# RAILCAR REJECTION AND DIRTY CAR REPORTING PROCESS



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## **Overview**

This guide provides detailed instructions on the use of BNSF's electronic tools to ensure defective railcars are captured and repaired. BNSF strives to deliver high quality railcars suitable for loading to our valued customers. The Railcar Condition Reporting Tool can be used for the majority of car types rejected for mechanical reasons. In the case of a car not currently supported in the RCR tool, use the Switch and Release tool or the established process used by your serving carrier.



# Shippers and Receivers served directly by BNSF

## **Railcar Rejection Process – Mechanical**

- 1. Launch Switch & Release tool via BNSF.com applications.
- 2. Select the option **REJECT EQUIPMENT** (8<sup>th</sup> item listed on the page).

## Switch & Release

To make a selection, click one of the options listed below.

Switch In Switch in equipment to Industry.

Release equipment from Industry.

Switch Summary List a summary of switch requests.

Release Summary List a summary of releases.

Reject Summary List a summary of Rejected Equipment.

Reorder Track List Specify arrangement of equipment at Industry.

Void Transactions Cancel submitted transactions.

Reject Equipment Reject equipment.

Cleaned Equipment Report cleaned equipment under the Certified Unloader Program. Click here to learn more about the general unloader program.

Special Instructions Create an industry message for the crew to read.

🔪 User Profile

3.	Select location & Customer if profile is established with multiple accounts	
	Switch & Release	
	Select Location	

Select a location and click the [Next] button.

- 1. Customer AGTCLEANER
- 2. Location DILWORTH, MN DULUTH, MN GOLDEN, CO KANSAS CITY, MO KNIFE RIVER, ND
- 4. Locate the railcar with the item in need of attention from the list.
- 5. Place a mark in the **SELECT** box.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message		
	ATSF 621339	E	122	2016/08/24 21:26			
	Reject Reason: SELECT REASON						
	Upload Pictures	Add De	fects				
	ATSF 621479	E	122	2016/08/23 21:15			
	Reject Reason: SELECT REASON 🔻						
	Lipland Disturan	Add Do	footo				

6. From the drop down box for **REJECT REASON**, select the closest category for the issue.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message	
	ATSF 621339	E	122	2016/08/24 21:26		
<b></b>	Reject Reason: -	SELECT	REASON		•	
	Upload Picture	SELECT	REASON			
	ATSF 621479		ACCOUNT BAD	EXTERIOR DOOP	R (BOX TYPE CARS)	
	Reject Reason:	REJECTER	ACCOUNT BAD	ORDER FLOOR		
	Upload Picture	EJECTE	ACCOUNT DIRT	TY DUNNAGE		
	ATSF 621507	EJECTEL	ACCOUNT DIRT	Y INFESTATION Y		
	Reject Reason: F	EJECTE	ACCOUNT BAD	ORDER BULKHE	ADS	
	Upload Picture	REJECTED	) NOT USED ) ACCOUNT BAD	ORDER ROOF		
	ATSF 621664 F	EJECTE	ACCOUNT BAC	K TO OWNER AT	NO CHARGE TO RELOADER	
	Reject Reason:	EJECTED	ACCOUNT LEAP	KS OR LEAKING		

#### 7. Select the button ADD DEFECTS.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message
	ATSF 621339	E	122	2016/08/24 21:26	
•	Reject Reason: R	EJECTE	) ACCOUNT BAD	ORDER WALLS	▼
	Upload Pictures	Add De	fects		
	İ				

8. A popup window will appear with the *Railcar Condition Reporting Tool* to add detailed information. Using your mouse, click on the locations to indicate the defect. Additional options will appear as you click on the impacted portion of the railcar. More areas are available via the tabs below the text "Railcar Images".



- 9. Select the **SAVE** button after all defects are chosen.
- 10. Repeat the process in steps 4 thru 9 for all cars needing BNSF attention.
- 11. When all railcars with issues are entered, navigate to the bottom of the page. Select the **SUBMIT** button.

