

Credit Card Frequently Asked Questions

1) What is Intermodal Storage?

Intermodal Storage is a BNSF.com web tool designed to allow the customer to monitor equipment activity as it affects your storage bill. This includes providing the functionality of guaranteeing storage charges online.

2) When will the credit card functionality be available for me to access?

The credit card functionality via Intermodal Storage is currently available for customers.

3) What if I already use Intermodal Storage to guarantee payment?

The credit card functionality within Intermodal Storage is designed to facilitate the process of guaranteeing storage for customers who do not have BNSF credit. Effective November 14, 2005 BNSF will no longer accept checks for guaranteeing storage.

5) How does the credit card payment process work?

Customers will need to gain access to Intermodal Storage. Once access has been provided customers will have the ability to guarantee storage using the CREDIT CARD BUTTON. Customers will be able to enter up to five units at one time. *After submitting your guarantee request and your credit card has been approved, you will receive a storage guarantee confirmation via email.* The unit(s) you have guaranteed will be released from storage hold through the guarantee date. Credit Cards will be charged upon out gate of the unit.

6) How do I gain access to the Intermodal Storage application?

In order to access this web tool, you must first register for BNSF's Intermodal Storage web application at BNSF.com. If your company currently has an existing user ID and password, after logging in, go to "Applications," "Manage," and select Intermodal Storage. Once approved for Intermodal Storage, you will see a "Credit Card Button" within the Intermodal Storage application. You will then be able to use this Credit Card function for guaranteeing storage payment.

8) How can I cancel my credit card guarantee?

Customers will need to contact the BNSF Storage department at 1-888-428-2673 option 3, 3, 2 in order to cancel a credit card guarantee.

9) What type of credit card can I use to guarantee storage?

You can use Visa or MasterCard to guarantee storage charges.

10) What benefits can customers expect?

This new functionality provides access to storage calculations, guarantees and expediting removal of units. It eliminates the check payment process which includes writing and obtaining check approval, faxing the check as proof of payment, and mailing the check. It also eliminates the need to follow up with the BNSF Intermodal Storage department to ensure the BNSF system has been updated and the unit can out gate.