



> SET-UP

BNSF Railway's online and voice-activated services make shipping freight more effective and much easier.

1) Become a new BNSF Railway Intermodal customer

> BNSF.com: [Markets & Services / Intermodal / New Customers](#)

2) Register for BNSF.com

> [BNSF.com](#) and click on the register / login arrow

3) Request a PIN

> BNSF.com: [Customer Tools / Contact Us](#)

4) Register for voice-activated services

> Phone: 1-888-428-2673, option 1, 1, say "Registration"

If you need assistance with BNSF.com, voice-activated services or EDI

> Phone: 1-888-428-2673, option 4, 1 (available 24/7)

> Email: eBizHelp@bnsf.com

> PLAN

BNSF Railway is ready to work for you. Take a look at the wide range of services and markets we offer. BNSF Railway empowers shippers by providing resources and tools to help make transporting shipments more efficient.

Review the BNSF Railway Intermodal Rules and Policies Guide

> BNSF.com: [Markets & Services / Intermodal / References / Rules and Policies Guide](#)

View information needed to ship a trailer or container on BNSF Railway

> BNSF.com: [Markets & Services / Intermodal](#)

View Intermodal schedules

> BNSF.com: [Markets & Services / Intermodal / Services / Transit Advisor](#)

View locations and cities served by BNSF Railway Intermodal service

> BNSF.com: [Markets & Services / Intermodal / Facilities](#)

View Prices / Rates

BNSF Railway Intermodal public rate inquiry

> BNSF.com: [Markets & Services / Intermodal / Prices](#)

> Phone: 1-888-428-2673, option 4, 2

Block and Brace Lading

Damage Prevention (Resource Protection)

For damage prevention information or assistance

> BNSF.com: [Customer Tools / Load and Ride Solutions](#)

> Phone: 1-800-333-4686 (M-F, 7:30-4:30 CST) or if after hours, leave a message

> Email: LARS@BNSF.com

Restricted/Prohibited Commodities and Equipment

For information on restricted or prohibited commodities and equipment on BNSF Railway

> BNSF.com: [Markets & Services / Intermodal / References / Rules and Policies Guide](#)

> SHIP

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

Submit shipping instructions

> Electronic data interchange (EDI)

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

For questions or issues about submitting shipping instructions

> Phone: 1-888-428-2673, option 3, 2, 3 (available 24/7)

Monitor your shipments on BNSF Railway

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

> Voice-Activated Services: 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

> Web: Steelroads.com

For service exceptions, contact BNSF Railway 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.*

> MANAGE

BNSF Railway offers tools to assist you in managing your shipment and submitting freight claims.

View freight or miscellaneous statements, authorize or dispute payment, schedule a future payment or view your 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

Guarantee storage charges or dispute a storage charge

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

> Phone: 1-888-428-2673, option 3, 3, 2

Submit a freight claim or obtain status on an existing claim

> BNSF.com: [Customer Tools / Freight Claims / File eClaim](#)

> Phone: 1-800-234-9652 (M-F, 7:30-4:30 CST) or if after hours, leave a message

> Email: freight.claims@bnsf.com

For more information on submitting a damaged equipment claim

> Phone: 1-800-446-6554, option 2, 3

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