	Reject Reason:	SELECT	REASON	1	
	Upload Pictures	Add De	fects		
	BNSF 783312	E	122	2016/07/05 15:30	
Reject Reason: SELECT REASON     Upload Pictures Add Defects					T

省 SUBMIT	PRINT	SELECT ALL	X CLEAR ALL	x	CANCEL

If the equipment you are looking for is not in the list, click here.

#### 12. Complete the process by selecting the final confirmation **SUBMIT**. Switch & Release

#### Transaction Confirmation

Main

1 request ready to be transmitted.

Help

Select equipment for: AGTCLEANER at GOLDEN, CO Equipment to be: REJECTED Equipment located at: ALL Number of Rail Cars: 1

The equipment listed below is ready to be transmitted. Click the [Submit] button to continue with the transmit process. Click the [Cancel] button to return to the previous page.

Equipment	L/E	Car Kind	ZTS	<b>Current Location</b>	Event Date/Time	Status		
ATSF 621339	Е	I3F	12201	122	08/26/2016 13:25:00 MDT	Not Transmitted		

## **Railcar Rejection Process – Dirty**

- 1. Launch Switch & Release tool via BNSF.com applications.
- 2. Select the option **REJECT EQUIPMENT** (8<sup>th</sup> item listed on the page).

## Switch & Release

To make a selection, click one of the options listed below.



3.	Select Location & Customer if profile is established with multiple accounts
	Switch & Release
	Select Location

Select a location and click the [Next] button.

- 1. Customer AGTCLEANER
- 2. Location DILWORTH, MN DULUTH, MN GOLDEN, CO KANSAS CITY, MO KNIFE RIVER, ND
- 4. Locate the railcar with the item in need of attention from the list.
- 5. Place a mark in the **SELECT** box.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message	
	ATSF 621339	E	122	2016/08/24 21:26		
Reject Reason: SELECT REASON						
	Upload Pictures	Add De	fects			
	ATSF 621479	E	122	2016/08/23 21:15		
	Reject Reason: SELECT REASON 🔻					

6. From the drop down box for **REJECT REASON** select the closest category for the issue.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message		
	ATSF 621339	E	122	2016/08/24 21:26			
1	Reject Reason:	REJECTED	ACCOUNT DIRT	ΓY	۲		
	Upload Picture	- SELECT	REASON				
	ATSF 621479	REJECTED	) ACCOUNT BAD ) ACCOUNT BAD	ORDER FLOOR	R (BOX TYPE CARS)		
	Reject Reason: F	REJECTED	ACCOUNT BAD	ORDER WALLS			
	Upload Picture	REJECTER	ACCOUNT DIRT	TY DUNNAGE			
	ATSF 621507 REJECTED ACCOUNT DIRTY INFESTATION						
	Reject Reason: F	REJECTED	) ACCOUNT BAD	ORDER BULKHE	ADS		
	Upload Picture REJECTED ACCOUNT BAD ORDER BOOF						
	NO CHARGE TO RELOADER						
	Reject Reason:	REJECTED ACCOUNT LEAKS OR LEAKING					
	Upload Pictures	Add De	fects				

### 7. Select the button **UPLOAD PICTURES**.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message
	ATSF 621339	Е	122	2016/08/24 21:26	
	Reject Reason: R	EJECTE	ACCOUNT DIR	۲	
	Upload Pictures	Add De	fects		
	ATRE 601470	-	100	2016/00/22 21-15	

Shippers and Receivers served directly by BNSF » Railcar Rejection Process – Dirty

8. A new window/tab will open with the *Dirty Car Reporting Tool* to add detailed information to understand your cleanliness concern. Just select the photos from your computer and enter a comment specifying your concern.

