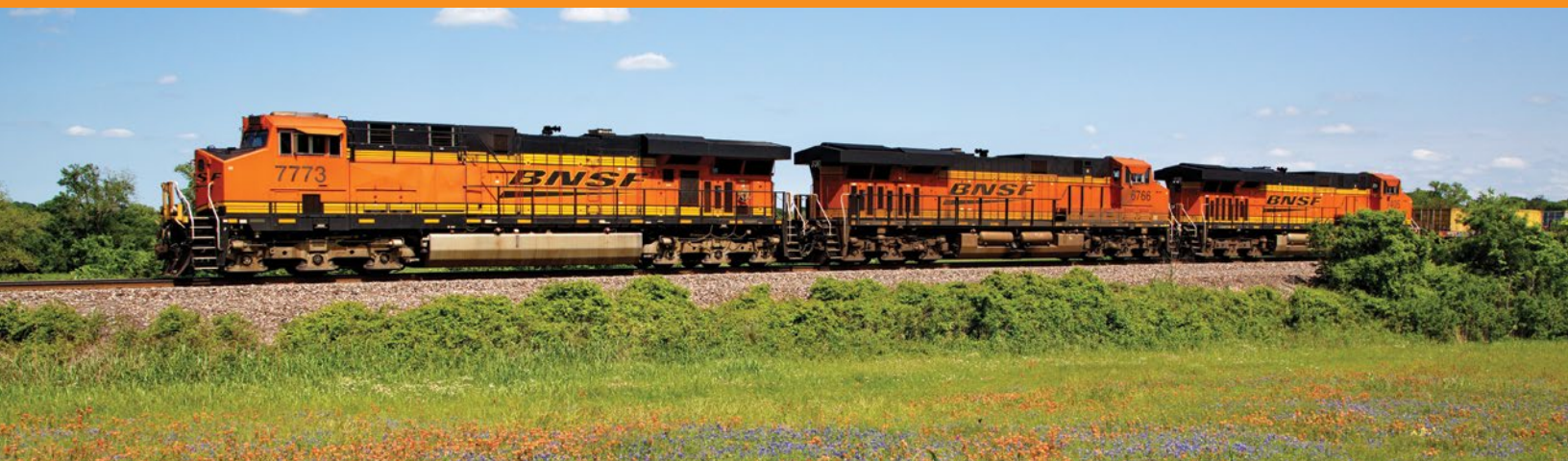


Loading Origin Guarantees (LOGs) Quick Reference Guide



BNSF Loading Origin Guarantees (LOGs) is an online auction program to guarantee empty equipment placement at the time of loading. LOGs is available to shippers who are able to commit to weekly minimums of desired equipment types and who are in good credit standing with BNSF. The program allows the market to allocate equipment and improve utilization.

In order to learn more about the LOGs program, please go to <https://customer.bnsf.com/pricing/logs>

To access the LOGs program “Rules Book”, please go to [http://domino.bnsf.com/website/prices.nsf/searchRpt? Open&query=Logs](http://domino.bnsf.com/website/prices.nsf/searchRpt?Open&query=Logs)

What is BNSF doing to address capacity needs?

BNSF LOGs continues to adjust our equipment offering to meet the needs of our customers. The LOGs program allows BNSF to offer our customers guaranteed equipment supply for fleets with increasing demand.

LOGs is a Joint Commitment between BNSF and the Customer

BNSF	Customer
Delivers requested equipment within specified time frame	Orders equipment in advance as specified by LOGs rules
Allows customer to cancel LOGs orders that arrive late	Ships committed amount per week
Pays penalty to customer for failure to meet commitment	Pays penalty to BNSF for failure to meet commitment

LOGs Equipment Availability

For a full list of available equipment see: <https://customer.bnsf.com/pricing/logs>

METALS



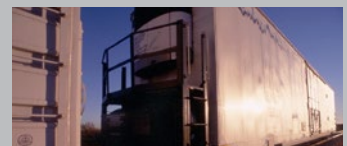
52- and 65-foot gondolas
< 62-foot bulkhead flats
Transverse Coil Railcars

