



## Setup

**A BNSF ID and password are required to access online tools.**

## See all the steps for becoming a new customer or new user.

### New Company: never shipped with BNSF

#### 1. Prequalify with a salesperson [↗](#)

#### 2. Register as a new BNSF customer [↗](#)

- ▶ Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

#### 3. Request BNSF credit [↗](#)

Complete an online Credit Application.

*Credit is required if your Company plans to be the payer of freight.*

#### Build a new or expand an existing facility [↗](#)

BNSF's Economic Development team can help manage the process of relocating or expanding your business.

### New User: need access to online tools

#### 1. Register as a new user of BNSF tools [↗](#)

Click the Register link inside the Customer Login Box. BNSF web support will contact you within 24-48 hours to set up and train you on the tools and reports you will need.

- ▶ Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

#### 2. Personal Identification Number (PIN) [↗](#)

*You will need a PIN to contact our customer support departments. A PIN number is assigned to you during user registration.*

- ▶ Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

#### 3. Voice-activated services [↗](#)

Streamline your phone calls with voice-activated services. Track your shipments 24 hours a day without having to speak to a representative.

- ▶ Call: 888-428-2673
  - Secure Trace: option 1, 1
  - Unsecure Trace: option 1, 2
  - Carload Switch and Release: option 2

## Additional user setup information.

### Register as a Third Party provider [↗](#)

An authorization 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.

- ▶ Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### Oversized Shipments [↗](#)

For information on oversized (high-wide) shipments:

- ▶ Customer Support/Clearance Requests:  
Call: 888-428-2673, option 4, 3  
email: high.wide@bnsf.com (M-F, 8am-5pm)  
After Hours and Weekends:  
CSESdesk@bnsf.com

Link directly to BNSF.com pages through the [orange titles](#). 

[Railroad Dictionary](#) 



## Get a Rate

Use our tools and applications to obtain prices, carload schedules, switching information and more.

### [Carload Shipping Advisor](#)

Customize all your shipping options by price, speed, routes and more.

- ▶ Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### [Customized Rate Profile](#)

Generate customized rate reports on all your shipments.

- ▶ Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### [Verify Rail Service](#)

Verify the industry you are looking for is served by BNSF.

### [Published Rate Document](#)

Look up a price authority by number or business area.

### [Transload Services](#)

Transload services combine rail and truck services for customers moving a variety of products. BNSF partners with a network of Premier Transloaders to provide efficient and cost-effective distribution and consolidation services.

### [Fuel Surcharge](#)

Find information regarding BNSF's Fuel Surcharge program.

- ▶ [Find Premier Transloaders](#) 



## Order Rail Equipment

Order equipment into your loading facility.

### [Railcar Equipment Request](#)

Order empty BNSF railcars into your loading facility or modify, cancel or receive status on an existing request.

For questions or issues about your railcar request:

- ▶ Call: 888-428-2673, option 4, 4, 1 (M-F, 8-5 CST)
- ▶ Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### [Private Equipment Policy](#)

If you own your own equipment and plan to ship it on BNSF Railway, your equipment must be registered via the OT5 process that is administered by Railinc. To register, you will need your CIF number, proper UMLER information and the car numbers to be registered. For more information, please contact:

- ▶ email: BNSF Private Equipment Management Team (mktdlprivatecars@bnsf.com)

Link directly to BNSF.com pages through the [orange titles](#).

[Railroad Dictionary](#)



## Submit bill of lading, make changes to waybill, and switch and release loaded and empty railcar equipment.

### Submit Shipping Instructions (Bill of Lading)

To submit shipping instructions, you'll need to provide the following minimum information:

- Parties to the waybill (shipper, receiver, freight payer)
- Payment method (prepay or collect)
- Origin (Rail origin city, state)
- Destination (Rail destination city, state)
- Commodity
- Railcar initial and number

#### Methods to Submit Bill of Lading

- Electronic data interchange (EDI)
- Shipping Instructions
- Rail Industry Web (Steelroads)

For questions or issues about submitting a bill of lading (shipping instructions):

- Call: 888-428-2673, option 3, 2, 3
- Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com
- For EDI assistance:  
Call: 888-428-2673, option 4, 1
- [Visit Steelroads.com](#)

### View Loading Diagrams and Shipment Safety Information

- Call: 800-333-4684, option 1  
(answered during normal business hours)  
email: LARS@bnsf.com

### Switch & Release

Bring in or release a railcar into/from your facility and reject equipment. (For customers served directly by BNSF.)

- Voice Activated:  
Call: 888-428-2673, option 2 (Available 24/7)
- Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### Customer Dwell Management

View, pay and dispute demurrage invoices. Schedule email notifications. View equipment currently in your facility.

- Railcar dwell assistance:  
Call: 888-428-2673, option 3, 3, 3  
(M-F, 8-5 CST)
- Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### Shipping Instructions Modifications

To perform a diversion or reconsignment, you must be the payer of freight or an authorized party to the waybill.

- Waybill Support Diversions  
(change destination of car):  
Call: 888-428-2673, option 3, 2, 1, 3  
(M-F, 9-5 CST)
- Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

Link directly to BNSF.com pages through the **orange titles**. [↗](#)

[Railroad Dictionary](#) [↗](#)



## Track

Create inbound and outbound reports. View waybill, trip plan, unit history and equipment characteristics reports.

### [Rail Central](#) [↗](#)

- See your shipments on a map
- Create and email customized reports to track shipments
- Manage capacity within your facility (for customer served directly by BNSF): pick "Create New Report" and select Carload Pipeline as Report Type
- Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### [Unit History](#) [↗](#)

View up to 13 months of history on specified equipment. (Must be a party on waybill.)

- Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### [Track your Shipment](#) [↗](#)

Conduct multiple traces at one time and receive real-time status information. (Must be a party on waybill.)

- Voice Activated:  
Call: 888-428-2673 (Available 24/7)
- Secure Trace: option 1, 1
- Unsecure Trace: option 1, 2
- Mobile: bnsf.com/m
- For service exceptions, contact BNSF Customer Support:  
Call: 888-428-2673, option 4, 3 (M-F, 6:30am-7pm CST). Limited after-hours service is available for off-peak hours; Saturday & Sunday

### ▶ CONTACT US

#### **Web Support and Tool Training**

- Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

#### **Customer Support**

- Call: 888-428-2673, option 4, 3



## Manage Your Account

Access to view, dispute and pay all your invoices; freight, demurrage and miscellaneous.

### [Account Status](#) [↗](#)

View, dispute and pay all of your freight and miscellaneous invoices.

For questions on your freight invoice:

- Call: 888-428-2673, option 3, 3, 1 (M-F, 7-4 CST)

For questions on your miscellaneous (switching, diversion, overload) invoices:

- Call: 888-428-2673, option 3, 3, 5 (M-F, 7-4 CST)  
email: MiscCarload2@bnsf.com
- Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### [Extended Equipment Use and Services](#) [↗](#)

Information about demurrage, private car storage, tariffs and advisories.

### [Customer Dwell Management](#) [↗](#)

View and dispute demurrage invoices.

- Call: 888-428-2673, option 3, 3, 3 (M-F, 8-5 CST)

### [Sign up for Customer Notifications](#) [↗](#)

Receive notifications by email, including changes to service, pricing, tools and other information.

- Web Support and tool training:  
Call: 888-428-2673, option 4, 1  
email: eBizHelp@bnsf.com

### [Cargo Loss and Damage Claims](#) [↗](#)

- Call: 800-333-4686, option 2
- email: cargoclaims@bnsf.com