RAILCAR REJECTION AND DIRTY CAR REPORTING PROCESS

BNSF RAILWAY

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Overview

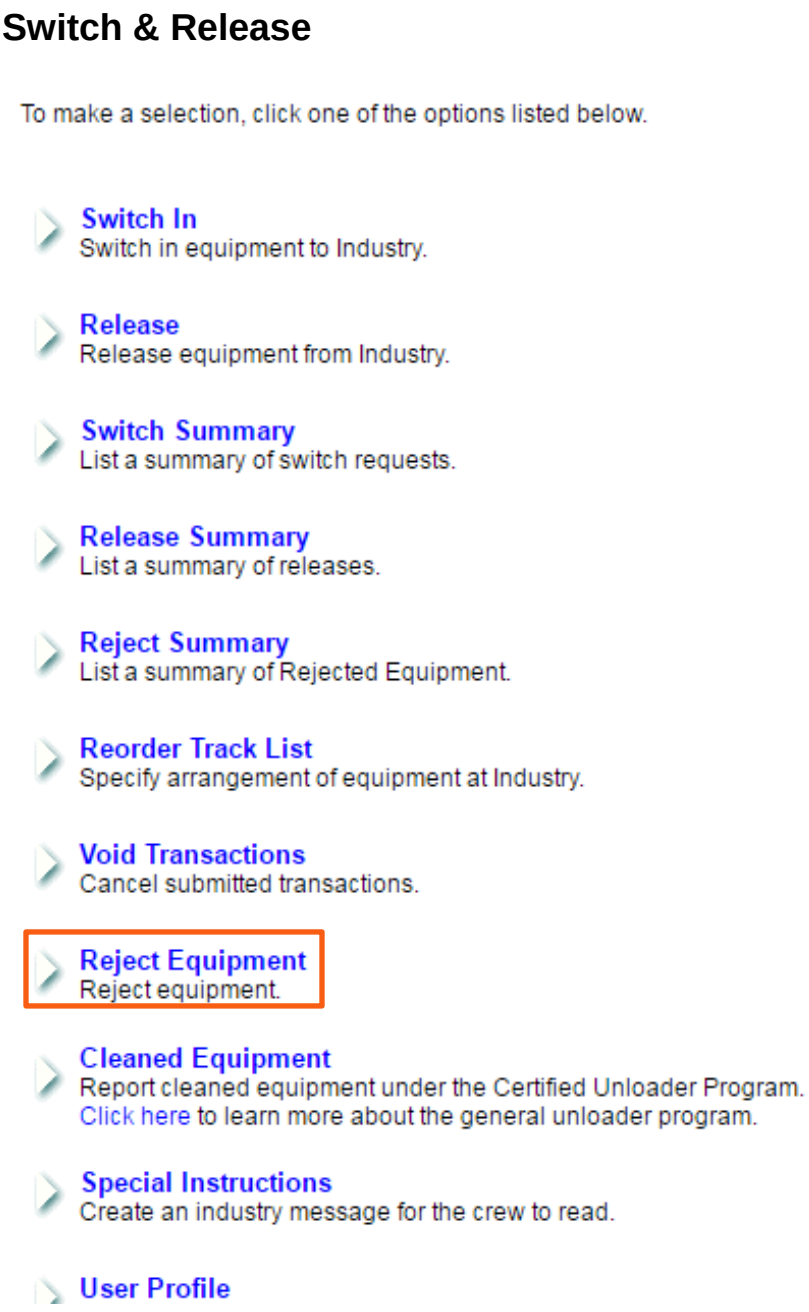
This guide provides detailed instructions on the use of BNSF's electronic tools to ensure defective railcars are captured and repaired. BNSF strives to deliver high quality railcars suitable for loading to our valued customers. The Railcar Condition Reporting Tool can be used for the majority of car types rejected for mechanical reasons. In the case of a car not currently supported in the RCR tool, use the Switch and Release tool or the established process used by your serving carrier.

