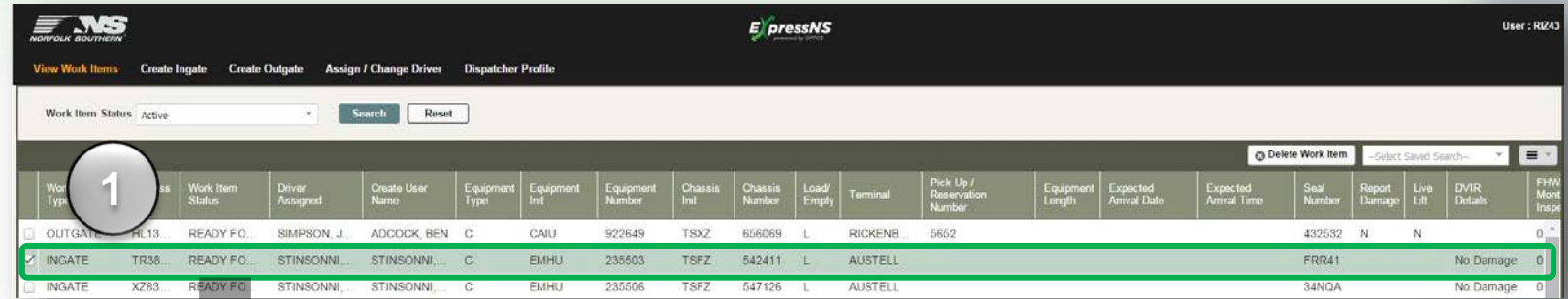
The screenshot shows the ExpressNS Dispatcher Application interface. At the top, there are navigation buttons: 'View Work Items', 'Create Ingate', 'Create Outgate', 'Driver', and 'Dispatcher Profile'. A search bar is present with a dropdown menu for 'Work Item Status' (set to 'Active') and 'Search' and 'Reset' buttons. On the right side, there are two buttons: 'Delete Work Item' and '-Select Saved Search-'. Below these is a table with columns: Work Item Type, Express Code, Work Item Status, Driver Assigned, Create User Name, Equipment Type, Equipment Init, Equipment Number, Chassis Init, Chassis Number, Load/Empty, Terminal, Pick Up / Reservation Number, Equipment Length, Expected Arrival Date, Expected Arrival Time, Seal Number, Report Damage, Live Lift, DVIR Details, and FRM Month Insp. The table contains multiple rows of work items, with the second row selected and its checkbox checked. A 'Delete Work Item' button is highlighted with a red box and a '3' in a circle. A search dropdown is also highlighted with a red box and a '2' in a circle. A 'Work Item Status' dropdown is highlighted with a red box and a '1' in a circle.



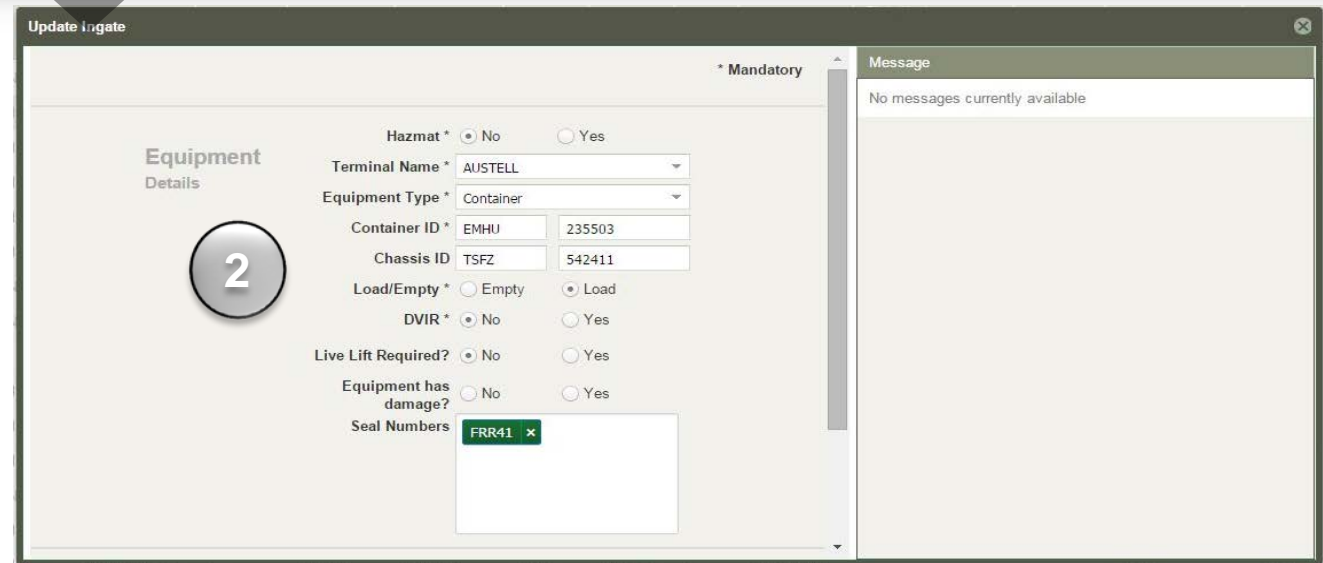
*The checkbox feature enables you to select multiple work items to be deleted.*

# Updating a Work Item

- 1 Double click on the selected Work Item
- 2 Enter updates for Equipment Details
- 3 Enter updates for Driver Details
- 4 Click Update



Work Type	Work Item	Work Item Status	Driver Assigned	Create User Name	Equipment Type	Equipment Int	Equipment Number	Chassis Int	Chassis Number	Load/Empty	Terminal	Pick Up / Reservation Number	Equipment Length	Expected Arrival Date	Expected Arrival Time	Seal Number	Report Damage	Live Lift	DVIR Details	FWW Mont Insp
OUTGATE	HL13...	READY FO...	SIMPSON, J...	ADCOCK, BEN	C	CAIU	922649	TSXZ	656069	L	RICKENB...	5652				432532	N	N		0
INGATE	TR38...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	235503	TSFZ	542411	L	AUSTELL					FRR41			No Damage	0
INGATE	XZ83...	READY FO...	STINSONNI...	STINSONNI...	C	EMHU	235506	TSFZ	547126	L	AUSTELL					34NQA			No Damage	0



