

Shortline Guide to Assisting Prospective BNSF Customers

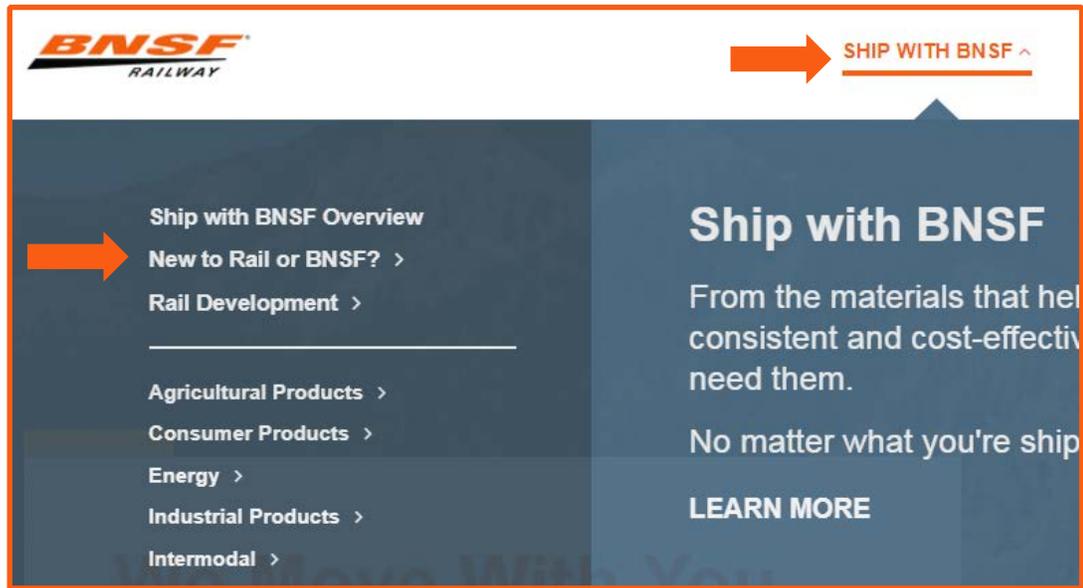


Below you will find step-by-step instructions on where to guide a potential BNSF customer to begin the “New to Rail or BNSF?” process based upon the commodity they would like to ship. In this example, a customer is interested in shipping “All Other Freight,” which includes products such as chemicals, fuels and minerals.

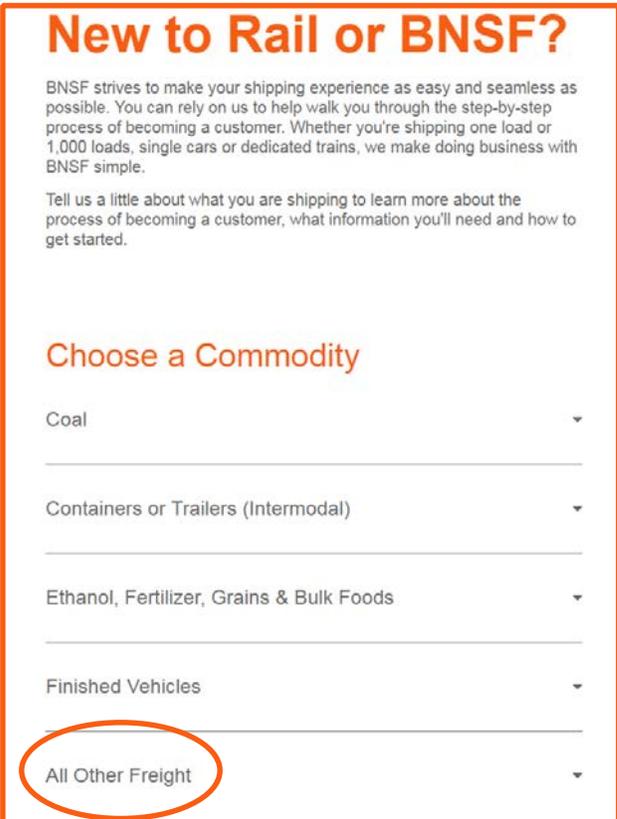
If you have any questions about this process, please contact your BNSF shortline representative.

Step One: Navigating to “New to Rail or BNSF?”

First, select “Ship with BNSF” in the main menu, then click on “[New to Rail or BNSF?](#)” in the top left of the menu.



Step Two: Selecting a Commodity



Next, scroll down to select the type of commodity they will be shipping. In this example, we have selected “All Other Freight”.

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Step 3: Connecting with BNSF

After selecting the type of commodity they will be shipping, the drop-down menu to the right will appear, where the customer will click on “Connect with BNSF”.

A “Connect with BNSF” form will appear (below). Depended upon the customer’s needs, they can select “I want to speak to a BNSF representative,” “I’m trying to get a rate quote for moving my freight,” or “I have a different question”.

*Please let the customer know that they should have all of their commodity, amount and origin and destination information ready before this step.

Become a New BNSF Customer

Begin shipping with BNSF quickly and easily. We will need the following information to get you started with BNSF:

- **Commodities** you will be shipping. Please use our [STCC/Commodity Lookup](#) tool for exact commodity information.
- **Origin and destination** for your shipment. (See the [Shipping Instructions Checklist](#) for requirements)
- **Amount** you will be shipping.

[Connect with BNSF](#)
or 817-867-6223

Connect with BNSF

Please complete the following form.

Thank you for showing interest in BNSF. Before we get started, let us know if this is your first time working with us, or if you are an existing customer.

How can we help you get your freight moving?