Upload Picture	es	Click here for Tips for Pics	
Back / Help	<ul> <li>Required Field.</li> </ul>		
User ID:		User Name:	
Email:		Company:	
Date Sumitted:	08/26/2016	Status:	New
Fracking #:	FTWW-AD7QVQ		
Car (Unit/Numbe	r): ATSF 621339		
Date car found d	irty: 08/26/2016		
Date dirty car pic	tures were taken: 08/26/2016		
_ are any out pro	00/20/2010		
Add images of the	dirty car below:		
Pic#1 (for outside p	icture that displays the unit/number).		
Pic#1 (for outside p Picture #1:	icture that displays the unit/number). Choose File No file chosen		
Pic#1 (for outside p Picture #1:	icture that displays the unit/number). Choose File No file chosen ** Be sure filename does <u>not</u> include any spe	cial characters (i.e. # or &).	
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Pic#1 (for outside p • Picture #1: Pic#2 (the entire in: • Picture #2: Pic#3 (close-up sho	icture that displays the unit/number). Choose File No file chosen ** Be sure filename does <u>not</u> include any spe- side of car). Choose File No file chosen ** Be sure filename does <u>not</u> include any spe- ot of the residue, debris, or dunnage left inside the o	cial characters (i.e. # or &). cial characters (i.e. # or &). car).	
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10. Repeat the process in steps 4 thru 9 for all cars needing BNSF attention.

9.

11. When all railcars with issues are entered, navigate to the bottom of the page. Select the **SUBMIT** button.

	Reject Reason:	SELECT	REASON		T	
	Upload Pictures	Add De	efects			
	BNSF 783312	Е	122	2016/07/05 15:30		
	Reject Reason:	SELECT	REASON		۲	
	Upload Pictures	Add De	efects			
	If the	e equipme	ent you are looking fo	or is not in the list, clic	ck here.	
	SUBMIT	🖨 pr	INT BY SELECT	ALL X CLEAR AL	L CANCEL	
Shippers and Receivers	served directly by BN	ISF » Rail	car Rejection Proces	ss – Dirty		Page 7 of 1

	ion				<ul> <li>Main</li> <li>Help</li> </ul>	
1 request ready to	be tran	smitted.				
Equipment to be: R Equipment located Number of Rail Car The equipment liste continue with the tra	EJECTE at: ALL rs: 1 ed below ansmit p	v is ready to	be transmick the [Can	tted. Click the [Subn cel] button to return t	nit] button to the previous page	ə.
Equipment	L/E	Car Kind	ZTS	<b>Current Location</b>	Event Date/Time	Status
				400	08/26/2016	Not Transmitter

## **Report & Load – Mechanical Items**

- 1. Launch Switch & Release tool via BNSF.com applications.
- 2. **RELEASE RAILCAR AS A LOAD** like normal (This will automatically happen if you are set up for auto waybill release upon submission of your bill of lading).
- 3. Return to the main Switch & Release landing page.



5. In a new window that opens, select in the upper right corner NEW REQUEST.

Shippers and Receivers served directly by BNSF » Report & Load – Mechanical Items

Requests       Resource       Mean Request         Carr       Carr	Request Summari	on Reporting					
Penod 1 Month * Status All * Car Type All * Show 10 * entries Search	Requests Reporting	Administration				10 M	lew Request
Penod 1 Month * Status All * CarType All * Show 10 * entries Search						Cany CS	Estat EDE
	Penod 1 Month *	Status: All	Car Type: All	* Show 10	* entries	Search	
Request # Car Identification  Car Type Current Location  Trk Humb / Status Created By Created  Last U	Request # Car Ide	intilication 🍦 Car Ty	pe	Trk Numb /      Trn ID     Status	Created By	Created	0 Last Update
	Enter the ca	r number an	d click FIND.				
Enter the car number and click <b>FIND</b> .		SF				The Engine tha	t Connects Us

Save	😮 Cancel							🕜 Help	
GENERA	L DETAIL							required field	S
• Ca	r Identification:	BNSF	782222	M Find	Status:	NEW			
					Created By:				
					Created:	08/29/2016	01:54:21 PM		
• Ca	r Identification:	BNSF	782222	# Find	Status: Created By: Created:	NEW 08/29/2016	01:54:21 PM		

7. Change the "Load/Empty" box to LOAD. Using your mouse, click on the locations to indicate the defect. Additional options will appear as you click on the impacted portion of the railcar. More areas are available via the tabs below the text "Railcar Images."

