

# **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**  
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**

- Select location & Customer if profile is established with multiple accounts

## Switch & Release

### Select Location

Select a location and click the [Next] button.

- Customer  
AGTCLEANER

- Location

- Locate the railcar with the item in need of attention from the list.
- Place a mark in the **SELECT** box.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message
<input checked="" type="checkbox"/>	ATSF 621339	E	122	2016/08/24 21:26	
	Reject Reason: -- SELECT REASON --				
	<input type="button" value="Upload Pictures"/> <input type="button" value="Add Defects"/>				
<input type="checkbox"/>	ATSF 621479	E	122	2016/08/23 21:15	
	Reject Reason: -- SELECT REASON --				
	<input type="button" value="Upload Pictures"/> <input type="button" value="Add Defects"/>				

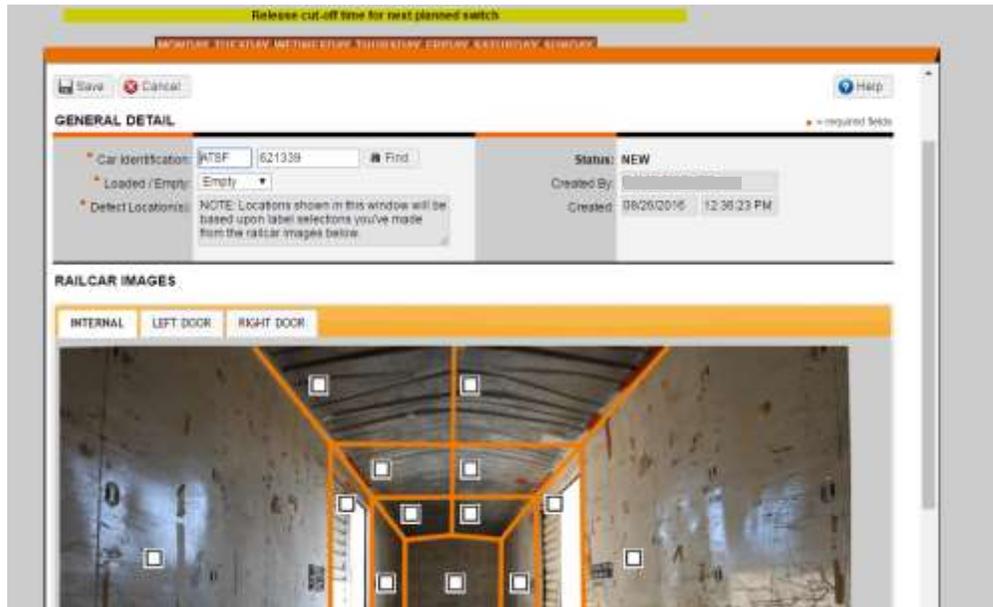
- From the drop down box for **REJECT REASON**, select the closest category for the issue.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message
<input checked="" type="checkbox"/>	ATSF 621339	E	122	2016/08/24 21:26	
	Reject Reason: -- SELECT REASON --				
	<input type="button" value="Upload Picture"/>				
<input type="checkbox"/>	ATSF 621479				
	Reject Reason: REJECTED ACCOUNT BAD ORDER WALLS				
	<input type="button" value="Upload Picture"/>				
<input type="checkbox"/>	ATSF 621507				
	Reject Reason: REJECTED ACCOUNT BAD ORDER BULKHEADS				
	<input type="button" value="Upload Picture"/>				
<input type="checkbox"/>	ATSF 621664				
	Reject Reason: REJECTED ACCOUNT BACK TO OWNER AT NO CHARGE TO RELOADER				
	<input type="button" value="Upload Picture"/>				

- Select the button **ADD DEFECTS**.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message
<input checked="" type="checkbox"/>	ATSF 621339	E	122	2016/08/24 21:26	
	Reject Reason: REJECTED ACCOUNT BAD ORDER WALLS				
	<input type="button" value="Upload Pictures"/> <input type="button" value="Add Defects"/>				

- 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".



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

<input type="checkbox"/>	Reject Reason: -- SELECT REASON --	<input type="button" value="Upload Pictures"/>	<input type="button" value="Add Defects"/>
	BNSF 783312	E	122
			2016/07/05 15:30
<input type="checkbox"/>	Reject Reason: -- SELECT REASON --	<input type="button" value="Upload Pictures"/>	<input type="button" value="Add Defects"/>

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](#)
- [Help](#)

**1 request ready to be transmitted.**

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	Current Location	Event Date/Time	Status
ATSF 621339	E	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.