Shippers and Receivers served directly by BNSF

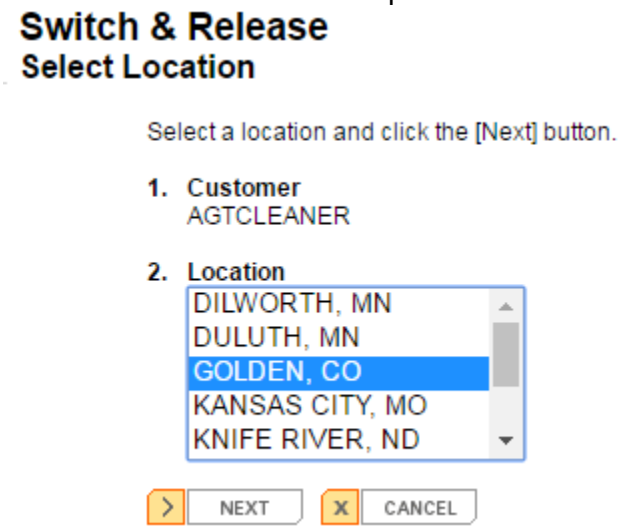
Railcar Rejection Process – Mechanical

1. Launch *Switch & Release* tool via BNSF.com applications.

2. Select the option **REJECT EQUIPMENT** (8th item listed on the page).

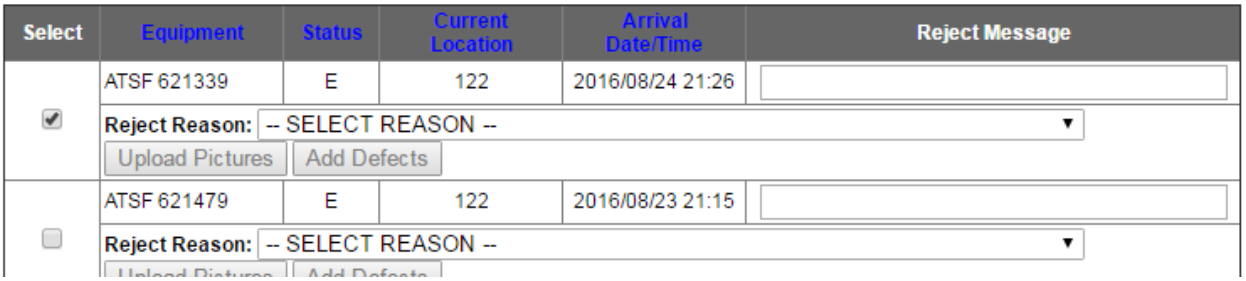


3. Select location & Customer if profile is established with multiple accounts

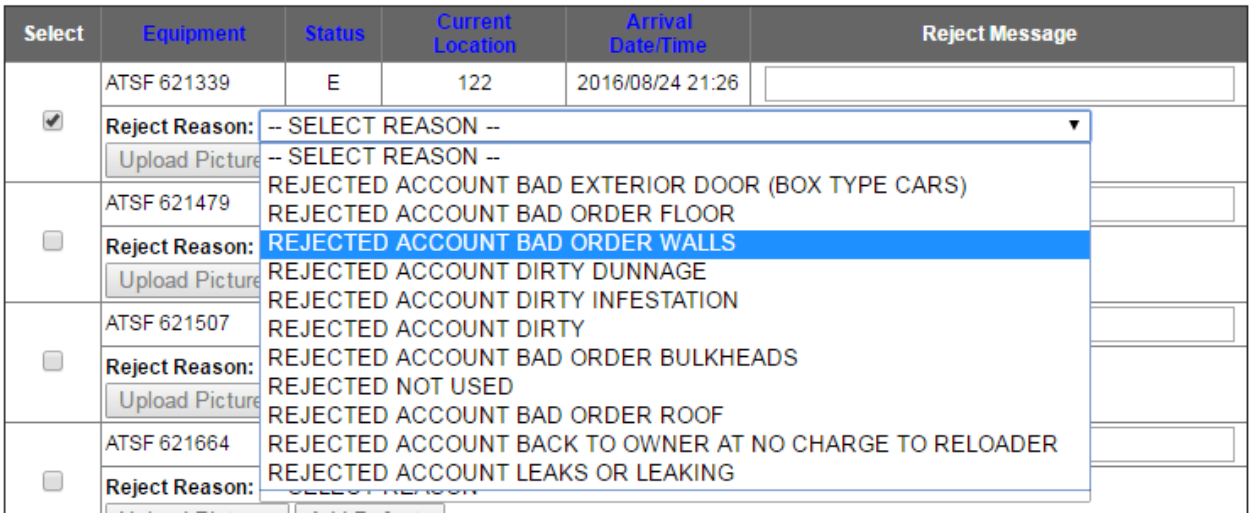


4. Locate the railcar with the item in need of attention from the list.

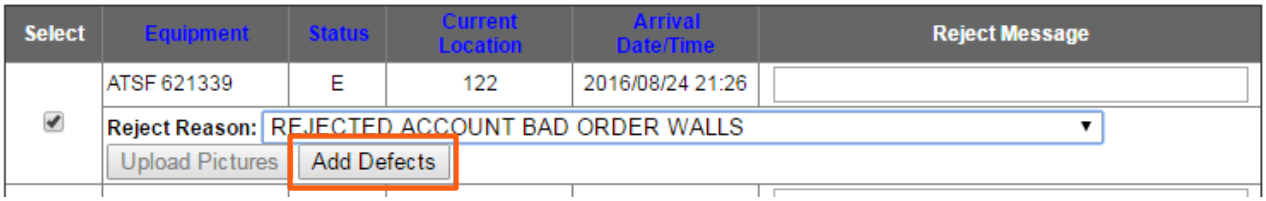
5. Place a mark in the **SELECT** box.



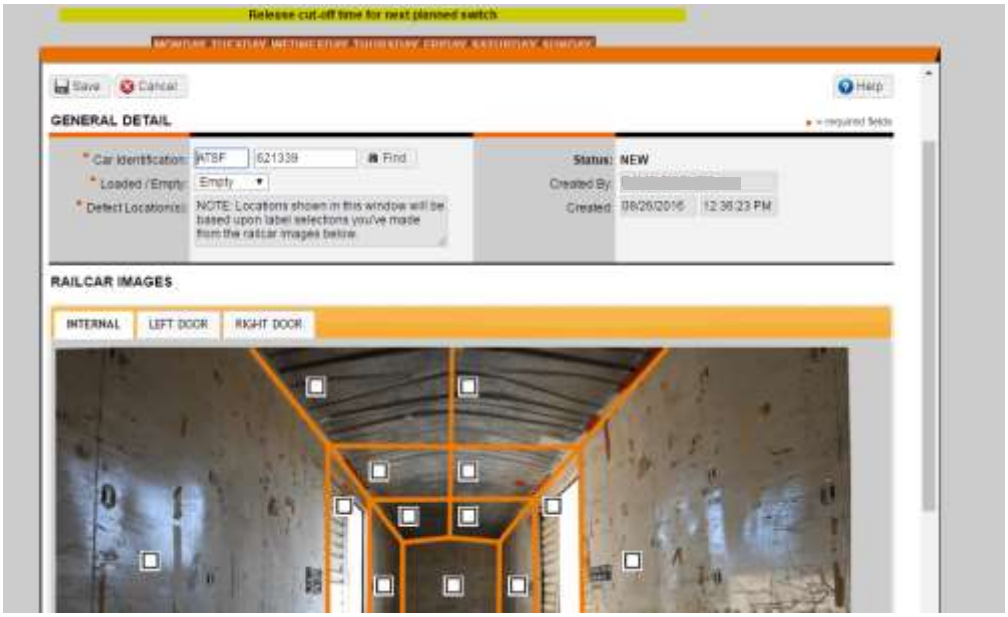
6. From the drop down box for **REJECT REASON**, select the closest category for the issue.



7. Select the button **ADD DEFECTS.**



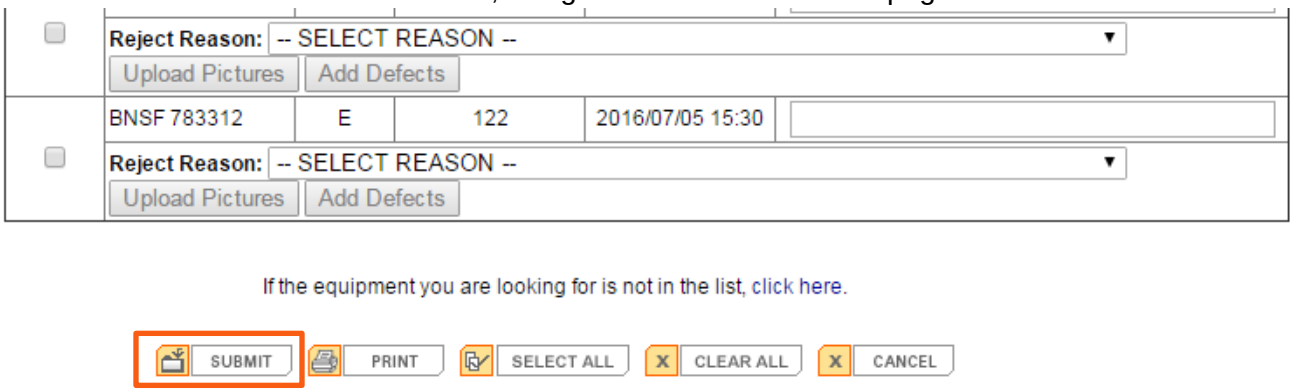
8. A popup window will appear with the *Railcar Condition Reporting Tool* to add detailed information. Using your mouse, click on the locations to indicate the defect. Additional options will appear as you click on the impacted portion of the railcar. More areas are available via the tabs below the text “Railcar Images”.



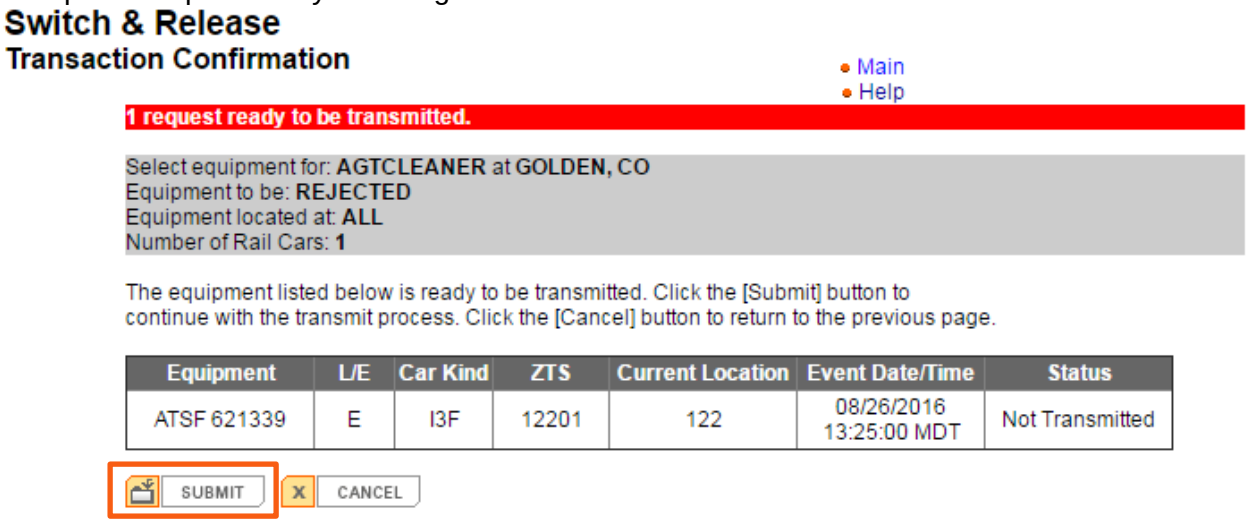
9. Select the **SAVE** button after all defects are chosen.

