

## NS - Appointment System at Austell, GA Facility

Dear Valued HMM Customer,

Please note the below NS customer advisory for Appointment System at Austell, GA ramp.

Please see below for more details:

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As a reminder, today the Austell Intermodal Facility began requiring appointments for drivers ingating and outgoing **international** shipments at the facility.

Over the last few months, we have enjoyed an active dialogue with the Atlanta market drayage community through Town Halls and other communications. These conversations have provided Norfolk Southern an opportunity to discuss the benefits of this new appointment system, and, respectively, it has given us an opportunity to take your feedback into account as we finalized the system.

As we have previously shared, the deployment of the appointment system will support the upcoming optimized stacking operation at our Austell facility. It will also help in ensuring throughput on the facility is maximized and driver time on the facility is minimal.

From today forward, drivers without valid appointments will not be able to ingate and complete gate missions.

The appointment system, developed in partnership with Blume Global, will require signup via the Blume registration website prior to utilizing the platform. This site can be accessed at the link below:

<https://apps.blumesolutions.com/signup/>

For assistance with registration and usage of the appointment platform users should call or email Blume using the contact information below:

- Phone: 1-510-884-3000
- Email: [support@blumeglobal.com](mailto:support@blumeglobal.com)

Blume currently has the following orientation sessions planned for new users:

- Wednesday, 9/20: 9:00am, 11:00am, 1:00pm and 3:00pm
- Thursday, 9/21: 11:00am and 1:00pm
- Friday, 9/22: 11:00am and 1:00pm

If you're unable to attend a session, but you would like to request the presentation from our last Town Hall which includes additional information about the appointment system, please contact your Norfolk Southern representative today.

Norfolk Southern Intermodal provides 24/7 automated information services for shipment tracing, billing verification, and storage charges (including the Last Free Day) through our Touch-Trace voice response system at 800-497-2919. Customers and dray carriers can also utilize Access NS for information concerning their shipments.

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We appreciate your continued support of HMM. If you have further questions, please contact your local sales representative or our Dallas Customer Service Center at 1-877-749-8632. Thank you.

Sincerely,  
HMM America