Railcar Conditio New Request	n Reporting				
Save 🙆 Cancel					😡 Help
GENERAL DETAIL					· · required fields
Car Identification     Loaded / Empty     Defect Location(s):	BNSF 782222 Loaded • NOTE Locations shown in th based upon label selections from the railcar images below	Find     is window will be you've made	Status: Created By Created	NEW DAVID FISCHER 08/29/2016 02:36:36 PM	
INTERNAL LEFT DO	OR RIGHT DOOR			1. 1	
0					0

8. Select the **SAVE** button after all defects are chosen.

- 9. Repeat the process in steps 4 thru 6 for all cars needing BNSF attention after released as empty by unloader.
- 10. When complete, simply close your browser window.

## **Report & Load – Dirty**

- 1. Launch Switch & Release tool via BNSF.com applications.
- 2. **RELEASE RAILCAR AS A LOAD** like normal (This will automatically happen if you are set up for auto waybill release upon submission of your bill of lading).
- 3. Exit the Switch & Release application.
- 4. Launch *Dirty Car Reporting* tool via BNSF.com applications.

	isi.com/Pages/Manage.aspx	AND STATE
HOME SHIP PLAN	MANAGE RAIL CENTRAL MY	CUSTOM PAGE PRICING
Manage Manage  Customer Dwell Management Tool Customer Subscription Service  Customer Transit Report Dirty Car Reporting Tool Facility Frofile Letters of Authorization Railcar Condition Reporting Roadability Chassis Defects - RCD Sugar Seals Information Upload Transload Network Tool (TNT) Unit History	Notifications <ul> <li><u>View My Subscriptions</u></li> </ul> No recent history found for last 14 days	<u>Customize View</u>

5. Select the option **UPLOAD PICTURES**.

RAILWAY	The Engine that Connects Us
Dirty Car Reporting Tool Main Menu	Close Window
Admin Views / My Submissions / Help / Abo	<u>out</u>
Upload Pictures (Select this option if you have a	any dirty car pictures to upload.)
OR	
Search for Tracking Number:	Submit

6. A new window/tab will open within the *Dirty Car Reporting Tool* to add detailed information in order to understand your cleanliness concern. Just select the photos from your computer and enter a comment specifying your concern.

Dirty Car Re Upload Pictur	eporting Tool es	<u>Click here for FAQ</u> Click here for Tips for Pics	ł.
Back / <u>Help</u> User ID: Email: Date Sumitted: Tracking #:	<ul> <li>Required Field.</li> <li>08/26/2016</li> <li>FTWW-AD7QVQ</li> </ul>	User Name: Company: Status:	New
Date car found d     Date dirty car pi	lirty: 08/26/2016		
Add images of the	dirty car below:		
Pic#1 (for outside p	dirty car below: picture that displays the unit/number).		
Pic#1 (for outside p Picture #1:	dirty car below: picture that displays the unit/number). Choose File No file chosen ** Be sure filename does <u>not</u> include any s	special characters (i.e. # or &).	
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Pic#1 (for outside p Picture #1: Pic#2 (the entire in Picture #2:	dirty car below: bicture that displays the unit/number). Choose File No file chosen ** Be sure filename does <u>not</u> include any s iside of car). Choose File No file chosen ** Be sure filename does <u>not</u> include any s	special characters (i.e. # or &). special characters (i.e. # or &).	
Pic#1 (for outside ; • Picture #1: Pic#2 (the entire in • Picture #2: Pic#3 (close-up sh	dirty car below: picture that displays the unit/number). Choose File No file chosen ** Be sure filename does <u>not</u> include any s iside of car). Choose File No file chosen ** Be sure filename does <u>not</u> include any s ot of the residue, debris, or dunnage left inside t	special characters (i.e. # or &). special characters (i.e. # or &). he car).	
Pic#1 (for outside ; Pic#2 (the entire in Pic#2 (the entire in Pic#3 (close-up sh Picture #3:	dirty car below: picture that displays the unit/number). Choose File No file chosen ** Be sure filename does <u>not</u> include any s side of car). Choose File No file chosen ** Be sure filename does <u>not</u> include any s ot of the residue, debris, or dunnage left inside t Choose File No file chosen ** Be sure filename does <u>not</u> include any s	special characters (i.e. # or &). special characters (i.e. # or &). he car). special characters (i.e. # or &).	
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- 7. Select the **SAVE** button after all defects are chosen.
- 8. Repeat the process in steps 2 thru 4 for all cars needing BNSF attention.
- 9. When complete, simply close your browser window.