10. Repeat the process in steps 4 thru 9 for all cars needing BNSF attention.

11. When all railcars with issues are entered, navigate to the bottom of the page. Select the **SUBMIT** button.



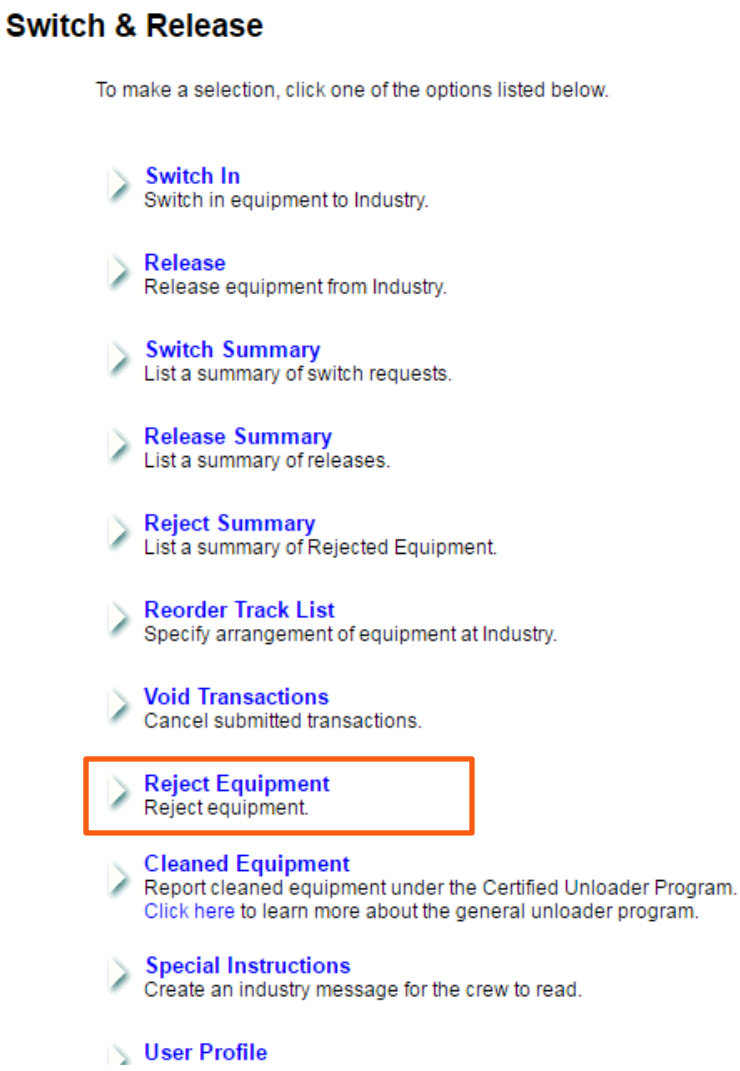
12. Complete the process by selecting the final confirmation **SUBMIT**.



