

BNSF RAILWAY COMPANY  
CARLOAD CUSTOMER  
REFERENCE GUIDE



> SET-UP



> PLAN



> SHIP



> MANAGE

BNSF Railway's online and voice-activated services make shipping freight more effective and much easier.



### To become a new carload customer

For a step-by-step process to become a BNSF Railway customer for Carload Services

> BNSF.com: [Customers / Become a Customer](#)

### Register for BNSF.com

BNSF.com makes it easy for you to conduct all your business with BNSF seamlessly in one place. Personalize the site for your business with customized reports and more.

To register for BNSF.com, you'll need the following information:

- ♦ Name
- ♦ Title
- ♦ Email address
- ♦ Telephone number
- ♦ Fax number
- ♦ Company name
- ♦ Company address

TO REGISTER

> BNSF.com and click on the "Register" link.

*NOTE: Approval for web site access can take 24-48 hours. A BNSF support representative will contact you to set up and train you on the tools and reports you need.*

### Request a Personal Identification Number (PIN)

A PIN is used to identify callers and authorize them to obtain information on shipments. To ensure your security and to protect the confidentiality of your information, each user will need to register and establish a Personal Identification Number (PIN) to access our different services.

> TO RECEIVE A BNSF PIN, send an email from your company address to [PIN@bnsf.com](mailto:PIN@bnsf.com) with the following information:

- ♦ Name (Mr./Ms./Mrs., First, MI, Last)
- ♦ Title
- ♦ Company name
- ♦ Company address (city, state, postal code, country)
- ♦ Work phone number (including area code)

*NOTE: For generic email addresses such as yahoo.com and hotmail.com please fax your company email on company letterhead to eBizHelp 1-800-686-2545.*

> FOR MORE INFORMATION, visit BNSF.com, [Customers / Support Services / Customer Assistance](#).

### Register for Voice-Activated Services

Streamline your phone calls with voice-activated services. Trace your shipments 24-hours a day without having to speak to a representative.

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. Choose an easily remembered number (such as a frequently dialed phone number). This number is associated with your voice print.

TO REGISTER

> Call **1-888-428-2673**, option 1, 1, and say "Registration."

### Request BNSF Credit by completing a credit request form

#### Manage Your Profile

Manage your profile by logging on to the secure customer website at [BNSF.com](#)

- > **Forgot PIN:** Click on "Profile"
- > **Forgot Password:** Click on "Forgot Password" link
- > **Update Profile:** Click on "Profile" link under User Information header
- > **Update User Name:** Click on "Profile" then "Request a Change" link under Personal Information header
- > **Update Company Name:** Click on "Profile" then "Request a Change" link under Company Information header
- > **Request Access to BNSF.com Applications:** Click on "Request Access" link under the User Information header

### Request Access to Third-Party Information Authorization Letter:

This letter will need to either be signed by the authorizing party or be sent from the authorizing party's email address of the corresponding company. Indicate any functions or applications that need to be authorized in the "other" field and add any additional subsidiaries in the allotted space.

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](mailto:eBizHelp@bnsf.com)

BNSF Railway is ready to work for you. We offer a wide range of resources and tools to empower shippers and to make transporting shipments more efficient.



### Research Market Information

BNSF Railway is ready to work for you. Take a look at the wide range of services and markets we offer.

> BNSF.com: [Customers / What Can I Ship](#)

### View loading diagrams and other planning tools

BNSF empowers shippers by providing resources and tools to help make transporting material and finished goods more efficient.

> BNSF.com: [Customers / Support Services / Loading and Shipment Safety](#)

### Obtain Rail Rates/Prices

BNSF market-based prices are the most up-to-date, accurate prices for BNSF rail service. At BNSF.com, you can build, print and/or download prices for multiple locations, including interline rates with the CSX, CN, CP and NS.

To obtain a rail rate, you'll need to provide the following information:

- ◆ Commodity
- ◆ Origin
- ◆ Destination

*NOTE: You must have a rate in place before shipping.*

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

> BNSF.com: [Prices, Transit and Other Tools](#)

### Economic Development

BNSF's Economic Development team can help manage the process of relocating or expanding your business. Knowing the most efficient rail-served locations and designing the associated transportation infrastructure are key components in planning a new facility location or expanding an existing facility.

BNSF's Economic Development team can work with you to recommend the BNSF shipping option that best meets your unique needs.

