

WHO TO CONTACT

HOW TO USE ETOOLS

Release a rail car loaded or empty?

- Go to www.bnsf.com, login, proceed to Applications, select Switch & Release, select “Release” and the appropriate release code
- Call Customer Support (888) 428-2673

Order a rail car into my facility?

- Go to www.bnsf.com, log in, proceed to Applications, select Switch & Release, select “Switch In” and select the appropriate code
- Call Customer Support (888) 428-2673

Request Equipment?

- Go to www.bnsf.com, log in, proceed to Applications, select “Equipment Request” and follow instructions
- Fax your request to (800) 736-7697

Reject a private rail car because it is not mine?

- Go to www.bnsf.com, log in, proceed to Applications, select Switch & Release, select “Reject Equipment”, select “Rejected account back to owner at no charge to reloader”
- Call Customer Support with above statement (888) 428-2673

Dispute a demurrage bill?

- Go to www.bnsf.com, log in, proceed to Applications, select eDemurrage and follow instructions
- See billing statement for non-online instructions for disputing

Register for MyBNSF to use eTools?

- Go to www.bnsf.com, select “Register/ Login”, then select “Register Here” and complete the application process
- For assistance call (888) 428-2673