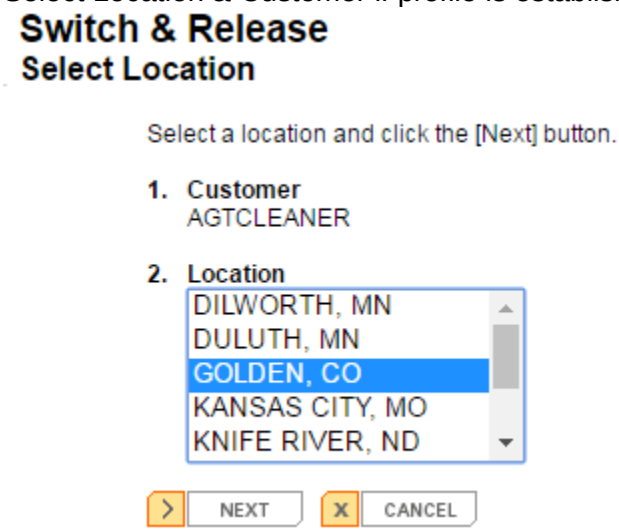
Railcar Rejection Process – Dirty

1. Launch *Switch & Release* tool via BNSF.com applications.

2. Select the option **REJECT EQUIPMENT** (8th item listed on the page).

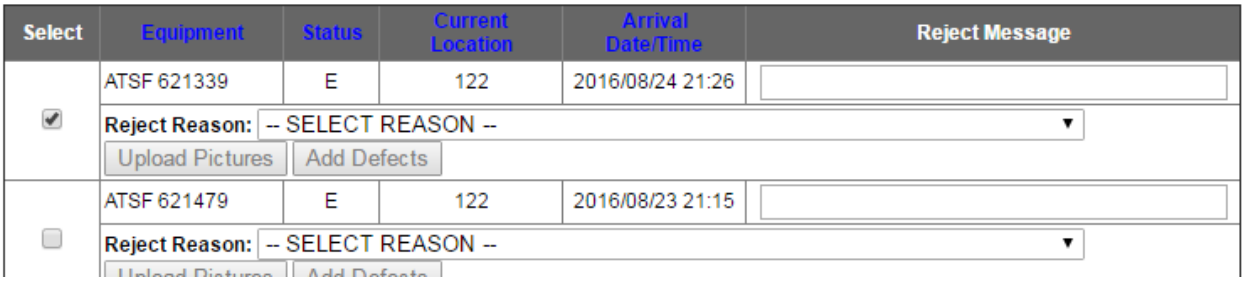


3. Select Location & Customer if profile is established with multiple accounts.

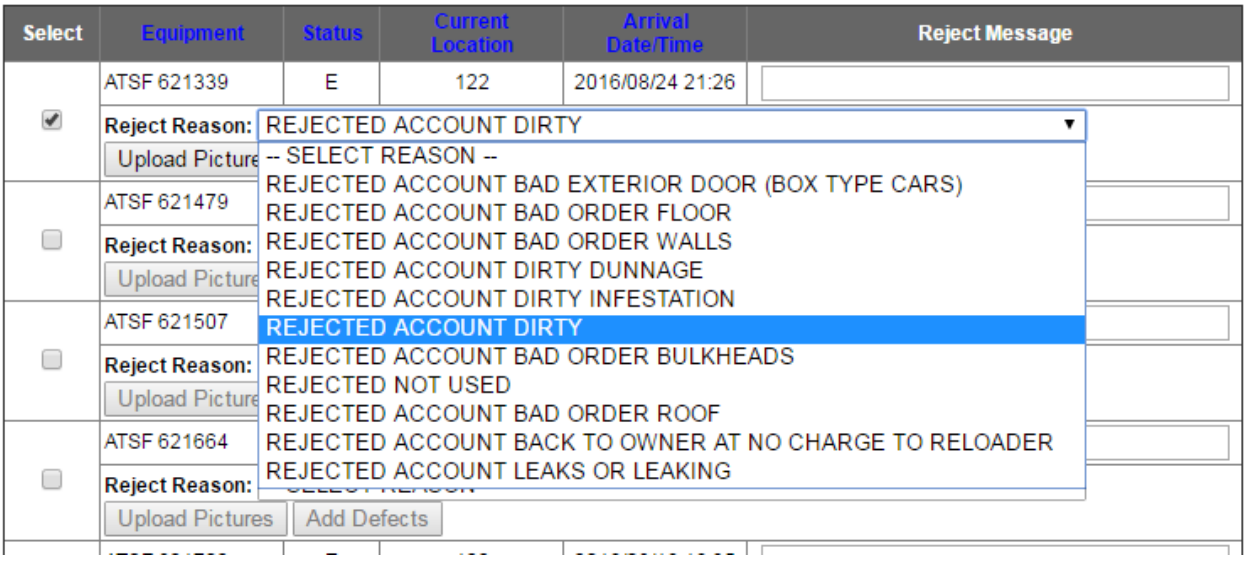


4. Locate the railcar with the item in need of attention from the list.

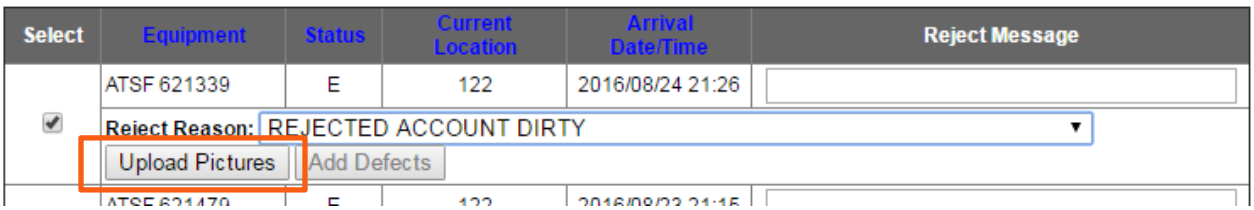
5. Place a mark in the **SELECT** box.



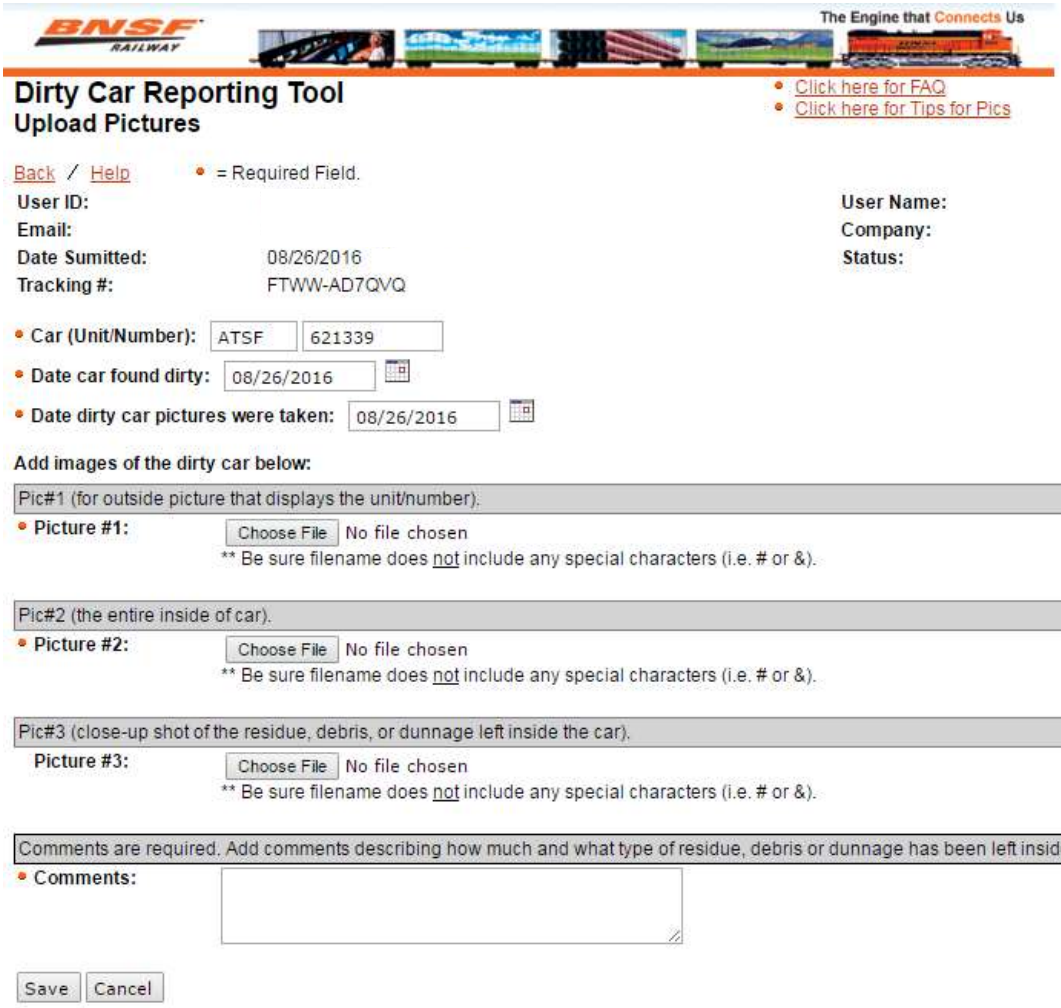
6. From the drop down box for **REJECT REASON** select the closest category for the issue.



7. Select the button **UPLOAD PICTURES**.



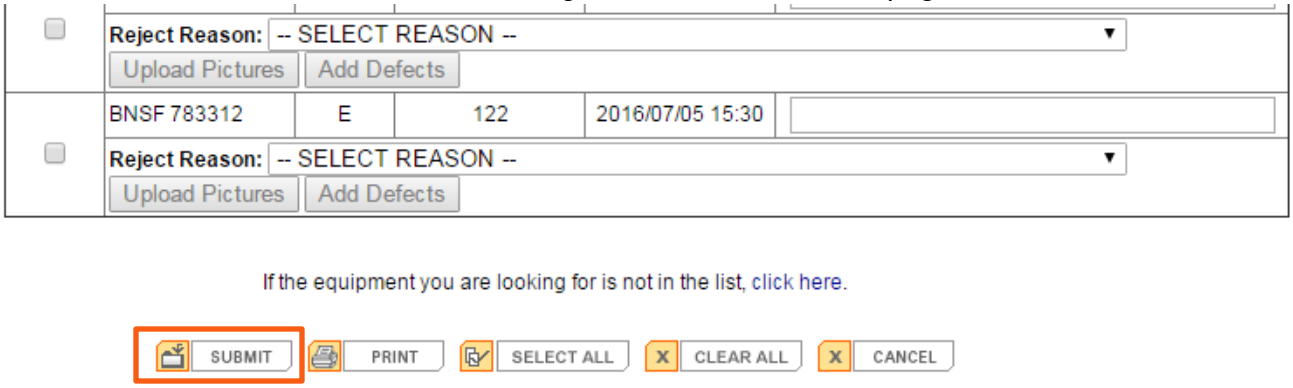
8. A new window/tab will open with the *Dirty Car Reporting Tool* to add detailed information to understand your cleanliness concern. Just select the photos from your computer and enter a comment specifying your concern.