- ▶ **Switch In**  
Switch in equipment to Industry.
- ▶ **Release**  
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**

- Select Location & Customer if profile is established with multiple accounts.

## Switch & Release

### Select Location

Select a location and click the [Next] button.

- Customer  
AGTCLEANER

- Location
  - DILWORTH, MN
  - DULUTH, MN
  - GOLDEN, CO**
  - KANSAS CITY, MO
  - KNIFE RIVER, ND



- Locate the railcar with the item in need of attention from the list.
- Place a mark in the **SELECT** box.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message
<input checked="" type="checkbox"/>	ATSF 621339	E	122	2016/08/24 21:26	
	Reject Reason: -- SELECT REASON --				
	Upload Pictures Add Defects				
<input type="checkbox"/>	ATSF 621479	E	122	2016/08/23 21:15	
	Reject Reason: -- SELECT REASON --				
	Upload Pictures Add Defects				

- 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
<input checked="" type="checkbox"/>	ATSF 621339	E	122	2016/08/24 21:26	
	Reject Reason: REJECTED ACCOUNT DIRTY				
	Upload Picture				
<input type="checkbox"/>	ATSF 621479				
	Reject Reason: REJECTED ACCOUNT BAD EXTERIOR DOOR (BOX TYPE CARS)				
	Upload Picture				
<input type="checkbox"/>	ATSF 621507				
	Reject Reason: REJECTED ACCOUNT DIRTY DUNNAGE				
	Upload Picture				
<input type="checkbox"/>	ATSF 621664				
	Reject Reason: REJECTED ACCOUNT DIRTY INFESTATION				
	Upload Pictures Add Defects				

- Select the button **UPLOAD PICTURES**.

Select	Equipment	Status	Current Location	Arrival Date/Time	Reject Message
<input checked="" type="checkbox"/>	ATSF 621339	E	122	2016/08/24 21:26	
	Reject Reason: REJECTED ACCOUNT DIRTY				
	Upload Pictures Add Defects				
<input type="checkbox"/>	ATSF 621479	E	122	2016/08/23 21:15	

- 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.

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

<input type="checkbox"/>	Reject Reason: -- SELECT REASON --	<input type="button" value="Upload Pictures"/>	<input type="button" value="Add Defects"/>
	BNSF 783312    E    122    2016/07/05 15:30		
<input type="checkbox"/>	Reject Reason: -- SELECT REASON --	<input type="button" value="Upload Pictures"/>	<input type="button" value="Add Defects"/>

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](#)
- [Help](#)

**1 request ready to be transmitted.**

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	Current Location	Event Date/Time	Status
ATSF 621339	E	I3F	12201	122	08/26/2016 13:25:00 MDT	Not Transmitted

## 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.

### Switch & Release

- [Help](#)
- [Recent Enhancements](#)

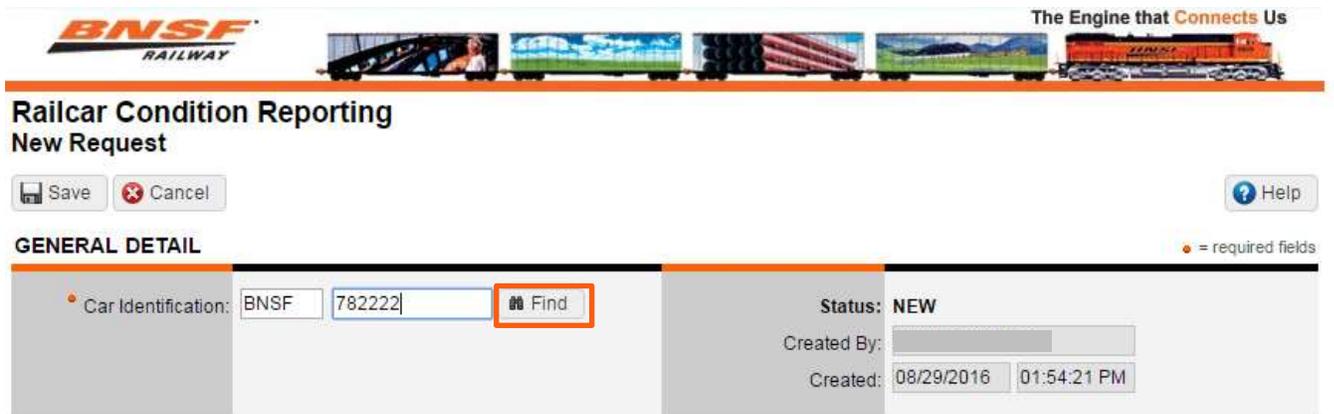
To make a selection, click one of the options listed below.

