



888-428-2673

BNSF Railway Phone Option Guide

BNSF's new voice recognition software is able to recognize many words and phrases including:

Main Menu

Self Service

Shipping Instructions

Car Movement

Intermodal Movement

Web Support

Equipment and Demurrage

Invoices

Dimensional

Border Support

Secondary Menu

Self Service

Driver Trace

Secure Trace

Release and Order In

Equipment and Demurrage

Boxcars

Flats & Gondolas

Hoppers

Private Cars

Intermodal

Railcar Equipment Request

Coal

Invoices

Freight

Intermodal Storage

Miscellaneous Carload

Demurrage Invoice

Government

Financial Services

Credit

Border Support

Canadian Customs

Mexico Customs