> BNSF.com: [Customers / Support Services / New or Expanded Customer Sites](#)

### Transload Services

Transload services combine rail and truck services for customers moving a variety of products. With transload, you receive the short-haul flexibility of trucking and the long-haul economics of rail.

BNSF partners with a network of premier transloaders to provide efficient and cost-effective distribution and consolidation services. These partners have the capability to handle all types of commodities, the flexibility to handle new products, and are located within major metropolitan and industrial centers in the BNSF network.

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 \(Transload\)](#)

### Oversized Shipments

Oversized loads are typically described as any load on a railcar exceeding 17ft. above the top of the rail and/or 11ft. wide, or anything that overhangs the end sills of the railcar.

For a step-by-step guide on how to ship oversized loads with BNSF Railway

- > BNSF.com: [Customers / How Can I Ship / Oversized Shipments.](#)

### Request Clearance

All oversized shipments must receive clearance from the rail carrier(s). Clearance requests need to be submitted to the originating rail carrier.

Each oversized clearance request includes a \$1000 Pay-for-Proposal fee which is completely refundable on all proposals that become actual loads on BNSF. For more information visit:

- > BNSF.com: [Customers / How Can I Ship / Oversized Shipments / Pay for Proposal](#)

To request clearance for your proposed shipment:

- > BNSF.com: [Login](#) and go to the Plan tab
  - ♦ Select "Hiwide - Dimensional Clearance Request"

### Obtain Rate

Once your shipment has been cleared by the rail carrier(s), you will need to receive a shipping rate.

Shipping rates for both the loaded car and idlers can be accessed via

- > BNSF.com: [Customers / How Can I Ship / Oversized Shipments / BNSF Railprices Website.](#) select the commodity type and access BNSF Railprices - Point and Click.
  - ♦ For non-tariff moves, please allow up to five business days for rate publication.

*NOTE: Please be sure to read the shipping conditions to obtain the appropriate price.*

To find a contact for Oversized Shipments

- > BNSF.com: [Customers / How Can I Ship / Oversized Shipments / Contacts](#)

### Damage Prevention

To provide a better shipping environment, BNSF's Load and Ride Solutions (LARS) team offers an integrated, leading-edge approach to addressing customers' loss, damage and security concerns.

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](mailto: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.



## Request a BNSF Railcar

When you're ready to ship and need a railcar, BNSF will attempt to provide the equipment you need.

To request an empty BNSF railcar, you'll need to provide the following information (based on your equipment profile):

- ◆ Quantity of railcar(s)
- ◆ Date you need railcar(s)

*NOTE: BNSF will accept all railcar requests; however, a seven-day lead time is preferred.*

## 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

For questions or issues about your railcar request:

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

*NOTE: BNSF no longer supplies rail seals. Multiple providers can be found on the Web.*

## Order In/Release Railcars

BNSF Railway has the tools available for moving railcars in and out of your facility at your convenience.

## 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**, option 2 (Available 24/7)

To switch a BNSF or private railcar into your facility ("ordered in") or taken out of your facility ("released"), you'll need to provide the following information:

### Order In

- ◆ Railcar initial and number
- ◆ Spot Location (Door #)

### Release

- ◆ Railcar initial and number
- ◆ Status of railcar (load/empty)
- ◆ Shipping instructions (for loaded railcars only)

*NOTE: If shipping instructions are submitted prior to releasing a loaded railcar, the railcar will be released automatically based on customer profile.*

*NOTE: In most cases, if you are using railroad controlled/owned railcars, you have 24 hours to load and 48 hours to unload the railcar before destination charges (demurrage) accrue. For private railcars, you generally have less than 24 hours to order in to private track or release on BNSF track before demurrage charges apply. One extra 24-hour period is given when constructive or actual placement is accomplished on Saturday or Sunday or after 5 pm Monday - Friday.*

For more specific information

- > BNSF.com: [Customers / Support Services / Extended Equipment Use and Services](#).

## Submit Shipping Instructions (Bill of Lading)

Proper shipping instructions are necessary for BNSF to provide the correct transportation services and invoice the appropriate rate.

