



**888-428-2673**

## **BNSF Railway Phone Option Guide**

**BNSF's new voice recognition software is able to recognize many words and phrases including:**

### **Main Menu**

#### **Self Service**

Shipping Instructions

Car Movement

Intermodal Movement

Web Support

#### **Equipment and Demurrage**

#### **Invoices**

Dimensional

#### **Border Support**

### **Secondary Menu**

#### **Self Service**

Driver Trace

Secure Trace

Release and Order In

#### **Equipment and Demurrage**

Boxcars

Flats & Gondolas

Hoppers

Private Cars

Intermodal

Railcar Equipment Request

Coal

#### **Invoices**

Freight

Intermodal Storage

Miscellaneous Carload

Demurrage Invoice

Government

Credit

#### **Border Support**

Canadian Customs

Mexico Customs