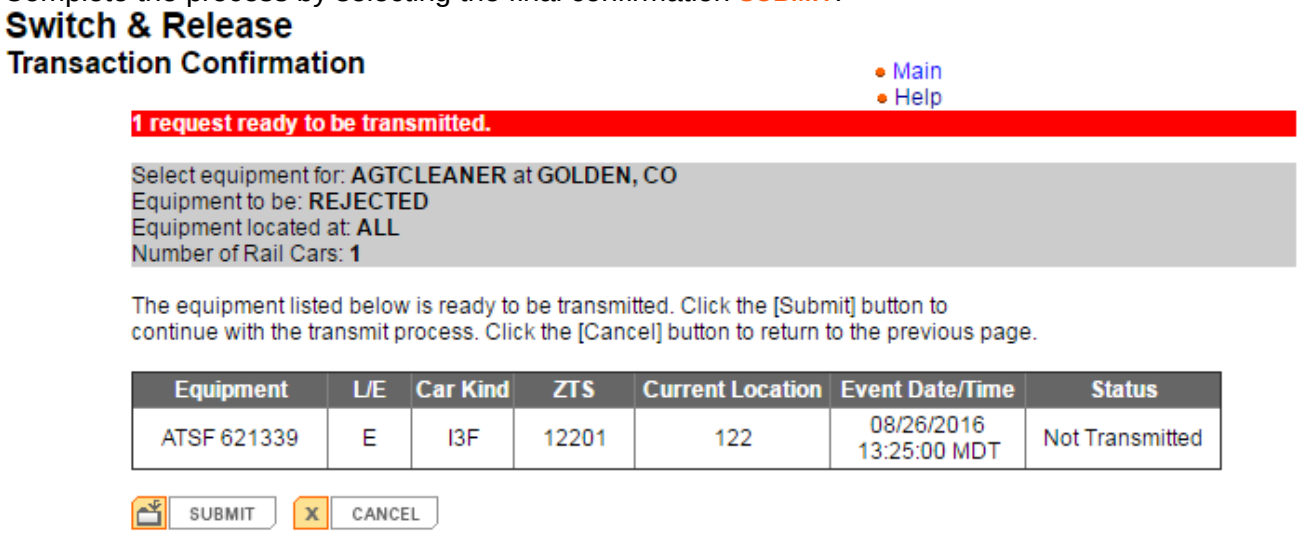
9. Select the **SAVE** button after all defects are chosen.

10. Repeat the process in steps 4 thru 9 for all cars needing BNSF attention.

11. When all railcars with issues are entered, navigate to the bottom of the page. Select the **SUBMIT** button.



12. Complete the process by selecting the final confirmation **SUBMIT**.

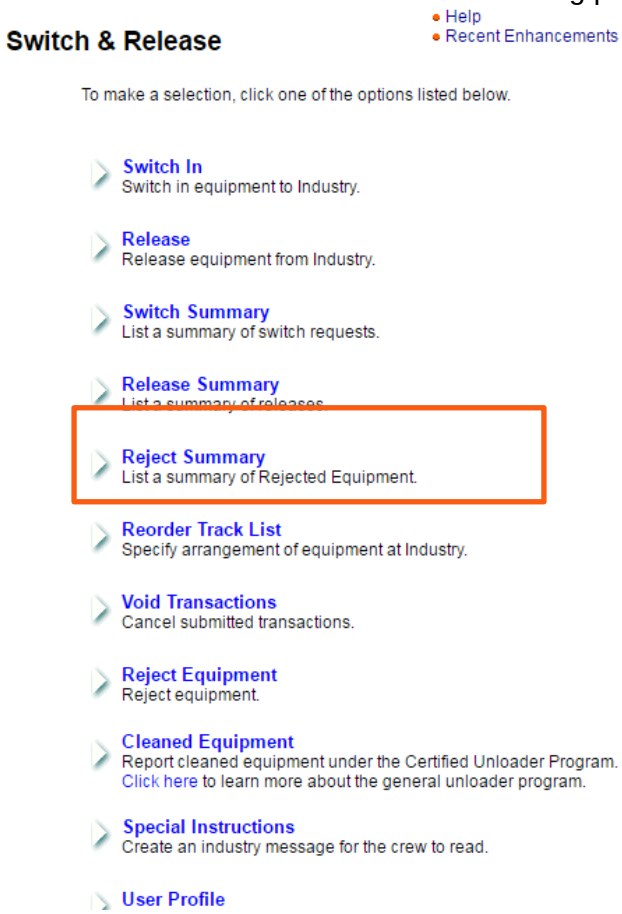


Report & Load – Mechanical Items

1. Launch *Switch & Release* tool via BNSF.com applications.

2. **RELEASE RAILCAR AS A LOAD** like normal (This will automatically happen if you are set up for auto waybill release upon submission of your bill of lading).

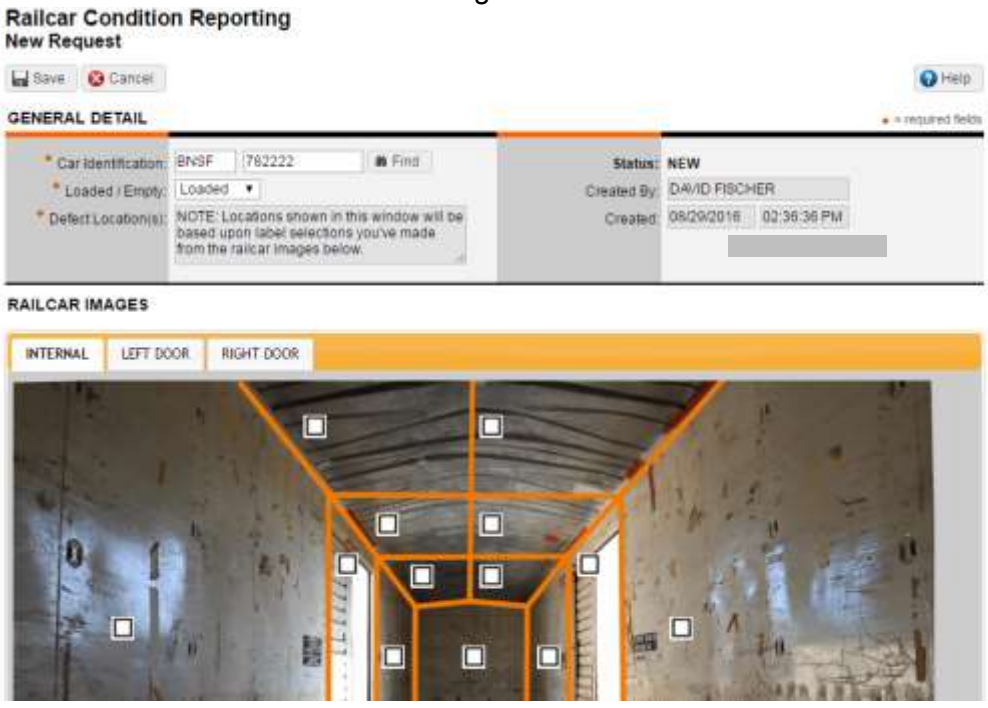
3. Return to the main *Switch & Release* landing page.



4. Select the option **REJECT SUMMARY** (5th item listed on the page).
5. In a new window that opens, select in the upper right corner **NEW REQUEST**.

6. Enter the car number and click **FIND**.

7. Change the "Load/Empty" box to **LOAD**. Using your mouse, click on the locations to indicate the defect. Additional options will appear as you click on the impacted portion of the railcar. More areas are available via the tabs below the text "Railcar Images."