- ▶ [Switch In](#)  
Switch in equipment to Industry.
- ▶ [Release](#)  
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](#)

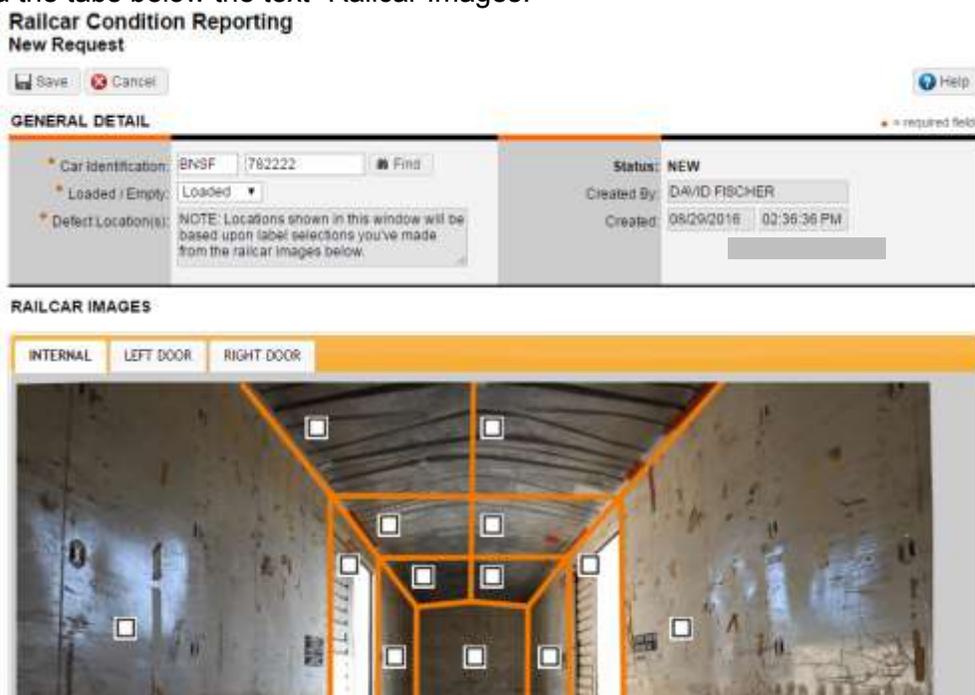
4. Select the option **REJECT SUMMARY** (5<sup>th</sup> item listed on the page).
5. In a new window that opens, select in the upper right corner **NEW REQUEST**.



6. Enter the car number and click **FIND**.



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.”