**Update Ingate**

**Equipment Details**

Hazmat \*  No  Yes

Terminal Name \* AUSTELL

Equipment Type \* Container

Container ID \* EMHU 235503

Chassis ID TSFZ 542411

Load/Empty \*  Empty  Load

DVIR \*  No  Yes

Live Lift Required?  No  Yes

Equipment has damage?  No  Yes

Seal Numbers FRR41

Message: No messages currently available



**Driver Details**

Driver Name SIMPSON, JAMAL

Expected Arrival MM/DD HH:MM

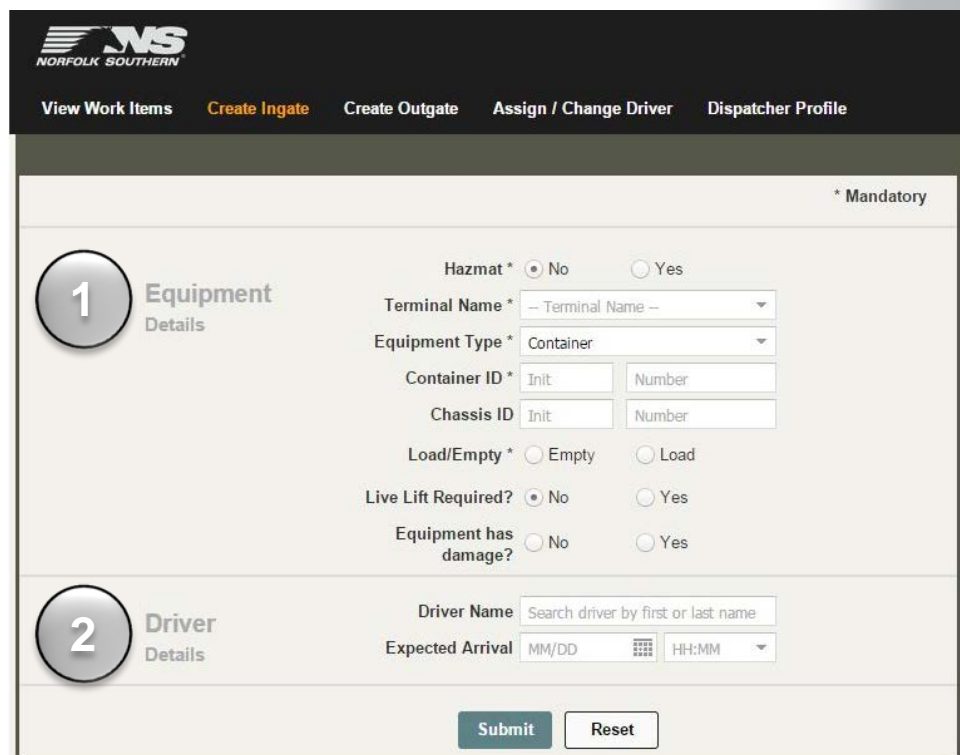
**Update** **Close**

## 1 EQUIPMENT DETAILS

Hazmat	Answer yes or no if there is hazardous materials.
Terminal Name	From drop-down, select drop off terminal.
Equipment Type	Select type of equipment (i.e. container, trailer, etc.)
Container ID	Enter in container initial and number.
Chassis ID	Enter in chassis initial and number.
Load/Empty	Identify if there is a load or if empty. If load, you will see a field to enter seal numbers.
Live Lift Required?	Identify whether Live Lift is required for this drop off.
Equipment has damage?	Answer yes or no if there is damaged equipment.

## 2 DRIVER DETAILS

Driver Name	Enter in Driver name.
Expected Arrival	Enter date and time of drop-off arrival.





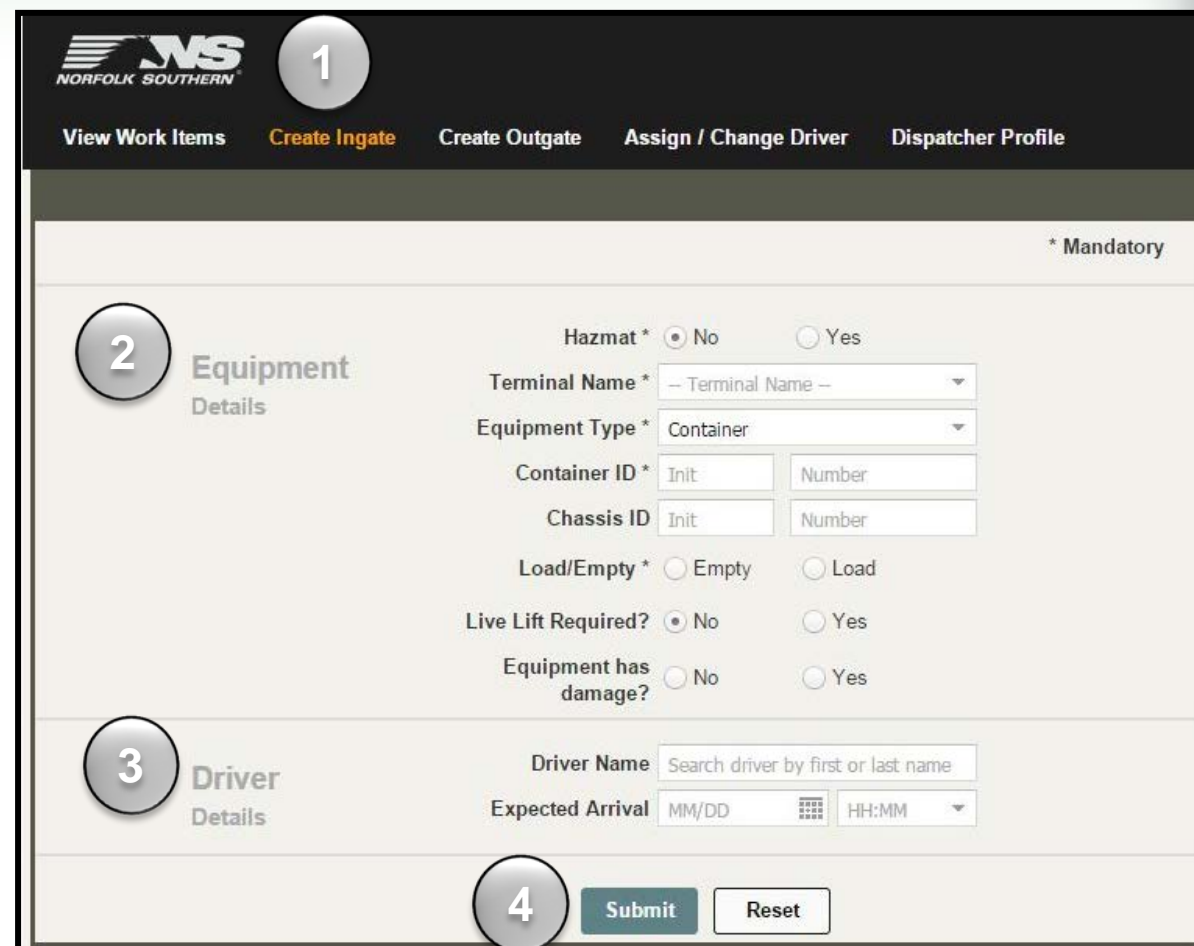
# Creating an Ingate Work Item

Create Ingate enables Dispatchers to **create a single drop-off Work Item** and assign it to a driver.

- 1 Click **Create Ingate**
- 2 Enter **Equipment Details**
- 3 Enter **Driver Details**
- 4 Click **Submit**

**NOTE**

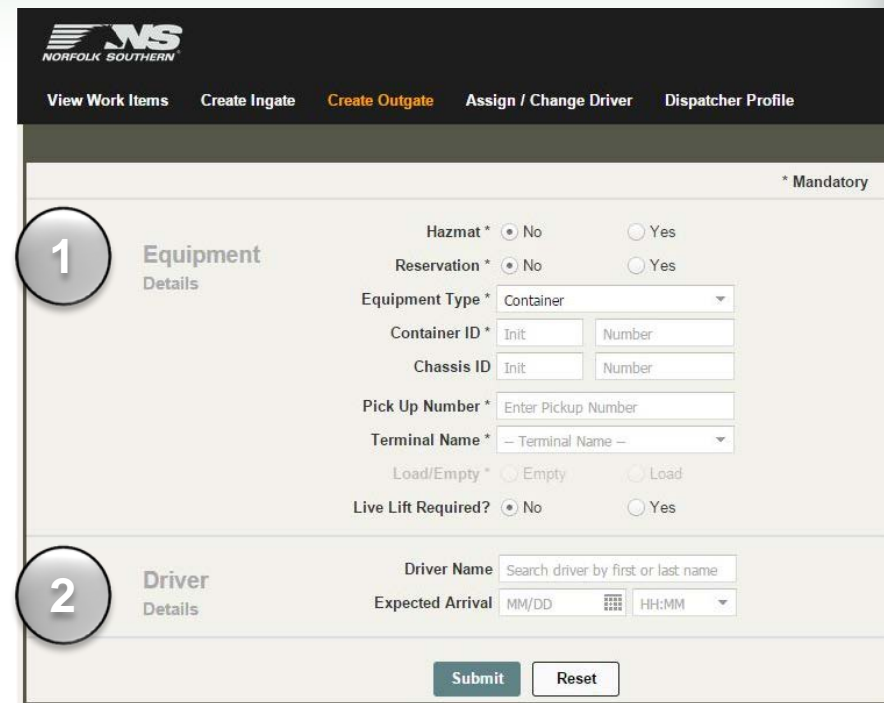
*Ensure **Work Item Defined Successfully** is displayed to confirm submission.*