8. Select the **SAVE** button after all defects are chosen.

9. Repeat the process in steps 4 thru 6 for all cars needing BNSF attention after released as empty by unloader.

10. When complete, simply close your browser window.

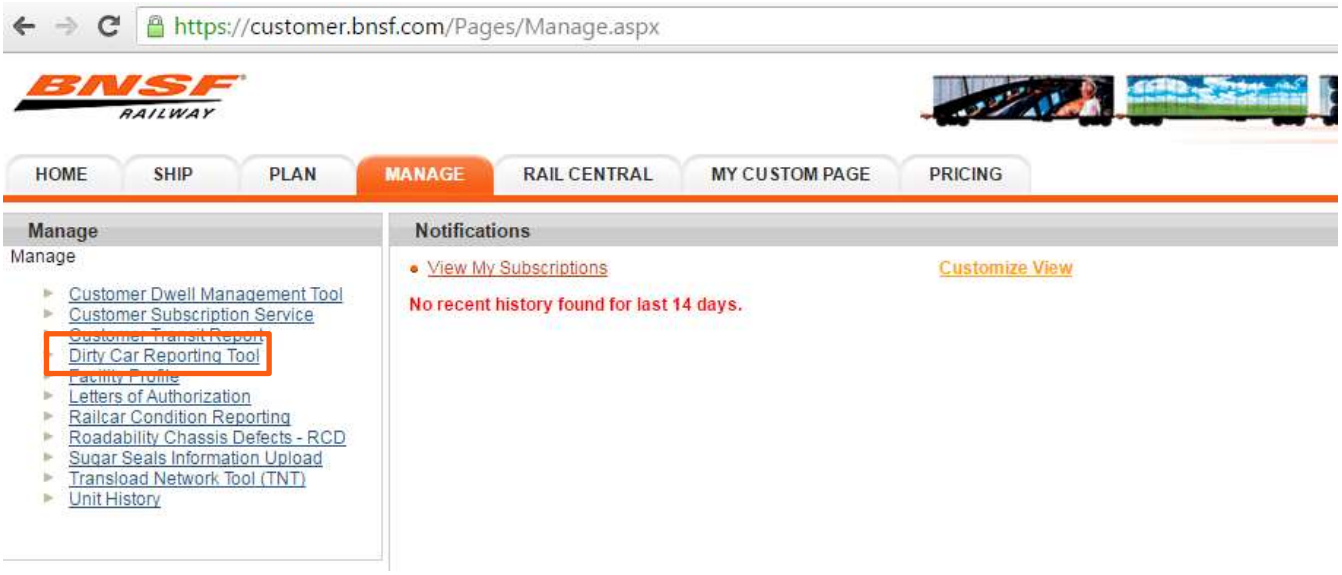
Report & Load – Dirty

1. Launch *Switch & Release* tool via BNSF.com applications.

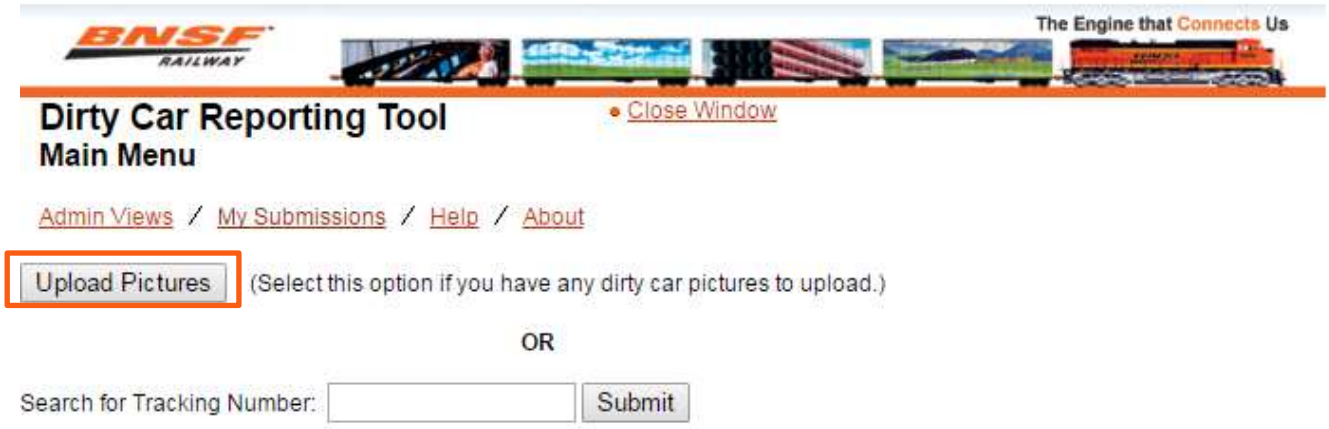
2. **RELEASE RAILCAR AS A LOAD** like normal (This will automatically happen if you are set up for auto waybill release upon submission of your bill of lading).

3. Exit the Switch & Release application.

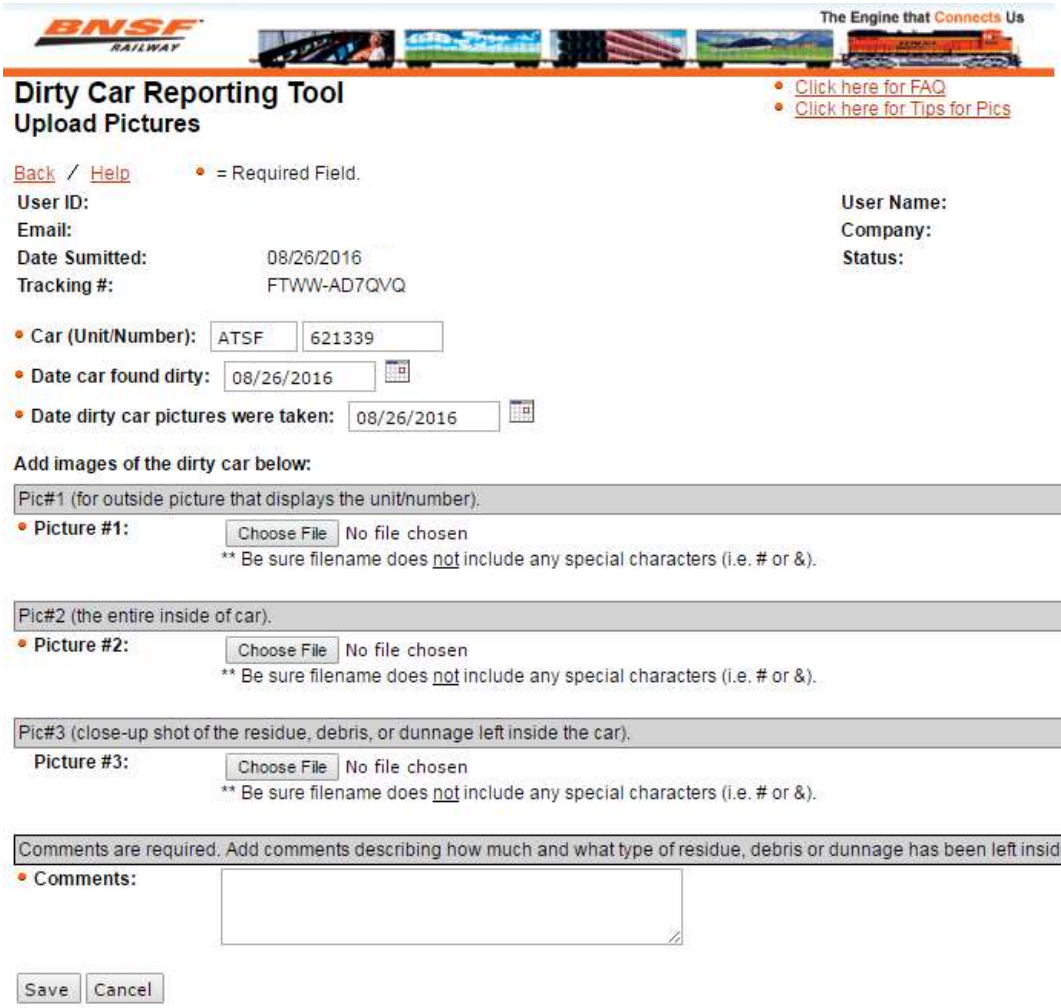
4. Launch *Dirty Car Reporting* tool via BNSF.com applications.



5. Select the option **UPLOAD PICTURES**.



6. A new window/tab will open within the *Dirty Car Reporting Tool* to add detailed information in order to understand your cleanliness concern. Just select the photos from your computer and enter a comment specifying your concern.



