



**> SET-UP**

**BNSF Railway's online and voice-activated services make shipping automobiles more effective and much easier.**

**Register for BNSF.com services**

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

**Request a PIN**

- > BNSF.com: [Customer Tools / Contact Us](#)

**If you need 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)

**> PLAN**

**BNSF Railway is ready to work for you. We empower shippers by providing resources and tools to help make transporting shipments more efficient.**

**Review the BNSF Railway Automotive Rules and Policies Guide**

- > BNSF.com: [Markets & Services / Automotive / References / Rules and Policies Guide](#)

**View information needed to ship vehicles on BNSF Railway**

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

**View schedules**

- > BNSF.com: [Markets & Services / Automotive / Service Schedules](#)

**View locations and cities served by BNSF Railway Automotive service**

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

**View Prices / Rates**

- BNSF Railway Automotive public rate inquiry
- > BNSF.com: [Markets & Services / Automotive / Prices](#)
- > Phone: 1-888-428-2673, option 4, 2

**Securing / Chocking**

**Damage Prevention (Resource Protection)**

- For 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)

**> SHIP**

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

**Submit shipping instructions**

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

For questions or issues about submitting shipping instructions

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

**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)

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

- > Web: [Steelroads.com](http://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 and holidays.*
- > Email: [CSauto@bnsf.com](mailto:CSauto@bnsf.com)

**> MANAGE**

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

**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

**Track VIN Dwell Storage Information**

- > BNSF.com: [Login](#) and go to the Manage tab

**Acquire Bad Orders information and Recovery Plans details**

- > BNSF.com: [Login](#) and go to MyReports under the Trace header

**Guarantee storage charges or dispute a storage charge**

- > BNSF.com: [Login](#) and go to the Automotive Storage link under the Manage tab

**Submit a freight 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)

**Sign up to receive [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'd like to receive from the three tabs
- > Change your subscription at any time from this channel