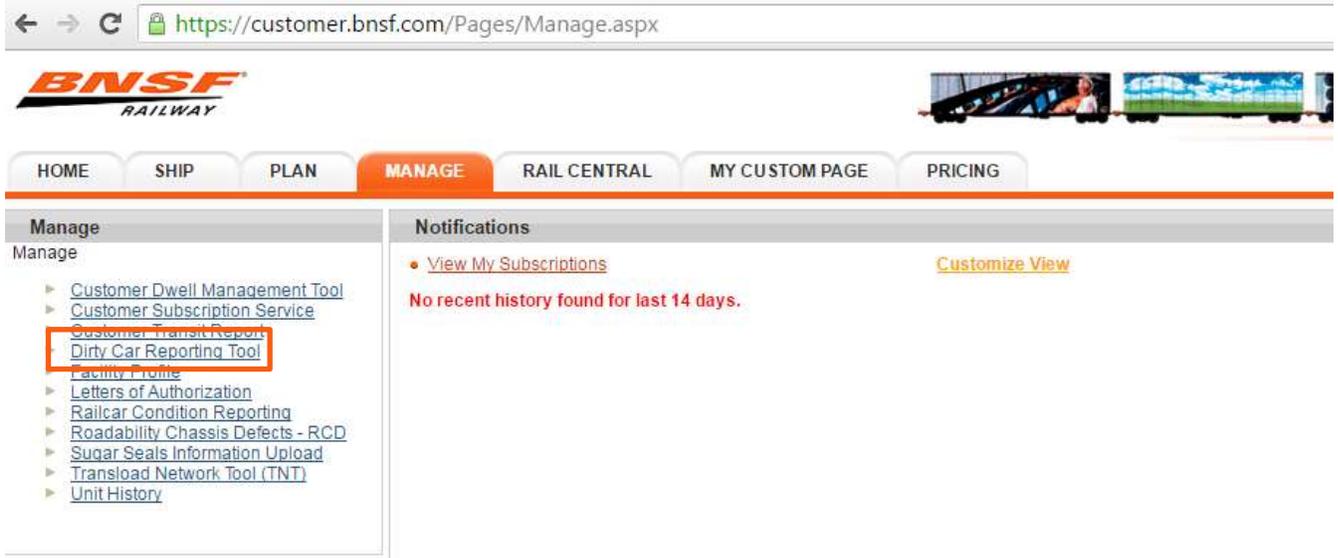


8. Select the **SAVE** button after all defects are chosen.

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.



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



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 Reporting Tool

### Upload Pictures

- [Click here for FAQ](#)
- [Click here for Tips for Pics](#)

[Back](#) / [Help](#)      • = Required Field.

User ID:

Email:

Date Submitted:

08/26/2016

Tracking #:

FTWW-AD7QVQ

User Name:

Company:

Status:

New

• Car (Unit/Number):

• Date car found dirty:

• Date dirty car pictures were taken:

Add images of the dirty car below:

Pic#1 (for outside picture that displays the unit/number).

• Picture #1:  No file chosen

\*\* Be sure filename does not include any special characters (i.e. # or &).

Pic#2 (the entire inside of car).

• Picture #2:  No file chosen

\*\* Be sure filename does not include any special characters (i.e. # or &).

Pic#3 (close-up shot of the residue, debris, or dunnage left inside the car).

Picture #3:  No file chosen

\*\* Be sure filename does not include any special characters (i.e. # or &).

Comments are required. Add comments describing how much and what type of residue, debris or dunnage has been left inside the car.

• Comments:

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.

← → ↻ <https://customer.bnsf.com/Pages/Manage.aspx>

**BNSF**  
RAILWAY

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 Profile](#)
- ▶ [Letters of Authorization](#)
- ▶ [Railcar Condition Reporting](#)
- ▶ [Roadability Chassis Defects - RCD](#)
- ▶ [Sugar Seals Information Upload](#)
- ▶ [Transload Network Tool \(TNT\)](#)
- ▶ [Unit History](#)

**Notifications**

- [View My Subscriptions](#) [Customize View](#)

No recent history found for last 14 days.

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

**BNSF**  
RAILWAY

The Engine that Connects Us

**Railcar Condition Reporting**  
Request Summaries

Requests Reporting Administration

**New Request** Help

Copy CSV Excel PDF Print

Period: 1 Month Status: All Car Type: All Show: 10 entries Search:

Request #	Car Identification	Car Type	Current Location	Trk Numbr / Trn ID	Status	Created By	Created	Last Updated
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3. Enter the car number and click **FIND**.