7. Select the **SAVE** button after all defects are chosen.

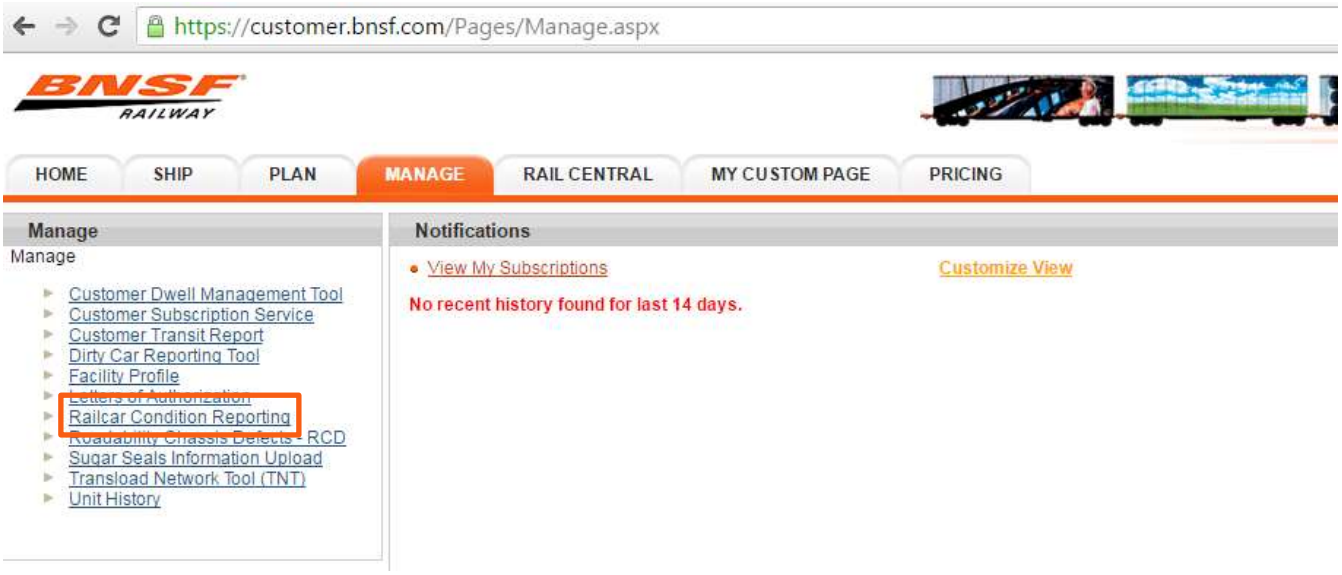
8. Repeat the process in steps 2 thru 4 for all cars needing BNSF attention.

9. When complete, simply close your browser window.

Shippers and Receivers served by a Shortline or other Class I

Empty or Loaded Railcar Rejection Process - Mechanical

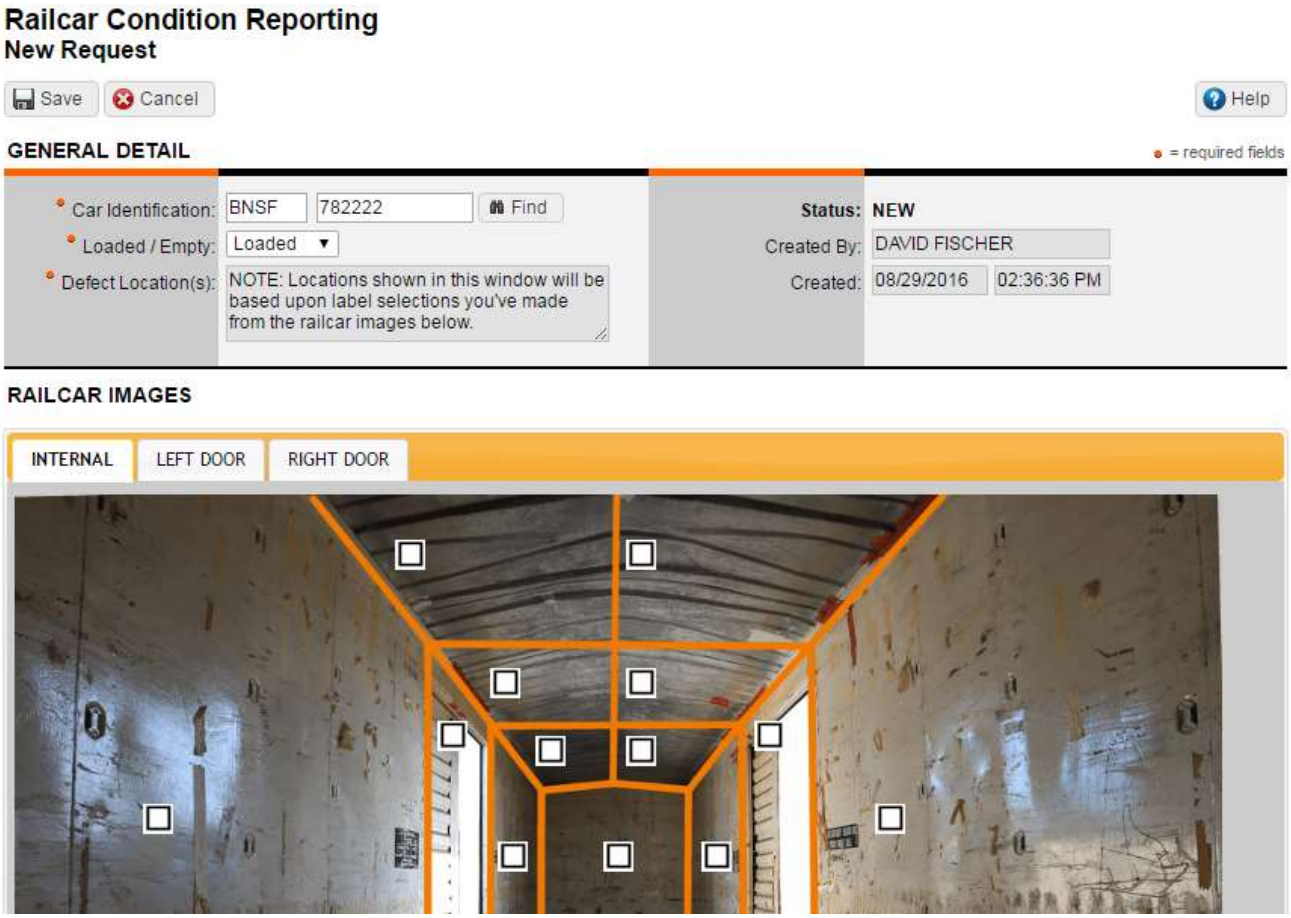
1. Launch *Railcar Condition Reporting* tool via BNSF.com applications.



2. In the window that opens, select in the upper right corner **NEW REQUEST**.

3. Enter the car number and click **FIND**.

4. Change the “Load/Empty” box to **LOAD OR EMPTY** based on the status of the car when released. Using your mouse, click on the locations to indicate the defect. Additional options will appear as you click on the impacted portion of the railcar. More areas are available via the tabs below the text “Railcar Images” (**Loaded cars will proceed to the receiver prior to mechanical repair**).



