# Intermodal Maintenance & Repair System

# IMRS New User Guide

# Private Equipment Claims

- **Submitting a damage claim**

- **Resubmitting a damage claim**

# Submitting a claim for damage to private intermodal equipment

After logging in to IMRS, click on the Invoices button at the top.
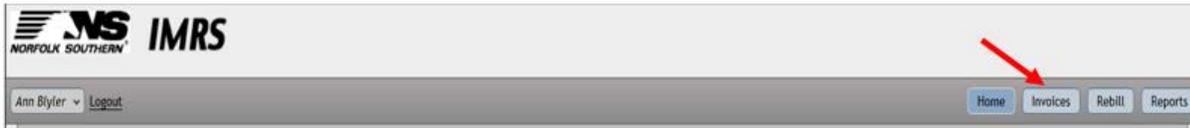


To enter a new claim, click the orange "Create New Invoice" button.
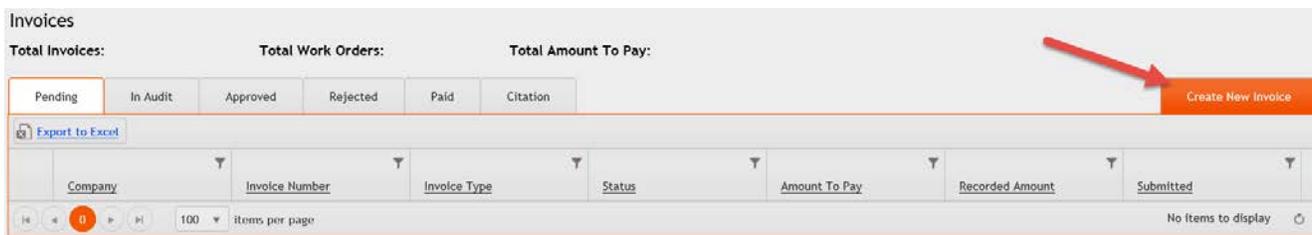


A pop-up window will appear to begin entering claim information.

Claims for damage to private equipment should be entered as "External" Invoice Type.

Enter the company's Invoice Number, the date of the invoice/claim to NS, the name of the company making the Repair (not required), and the total dollar amount of the claim. Click the Create Invoice button at the bottom to continue to the next step.
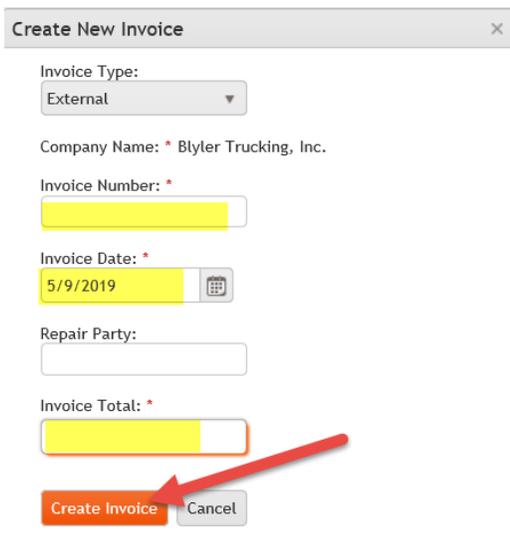


## Invoice Details

Begin entering the itemized details for the claim under Work Order Details. Supporting documents (work orders, photos, gate receipts, etc.) will be uploaded in the next section.

Fields marked with an asterisk (*) are required. Note that the "Total" field at the top of the screen will remain highlighted yellow until the entered repair lines on the work order total the full claim amount that was entered on the Create New Invoice pop-up window.