**BNSF**  
RAILWAY

The Engine that Connects Us

**Railcar Condition Reporting**  
New Request

Save Cancel Help

**GENERAL DETAIL** • = required fields

Car Identification: BNSF 782222 **Find**

Status: NEW

Created By: DAVID FISCHER

Created: 08/29/2016 01:54:21 PM

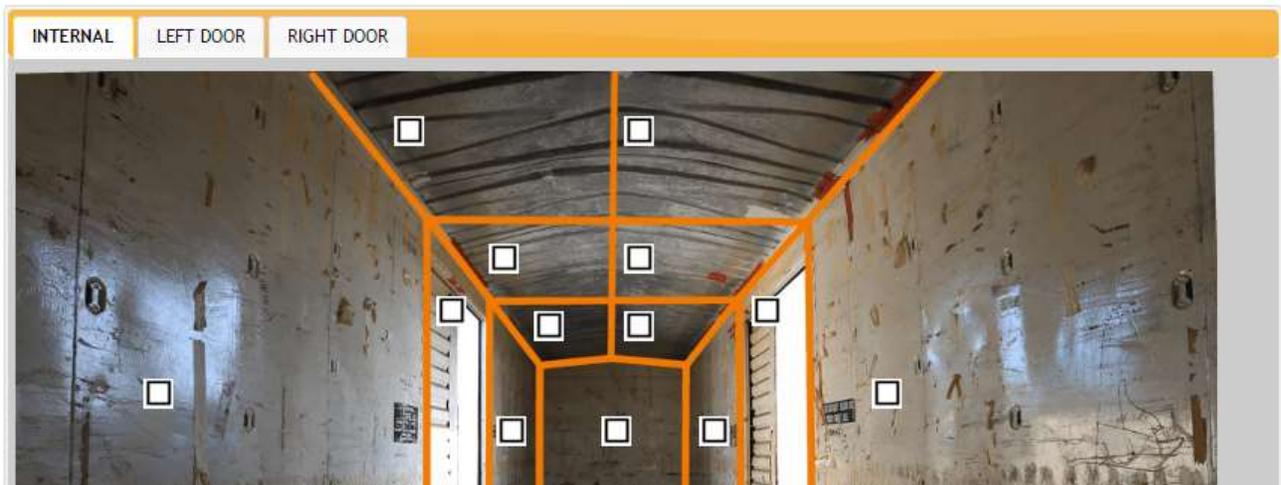
4. Change the “Load/Empty” box to **LOAD OR EMPTY** based on the status of the car when released. Using your mouse, click on the locations to indicate the defect. Additional options will appear as you click on the impacted portion of the railcar. More areas are available via the tabs below the text “Railcar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

## Railcar Condition Reporting New Request

**GENERAL DETAIL** ● = required fields

Car Identification:	BNSF	782222	<input type="button" value="Find"/>	Status:	NEW
Loaded / Empty:	Loaded ▼			Created By:	DAVID FISCHER
Defect Location(s):	NOTE: Locations shown in this window will be based upon label selections you've made from the railcar images below.			Created:	08/29/2016 02:36:36 PM

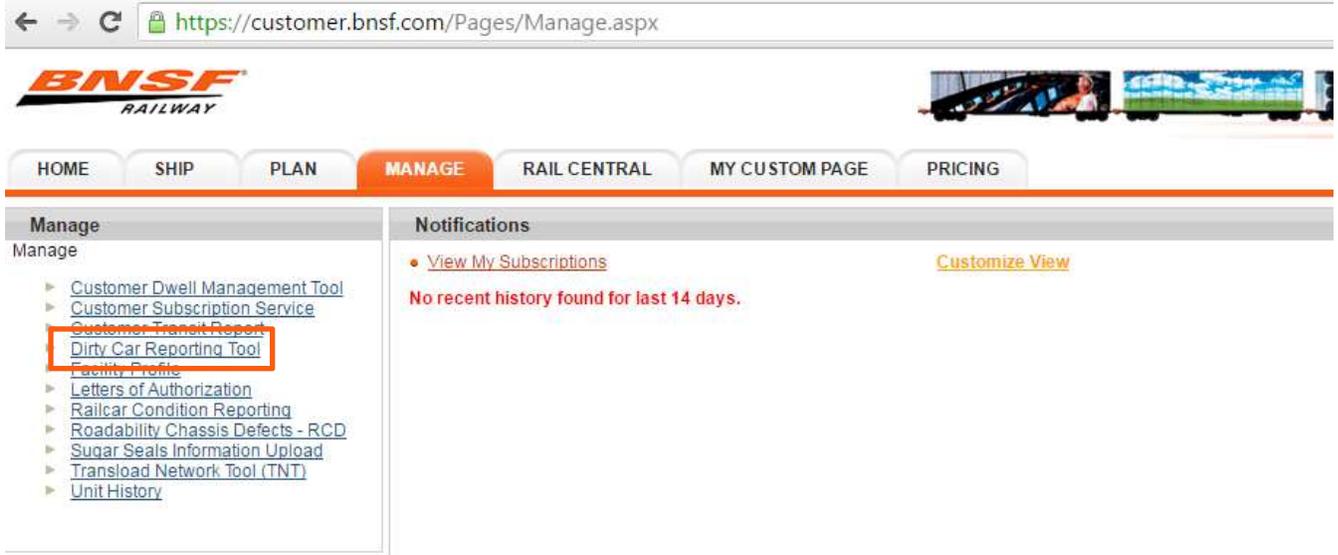
### RAILCAR IMAGES



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.

