



> SET-UP

BNSF Railway's online and voice-activated services make shipping your materials and goods more efficient, more effective and much easier. Set-up is as easy as 1-2-3.

1) Register for BNSF.com

> BNSF.com and click on the register / login arrow

2) Request a PIN

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

3) Register for voice-activated services

> Phone: 1-888-428-2673, option 1, 1, say "Registration"

If you need assistance with BNSF.com, automated voice services or EDI

> Phone: 1-888-428-2673, option 4, 1 (Available 24/7)

> Email: eBizHelp@bnsf.com

> PLAN

So you can plan your shipments more easily, BNSF has put transit times, prices and other essential planning tools online.

Research market information

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

View carload schedules, loading diagrams and other planning tools

> BNSF.com: [Customer Tools / Resource Tools](#)

Obtain rail prices, view pricing terms and conditions and other pricing programs

> BNSF.com: [Customer Tools / Prices](#)

If you have problems retrieving a rate quotation

> Phone: 1-888-428-2673, option 3, 4 (M-F, 8-5 CST)

Locate a BNSF Marketing contact for your commodity

> Web: <http://domino.bnsf.com/website/stcc.nsf>

Economic Development

For help in relocating or expanding your business

> BNSF.com: [Markets & Services / Economic Development](#)

Transload Services

For information about Transload Services, pricing options, automated tools or to find a premier transloader

> BNSF.com: [Markets & Services / Transload Network](#)

Dimensional Service

For information on dimensional (high-wide) shipments

> BNSF.com: [Customer Tools / Dimensional Shipments](#)

Damage Prevention

For information or assistance regarding damage prevention

> 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

> SHIP

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

Request an empty BNSF railcar or modify, cancel or receive status on an existing request

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

For questions or issues about your railcar request

> Phone: 1-888-428-2673, option 4, 4, 1 (M-F, 8-5 CST)

Order in or release a railcar into/from your facility

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

> Voice Activated: 1-888-428-2673, option 2 (Available 24/7)

Submit shipping instructions (Bill of Lading)

> Electronic data interchange (EDI)

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

> Voice Activated: 1-888-428-2673, option 3, 2, 2

> Rail industry web (Steelroads): <https://www.steelroads.com>

For questions or issues about submitting shipping instructions

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

Request a diversion or reconsignment of a railcar

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

For questions or issues about a diversion reconsignment

> Phone: 1-888-428-2673, option 3, 2, 1, 3 (M-F, 9-5 CST)

Monitor your shipments on BNSF Railway

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

> Voice Activated: 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

> Rail industry web (Steelroads): <https://www.steelroads.com>

For service exceptions, contact BNSF 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

> MANAGE

BNSF offers tools to assist you in managing your shipment, including tools for paying your freight invoices, viewing railcar inventory, and submitting freight claims.

View freight or miscellaneous statements, authorize or dispute payment, schedule a future payment, or view 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 (M-F, 7-4 CST)

View railcar inventory at your facility, pay or dispute a demurrage charge

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

> Phone: 1-888-428-2673, option 3, 3, 3 (M-F, 8-5 CST)

For information on filing a freight claim, to submit a 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

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