



# AUTOMOTIVE CUSTOMER REFERENCE GUIDE AT-A-GLANCE

## > SET-UP

BNSF Railway's online and voice-activated services make shipping your materials and goods more efficient, more effective and much easier.

### 1) Register for BNSF.com

> [BNSF.com](http://BNSF.com) and click on "Register" link

### 2) Request a PIN

> BNSF.com: [Customers / Support Services / Customer Assistance](#)

### 3) Register for voice-activated services

> Phone: 1-888-428-2673, option 1, 1, 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. This number is associated with your voice print.

### 4) Request BNSF Credit by completing a [credit request form](#)

### > 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:

(Note: 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.)

## USER PROFILE MANAGEMENT

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

### > Forgot PIN:

Click on "Profile"

## > PLAN

So you can plan your shipments more easily, BNSF has put transit times, prices and other essential planning tools online.

### Automotive Rules and Policies Guide

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

### View information to ship vehicles

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

### View schedules

> BNSF.com: [Customers / Where Can I Ship / Finished Vehicles / Schedules](#)

### View locations

> BNSF.com: [Customers / Where Can I Ship / Finished Vehicles](#)

### View Prices / Rates

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

> Phone: 1-888-428-2673, option 4, 2

### Securing / Chocking

#### Damage Prevention (Resource Protection)

For damage prevention information or assistance

> 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)

**> SHIP** 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.

**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

**SHIPPING INSTRUCTIONS MODIFICATIONS (DIVERSIONS):**

**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)

**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 railroad carrier directly or visit the rail industry site, Steelroads [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
  - > Email: [CSauto@bnsf.com](mailto:CSauto@bnsf.com)



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

**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)

**Track VIN Dwell Storage Information**

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

**Acquire Bad Orders information and Recovery Plans details**

- > BNSF.com: [Login](#) and go to MyReports under the Trace header

**Guarantee storage charges or dispute a storage charge**

- > BNSF.com: [Login](#) and go to the Automotive Storage link under the Manage tab

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

- > BNSF.com: [Customer Tools](#)
- > Phone: 1-800-333-4686 (M-F, 7:30 - 4:30 CST)  
or if after hours, leave a message
- > Fax: 785-435-4120
- > Email: [cargoclaims@bnsf.com](mailto:cargoclaims@bnsf.com)

**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

## > CONTACT US

**Phone: 888 428 2673 (BNSF)**

For eBusiness (Web tools assistance), dial option 4, 1.

For Customer Support, dial option 4, 3.

For a complete listing of specific contacts, see our [BNSF Phone Tree](#)

Email: [eBizHelp@bnsf.com](mailto:eBizHelp@bnsf.com)

[www.bnsf.com](http://www.bnsf.com)