LUMBER



50-, 52- and 60-foot plate F boxcars
General boxcars
60-, 73- and 81-foot centerbeams
< 62-foot bulkhead flats
LTTX Steel Stake Pole Flats

REFRIGERATED CARS

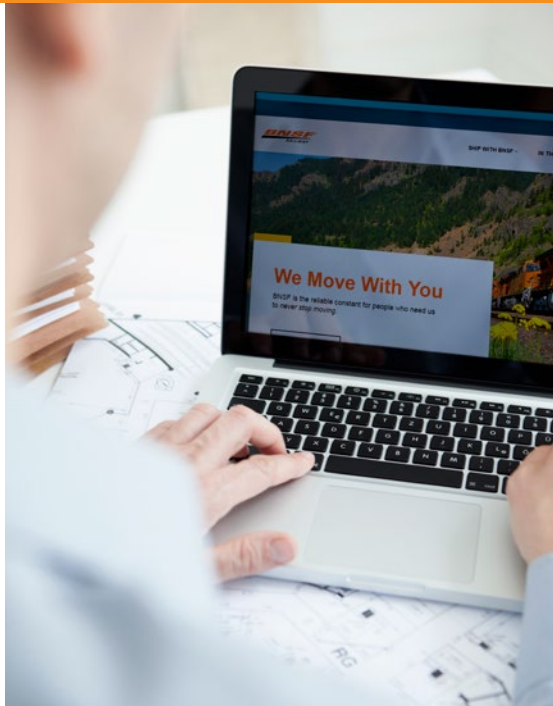


72-foot, high capacity

1 REGISTER

You must have access to the BNSF Customer Portal in order to request access to participate in the LOGs program. To request access to participate in the LOGs program, please follow these steps:

1. Log on to [BNSF.com](https://www.bnsf.com)
2. Click your user name and select Request Access from the drop-down box.
3. Select LOGs Bid Form under Manage.
4. Complete and submit the request for the LOGs Bid Form application.



If you do not have access to MyBNSF, please follow the steps to register:

1. Go to [BNSF.com](https://www.bnsf.com)
> Click on Register link.
2. Call 1-888-428-2673, select option 1, and "Registration".
To register for voice-activated services you'll need the following information:
 - > Your personal identification number (PIN).
 - > A 10-digit numeric code you create when you call to register. This number is associated with your voice print.
3. Request BNSF Credit by completing a credit request form.

User Profile Management

Manage your profile by logging on to the secure customer website at [BNSF.com](https://www.bnsf.com).

2 BID

Bid on LOGs cars by participating in the online auction. The blind auction is held online every Monday from 10 a.m. to 4 p.m., except on black-out dates, at [BNSF.com](https://www.bnsf.com).

[BNSF.com](https://www.bnsf.com): Log in and select the LOGs Bid Form application under the Manage tab.

1. Select the appropriate LOGs Bid Form based on your equipment loading requirements.
2. Select a loading origin.
3. Enter your weekly equipment commitment.
4. Select a shipping period duration.
5. Enter your maximum bid amount per car.
6. Select a deduct type.
7. Select that you have read and agree to the terms of the program.
8. Click to submit the LOGs Bid Form:
 - a. Select billing address associated with miscellaneous billing or provide address.
 - b. Verify your bid on the confirmation page and click Submit Bid.
9. Cars are awarded based on the commitment duration and then premium. Award notifications will be emailed directly to you by the end of day following the completion of the auction.
10. Make the premium payment, if applicable, as a result of the auction.
11. The permit is not active until the payment has been submitted.
12. Notification that the payment has been made and the award is active will be emailed directly to you.

LOGs bidding tips:

Some bidding auction dates offer different car usage duration options.

See the bid auction calendar at customer.bnsf.com/pricing/logs to find out what car usage duration options are available for the auction you are interested in.