# Creating an Outgate Work Item

1 EQUIPMENT DETAILS	
<b>Hazmat</b>	Answer yes or no if there is hazardous materials.
<b>Reservation</b>	Identify if there is a reservation made for this pick-up.
<b>Equipment Type</b>	Select type of equipment (i.e. container, trailer, etc.).
<b>Terminal Name</b>	From drop-down, select pick up terminal.
<b>Container ID</b>	Enter in container initial and number.
<b>Chassis ID</b>	Enter in chassis initial and number.
<b>Pick up Number</b>	Enter valid pick-up number.
<b>Load/Empty</b>	Identify if there is a load or if empty. If load, you will see a field to enter seal numbers.
<b>Live Lift Required?</b>	Identify whether Live Lift is required for this drop off.

2 DRIVER DETAILS	
<b>Driver Name</b>	Enter in Driver name.
<b>Expected Arrival</b>	Enter date and time of drop-off arrival.



**NOTE** Above is an example of an Outgate Work Item for a container. Input screen may be different based on equipment type.

# Creating an Outgate Work Item

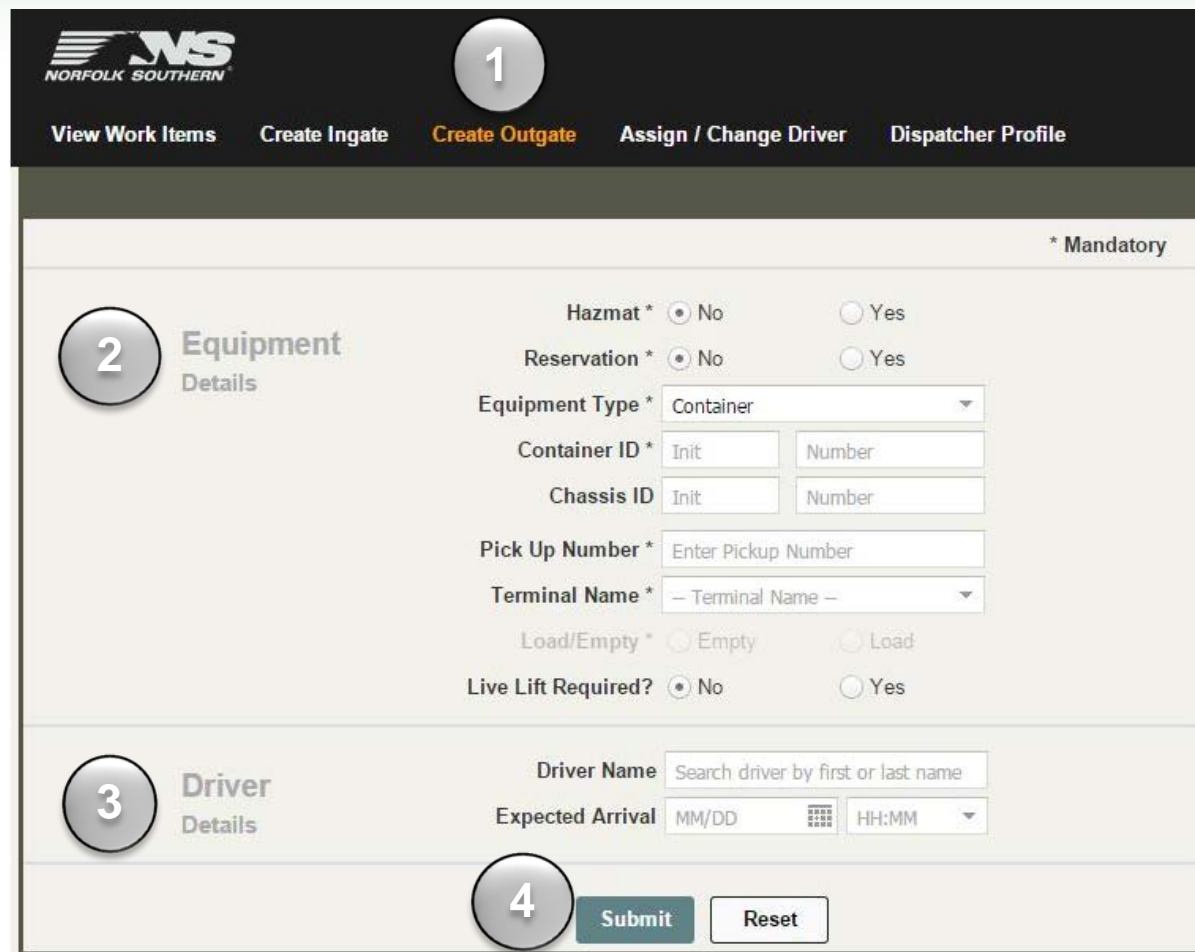
Create Outgate enables Dispatchers to **create a single pick-up Work Item** and assign it to a driver.

- 1 Click **Create Outgate**
- 2 Enter **Equipment Details**
- 3 Enter **Driver Details**
- 4 Click **Submit**



**NOTE**

*Ensure Work Item defined **successfully** is displayed to confirm submission.*



**1**

View Work Items   Create Ingate   **Create Outgate**   Assign / Change Driver   Dispatcher Profile