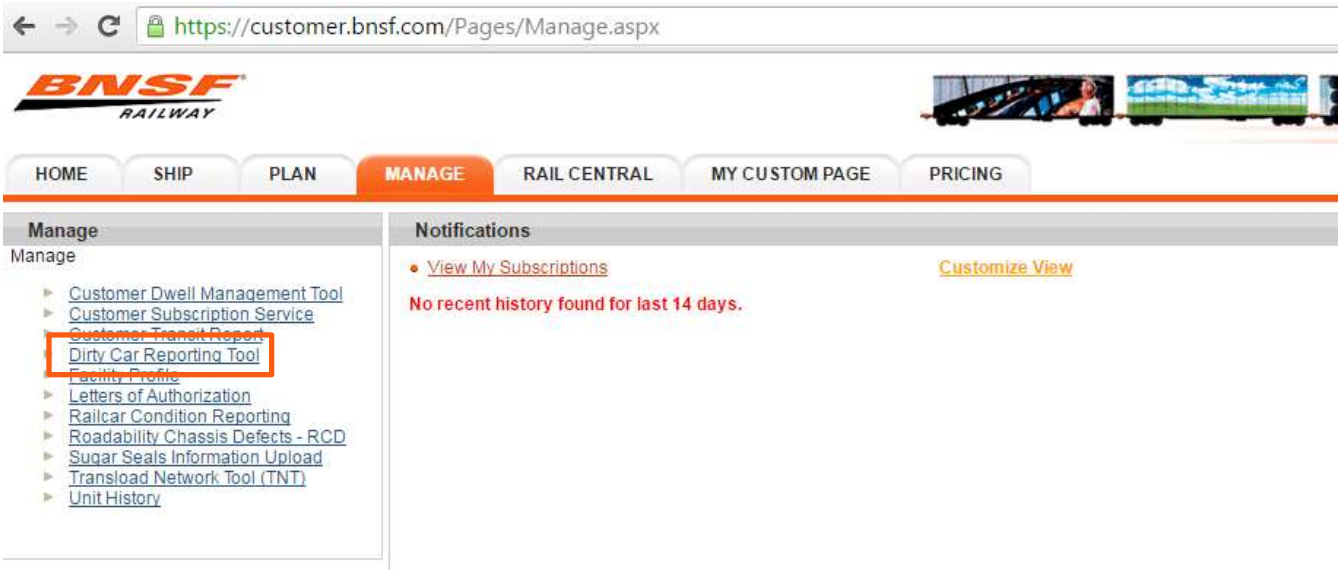
5. Select the **SAVE** button after all defects are chosen.

6. Repeat the process in steps 4 thru 6 for all cars needing BNSF attention after released as empty by unloader.

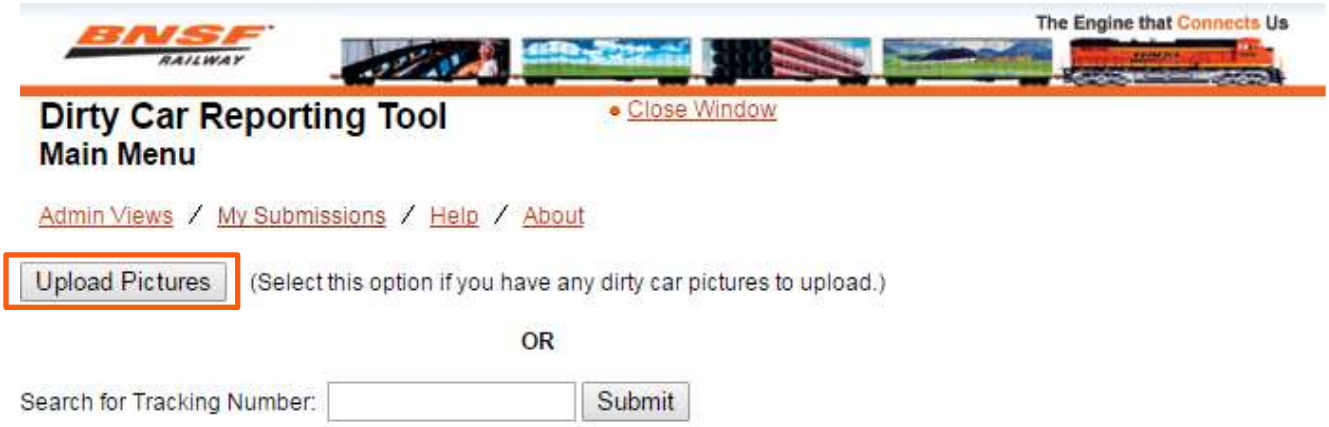
7. When complete, simply close your browser window.

Empty or Loaded Railcar Rejection Process - Dirty

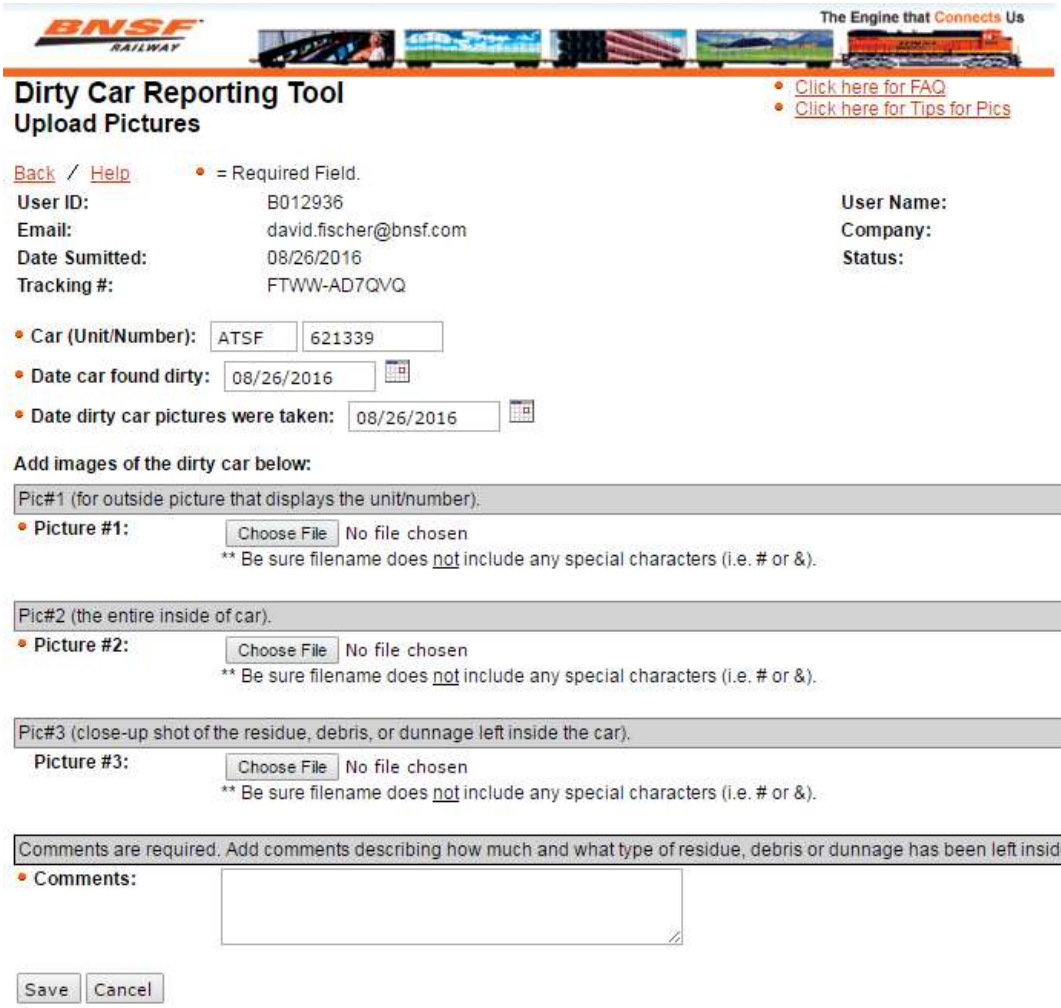
1. Launch *Dirty Car Reporting* tool via BNSF.com applications.



2. Select the option **UPLOAD PICTURES**.



3. A new window/tab will open within the *Dirty Car Reporting Tool* to add detailed information to understand your cleanliness concern. Just select the photos from your computer and enter a comment specifying your concern.



4. Select the **SAVE** button after all defects are chosen.

5. Repeat the process in steps 2 thru 4 for all cars needing BNSF attention.

6. When complete simply close your browser window