## Shippers and Receivers served by a Shortline or other Class I

## **Empty or Loaded Railcar Rejection Process - Mechanical**

1. Launch Railcar Condition Reporting tool via BNSF.com applications.



2. In the window that opens, select in the upper right corner **NEW REQUEST**.

BNSF	100 miles	antes De			-	The	Engine th	at Connects Us				
Railcar Condition Re Request Summaries	porting											
Requests Reporting /	dministration -									•New	Request	Help
										Capy CSV	Estel EDE	Putt
Period 1 Month * Status	AI •	Car Type: /	Mi		Show	10	entries		Search			_
Request # Car Identifica	üon ≬ CarType	¢ Curr	ent Location	Trn 1D	4 5	tatus		Created By		Created	0 Last Upda	o biota

3. Enter the car number and click FIND.

B	RAILWAY		10220	A MA CH		C CONTRACTOR	The Engine th	at Connects Us
Railca New Re	r Conditio <sub>quest</sub>	n Rep	orting					
Save	😢 Cancel							😯 Help
GENERA	L DETAIL	-						required fields
GENERA Ca	AL DETAIL	BNSF	782222	M Find	Status:	NEW		• = required fields
GENERA C	L DETAIL	BNSF	782222	8 Find	Status: Created By:	NEW DAVID FISCH	HER	<ul> <li>required fields</li> </ul>

4. Change the "Load/Empty" box to LOAD OR EMPTY based on the status of the car when released. Using your mouse, click on the locations to indicate the defect. Additional options will appear as you click on the impacted portion of the railcar. More areas are available via the tabs below the text "Railcar Images" (\*\*Loaded cars will proceed to the receiver prior to mechanical repair\*\*).

Save	Cancel								🕜 He
ENERA	L DETAIL								e = required fi
• Car	r Identification:	BNSF	782222	M Find		Status:	NEW		
• Lo	oaded / Empty:	Loaded				Created By:	DAVID FISCH	HER	
<sup>®</sup> Defe	ect Location(s):	NOTE: L based u from the	ocations show pon label sele railcar images	n in this window v tions you've mad below.	will be le	Created:	08/29/2016	02:36:36 PM	
INTERNA	AL LEFT DO	OR R	RIGHT DOOR	-					-0.1
INTERNA	AL LEFT DO	OR R	RIGHT DOOR				1.0	1. ja	ð
INTERNA	AL LEFT DO	OR R	RIGHT DOOR						
INTERNA	AL LEFT DO	OR R	RIGHT DOOR						0

- 5. Select the **SAVE** button after all defects are chosen.
- 6. Repeat the process in steps 4 thru 6 for all cars needing BNSF attention after released as empty by unloader.
- 7. When complete, simply close your browser window.