\* Mandatory

**2** **Equipment Details**

Hazmat \*  No    Yes

Reservation \*  No    Yes

Equipment Type \* Container

Container ID \* Init   Number

Chassis ID Init   Number

Pick Up Number \* Enter Pickup Number

Terminal Name \* - Terminal Name -

Load/Empty \*  Empty    Load

Live Lift Required?  No    Yes

**3** **Driver Details**

Driver Name Search driver by first or last name

Expected Arrival MM/DD   HH:MM

**4** **Submit**   **Reset**

# Creating an Outgate with Reservation ID

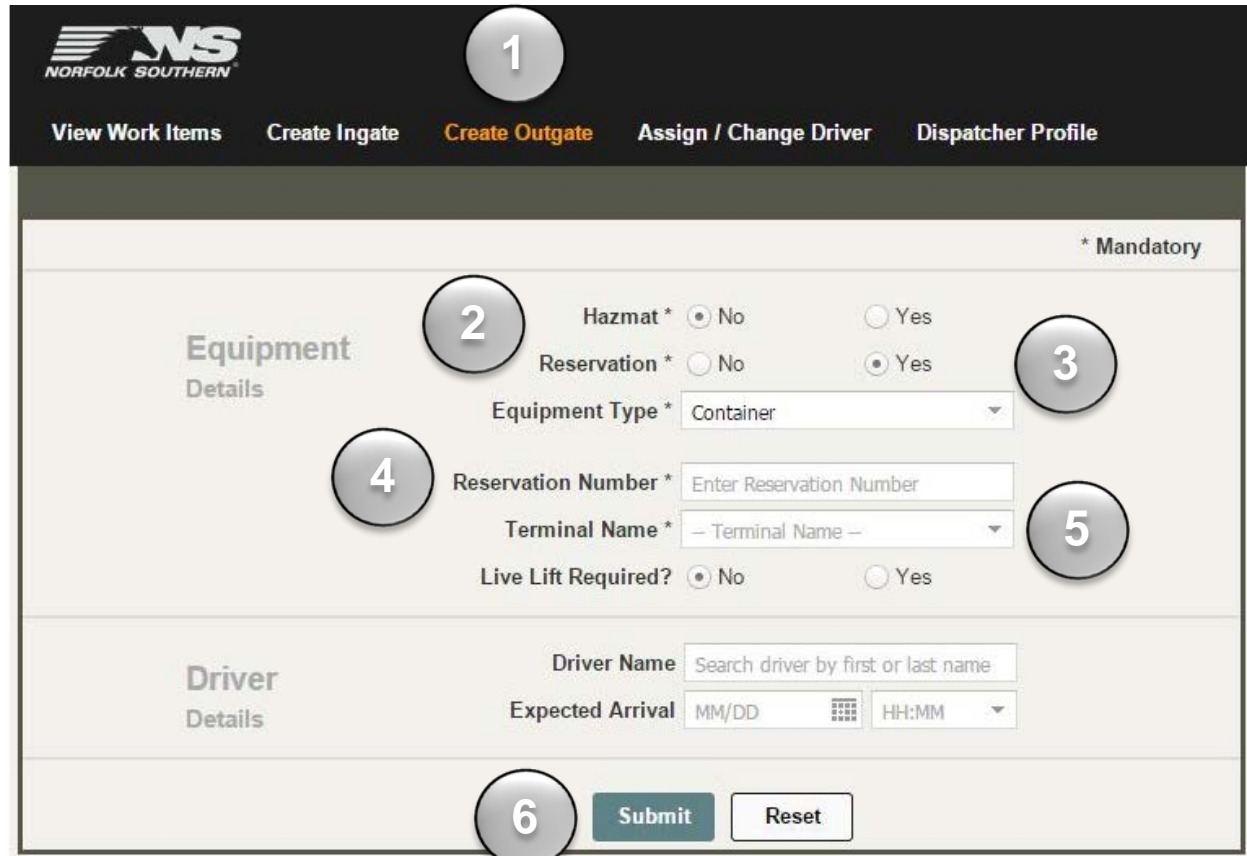
A valid reservation number enables Dispatchers to quickly create Outgate Work Items.

- 1 Click **Create Outgate**
- 2 For *Reservation*, select **Yes**
- 3 Select **Equipment Type**
- 4 Enter **Reservation Number**
- 5 Select **Terminal Name**
- 6 Click **Submit**



**NOTE**

*Ensure Work Item Defined Successfully is displayed to confirm submission.*



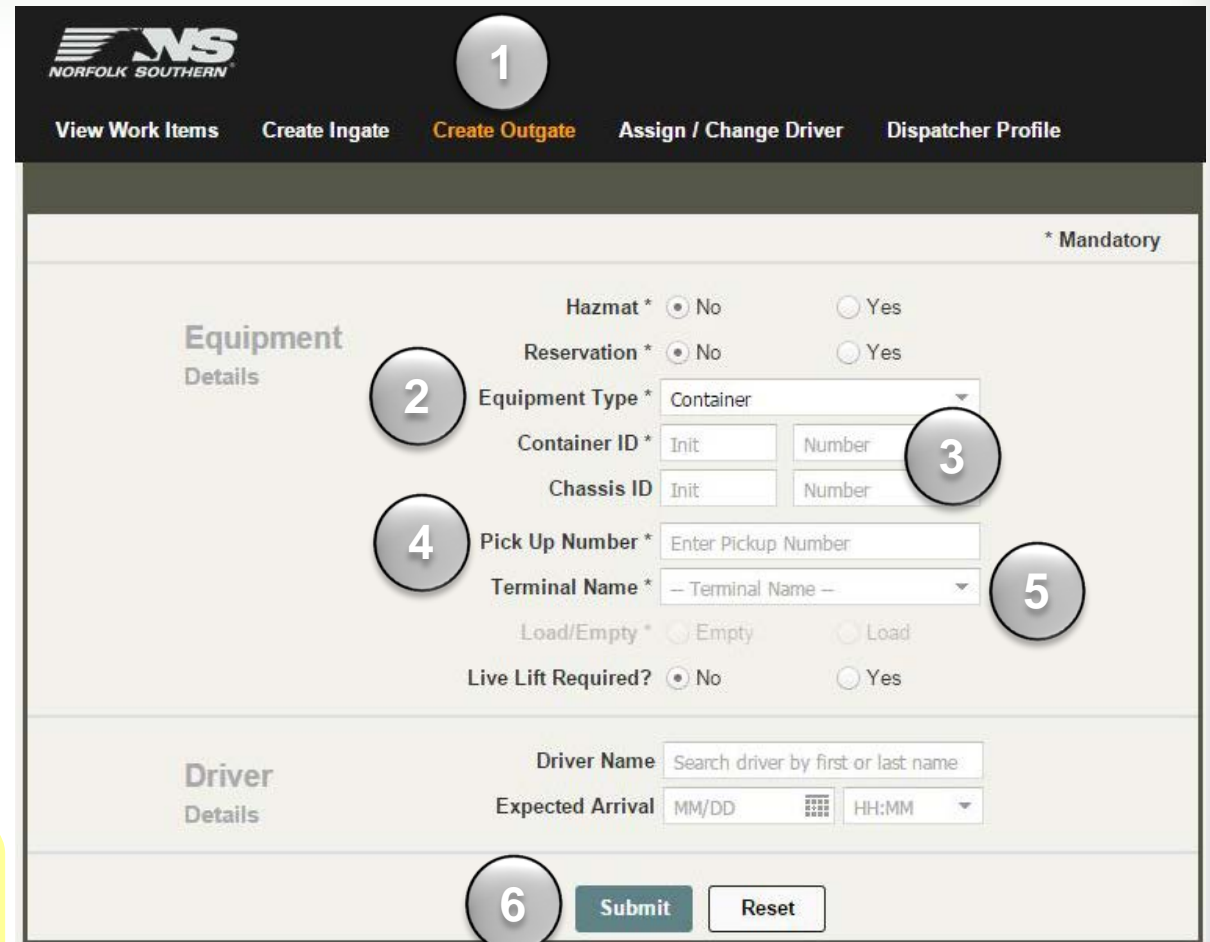
The screenshot shows the 'Create Outgate' form in the ExpressNS Dispatcher Application. The form is divided into two main sections: 'Equipment Details' and 'Driver Details'. The 'Equipment Details' section includes fields for 'Hazmat' (radio buttons for No/Yes), 'Reservation' (radio buttons for No/Yes), 'Equipment Type' (dropdown menu), 'Reservation Number' (text input), 'Terminal Name' (dropdown menu), and 'Live Lift Required?' (radio buttons for No/Yes). The 'Driver Details' section includes a 'Driver Name' search field and an 'Expected Arrival' field with MM/DD and HH:MM components. At the bottom, there are 'Submit' and 'Reset' buttons. Numbered callouts 1 through 6 are overlaid on the interface to guide the user through the steps: 1. Click 'Create Outgate' in the navigation bar; 2. Select 'Yes' for 'Reservation'; 3. Select 'Container' for 'Equipment Type'; 4. Enter a 'Reservation Number'; 5. Select a 'Terminal Name'; 6. Click the 'Submit' button.

