

# Diversion Requests

## CARLOAD CUSTOMERS



If you need to make a change in the bill of lading, waybill, service order or shipping document applicable to a car(s), customers can make a diversion request to BNSF.

### DIVERSION POLICY

The BNSF Diversion Book ([BNSF 6200-B](#); requires login to Customer Portal for viewing) outlines the rules and application of these requests.

As stated in the tariff (Item 600-A), BNSF will make a diligent effort to effect desired diversion when the car is in BNSF's possession, but reserves the right to accept or deny a diversion/reconsignment order if the diversion would create undue hardship on train service or operational efficiency. *All unit train diversion requests are reviewed on a case-by-case basis.*

To encourage efficient handling, BNSF uses the following logic to determine whether a diversion or re-bill for system and private carload moves (loads or empties) will apply:

**Whether the diversion request is submitted early enough to have the same trip plan or common work-event station.**

- If the load or empty has not arrived at the last common station, then the car can DIVERT.
- If the load or empty has no common station, or is beyond the last common station in the diversion request, then the customer will be provided the option to RE-BILL the car or continue to original destination.
- If the car is re-billed, the customer will receive two invoices. The first invoice is from the original origin point to where the car was located when it was re-billed. The second invoice is from the first station the car is switched after re-bill to the new destination.

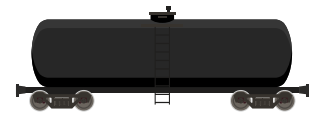
If you have questions regarding diversion policy, please contact your BNSF Sales Manager.

***Effective January 2021 (as communicated in the notice issued November 5, 2020), the following enhancements were made to our existing diversion policy:***

- Customers have the ability to divert a loaded or empty carload shipment while it is offline on another railroad, prior to interchanging with BNSF.
- Empty tank cars: Re-billed revenue empties are excluded from mileage equalization.



**BOXCAR**  
(Dry or Refrigerated)



**TANK CAR**



**GONDOLA**



**CENTERBEAM**



**FLATCAR**



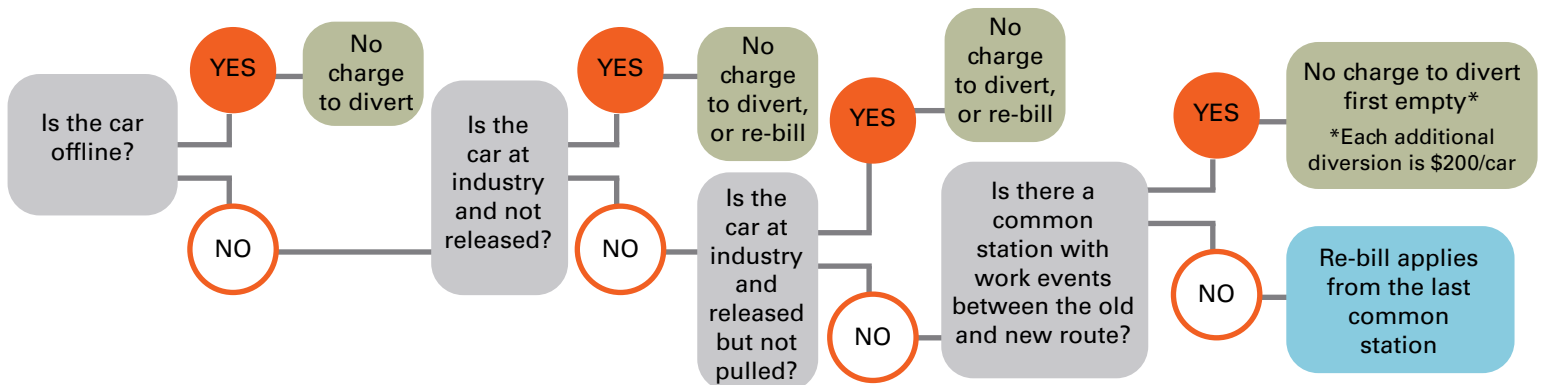
**HOPPER**

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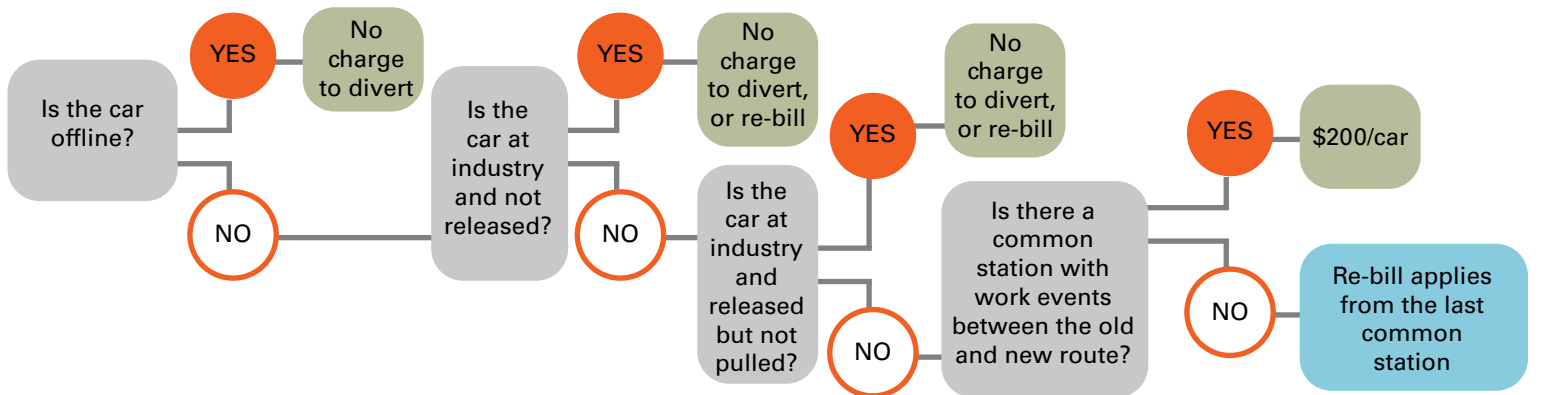
## CARLOAD CUSTOMERS



### EMPTY CAR DIVERSION



### LOADED CAR DIVERSION



### BEST PRACTICES

- Customer should ensure proper billing is in place prior to empty release
- Divert early to avoid potential re-billing or diversion charges (on BNSF or prior to interchange)
- Divert prior to interchange with BNSF or before releasing the car at foreign origin
- Customers can divert via the Shipping Instructions Modifications (SIMS) web tool or by calling BNSF Waybill Solutions

### CONTACT US

For questions regarding specific diversions or re-bills: call 888-428-2673 and ask for “Waybill Solutions”

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Use **“Message Us”** feature on Customer Portal (must be logged in to access)