BNSF Railway's online and voice-activated services make shipping your materials and goods more efficient, more effective and much easier.

1) Register for BNSF.com
   - BNSF.com and click on “Register” link
2) Request a PIN
   - BNSF.com: Customers / Support Services / Customer Assistance
3) Register for voice-activated services
   - Phone: 1-888-428-2673 say “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.
4) 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

   > Forgot PIN:
     Click on “Profile”

> 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: Customers / What Can I Ship

View loading diagrams & other planning tools
- BNSF.com: Customers / Support Services / Loading and Shipment Safety

Obtain prices, pricing terms and conditions, carload schedules, switching information, and other tools
- BNSF.com: Customers / Prices and Transit Tools

Economic Development
For help in relocating or expanding your business
- BNSF.com: Customers / Support Services / New or Expanded Customer Sites

Transload Services
For information about Transload Services, pricing options, automated tools or to find a premier transloader
- BNSF.com: Customers / How Can I Ship / Door to Door (Transload)

Dimensional Service
For information on dimensional (high-wide) shipments
- BNSF.com: Customers / How Can I Ship / Oversized Shipments

Damage Prevention
For information or assistance regarding damage prevention
- BNSF.com: Customers / Support Services / Damage Prevention
- Phone: 1-800-333-4686 (M-F, 7:30-4:30 CST)
  or if after hours, leave a message
- Email: LARS@BNSF.com
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.

**RAILCAR EQUIPMENT REQUEST:** Request an empty BNSF railcar or modify, cancel or receive status on an existing request
- BNSF.com: [Login](#) and go to the Ship tab
- Phone: 1-888-428-2673 (M-F, 8-5 CST)

**SWITCH & RELEASE:** Order in or release a railcar into/from your facility and reject equipment (For customers served directly by BNSF)
- BNSF.com: [Login](#) and go to the Ship tab
- Voice Activated: 1-888-428-2673 (Available 24/7)

**SHIPPING INSTRUCTIONS:** Submit the Bill of Lading
- Electronic data interchange (EDI)
- Rail Industry Web (Steelroads): [www.steelroads.com](#)
- For questions or issues about submitting shipping instructions:
- Phone: 1-888-428-2673

**SHIPPING INSTRUCTIONS MODIFICATIONS (DIVERSIONS):** Request a diversion or reconsignment of a railcar
- BNSF.com: [Login](#) and go to the Ship tab
- Phone: 1-888-428-2673 (M-F, 9-5 CST)

**UNIT HISTORY:** View up to 13 months of history on specified equipment (Must be a party on waybill.)
- BNSF.com: [Login](#) and go to the Manage tab

**ACCOUNT STATUS:** 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
- Phone: 1-888-428-2673 (M-F, 7-4 CST)

**eDEMURRAGE:** View, pay and dispute demurrage invoices. Schedule email notifications. View current railcar inventory
- BNSF.com: [Login](#) and go to the Manage tab
- Phone: 1-888-428-2673 (M-F, 8-5 CST)

**MY REPORTS:** Receive access to waybill, trip plans, unit history, and equipment characteristics (Must be a party on the waybill.)
- BNSF.com: [Login](#) and go to the Home tab
- 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)
- BNSF.com: [Login](#) and go to My Reports. Click on “Create New Report” and select Carload Pipeline from the Report Type.

**MONITOR YOUR SHIPMENTS ON BNSF RAILWAY**
- BNSF.com: [Login](#) and go to the Home or Ship tab
- For questions or issues about your railcar request:
- Phone: 1-888-428-2673 (M-F, 8-5 CST)

**SIGN UP OR CHOOSE SERVICES**

**CONTACT US**

Phone: 888 428 2673 (BNSF)

For a complete listing of specific contacts, see our [BNSF Phone Tree](#)

Email: eBizHelp@bnsf.com

[www.bnsf.com](#)