

# BNSF PIN Frequently Asked Questions

## What is a BNSF PIN?

A PIN is a randomly generated, unique, 7-digit Personal Identification Number that is used by BNSF to identify and authorize callers to receive information on their shipments.

## Why do I need a BNSF PIN?

A PIN is needed 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 informational services (e.g., voice activated systems, customer support representatives)

## How do I receive a BNSF PIN?

To receive a BNSF PIN, you can send an email from your company email address to [PIN@bnsf.com](mailto:PIN@bnsf.com) with the following information:

1. Name (Mr./Ms./Mrs., First, MI, Last)
2. Title
3. Company name
4. Company address (city, state, postal code, country)
5. 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 (800) 686-2545.

You'll receive your BNSF PIN 24 to 48 hours to after submitting your request.

## What do I do if I've lost or forgotten my PIN?

To receive an existing PIN, [click here](#) to enter your email address and your PIN will be sent to you. Also, if you have a BNSF.com username and password you can login to the website and check your profile for PIN information.

## How do I use the BNSF PIN?

To use your BNSF PIN, dial any of the BNSF Customer Contact numbers, select an option and enter your PIN when prompted. Be sure to enter the pound (#) sign when completed.

## How will a PIN facilitate calls?

A PIN routed call automatically sends your call to the BNSF representative who is best suited to respond to your call. When the BNSF representative receives the call, they will see pre-populated computer screens with your name, company, current shipment information and previous call history. The benefits of using a PIN include reducing hold time, minimizing transfers and expediting our representative's ability to retrieve your information.

## Is the PIN unique to a company or an individual?

Each PIN is unique to each customer contact who calls BNSF. If more than one person calls BNSF from your company, then each person will need to have a different PIN.

## Will I be dealing with the same representatives I usually do?

Yes. In addition, using a PIN will route your call to additional representatives with similar skills who can assist you if your primary representative is unavailable at the time of your call.