	isi.com/Pages/i	Manage.aspx			
BNSF				COPAN CONTRACT	
HOME SHIP PLAN	MANAGE F	RAIL CENTRAL	MY CUSTOM PAGE	PRICING	
Manage	Notifications				
<ul> <li>Customer Dwell Management Tool</li> <li>Customer Subscription Service</li> <li>Subsmor Transit Report</li> <li>Dirty Car Reporting Tool</li> <li>Facility Profile</li> <li>Letters of Authorization</li> <li>Railcar Condition Reporting</li> <li>Roadability Chassis Defects - RCD</li> <li>Sugar Seals Information Upload</li> <li>Transload Network Tool (TNT)</li> <li>Unit History</li> </ul>	<ul> <li><u>View My Sub</u></li> <li>No recent histo</li> </ul>	<u>scriptions</u> ory found for last 1	4 days.	<u>Customize View</u>	
Select the option UPLOAD PIC	CTURES.				
Select the option UPLOAD PIC Dirty Car Reporting T Main Menu	CTURES.	• <u>Close \</u>	<u>Vindow</u>	The Engine	that Connects U
Select the option UPLOAD PIC Dirty Car Reporting T Main Menu Admin Views / My Submissions	CTURES.	• <u>Close \</u>	<u>Nindow</u>	The Engine	that Connects U

3. A new window/tab will open within the *Dirty Car Reporting Tool* to add detailed information to understand your cleanliness concern. Just select the photos from your computer and enter a comment specifying your concern.

Dirty Car Re Upload Picture	porting Tool es	<u>Click here for FAQ</u> <u>Click here for Tips for Pics</u>	
Back / Help	<ul> <li>Required Field.</li> </ul>		
User ID:	B012936	User Name:	DAVID FISCHER
Email:	david.fischer@bnsf.com	Company:	BNSF
Date Sumitted:	08/26/2016	Status:	New
Tracking #:	FTWW-AD7QVQ		
Car (Unit/Numbe	r): ATSF 621339		
Date car found di	rty: 08/26/2016		
Date dirty car pic	tures were taken: 08/26/2016		
Add images of the	dirty car below:		
Pic#1 (for outside p	icture that displays the unit/number).		
Picture #1:	Choose File No file chosen		
	** Be sure filename does not include any special	characters (i.e. # or &).	
Pic#2 (the entire in:	side of car).		
Picture #2:	Choose File No file chosen		
	** Be sure filename does not include any special	characters (i.e. # or &).	
August 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -	A state of the second state of a second state of the state of the second		
Pic#3 (close-up sho	of of the residue, debris, of durinage left inside the car)		
Pic#3 (close-up sho Picture #3:	Choose File No file chosen		
Pic#3 (close-up sho Picture #3:	Choose File No file chosen ** Be sure filename does <u>not</u> include any special	characters (i.e. # or &).	
Pic#3 (close-up sho Picture #3:	Choose File No file chosen ** Be sure filename does <u>not</u> include any special	characters (i.e. # or &).	incide the cor
Pic#3 (close-up sho Picture #3: Comments are requ	Choose File No file chosen ** Be sure filename does <u>not</u> include any special uired. Add comments describing how much and what ty	characters (i.e. # or &). ype of residue, debris or dunnage has been left	inside the car.
Pic#3 (close-up sho Picture #3: Comments are requ • Comments:	Choose File No file chosen ** Be sure filename does <u>not</u> include any special uired. Add comments describing how much and what ty	characters (i.e. # or &). ype of residue, debris or dunnage has been left	inside the car.
Pic#3 (close-up sho Picture #3: Comments are requ • Comments:	Choose File No file chosen ** Be sure filename does <u>not</u> include any special ired. Add comments describing how much and what ty	characters (i.e. # or &). ype of residue, debris or dunnage has been left	inside the car.

- 4. Select the **SAVE** button after all defects are chosen.
- 5. Repeat the process in steps 2 thru 4 for all cars needing BNSF attention.
- 6. When complete simply close your browser window