- 1 Click **Create Outgate**
- 2 Select **Equipment Type**
- 3 Enter **Container ID**
- 4 Enter **Pick-up Number**
- 5 Select **Terminal Name**
- 6 Click **Submit**



**NOTE**

*Double click on newly created Work Items to view any messages associated with that Work Item, such as missing data and associated storage fees.*



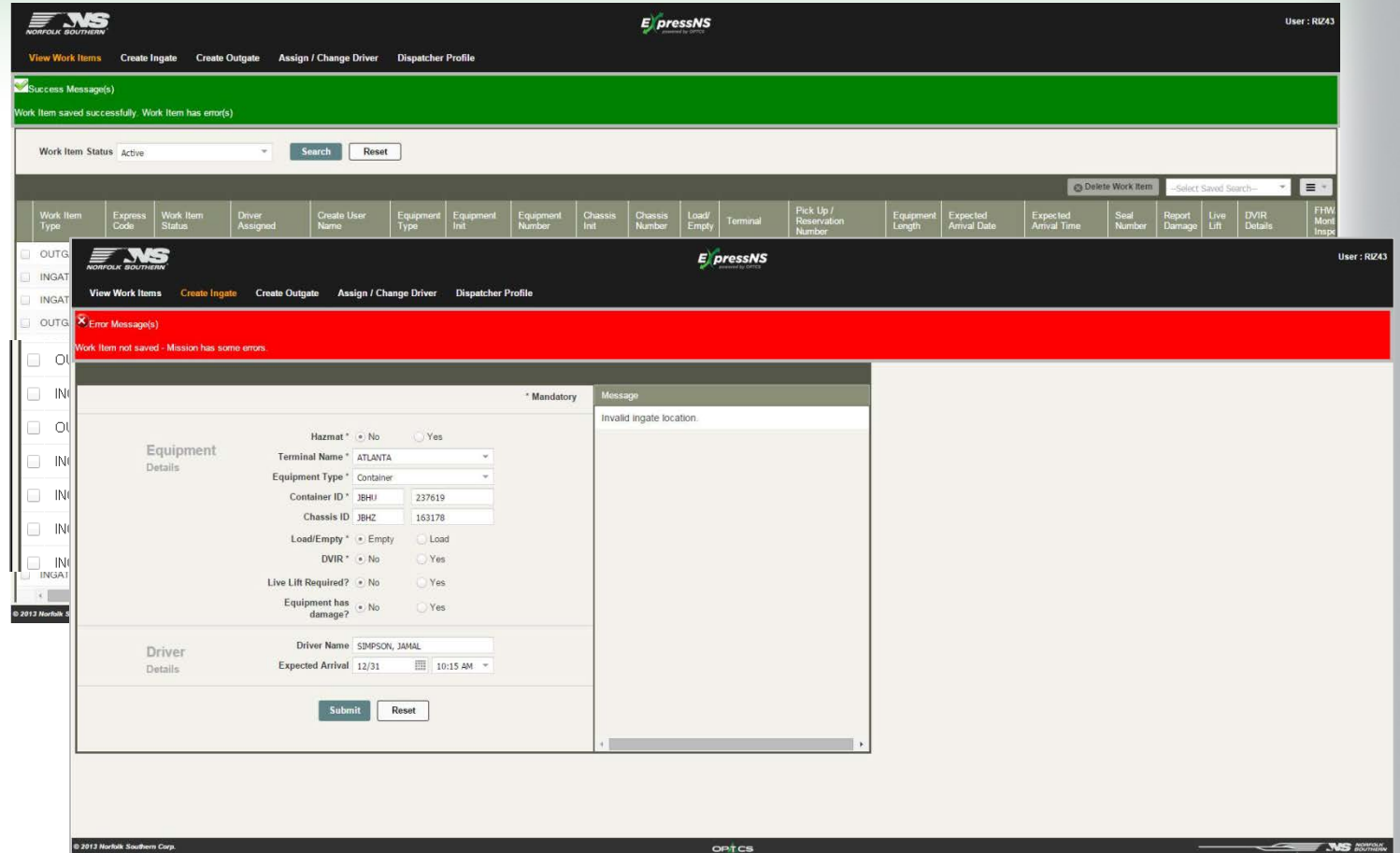
Once you have created a Work Item, you will be prompted with a **Validation message**.



**Successful Validation:** data is complete and saved in the database. *Work Item defined successfully* message is displayed.



**Unsuccessful Validation:** if missing or incorrect data, an *Error Message* message is displayed with an error description. A QR Code will not be generated, and the mission will not appear in **View Work Items**



The screenshot shows the ExpressNS Dispatcher Application interface. At the top, there are navigation tabs: View Work Items, Create Ingate, Create Outgate, Assign / Change Driver, and Dispatcher Profile. Below the navigation, there are two messages:

- A green message bar: "Success Message(s) Work Item saved successfully. Work Item has error(s)".
- A red message bar: "Error Message(s) Work Item not saved - Mission has some errors."

The red message bar is expanded to show a "Message" window with the text: "Invalid ingate location." Below the message window, there is a form for "Equipment Details" and "Driver Details".

**Equipment Details:**

- Hazmat:  No  Yes
- Terminal Name: ATLANTA
- Equipment Type: Container
- Container ID: JBH1 237619
- Chassis ID: JBHZ 163178
- Load/Empty:  Empty  Load
- DVIR:  No  Yes
- Live Lift Required?:  No  Yes
- Equipment has damage?:  No  Yes

**Driver Details:**

- Driver Name: SIMPSON, JAMAL
- Expected Arrival: 12/31 10:15 AM

Buttons: Submit, Reset



*If you receive an error message, view the **Message display window** to see your errors. A successful validation does not ensure the mission has no errors.*

# 3

## In this module we will:

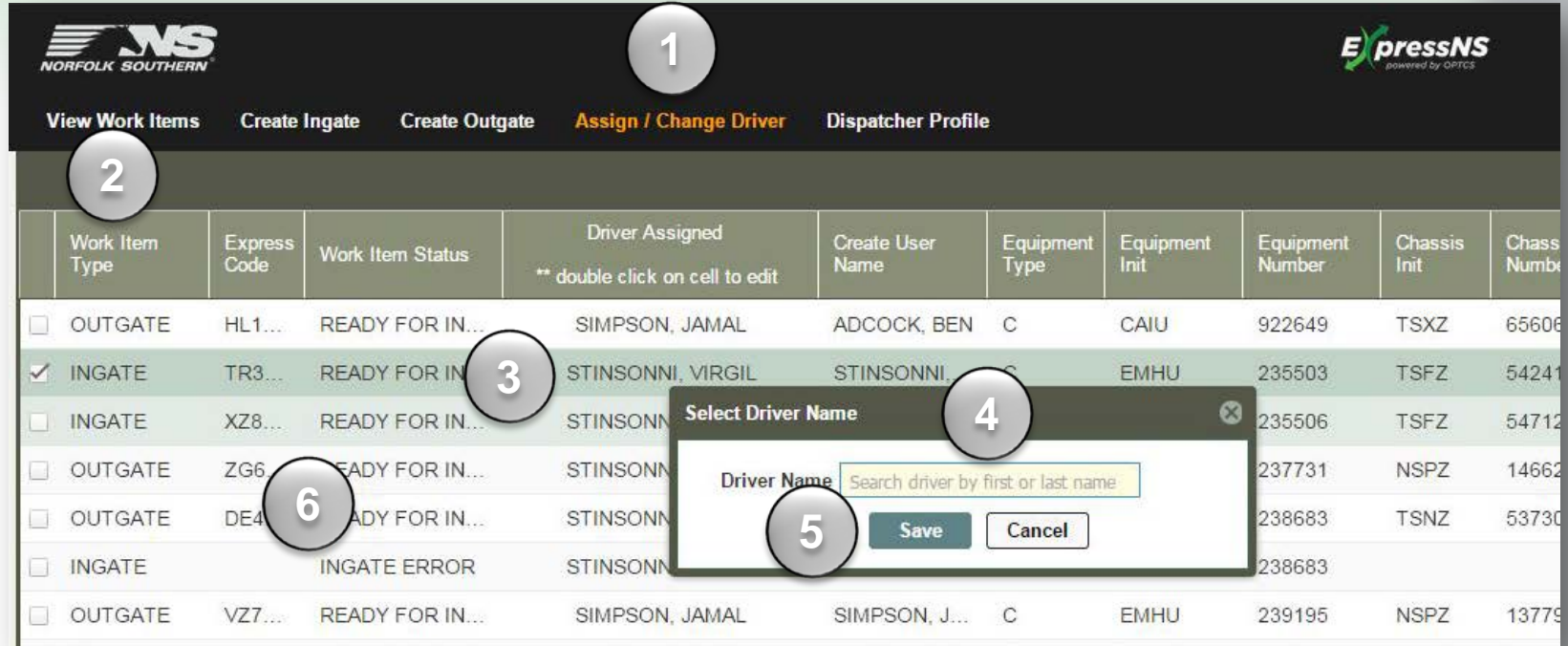
- ✓ Explain **Driver** and terminal search functionality
- ✓ Review steps for **assigning and removing Drivers** to an assigned Work Item

# Assigning and Changing Drivers

ASSIGN/CHANGE

When **Assigning** or **Changing** a driver, complete the following steps.

