

**BNSF RAILWAY COMPANY
NATIONAL ACCOUNTS
INTERMODAL CUSTOMER REFERENCE GUIDE**

Working Closer - Moving Forward



> SET-UP



> PLAN



> MONITOR

BNSF Railway's online and voice-activated services make monitoring freight more effective and much easier. To ensure security and to protect the confidentiality of your information, each user needs to register and establish a Personal Identification Number (PIN) to access our different services.



To monitor your shipment, ensure the carrier populates your company name as the beneficial owner on the shipping instructions/bill of lading (e.g., EDI 404).

- > For example, within the EDI 404, your company name should be provided in the "BN" field (for Beneficial Owner) of the "N1" segment.

Set-up for BNSF monitoring tools is as easy as 1-2-3.

1) BNSF.com

BNSF.com makes it easy for you to conduct all your business with BNSF Railway 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

Register at BNSF.com and click on the register / login arrow.

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.

2) Personal Identification Number (PIN)

A PIN is used to identify callers and authorize them to obtain information on shipments. For more information, visit BNSF.com: [Customer Tools / Contact Us](#).

Receive a BNSF PIN by sending an email from your company address to PIN@bnsf.com with the following:

- > 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.

3) Voice-Activated Services

Voice-activated services are fast, efficient, easy-to-use and eliminate the need to speak with a representative, saving you valuable time in your business day. You can receive accurate, concise information at any time, from any phone, 24 hours a day.

To register, call 1-888-428-2673, option 1, 1 and 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. Choose an easily remembered number (such as a frequently dialed phone number). This number is associated with your voice print.

For assistance with BNSF.com, voice-activated services or EDI:

- > Phone: 1-888-428-2673, option 4, 1 (available 24/7)
- > Email: eBizHelp@bnsf.com

BNSF Railway is ready to work for you. Take a look at the wide range of services and markets we offer. BNSF Railway empowers shippers by providing resources and tools to help make transporting shipments more efficient.



Intermodal Service Schedules

Service schedules by origin and destination pairs:

- > BNSF.com: [Markets & Services / Intermodal / Services / Transit Advisor](#)
- > Expedited (E) Moves in Trailers & Containers
- > Premium (P) Moves in Containers

Intermodal Facilities

Locations and cities served by BNSF Railway Intermodal service:

- > BNSF.com: [Markets & Services / Intermodal / Facilities](#)

Block and Brace Lading

Damage Prevention (Resource Protection)

It is important to properly block, brace and load the lading in the equipment. BNSF Railway's Load and Ride Solutions team (LARS) offers an integrated, leading-edge approach to addressing customers' loss, damage and security concerns.

Damage prevention information or assistance:

- > BNSF.com: [Customer Tools / Load and Ride Solutions](#)
- > Phone: 1-800-333-4686 (M-F, 7:30 – 4:30 CST) or if after hours leave a message
- > Email: LARS@BNSF.com

Restricted/Prohibited Commodities and Equipment

For information on restricted or prohibited commodities and equipment on BNSF Railway, visit BNSF.com: [Markets & Services / Intermodal / References / Rules and Policies Guide](#).

BNSF Railway offers a variety of convenient tools to help you monitor and manage your shipments.



Monitor Shipments

BNSF Railway offers tools and custom reports that provide visibility of the shipment to beneficial cargo owners.

To monitor and manage your shipment on BNSF Railway, [Login](#) to BNSF.com and click on the “Ship” tab to access:

My Reports

- > Build custom scheduled reports to trace all your shipments on BNSF Railway (e.g., Unit, Shipper, Origin/Destination, Load/Empty Status, Commodity, Current Location, ETA, Storage Day, etc.)
- > Manage storage by including the “Storage Day” in your custom report, which identifies the day storage charges begin on a particular shipment

Unit Trace

- > Trace up to 300 individual shipments along with details regarding trip plan and bill of lading information

If not near a computer, use BNSF’s voice-activated services to trace an individual unit.

- > 1-888-428-2673, option 1 (available 24/7)

NOTE: To monitor a specific unit, you will need the following:

- > Equipment initial and number

To monitor shipments on other railroads, contact the railroad carrier directly or visit the Steelroads rail industry Web site at www.Steelroads.com.

For service exceptions, have your carrier contact BNSF Railway Customer Support (available 24/7).

Receive Customer Notifications

BNSF Railway customers can sign up to received [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 would like to receive from the three tabs
- > Change your subscription at any time from this channel

For the latest National Accounts Customer Reference Guide, visit BNSF.com / Customer Tools / Customer Reference Guides.