

Intermodal Reference Guide



Find this document (and details of the associated links) at - [BNSF.com / Customers / What Can I Ship / Intermodal / References](#)

SET-UP *To Become a New Intermodal Customer*

- > [Contact an Intermodal Marketing Representative](#)
- > [Provide proof of Insurance and trailer/container markings](#)
- > [Establish Credit](#)
- > [Request a Personal Identification Number \(PIN\)](#)
- > [Register your drivers - UIIA Driver Data Base](#)
- > [Register for BNSF.com](#)
- > [Sign an Intermodal Transportation Contract](#)

You will need a PIN to contact our customer support department. A PIN number is assigned to you during your registration.

PLAN *Resources and tools to move your shipments*

- > [Review Intermodal Rules and Policies Guide](#)
Governing document for all Intermodal shipments.
- > [View Intermodal Facilities and Schedules](#)
Locations and transit times.
- > [Contact Load and Ride Solutions \(LARS\)](#)
LARS offers free loading and security information and assistance. It is important to properly block, brace, and load commodities in the trailers/containers. See [BNSF.com](#), contact 1-800-333-4686, or email LARS@bnsf.com.
- > [AAR Intermodal Loading Guide](#)

SHIP *Tools to ship*

- > [Submit Shipping Instructions](#)
Submit shipping instructions (bill of lading) prior to tendering the shipment via Electronic Data Interchange (EDI) or secured BNSF.com. Details for shipping instructions can be found in the [BNSF Intermodal Rules and Policies Guide](#).
- > [Modify Shipping Instructions](#)
Update or correct shipping instructions on secured BNSF.com with Shipping Instructions Modifications.

MANAGE *Tools to manage your shipments*

- > [Monitor Shipments](#)
Tools to manage your shipments with custom reports including Trace Equipment (Unit Trace), Lot Placement (Display Intermodal Lot Location), Interchange Receipts (J-1 Reports), and Notifications (Subscriptions). For service exceptions, contact BNSF Customer Support, 1-888-428-2673 (and provide your PIN).
- > [View Freight Invoices, Miscellaneous Charges and Storage](#)
Manage invoices and payments on secured BNSF.com, or contact 1-888-428-2673.
- > [Submit Cargo Claims](#)
Report any cargo loss or damage prior to unloading or as soon as identified to 1-800-333-4686, and to submit a claim, call 1-800-333-4686, fax 785-435-4120 or email CargoClaims@bnsf.com.
- > [Submit Equipment Claims](#)
To initiate a claim for damaged equipment, view the [Intermodal Rules and Policies Guide](#) or contact Intermodal Equipment at 1-800-446-6554, option 2 or fax 1-800-259-4253.