**Invoice Details**

Company: MARK CANFIELD TRUCKING

| Invoice Number: 654321 | Repair Party: | -- of 100 ▲ ▼ |
| --- | --- | --- |
| Total Amount: $1,000.00 | Recorded Amount: $0.00 | Return to Search |
| Invoice Date: 6/13/2019 | Created Date: 6/13/2019 | |
| Created By: hmiddleton | | |

Delete Invoice    Submit Invoice

Invoice Status: Pending

**Work Orders**

S.    WorkOrder

**Work Order Details**

Work Order #:   Invoiced Amount: $0.00   Status: Created

| Ref #: | Unit: * NONZ 654321 | Mate: |
| --- | --- | --- |
| Unit Type: * Trailer | In Gate Loc: * ATLANTA, GA | In Gate Date: * 6/3/2019 |
| Out Gate Loc: * AUSTELL, GA | Out Gate Date: * 6/12/2019 | Repair Date: * 6/12/2019 |
| Repaired Prior to Out Gate: ☑ | Repair Loc: * Search... | Repair Party: |
| Built Date: | Chassis IEP: | IMRS PO#: |

Create WO

Descriptions of the IMRS fields:

| Field | Description |
| --- | --- |
| Ref # | Optional reference number for your company's use, i.e. an internal work order number. |
| Unit* | Unit Initial, Unit Number, Check Digit. Up to 4 characters allowed for Unit Initial. Up to 6 digits allowed for Unit Number. One digit allowed for Check Digit. |
| Mate | Unit Initial and Unit Number of the unit's mate, if part of a mated pair. |
| Repair Date* | The date on which the repair(s) for this invoice was performed. An assist function provides the ability to select the date from a calendar. |
| Repair Party | The name of the company who performed the repair. Only enter a value if another company performed the repair and an entry was not made in the Create Invoice screen. |
| Repair Loc* | The Location where the unit was repaired. If the above box was checked, you must select a location from the suggest list. |
| Outgate Loc* | The location where the unit out-gated with damages prior to repairs. |
| InGate* | The date the unit in-gated without damages. An assist function provides the ability to select the date from a calendar. |

| OutGate* | The date the unit in-gated with damages. If the unit was repaired on NS property, enter the date the unit out-gated after being repaired. An assist function provides the ability to select the date from a calendar. |
| --- | --- |
| PO # | Purchase Order (PO) number. |
| Unit Type* | Unit Type. Autosuggest provides the list of unit types. |
| Owner * | The unit owner. If the unit is a chassis, the IEP can be entered instead of the owner. |
| IEP | Intermodal Equipment Provider |
| Built Date | The month and year the unit was built. An assist function provides the ability to select the date from a calendar. |

Once all required information indicated by an asterisk has been entered, click "Create WO" to save the work order details and proceed to entering repair lines.

After saving the Work Order, a message in <span style="color:red">red</span> will appear at the top indicating there are no repair lines entered. This is a standard message alerting the user to begin entering repair lines on the work order.

When the work order is Saved, a save message is displayed and the Unit initial/ Number is displayed in the work orders list to the left of the screen.

**Entering a Repair Line**

Enter one IMRS work order repair line per repair item on the vendor's original repair invoice; example, 5 individual repairs on the original repair invoice should turn into 5 individual repair lines on the IMRS work order. The IMRS system is based on the AAR job code matrix. The AAR job code matrix (Appendix F) can be downloaded from the AAR website at this link:

https://aar.com/standards/IntermodalOperations-interchange-rules.html

- To add a Repair Line, click the "Add Repair Line" button on the right side of the screen.