- 1 Click **Assign / Change Driver**
- 2 Select Work Item(s) for which you would like to assign or change Driver
- 3 Double click on the Driver to change
- 4 Enter Driver Name in the *Select Driver Name* pop-up window
- 5 Click **Save**
- 6 Verify change in the *Work Items Table*



Work Item Type	Express Code	Work Item Status	Driver Assigned <small>** double click on cell to edit</small>	Create User Name	Equipment Type	Equipment Init	Equipment Number	Chassis Init	Chassis Number	
<input type="checkbox"/>	OUTGATE	HL1...	READY FOR IN...	SIMPSON, JAMAL	ADCOCK, BEN	C	CAIU	922649	TSXZ	65606
<input checked="" type="checkbox"/>	INGATE	TR3...	READY FOR IN...	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	235503	TSFZ	54241
<input type="checkbox"/>	INGATE	XZ8...	READY FOR IN...	STINSONNI...				235506	TSFZ	54712
<input type="checkbox"/>	OUTGATE	ZG6...	READY FOR IN...	STINSONNI...				237731	NSPZ	14662
<input type="checkbox"/>	OUTGATE	DE4...	READY FOR IN...	STINSONNI...				238683	TSNZ	53730
<input type="checkbox"/>	INGATE		INGATE ERROR	STINSONNI...				238683		
<input type="checkbox"/>	OUTGATE	VZ7...	READY FOR IN...	SIMPSON, JAMAL	SIMPSON, J...	C	EMHU	239195	NSPZ	13779



*Once you have changed or made an amendment to a Driver assigned to a Work Item, your name will be reflected in the Create User Name column.*

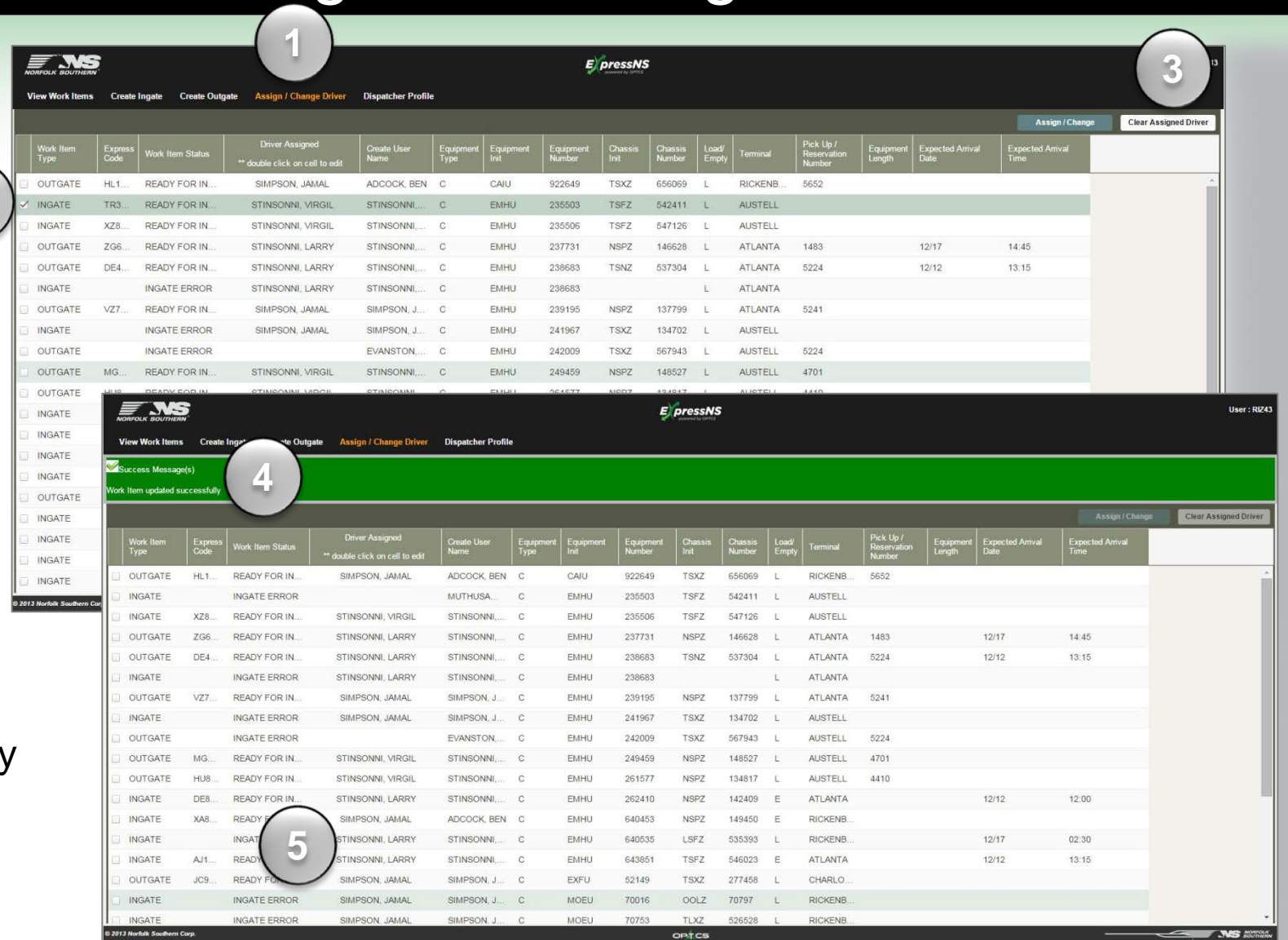


# Resetting Driver Assignments

ASSIGN/CHANGE

To delete or remove a Driver from a Work Item, **reset** the Driver assigned to that Work Item.

- 1 Click **Assign / Change Driver**
- 2 Click the check box next to the Work Item you would like to remove
- 3 Click **Clear Assigned Driver**
- 4 View the Validation Message and confirm that the Work Item was updated successfully
- 5 Confirm the Driver has been removed by looking in the *Work Items table*