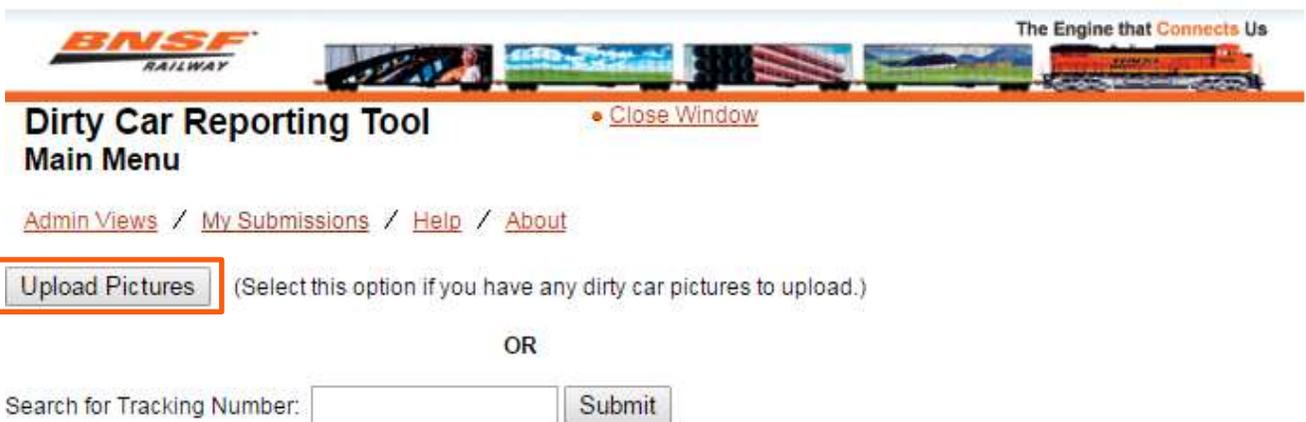
## Empty or Loaded Railcar Rejection Process - Dirty

1. Launch *Dirty Car Reporting* tool via BNSF.com applications.



The screenshot shows the BNSF.com Manage page. The browser address bar displays <https://customer.bnsf.com/Pages/Manage.aspx>. The BNSF RAILWAY logo is at the top left, and a navigation bar includes HOME, SHIP, PLAN, MANAGE (highlighted), RAIL CENTRAL, MY CUSTOM PAGE, and PRICING. Below the navigation bar, there are two main sections: 'Manage' and 'Notifications'. The 'Manage' section contains a list of links, with 'Dirty Car Reporting Tool' highlighted by a red box. The 'Notifications' section shows a message: 'No recent history found for last 14 days.' and a 'Customize View' link.

2. Select the option **UPLOAD PICTURES**.



The screenshot shows the 'Dirty Car Reporting Tool Main Menu'. The BNSF RAILWAY logo is at the top left, and the slogan 'The Engine that Connects Us' is at the top right. Below the logo, there is a 'Close Window' button. The main menu includes links for 'Admin Views', 'My Submissions', 'Help', and 'About'. The 'Upload Pictures' button is highlighted by a red box, with the text '(Select this option if you have any dirty car pictures to upload.)' next to it. Below the button, there is an 'OR' separator and a search form with the text 'Search for Tracking Number:' followed by an input field and a 'Submit' button.

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 Reporting Tool

### Upload Pictures

- [Click here for FAQ](#)
- [Click here for Tips for Pics](#)

[Back](#) / [Help](#)

• = Required Field.

User ID: B012936  
Email: david.fischer@bnsf.com  
Date Submitted: 08/26/2016  
Tracking #: FTWW-AD7QVQ

User Name: DAVID FISCHER  
Company: BNSF  
Status: New

- Car (Unit/Number):
- Date car found dirty:
- Date dirty car pictures were taken:

Add images of the dirty car below:

Pic#1 (for outside picture that displays the unit/number).

- Picture #1:  No file chosen  
\*\* Be sure filename does not include any special characters (i.e. # or &).

Pic#2 (the entire inside of car).

- Picture #2:  No file chosen  
\*\* Be sure filename does not include any special characters (i.e. # or &).

Pic#3 (close-up shot of the residue, debris, or dunnage left inside the car).

- Picture #3:  No file chosen  
\*\* Be sure filename does not include any special characters (i.e. # or &).

Comments are required. Add comments describing how much and what type of residue, debris or dunnage has been left inside the car.

- Comments:

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