

**BNSF RAILWAY COMPANY  
INTERMODAL CUSTOMER  
REFERENCE GUIDE**



> SET-UP



> PLAN



> SHIP



> MANAGE

**BNSF Railway's online and voice-activated services make shipping freight more effective and much easier. To ensure your security and to protect the confidentiality of your information, each user will need to register and establish a Personal Identification Number (PIN) to access our different services.**



## 1) To become a new intermodal customer

- 1) Contact new customer representative
- 2) Establish credit
- 3) Sign up for EFT 7
- 4) Sign a transportation contract
- 5) Sign the load security form
- 6) Provide proof of insurance

For a step-by-step process to become a BNSF Railway customer for Intermodal Services

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

## 2) BNSF.com

BNSF.com makes it easy for you to conduct all your business with BNSF Railway seamlessly in one place. Personalize the site for your business with customized reports and more.

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

Provide the following:

- > Name
- > Title
- > Email address
- > Telephone number
- > Fax number
- > Company name
- > Company address

NOTE: Approval for Web-site access can take 24-48 hours. A BNSF Railway support representative will contact and train you on the tools and reports.

NOTE: To determine which BNSF etools you will need, you will be asked the following questions:

- > Will you be tracking or tracing shipments?
- > Will you need to create customized reports?
- > Will you be submitting bills of lading online?
- > Will you need to print, pay, distribute or manage invoices?
- > Will you be managing or guaranteeing storage charges?

\* Use the free form section if you have additional needs not listed.

## 3) Personal Identification Number (PIN)

A PIN is used to identify and authorize callers to obtain information on shipments. For more information, visit BNSF.com: [Customer Tools / Contact Us](#).

Receive a BNSF PIN by sending an email from your company address to [PIN@bnsf.com](mailto:PIN@bnsf.com) with the following:

- > Name (Mr./Ms./Mrs., First, MI, Last)
- > Title
- > Company name
- > Company address (city, state, postal code, country)
- > Work phone number (including area code)

NOTE: For generic email addresses such as *yahoo.com* and *hotmail.com* please fax your company email on company letterhead to eBizHelp 1-800-686-2545.

## 4) Voice-Activated Services

Voice-activated services are fast, efficient, easy to use and eliminate the need to speak with a representative, saving you valuable time in your business day. You can receive accurate, concise information at any time, from any phone, 24 hours a day.

To register, call 1-888-428-2673, option 1, 1, and 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. Choose an easily remembered number (such as a frequently dialed phone number). This number is associated with your voice print.

## For assistance with BNSF.com, voice-activated services or EDI

- > Phone: 1-888-428-2673, option 4, 1 (available 24/7)
- > Email: [eBizHelp@bnsf.com](mailto:eBizHelp@bnsf.com)

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.



### Intermodal Services

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

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

### Intermodal Schedules

Service schedules by origin and destination pairs

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

### Intermodal Facilities

Locations and cities served by BNSF Railway Intermodal service

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

### Prices / Rates

BNSF Railway Intermodal public rates

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

For questions or issues with retrieving a rate

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

### Block and Brace Lading

#### Damage Prevention (Resource Protection)

It is important to properly block, brace and load the commodities in the equipment. BNSF Railway's Load and Ride Solutions team (LARS) offers an integrated, leading-edge approach to addressing customers' loss, damage and security concerns.

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](mailto:LARS@BNSF.com)

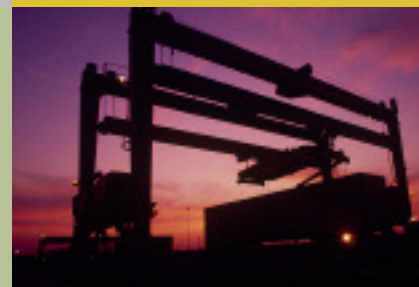
### Intermodal Equipment

Private equipment must be stenciled, registered in UMLER and meet specifications before being submitted to BNSF Railway. For more information, visit BNSF.com: [Markets & Services / Intermodal / References / Rules and Policies Guide](#).

### Restricted/Prohibited Commodities and Equipment

For information on restricted or prohibited commodities and equipment on BNSF Railway, visit BNSF.com: [Markets & Services / Intermodal / References / Rules and Policies Guide](#).