- Participating in the first available auction held offers the best availability of cars.
- Award notifications are also posted online at customer.bnsf.com/pricing/logs by the end of the day following the completion of the auction.

Helpful Links:

Obtain prices, pricing terms and conditions, carload schedules, switching information and other tools

> [Ship with BNSF > Pricing Tools](#)

View loading diagrams and other planning tools:

> [Ship with BNSF > Support Services](#)

> [Loading and Shipment Safety](#)

Research market information

> [Ship with BNSF](#)

Economic development – For help in relocating or expanding your business:

> [Ship with BNSF > Rail Development](#)

Transload services – Information about transload services, pricing options, automated tools or to find a premier transloader:

> [Ship with BNSF > Ways of Shipping](#)

> [Door-to-Door Transit](#)

Oversize and machinery service – For information on oversized and machinery shipments:

> [Ship with BNSF > Ways of Shipping](#)

> [Machinery and Oversized Shipments](#)

Damage prevention:

> [Ship with BNSF > Support Services](#)

> [Customer Assistance](#)

Contact:

1-800-333-4686 (M-F, 7:30am-4:30pm CT)

Email: LARS@BNSF.com

3 ORDER CARS

Once you have received your LOGs car award with permit detail information and it is active, you can request empty BNSF equipment or modify, cancel or receive status on an existing request.

1. Log on to [BNSF.com](https://www.bnsf.com)
2. Select Railcar Equipment Request under the Ship tab.
3. Select a facility, if you have multiple.
4. Create equipment request: (remember to select the LOGs equipment type.)
5. LOGs cars must be ordered a full week in advance, based on your entire weekly orders. The deadline to submit car orders is Monday at 4pm CT for the following entire week of car orders.

Min Order Date

Mo	Tu	We	Th	Fr	Sa	Su

6. For questions or issues about your railcar request: Phone Equipment at 1-888-428-2673, and select options 4, 4 and 1 (M-F, 8 a.m.-5 p.m. Central time)
If you do not see the LOGs equipment listed in the drop-down for your Railcar Equipment Request, please contact Equipment to update your user profile.

Helpful Tips:

SWITCH AND RELEASE CARS

Order in or release a railcar into/from your facility and reject equipment at BNSF.com:

1. Log on to [BNSF.com](https://www.bnsf.com) and go to the Ship tab.
2. Place the LOGs permit number on the equipment order.
3. LOGs cars are guaranteed by the second scheduled switch day after the "want date" that has been submitted for the equipment.
4. To order in or release a railcar via our voice activated system, call 1-888-428-2673 and select option 2. (Available 24 hours a day, seven days a week.)

4 SHIP

When you are ready to ship your load, you must submit Shipping Instructions (Bill of Lading).

1. The LOGs permit number must be placed on the Shipping Instructions/Bill of Lading.
2. You can submit the Shipping Instructions-Bill of Lading through the following options:
 - a. BNSF.com: Log in and go to the Ship tab.
 - b. Electronic data interchange (EDI).
 - c. Rail Industry Web (Steelroads): www.steelroads.com.
3. For questions or issues about submitting shipping instructions, call 1-888-428-2673, and select options 3, 2 and 3.

Shipping Instructions Modifications (Diversions):

Request a diversion or reconsignment of a railcar:

1. Log on to [BNSF.com](https://www.bnsf.com) and go to the Ship tab.
2. For questions/issues about a diversion or reconsignment, call 1-888-428-2673, and select options 3, 2, 1 and 3 (M-F, 9am-5pm CT)

Monitor your shipments on BNSF Railway:

1. Log on to [BNSF.com](https://www.bnsf.com) and go to the Home or Ship tabs (Must be a party on the waybill). Voice-activated: Call 1-888-428-2673 and select option 1 (Available 24/7).
2. To monitor shipments on other railroads, contact the railroad carrier directly or visit www.steelroads.com
3. For service exceptions, contact BNSF Customer Support at 1-888-428-2673, and select options 4 and 3 (M-F 6:30am-7pm CT; limited after-hours service is available during off-peak hours and on weekends).

