

TIPS FOR REQUESTING RAIL CONTROLLED EQUIPMENT

(EXCEPTION: GRAIN AND GRAIN PRODUCTS IN COVERED HOPPERS)

- Request **equipment early**. The preferred lead-time minimum is seven (7) days. The earlier an Equipment Request is made the higher the likelihood a car will arrive and be spotted on the **want date**.
- **Don't over order!** Equipment that is not needed will accumulate demurrage while sitting in the serving yard and cause unnecessary congestion and equipment repositioning.
- If BNSF systems indicate the equipment will arrive late, a customer may reduce or cancel the request. Today, customers can reduce the Equipment Request anytime before placement and before the want date.
 - To change before car has CP'd, use NetEd
 - To change after CP but before Placement contact Equipment Management (800) 234-8440, prompt 2
 - To cancel after placement contact Service Support to reject the car as not used (800) 289-2673
 - Once a car is CP'd, it is subject to demurrage charges until the car order changes or is cancelled
- Not all equipment arrives at a serving yard in time for the switch prior to the **Want Date**. Unless notified, BNSF assumes the customer still wants the car once it arrives at the local serving yard. Customers have been given the opportunity to identify how long after the want date they will accept the equipment. This **'Acceptance Window'** can be set from zero to fourteen days after the **Want Date**. Customers have the ability to see and modify their Acceptance Windows today via NetED. It is encouraged that customers speak with their Equipment Managers before shrinking the window to zero in order to understand the potential impact of this action.
- Load, release, and bill equipment quickly to ensure maximum benefit of allowed credits.
- Do not order equipment or request service based on BNSF service. Request the car as if you are receiving daily service and allow BNSF systems to provide credits when service is missed and capacity exists.

A message for Order-In customers:

Order-In customers, with equipment constructively placed and capacity available in your facility, be sure to request the cars to be spotted. This ensures you receive the full benefit of the service credits (switch fail and transit) BNSF provides.