To submit shipping instructions, you'll need to provide the following minimum information:

- ◆ Parties to the waybill (shipper, receiver, freight payer)
- ◆ Payment method (prepay or collect)
- ◆ Origin (Rail origin city, state)
- ◆ Destination (Rail destination city, state)
- ◆ Commodity
- ◆ Railcar initial and number
- ◆ Weight (if known)

*NOTE: For shipments moving on multiple railroads, shipping instructions are sent to the originating rail carrier.*

### Shipping Instructions

Submit the Bill of Lading

- > Electronic data interchange (EDI)
- > BNSF.com: [Login](#) and go to the Ship tab
- > Rail Industry Web (Steelroads): [www.steelroads.com](http://www.steelroads.com)

For questions or issues about submitting shipping instructions:

- > Phone: **1-888-428-2673**, option 3, 2, 3

### Modify Shipping Instructions (Diversions / Reconsignments)

BNSF provides the capability to make changes to your shipping instructions during transit.

To perform a diversion or reconsignment, you must be the payer of freight or an authorized representative.

- ◆ Diversions are performed during transit on BNSF, when changes need to be made to the route or destination of the shipment.
- ◆ Reconsignments are performed when there is a change to the receiver (consignee) and the destination remains unchanged or is within the switching limits of the original destination.

Request a diversion or reconsignment of a railcar

- > BNSF.com: [Login](#) and go to the Ship tab
- For questions/issues about a diversion or reconsignment:
  - > Phone: **1-888-428-2673**, option 3, 2, 1, 3 (M-F, 9-5 CST)

For questions or issues about modifying shipping instructions

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

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



## Manage Freight Invoices

BNSF provides capabilities to manage your account status and freight statements.

*NOTE: To ensure accurate and timely invoicing, credit should be established with BNSF prior to shipping. Payment for invoices is due 15 days from the bill date. Finance charges will be assessed if payment is not received or the invoice is not disputed by the due date.*

For more information on rules governing finance charges  
> BNSF.com, [Finance Charges](#)

## 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

For questions on your freight invoice:

> Phone: **1-888-428-2673**, option 3, 3, 1  
(M-F, 7-4 CST)

## View Railcar Inventory & Demurrage Information

Better asset utilization improves railcar velocity and increases the effective capacity of the rail network.

Demurrage is a charge assessed for the detention of cars by shippers or receivers of freight beyond a specified free time.

For information about demurrage, private car storage, tariffs and advisories

> BNSF.com: [Customers / Support Services / Extended Equipment Use and Services](#)

## 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**, option 3, 3, 3  
(M-F, 8-5 CST)

## Submit Freight Claims

BNSF provides professional and equitable resolution to all freight claims. Our Claims Solutions team will conduct investigations to determine liability for loss or damage to lading while in care and custody of BNSF.

To initiate a freight claim, you'll need to provide the following information:

- ◆ Company name and address
- ◆ Contact name and phone number and/or email address
- ◆ Railcar, van or container initial and number
- ◆ Origin city and state
- ◆ Destination city and state
- ◆ Billing date
- ◆ Type of loss
- ◆ Amount and value of loss
- ◆ Request for payment of a specific amount of loss (dollars)

*NOTE: It is important to report loss or damage to the delivering rail carrier prior to unloading, or as soon as identified. If the delivering carrier is BNSF, call 1-800-333-4686.*

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

- > BNSF.com: [Customers / Support Services / Loading & Shipment Safety](#)
- > Phone: **1-800-333-4686** (M-F, 7:30 - 4:30 CST) or if after hours, leave a message
- > Fax: **785-435-4120**
- > Email: [freight.claims@bnsf.com](mailto:freight.claims@bnsf.com)

## Customer Transit Report

Receive transit information on past shipments over the past 13 months

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

## Receive Customer Notifications

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

### Monitor Shipments

Shipment monitoring helps make your equipment management easier and more productive. BNSF offers custom reports, unit trace and notification alert capabilities.

To monitor a shipment, you'll need to provide the following information:

- ◆ Railcar initial and number

*NOTE: To monitor your shipment, you must be a valid transportation customer of BNSF (e.g., shipper, receiver, freight payer, beneficial owner, customs broker, notify party, care of party, account of party, release to party).*

### Monitor Your Shipments on BNSF Railway

- > BNSF.com: **Login** and go to the Home or Ship tab (Must be a party on the waybill)
- > Voice Activated: **1-888-428-2673**, option 1 (Available 24/7)
- > To monitor shipments on other railroads, contact the rail carrier directly or visit the rail industry Web site, **[www.steelroads.com](http://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

*NOTE: You must be registered to use these services.*

*NOTE: You will be prompted for your Personal Identification Number (PIN) when you contact BNSF Customer Support.*

For the latest Carload Customer Reference Guide, visit **[BNSF.com / Customers / Reference Guides](http://BNSF.com/Customers/ReferenceGuides)**.