- A blank repair line will be displayed-begin typing the AAR Job Code or the description of the repair (IMRS will auto-suggest the values to select)
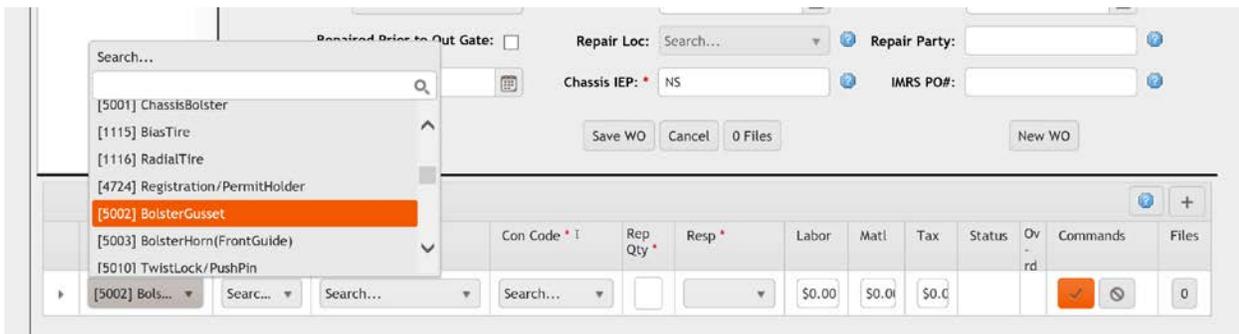
- Continue entering the Location, Why Made, Condition Code, Repair Quantity, Responsibility, and the price of labor, materials, and tax.

- Click the check mark button at the end of each repair line to add it.

- If there are any errors, the repair line will turn red and the location of the error will be shown. Click the check mark again once corrected.

- Continue adding additional repair lines by clicking on Add Repair Line until all repair lines have been added.

**Description of IMRS Repair Line fields**:

| Field | Description |
|-------|-------------|
| Loc | Location on Unit |
| Why Made | Why Made Code |
| Con Code | Condition Code |
| Def Qty | Defect Quantity |
| Rep Qty | Repair Quantity |
| Resp | Responsibility (Owners, Damage, Handling Line) <br> IMRS will default this value to the AAR approved responsibility |
| Labor | Labor amount charged for the repair line |
| Matl | Material amount charged for the repair line |
| Tax | Total tax amount charged for the repair line |

## Entering a Tire Repair Line

When entering a repair for the replacement of a tire, IMRS will prompt the user to enter additional information.

- Add the Bias Tire, Radial Tire, or other tire job code description.
- Enter the Location, Why Made, Condition Code, Quantity, and pricing.
- Enter the Defect and Repair Size (tire sizes).
- Enter the DOT codes for the new tire (DOT On) and the tire removed (DOT Off).
- If the tires have been remanufactured, enter the DOTR codes for the new tire (DOTR On) and the tire removed (DOTR Off).

- Enter the Brand for the new tire (Brand On) and the tire removed (Brand Off).
- Click the checkmark button to save the entries.



## Editing a Repair Line

Repair lines may be edited or deleted form a work order before the invoice is submitted.

- Click the pencil button on the repair line that needs to be changed for editing mode

- Click the "No" button on the repair line to delete it while in editing mode

- Once you have updated the repair line, click the check mark button to save

## Deleting a Repair Line

- Click the "x" button on the repair line you wish to delete.

# Uploading Photos and Documents to a Work Order

Up to 10 photos or supporting documents may be associated with a work order.

Required documentation:

- original repair invoice with itemized labor, materials, and repairs;

- associated gate receipts/J-1's from Access/NS;

- pre-repair and post-repair photos

- copy of damage notification to Norfolk Southern).
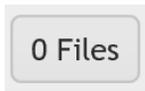
Click the "Files" button **0 Files**