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



## Submit Shipping Instructions

Before shipping on BNSF Railway, review the BNSF Railway Intermodal Rules and Policies Guide at BNSF.com: [Markets & Services / Intermodal / References / Rules and Policies Guide](#).

Proper shipping instructions are necessary for BNSF to provide the correct transportation services and invoice the appropriate rate.

Submit shipping instructions prior to tendering the shipment

- > Electronic Data Interchange (EDI)
- > BNSF.com: [Login](#) and go to the Ship tab

Shipping instructions must contain, but are not limited to, the following:

- > Equipment initial and number
- > Origin intermodal hub
- > Destination intermodal hub
- > Actual origin/actual destination
- > Intermodal service code
- > Intermodal service level
- > Shipper name and phone number
- > Receiver
- > Beneficial owner
- > Notify party name, phone and fax
- > Route (exact route as on the price authority)
- > International requires embarkation or debarkation port, vessel name, voyage number, booking number, broker's name, actual piece count, in-bond info
- > Interline or Rule 11
- > Rate authority
- > Actual commodity description, STCC, gross cargo weight, hazardous material documentation

If shipments are moving on multiple railroads, send shipping instructions only to the originating rail carrier.

For questions or issues about submitting shipping instructions

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

## Monitor Shipments

BNSF Railway offers custom reports, shipment trace and notification alert capabilities.

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)

Provide the following:

- > Equipment initial and number

NOTE: To monitor a shipment, you must be a valid transportation customer of BNSF Railway shown on the shipping instructions (e.g., shipper, receiver, freight payer, beneficial owner, customs broker, notify party).

To monitor shipments on other railroads, contact the railroad carrier directly or visit the Steelroads rail industry Web site

- > 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.*

NOTE: You will be prompted to provide your Personal Identification Number ([PIN](#)).

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



### Freight Invoices and Miscellaneous Charges

BNSF Railway provides capabilities to manage your account status for freight/miscellaneous bills.

For information on freight invoices and miscellaneous charges, visit BNSF.com: [Markets & Services / Intermodal / References / Rules and Policies Guide](#).

To 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 (M-F, 7-4 CST)

NOTE: Finance charges will be assessed if payment is not received or the invoice is not disputed by the due date.

### Storage

Storage charges are associated with the period of time the equipment remains at a BNSF facility beyond notification and free time.

For storage policy information, visit BNSF.com: [Markets & Services / Intermodal / References / Rules and Policies Guide](#).

To 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

NOTE: Disputing a storage charge does not stop storage accrual.

### Submit Freight Claims

BNSF Railway provides professional and equitable resolution to all freight claims. Our Claims Solutions team will conduct investigations to determine liability for loss or damage to lading while in care and custody of BNSF Railway.

To initiate a freight claim, you'll need to provide the following information:

- > Company name and address
- > Contact name and phone number and/or email address
- > Trailer or container initial and number
- > Origin city and state
- > Destination city and state
- > Billing date
- > Type of loss
- > Amount and value of loss
- > Request for payment of a specific amount of loss (dollars)

NOTE: It is important to report loss or damage to lading prior to unloading, or as soon as identified, to the delivering rail carrier. If the delivering carrier is BNSF, call 1-800-333-4686.

For information on filing a freight claim, to submit a 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
- > Fax: 785-435-4120
- > Email: [freight.claims@bnsf.com](mailto:freight.claims@bnsf.com)

### Submit Damaged Equipment Claims

BNSF Railway's goal is for customers to experience damage-free intermodal transportation. To initiate a damaged equipment claim, you'll need to provide the following information:

- > Equipment initial and number
- > Date of damage (usually noted as time of out-gate)
- > Prior in-gate record interchange receipt (J-1)
- > Current out-gate record interchange receipt (J-1)
- > If invoice over \$1,000, include depreciated value of equipment
- > Photos of damage
- > Itemized copy of work order
  - > Labor
  - > Parts/materials

NOTE: Only claims for structural damage will be compensated.

Additional claims and liability information is outlined in the Intermodal Rules & Policies Guide at BNSF.com: [Markets & Services / Intermodal / Reference / Rules and Policies Guide](#).

For information on submitting a damaged equipment claim

- > Phone: 1-800-234-9652.

### Receive Customer Notifications

BNSF Railway customers can sign up to received [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 would like to receive from the three tabs
- > Change your subscription at any time from this channel