

**BNSF RAILWAY COMPANY
INTERMODAL CUSTOMER
REFERENCE GUIDE**



> SET-UP



> PLAN



> SHIP



> MANAGE

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



To Become a New Intermodal Customer

- 1) **Contact new customer representative**
- 2) **Establish credit** (7 day payment terms)
- 3) Sign up for **EFT 7**
- 4) Sign an Intermodal **transportation contract**
- 5) Register your drivers in the **UIIA Driver Data Base**
- 6) Proof of insurance - Email certificate to **bnsf@ebix.com**. Insurance requirements are outlined in Item 14 of the BNSF Intermodal Rules and Policies Guide.
- 7) Provide your trailer and/or container markings
Standard Carrier Alpha Code (SCAC) may be used as the alpha characters for your equipment markings in place of registering initials. SCAC can be obtained from the National Motor Freight Traffic Association (NMFTA). Order a SCAC online at <https://secure.nmfta.org/>. Companies seeking identification marks for trailers, containers or chassis equipment operating in Intermodal service should call NMFTA at (703) 828-1822 for further instructions.

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:

- > 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** with the following information:
 - ♦ Name
 - ♦ Title
 - ♦ Company name
 - ♦ Company address
 - ♦ Work phone number

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

- > BNSF.com: **Customers / Support Services / Customer Assistance**

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**

BNSF 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.



BNSF Intermodal Rules and Policies Guide

Review the governing document for all Intermodal shipments.

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

Intermodal Schedules

Service schedules by origin and destination pairs

- > BNSF.com: [Customers / How Can I Ship / Intermodal Domestic Containers & Trailers](#)
- > Locations and cities served by BNSF Intermodal service
 - > BNSF.com: [Customers / Where Can I Ship / Containers or Trailers \(Intermodal\)](#)

Loading and Shipment Safety

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

For loading and shipment safety information or assistance

- > BNSF.com: [Customers / How Can I Ship / Intermodal / Domestic Containers & Trailers / Equipment / Loading and Shipment Safety](#)
- > Phone: **1-800-333-4686** (M-F, 7:30-4:30 CST) or if after hours, leave a message
- > Email: LARS@BNSF.com

Intermodal Equipment

Private equipment must be stenciled, registered in UMLER and meet specifications before being submitted to BNSF. For more information, view the [Intermodal Rules and Policies Guide](#).

Restricted/Prohibited Commodities and Equipment

For information on restricted or prohibited commodities and equipment on BNSF.

- > BNSF.com: [Customers / How Can I Ship / Intermodal / Domestic Containers & Trailers / Policies / Prohibited Hazardous Commodities](#)

BNSF offers a variety of convenient tools to help you ship.



Submit Shipping Instructions

Before shipping on BNSF, review the BNSF [Intermodal Rules and Policies Guide](#) at BNSF.com.

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

Submit shipping instructions prior to tendering the shipment

- > Submit Bill of Lading Electronic Data Interchange (EDI)
- > BNSF.com: [Login](#) and go to the Ship tab

Shipping instructions must contain, but are not limited to, the following:

- ◆ Equipment initial and number
- ◆ Origin Intermodal hub
- ◆ Destination Intermodal hub
- ◆ Actual origin/actual destination
- ◆ Intermodal service code
- ◆ Intermodal service level
- ◆ Shipper name and phone number
- ◆ Receiver
- ◆ Beneficial owner
- ◆ Notify party name and fax
- ◆ Route (exact route as on the price authority)
- ◆ International requires embarkation or debarkation port, vessel name, voyage number, booking number, broker's name, actual piece count, in-bond info
- ◆ Interline or Rule 11
- ◆ Rate authority
- ◆ Actual commodity description, actual STCC, gross cargo weight, hazardous material documentation

If shipments are moving on multiple railroads, send shipping instructions only to the originating rail carrier.

To monitor shipments on other railroads, contact the rail carrier directly or visit the rail industry Web site

- > www.steelroads.com

For questions or issues about submitting shipping instructions

- > Phone: **1-888-428-2673**, option 3, 2, 3 (available 24/7)

Modify Shipping Instructions

Update or correct shipping instructions, and void suspended bills.

Shipping Instructions Modifications

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

BNSF offers tools to assist you in managing your shipment and submitting freight claims.



Monitor Shipments

BNSF offers custom reports, shipment trace and notification alert capabilities.

- > **Unit Trace:** Trace units by equipment initial and number.
- > **My Reports:** Create customized reports to trace shipments. Schedule reports to multiple email recipients.
- > **Display Intermodal Lot Location (DLL):** Receive lot location, ETA, pickup number, verify rail billing, chassis information, and manage flip (lift) authorizations.
- > **J-1 Report:** Access interchange receipts, retrieve gate records for past 12 months. Must be a shipper, trucker, owner or lessee to obtain records.
- > **Customer Subscription Service:** Schedule to receive email shipment notifications, BNSF updates, and pricing information.
- > **Customer Transit Report:** Provides shippers by lane the average transit time for units over the past 13 months.

To monitor a shipment, you must be a valid transportation customer of BNSF shown on the shipping instructions (e.g., shipper, receiver, freight payer, beneficial owner, customs broker, notify party).

To monitor shipments on other railroads, contact the rail carrier directly or visit the rail industry Web site

- > 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.*

You will be prompted to provide your Personal Identification Number (PIN).

Freight Invoices, Miscellaneous Charges & Storage

Storage charges are associated with the period of time the equipment remains at a BNSF facility beyond notification and free time.

For storage policy information, visit the [Intermodal Rules and Policies Guide](#).

To guarantee storage charges or dispute a storage charge, use the Intermodal storage application.

- > BNSF.com: [Login](#) and go to Intermodal Storage on the Manage tab
- > Phone: 1-888-428-2673, option 3, 3, 2

Disputing a storage charge does not stop storage accrual.

Submit Freight Claims

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

For information on freight claims, view the [Intermodal Rules and Policies Guide](#) at BNSF.com.

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

To submit a claim or obtain status on an existing claim:

- > BNSF.com: [Customers / Support Services / Loading & Shipment Safety / Recovery & Claims](#)
- > Phone: **1-800-333-4686**, options 2, 3 (M-F, 7:30-4:30 CST) or if after hours, leave a message
- > Fax: **785-435-4120**
- > Email: freight.claims@bnsf.com

Submit Damaged Equipment Claims

BNSF's goal is for customers to experience damage-free Intermodal transportation. To initiate a damaged equipment claim, review the [Intermodal Rules and Policies Guide](#).

Or contact the Freight Claims team

- > Phone: **1-800-333-4686**, options 2, 3.