**1** Assign / Change Driver

Work Item Type	Express Code	Work Item Status	Driver Assigned	Create User Name	Equipment Type	Equipment Init	Equipment Number	Chassis Init	Chassis Number	Load/Empty	Terminal	Pick Up / Reservation Number	Equipment Length	Expected Arrival Date	Expected Arrival Time
<input type="checkbox"/>	OUTGATE	HL1...	READY FOR IN...	SIMPSON, JAMAL	ADCOCK, BEN	C	CAIU	922649	TSXZ	656069	L	RICKENB...	5652		
<input checked="" type="checkbox"/>	INGATE	TR3...	READY FOR IN...	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	235503	TSFZ	542411	L	AUSTELL			
<input type="checkbox"/>	INGATE	XZ8...	READY FOR IN...	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	235506	TSFZ	547126	L	AUSTELL			
<input type="checkbox"/>	OUTGATE	ZG6...	READY FOR IN...	STINSONNI, LARRY	STINSONNI...	C	EMHU	237731	NSPZ	146628	L	ATLANTA	1483	12/17	14:45
<input type="checkbox"/>	OUTGATE	DE4...	READY FOR IN...	STINSONNI, LARRY	STINSONNI...	C	EMHU	238683	TSNZ	537304	L	ATLANTA	5224	12/12	13:15
<input type="checkbox"/>	INGATE		INGATE ERROR	STINSONNI, LARRY	STINSONNI...	C	EMHU	238683			L	ATLANTA			
<input type="checkbox"/>	OUTGATE	VZ7...	READY FOR IN...	SIMPSON, JAMAL	SIMPSON, J...	C	EMHU	239195	NSPZ	137799	L	ATLANTA	5241		
<input type="checkbox"/>	INGATE		INGATE ERROR	SIMPSON, JAMAL	SIMPSON, J...	C	EMHU	241967	TSXZ	134702	L	AUSTELL			
<input type="checkbox"/>	OUTGATE		INGATE ERROR	SIMPSON, JAMAL	SIMPSON, J...	C	EMHU	242009	TSXZ	567943	L	AUSTELL	5224		
<input type="checkbox"/>	OUTGATE	MG...	READY FOR IN...	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	249459	NSPZ	148527	L	AUSTELL	4701		
<input type="checkbox"/>	OUTGATE		INGATE ERROR	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	251577	NSPZ	134817	L	AUSTELL	4410		
<input type="checkbox"/>	INGATE		INGATE ERROR	MUTHUSA...		C	EMHU	235503	TSFZ	542411	L	AUSTELL			
<input type="checkbox"/>	INGATE	XZ8...	READY FOR IN...	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	235506	TSFZ	547126	L	AUSTELL			
<input type="checkbox"/>	OUTGATE	ZG6...	READY FOR IN...	STINSONNI, LARRY	STINSONNI...	C	EMHU	237731	NSPZ	146628	L	ATLANTA	1483	12/17	14:45
<input type="checkbox"/>	OUTGATE	DE4...	READY FOR IN...	STINSONNI, LARRY	STINSONNI...	C	EMHU	238683	TSNZ	537304	L	ATLANTA	5224	12/12	13:15
<input type="checkbox"/>	INGATE		INGATE ERROR	STINSONNI, LARRY	STINSONNI...	C	EMHU	238683			L	ATLANTA			
<input type="checkbox"/>	OUTGATE	VZ7...	READY FOR IN...	SIMPSON, JAMAL	SIMPSON, J...	C	EMHU	239195	NSPZ	137799	L	ATLANTA	5241		
<input type="checkbox"/>	INGATE		INGATE ERROR	SIMPSON, JAMAL	SIMPSON, J...	C	EMHU	241967	TSXZ	134702	L	AUSTELL			
<input type="checkbox"/>	OUTGATE		INGATE ERROR	SIMPSON, JAMAL	SIMPSON, J...	C	EMHU	242009	TSXZ	567943	L	AUSTELL	5224		
<input type="checkbox"/>	OUTGATE	MG...	READY FOR IN...	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	249459	NSPZ	148527	L	AUSTELL	4701		
<input type="checkbox"/>	OUTGATE	HU8...	READY FOR IN...	STINSONNI, VIRGIL	STINSONNI...	C	EMHU	251577	NSPZ	134817	L	AUSTELL	4410		
<input type="checkbox"/>	INGATE	DE8...	READY FOR IN...	STINSONNI, LARRY	STINSONNI...	C	EMHU	262410	NSPZ	142409	E	ATLANTA		12/12	12:00
<input type="checkbox"/>	INGATE	XA8...	READY FOR IN...	SIMPSON, JAMAL	ADCOCK, BEN	C	EMHU	640453	NSPZ	149450	E	RICKENB...			
<input type="checkbox"/>	INGATE		INGATE ERROR	STINSONNI, LARRY	STINSONNI...	C	EMHU	640535	LSFZ	535393	L	RICKENB...		12/17	02:30
<input type="checkbox"/>	INGATE	AJ1...	READY FOR IN...	STINSONNI, LARRY	STINSONNI...	C	EMHU	643851	TSFZ	546023	E	ATLANTA		12/12	13:15
<input type="checkbox"/>	OUTGATE	JC9...	READY FOR IN...	SIMPSON, JAMAL	SIMPSON, J...	C	EXFU	52149	TSXZ	277458	L	CHARLO...			
<input type="checkbox"/>	INGATE		INGATE ERROR	SIMPSON, JAMAL	SIMPSON, J...	C	MOEU	70016	OOLZ	70797	L	RICKENB...			
<input type="checkbox"/>	INGATE		INGATE ERROR	SIMPSON, JAMAL	SIMPSON, J...	C	MOEU	70753	TLXZ	526528	L	RICKENB...			

**2** [checkbox checked]

**3** Clear Assigned Driver

**4** Success Message(s)  
Work Item updated successfully

**5**

# 4

## In this module we will:

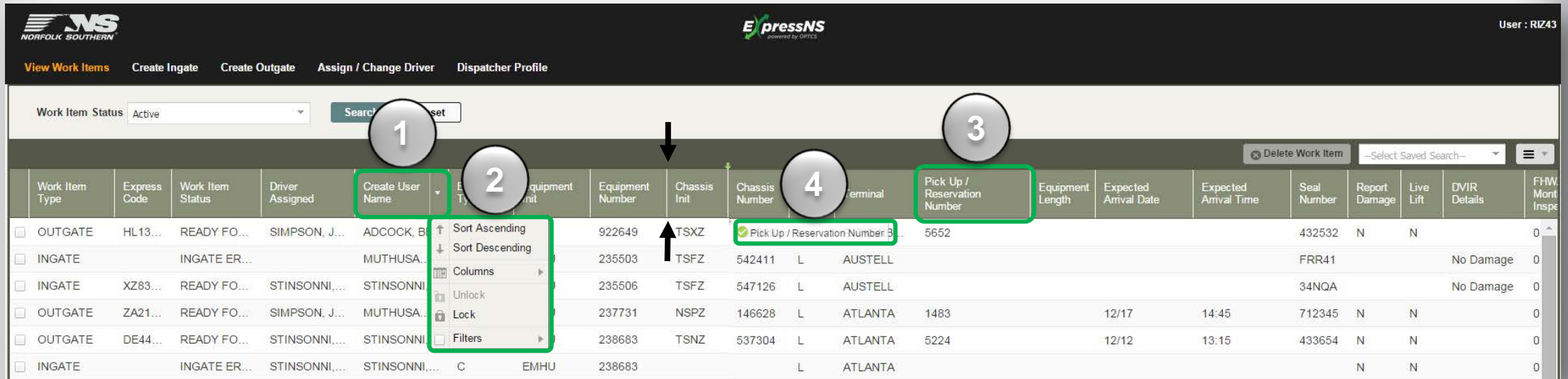
- ✓ Review steps for **modifying your data table**
- ✓ Demonstrate how to **filter and sort data**
- ✓ Review steps for creating **custom views** to your profile

## Filtering and Sorting Results Data

- 1 Click **column header drop-down**
- 2 Select **Sort Ascending** or **Descending** to sort, and **Columns** to filter for certain data

## Customizing Column Order in Work Items Table

- 3 Click **specific field** in header column drop-down
- 4 Drag that specific field to **your preferred spot** in the Search Results Data Table



