

eCargoClaim



Customer Reference Guide

BNSF's goal is to provide our customers with safe, efficient, damage-free service. However, sometimes transit damage can occur. **eCargoClaim** provides a secure, web-based tool to file and monitor your cargo loss and damage claim, including upload of documentation.

> Set-Up

- 1) Register at BNSF.com
 - Customer Login – Register
- 2) Request access to **eCargo Claim**
 - Customer Login then drop down link under “Welcome <your name>”
 - Select “Request Access”
 - Select “eCargo Claim” and send Support Request email

> eCargoClaim

- 1) Add Profile
 - Requires contact email and phone, remittance address
 - Tutorial link available
 - You will be notified of profile approval by email.
- 2) Initiate New Claim
 - Requires equipment initial/number, shipment date (+/- 10 days), claim amount and reason
 - Tutorial link available
 - Allows initial upload of documentation
 - File size <20MB (break larger files into smaller sub-files)
 - Does not accept “.zip” files
 - Documentation submitted should include
 - Bill of lading
 - Verification of loss or damage including photos
 - Invoice showing ownership and costs
 - Other documentation in support of claim
 - You will receive acknowledgement of your claim submission by email.
- 3) Review Claim Status
 - Monitor the status of your claim: On-Hand, Approved, Paid, Declined
 - View attachments from BNSF claim investigator (when declined)
 - Upload additional documentation.
 - You will be notified of payment by email.

> Contact us

BNSF Cargo Claims, 800-333-4686 Option 2, eCargoClaim@bnsf.com