1. Select the type of file (Document or image)

2. Select the Document Type (In-gate, Out Gate, etc.)

3. Select the file by browsing to the storage location.

4. Once located, click "upload file"
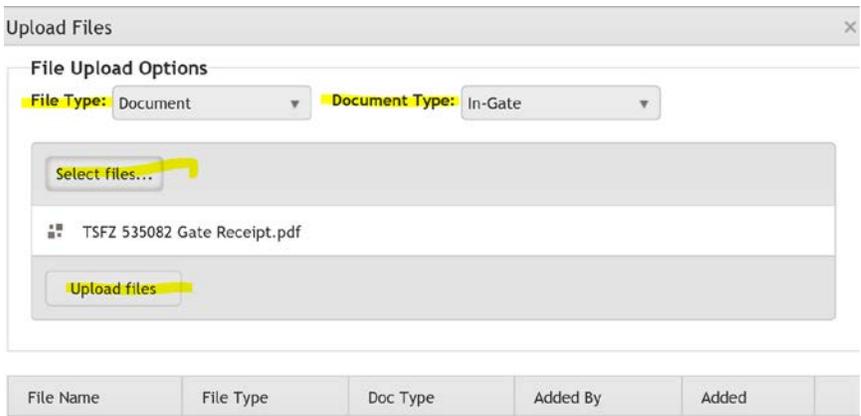


5. The file will begin to upload and then turn green indicating the upload is complete. The file will

    be displayed at the bottom of the screen.

6. Click Done when finished uploading all required supporting documentation

## Submitting a Claim

After all repair line items and supporting documents have been added, the claim will need to be

Submitted. Submitting the claim will move it from "Invoice Status: Pending" to "Invoice Status:

Submitted for Audit." ==**A claim is not submitted to NS until the user has clicked "Submit Invoice" at**==

==**the top of the work order.**==



It is Norfolk Southern's goal to review all claims within 30 days of submission via IMRS.

## IMRS Invoice Statuses

On the Invoices screen, there are different invoice status categories across the top. The claim/invoice will move amongst these different categories as it progresses through the claims process.



- Pending- a claim that has not yet been Submitted for Approval
- In Audit- a claim that has been Submitted to NS for review
- Approved- a claim that has been Approved to be paid by NS
- Rejected- a claim that has not been approved as is; NS may need further information.
- Paid- a claim that has been Sent for Payment *(it make take up to 34 days for payment to be remitted to your company, depending on contractual payment terms)*



# Editing/Resubmitting a Rejected Claim

If a submitted claim has been rejected, the invoice will display in the "Rejected" tab in IMRS. The Rejected tab will only display claims that have been entered within the last 60 days. If it is necessary to review a claim that falls outside of that 60 day window, enter the company's invoice number on the Home page dashlet to retrieve it. Please contact NS for assistance if you need to request that the invoice be reopened for further editing.

To make changes and resubmit:

1. Select the invoice number to be edited.

2. The NS billing auditor's rejection comment will be displayed in **Red** at the top of the work order.

   The comment will provide feedback on any changes that are needed.

Recorded Amount: $1,000.00 ⓘ    Amount to Pay: $0.00
Invoice Date: 6/13/2019 ⓘ    Submit Date: 6/13/2019
Created Date: 6/13/2019    Created By: hmiddleton

| Work Orders | Work Order Details |
|---|---|

Work Order #: 57LBD2CCNK  Invoiced Amount: $1,000.00  Type: External  Amount to Pay: $0.00  Status: Rejected

| S. | WorkOrder |
|---|---|
| ● | NSPZ654321 |

**Work Order Status: Rejected**
Missing Original Repair Invoice. Please upload invoice and resubmit.

Ref #: _____    Unit: NSPZ 654321 ___    Mate: ___ ___

Unit Type: Chassis    In Gate Loc: ATLANTA    In Gate Date: 6/3/2019

Out Gate Loc: ATLANTA    Out Gate Date: 6/12/2019    Repair Date: 06/12/2019

Repaired Prior to Out Gate: ☐    Repair Loc: _____    Repair Party: _____

Built Date: _____    Chassis IEP: NS    IMRS PO#: _____

0 Files

3. Add, Edit, or delete repair lines as appropriate.

4. Add any documents or images as appropriate.

5. Click the "Save WO" to save all changes.

6. Once you have made your final changes, click the "Submit Invoice" button.

7. The status of the invoice will be changed to "In Audit"

*Norfolk Southern's goal is to review all customer claim resubmissions within 30 days of resubmission in IMRS. Please contact the Intermodal Maintenance team at IMRepair.Invoices@nscorp.com if you need assistance.*