



# CARLOAD CUSTOMER REFERENCE GUIDE AT-A-GLANCE

## > SET-UP

BNSF Railway's online and voice-activated services make shipping your materials and goods more efficient, more effective and much easier.

- 1) Register for BNSF.com
  - > [BNSF.com](#) and click on "Register" link
- 2) Request a PIN
  - > BNSF.com: [Customers / Support Services / Customer Assistance](#)
- 3) Register for voice-activated services
  - > Phone: 1-888-428-2673, option 1, 1, say "Registration"  
To register for voice-activated services, you'll need the following information:
    - > Your personal identification number (PIN)
    - > A 10-digit numeric code you create when you call to register. This number is associated with your voice print.
- 4) Request BNSF Credit by completing a [credit request form](#)

## USER PROFILE MANAGEMENT

Manage your profile by logging on to the secure customer website at [BNSF.com](#)

- > **Forgot PIN:**  
Click on "Profile"

- > **Forgot Password:**  
Click on "Forgot Password" link
- > **Update Profile:**  
Click on "Profile" link under User Information header
- > **Update User Name:**  
Click on "Profile" then "Request a Change" link under Personal Information header
- > **Update Company Name:**  
Click on "Profile" then "Request a Change" link under Company Information header
- > **Request Access to BNSF.com Applications:**  
Click on "Request Access" link under the User Information header
- > **Request Access to Third-Party Information Authorization Letter:**  
(Note: This letter will need to either be signed by the authorizing party or be sent from the authorizing party's email address of the corresponding company. Indicate any functions or applications that need to be authorized in the "other" field and add any additional subsidiaries in the allotted space.)

## > PLAN

So you can plan your shipments more easily, BNSF has put transit times, prices and other essential planning tools online.

### Research market information

- > BNSF.com: [Customers / What Can I Ship](#)

### View loading diagrams & other planning tools

- > BNSF.com: [Customers / Support Services / Loading and Shipment Safety](#)

### Obtain prices, pricing terms and conditions, carload schedules, switching information, and other tools

- > BNSF.com: [Customers / Prices and Transit Tools](#)

### Economic Development

For help in relocating or expanding your business

- > BNSF.com: [Customers / Support Services / New or Expanded Customer Sites](#)

### Transload Services

For information about Transload Services, pricing options, automated tools or to find a premier transloader

- > BNSF.com: [Customers / How Can I Ship / Door to Door \(Transload\)](#)

### Dimensional Service

For information on dimensional (high-wide) shipments

- > BNSF.com: [Customers / How Can I Ship / Oversized Shipments](#)

### Damage Prevention

For information or assistance regarding damage prevention

- > BNSF.com: [Customers / Support Services / Damage Prevention](#)
- > Phone: 1-800-333-4686 (M-F, 7:30-4:30 CST)  
or if after hours, leave a message
- > Email: [LARS@BNSF.com](mailto:LARS@BNSF.com)

## > SHIP

BNSF Railway offers a variety of convenient tools to help you ship, including tools for ordering equipment, submitting shipping instructions, monitoring your shipments, and diversions.

### **RAILCAR EQUIPMENT REQUEST: Request an empty BNSF railcar or modify, cancel or receive status on an existing request**

- > BNSF.com: [Login](#) and go to the Ship tab
- For questions or issues about your railcar request:
  - > Phone: 1-888-428-2673, option 4, 4, 1 (M-F, 8-5 CST)

### **SWITCH & RELEASE: Order in or release a railcar into/from your facility and reject equipment (For customers served directly by BNSF)**

- > BNSF.com: [Login](#) and go to the Ship tab
- > Voice Activated: 1-888-428-2673, option 2 (Available 24/7)

### **SHIPPING INSTRUCTIONS: Submit the Bill of Lading**

- > Electronic data interchange (EDI)
- > BNSF.com: [Login](#) and go to the Ship tab
- > Rail Industry Web (Steelroads): [www.steelroads.com](http://www.steelroads.com)
- For questions or issues about submitting shipping instructions:
  - > Phone: 1-888-428-2673, option 3, 2, 3

