



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

Demurrage and Storage

Equipment

Invoice & Payment

Dimensional

Border Support

Secondary Menu

Self Service

Driver Trace
Secure Trace

Release and Order-in

Demurrage & Storage

Intermodal Storage

Railcar Demurrage

Equipment

Private Cars
Railroad Supplied Cars

Coal
Intermodal

Invoice & Payment

Freight Bills
Miscellaneous Carload

Intermodal Storage

Border Support

Canadian Customs

Mexico Customs