

NS Private Equipment Billing Guidelines:

Private equipment providers must arrange repair of their equipment with repair vendor of choice that can include NS ramp contractor, with a direct bill relationship.

Private equipment provider damage claims deemed NS responsibility should be submitted to NS Intermodal Maintenance Group, Three Commercial Place, Box 208, Norfolk, VA 23510 within one year from date of repair.

Claims must be accompanied with actual repair invoice (repair estimates cannot be processed for payment), of which must include part and labor breakdown on a line item level, supported with documentation indicating NS liability.

Supporting documentation:

Offsite repairs: supporting documentation should include a copy of the origin gate receipt, a copy of the outgate receipt and/or NS facility incident report showing the damages being billed to Railroad.

Onsite repairs: supporting documentation should include a copy of the origin gate receipt and/or NS facility incident report.

Upon claim receipt NS Intermodal Maintenance group will review and either process invoice for payment or issue a declination letter including support if applicable. Declinations will be sent to the individual designated by private equipment owner for handling