### **SHIPPING INSTRUCTIONS MODIFICATIONS (DIVERSIONS):**

#### **Request a diversion or reconsignment of a railcar**

- > BNSF.com: [Login](#) and go to the Ship tab
- For questions/issues about a diversion or reconsignment:
  - > Phone: 1-888-428-2673, option 3, 2, 1, 3 (M-F, 9-5 CST)

### **MONITOR YOUR SHIPMENTS ON BNSF RAILWAY**

- > BNSF.com: [Login](#) and go to the Home or Ship tab (Must be a party on the waybill)
- > Voice Activated: 1-888-428-2673, option 1 (Available 24/7)
- > To monitor shipments on other railroads, contact the railroad carrier directly or visit the rail industry site, Steelroads [www.steelroads.com](http://www.steelroads.com)
- > For service exceptions, contact BNSF Customer Support
  - > Phone: 1-888-428-2673, option 4, 3 (M-F, 6:30am-7pm CST). Limited after hours service is available for off-peak hours; Saturday & Sunday

### **MY REPORTS: Receive access to waybill, trip plans, unit history, and equipment characteristics (Must be a party on the waybill.)**

- > BNSF.com: [Login](#) and go to the Home tab
- > Create and email customized reports to trace shipments

### **CARLOAD PIPELINE REPORTS (Located in My Reports): Reduce your demurrage costs and better manage capacity within your facility (For customers served directly by BNSF.)**

- > BNSF.com: [Login](#) and go to My Reports. Click on "Create New Report" and select Carload Pipeline from the Report Type.

## > MANAGE

BNSF offers tools to assist you in managing your shipment, including tools for paying your freight invoices, viewing railcar inventory, and submitting freight claims.

### **UNIT HISTORY: View up to 13 months of history on specified equipment (Must be a party on waybill.)**

- > BNSF.com: [Login](#) and go to the Manage tab

### **ACCOUNT STATUS: View freight or miscellaneous statements, authorize or dispute payment, schedule a future payment, or view payment history**

- > BNSF.com: [Login](#) and go to Account Status on the Manage tab

For questions on your freight invoice:

- > Phone: 1-888-428-2673, option 3, 3, 1 (M-F, 7-4 CST)

### **eDEMURRAGE: View, pay and dispute demurrage invoices. Schedule email notifications. View current railcar inventory**

- > BNSF.com: [Login](#) and go to the Manage tab
- > Phone: 1-888-428-2673, option 3, 3, 3 (M-F, 8-5 CST)

### **For information on filing a freight claim, to submit a claim, or obtain status on an existing claim**

- > BNSF.com: [Customer Tools / Loading & Shipment Safety](#)
- > Phone: 1-800-333-4686 (M-F, 7:30 - 4:30 CST) or if after hours, leave a message
- > Fax: 785-435-4120
- > Email: [freight.claims@bnsf.com](mailto:freight.claims@bnsf.com)

### **CUSTOMER TRANSIT REPORT: Receive transit information on past shipments over the past 13 months**

- > BNSF.com: [Login](#) and go to the Manage tab

### **Sign up to receive Customer Updates by email, including changes to service, pricing, eTools and other information:**

- > BNSF.com: [Login](#) and go to the Notifications channel
- > Select the updates you'd like to receive from the three tabs
- > Change your subscription at any time from this channel

## > CONTACT US

### **Phone: 888 428 2673 (BNSF)**

For eBusiness (Web tools assistance), dial option 4, 1.

For Customer Support, dial option 4, 3.

For a complete listing of specific contacts, see our [BNSF Phone Tree](#)

Email: [eBizHelp@bnsf.com](mailto:eBizHelp@bnsf.com)

[www.bnsf.com](http://www.bnsf.com)