MY REPORTS: Receive access to waybill, trip plans, unit history and equipment characteristics (Must be a party on the waybill).

1. BNSF.com: Log in and go to the Home tab.
2. Create and email customized reports to trace shipments.

CARLOAD PIPELINE REPORTS (Located in My Reports): Reduce your demurrage costs and better manage capacity within your facility (for customers served directly by BNSF).

3. BNSF.com: Log in and go to My Reports. Click on Create New Report and select Carload Pipeline from the Report Type.



BNSF Railway hosts a LOGs bulletin board to facilitate transfers of LOGs equipment between shippers. Individual equipment offers and requests can be posted for possible transfer. BNSF is not responsible for third-party transactions.

To access the LOGs transfer program, log in to BNSF.com and select LOGs Transfer under Manage.

1. Select Post an Offer, Post a Request to create a post on the bulletin board. Select View or Modify Posting to make edits.
2. Once a transfer has been negotiated between parties, the transferor will conduct the online transfer by selecting Transfer a LOGs Permit.
3. LOGs equipment can be transferred in any quantity and duration. All transfers and equipment orders must be conducted before the equipment order deadline.

For permanent transfers of permit and commitment, please contact the LOGs Manager at 817-867-LOGS.

LOGs Customer View

To access the tool, log in to BNSF.com and select LOGs Customer View under Manage Summary: Information regarding permit and equipment orders.

Detail: LOGS cars shipped, including incentive information.

LOGs Claims

To access the tool, log in to BNSF.com and select LOGs Claims under Manage.

Create a Claim

To submit a claim, you'll need to provide the following minimum information: Loading Origin station, LOGs Permit number, equipment request date, original equipment request quantity and quantity of claim.

Note: LOGs equipment orders are guaranteed by the second scheduled switch for the origin customer's facility or interchange to the serving shortline rail carrier.

Helpful Tips:

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

UNIT HISTORY: View up to 13 months of history on specified equipment (must be a party on waybill).

1. Log on to BNSF.com and go to Manage tab.

ACCOUNT STATUS: View freight or miscellaneous statements, authorize or dispute payment, schedule a future payment, or view payment history.

Log on to BNSF.com and go to Account Status under the Manage tab.

- > For questions on your freight invoice:
Call 1-888-428-2673 and select options 3, 3 and 1 (M-F, 7am-4pm CT).

eDEMURRAGE: View, pay and dispute demurrage invoices. Schedule email notifications. View current railcar inventory.

1. Log on to BNSF.com and go to Manage tab.
> Call 1-888-428-2673, and select options 3, 3, and 3 (M-F, 8am-5pm CT).

CLAIMS: For information on filing a freight claim, to submit a claim, or obtain status on an existing claim.

- > Call 1-800-234-9652 (M-F, 7:30am-4:30 pm CT) or if after hours, leave a message.
- > Fax: 785-435-4120.
- > Email: freight.claims@bnsf.com.

CUSTOMER TRANSIT REPORT: Receive transit information on past shipments over the past 13 months.

1. Log on to BNSF.com and go to Manage tab.

RECEIVE CUSTOMER NOTIFICATIONS:

Sign up to receive Customer Updates by email, including changes to service, pricing, eTools LOGS, and other information:

1. Log on to BNSF.com and go to Notifications channel.
> Select the updates you'd like to receive from the three tabs
> Change your subscription at any time from this Channel

Phone: 888-428-2673 (BNSF)

eBusiness (Web tools assistance), select option 4, then option 1
Email: eBizHelp@bnsf.com

Customer Support, select option 4, then option 3

Equipment, select option 4, 4 and 1

Billing, select option 3, 2 and 2

DSES (Demurrage), select option 3, 3 and 4

BNSF LOGs Marketing, 817-867-LOGS
Email: LOGS.Marketing@bnsf.com