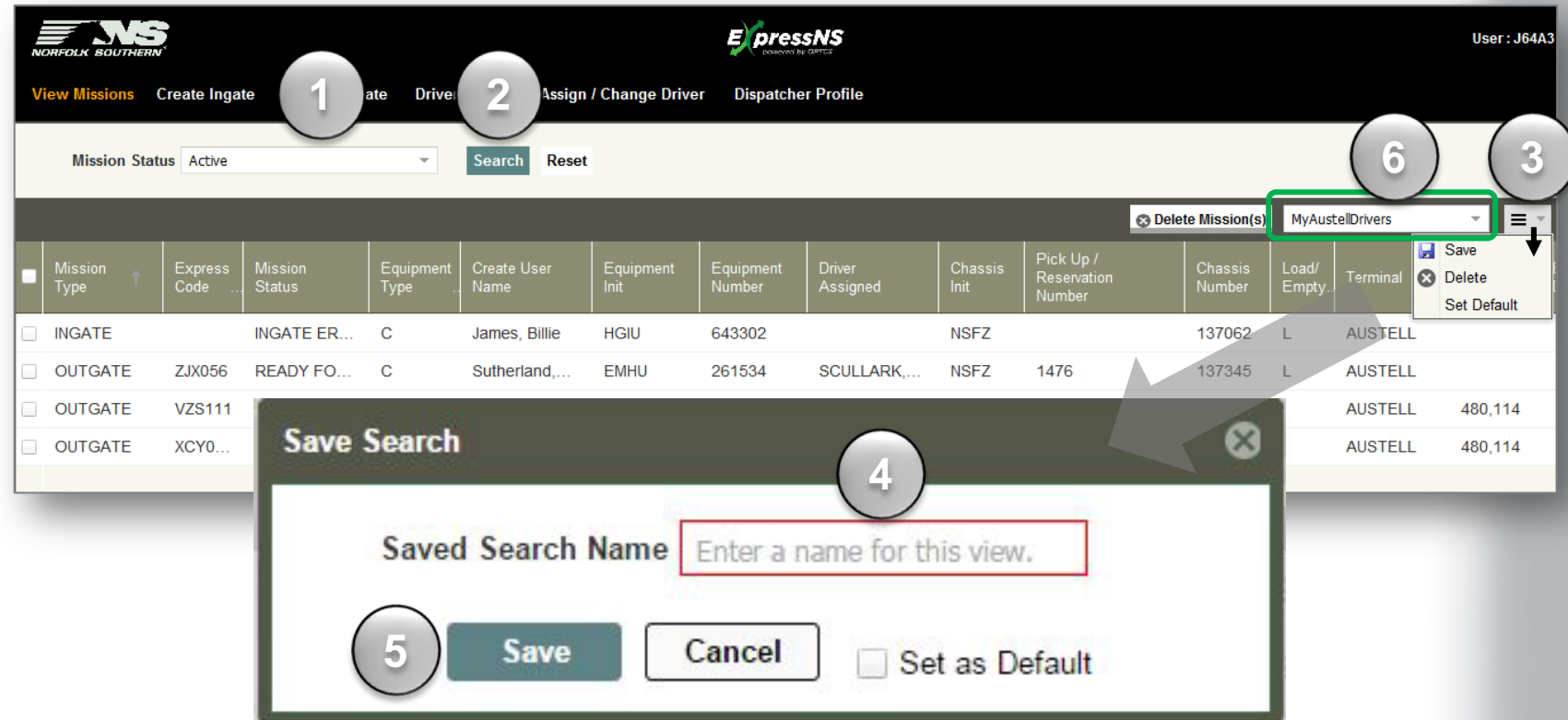
The screenshot shows the ExpressNS Dispatcher Application interface. At the top, there are navigation tabs: View Work Items, Create Ingate, Create Outgate, Assign / Change Driver, and Dispatcher Profile. Below the navigation is a search bar with a dropdown for 'Work Item Status' set to 'Active' and a search input field. A table of work items is displayed below. The table has columns for Work Item Type, Express Code, Work Item Status, Driver Assigned, Create User Name, Equipment Type, Equipment Number, Chassis Init, Chassis Number, Terminal, Pick Up / Reservation Number, Equipment Length, Expected Arrival Date, Expected Arrival Time, Seal Number, Report Damage, Live Lift, DVIR Details, and FHW. Annotations include:
 

- 1: A circle around the 'Create User Name' column header.
- 2: A circle around the 'Sort Ascending' and 'Sort Descending' options in the dropdown menu for 'Create User Name'.
- 3: A circle around the 'Pick Up / Reservation Number' column header.
- 4: A circle around the 'Pick Up / Reservation Number' field in the dropdown menu for 'Create User Name'.

Work Item Type	Express Code	Work Item Status	Driver Assigned	Create User Name	Equipment Type	Equipment Number	Chassis Init	Chassis Number	Terminal	Pick Up / Reservation Number	Equipment Length	Expected Arrival Date	Expected Arrival Time	Seal Number	Report Damage	Live Lift	DVIR Details	FHW Mont Inspe
<input type="checkbox"/>	OUTGATE	HL13...	READY FO...	SIMPSON, J...	ADCOCK, B...	922649	TSXZ	Pick Up / Reservation Number		5652				432532	N	N		0
<input type="checkbox"/>	INGATE		INGATE ER...		MUTHUSA...	235503	TSFZ	542411	L	AUSTELL				FRR41			No Damage	0
<input type="checkbox"/>	INGATE	XZ83...	READY FO...	STINSONNI,...	STINSONNI...	235506	TSFZ	547126	L	AUSTELL				34NQA			No Damage	0
<input type="checkbox"/>	OUTGATE	ZA21...	READY FO...	SIMPSON, J...	MUTHUSA...	237731	NSPZ	146628	L	ATLANTA	1483	12/17	14:45	712345	N	N		0
<input type="checkbox"/>	OUTGATE	DE44...	READY FO...	STINSONNI,...	STINSONNI...	238683	TSNZ	537304	L	ATLANTA	5224	12/12	13:15	433654	N	N		0
<input type="checkbox"/>	INGATE		INGATE ER...	STINSONNI,...	STINSONNI...	238683			L	ATLANTA					N	N		0

# Creating a Custom Saved Search

- 1 Enter your preferred search criteria
- 2 Click **Search**
- 3 From the drop-down, select **Save**
- 4 Enter a Saved Search Name
- 5 Click **Save**
- 6 View newly saved search in the Select Saved Search drop-down



The screenshot shows the ExpressNS Dispatcher Application interface. At the top, there are navigation tabs: View Missions, Create Ingate, Ingate, Driver, Assign / Change Driver, and Dispatcher Profile. Below these is a search bar with a 'Mission Status' dropdown set to 'Active', a 'Search' button, and a 'Reset' button. A table of mission data is displayed below the search bar. A 'Delete Mission(s)' dropdown menu is open, showing 'MyAustellDrivers' selected. A 'Save Search' dialog box is overlaid on the table, with a text input field for 'Saved Search Name' containing the placeholder text 'Enter a name for this view.' Below the input field are 'Save' and 'Cancel' buttons, and a checkbox for 'Set as Default'.

Mission Type	Express Code	Mission Status	Equipment Type	Create User Name	Equipment Init	Equipment Number	Driver Assigned	Chassis Init	Pick Up / Reservation Number	Chassis Number	Load/Empty	Terminal
<input type="checkbox"/>	INGATE		INGATE ER...	C	James, Billie	HGIU	643302	NSFZ		137062	L	AUSTELL
<input type="checkbox"/>	OUTGATE	ZJX056	READY FO...	C	Sutherland,...	EMHU	261534	NSFZ	1476	137345	L	AUSTELL
<input type="checkbox"/>	OUTGATE	VZS111										AUSTELL
<input type="checkbox"/>	OUTGATE	XCY0...										AUSTELL

# 5

## In this module we will:

- ✓ Identify **support** and **help resources** available



## Online Resources

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



## Print materials

- ✓ Course Presentation
- ✓ ExpressNS™ Troubleshooting Guide



## 24-hour Support Line

- ✓ NSS Help Desk: **404-529-1527**

*Congratulations!*

You have completed the

**Using ExpressNS™  
Dispatcher  
Application  
Workshop!**

