

Cargo Claims



Customer Reference Guide

BNSF's goal is to provide our customers with safe, efficient, damage-free service. However, sometimes transit damage can occur. BNSF's **Cargo Claims System** provides a secure web-based tool to file, monitor your cargo loss and damage claim, and upload supporting documentation.

> Set-Up

- 1) Register at BNSF.com
 - Customer Login – Register
- 2) Request access to **Cargo Claims**
 - Login to the customer portal and click on My Apps
 - Select “Request Access”
 - Select “Cargo Claims” and send support request email

> Cargo Claims Customer Dashboard

- 1) Add Profile
 - Requires company name, contact email, phone number, and remittance address
 - Help link available
 - You will be notified of profile approval by email
- 2) Initiate New Claim
 - Requires claim type, equipment initial/number, shipment date (waybill date), VIN (automotive only), claim amount and reason
 - Include claim reason in the comment section under Claimant Remarks
 - Help link available
 - Allows upload of documentation
 - File size <20MB (break larger files into smaller sub-files)
 - Does not accept “.zip” files
 - Documentation submitted should include
 - Bill of lading
 - Verification of loss or damage including photos
 - Invoice showing ownership and costs
 - Other supporting documentation
 - You will receive acknowledgment of your claim submission by email
- 3) Review Claim Status
 - Monitor the status of your claim on your Customer Dashboard: Open, In-Progress, Paid, and Declined
 - View attachments and comments from BNSF settlement analyst
 - Upload additional documentation anytime after claim submission
 - You will be notified of claim payment details by email
- 4) Contact - BNSF Cargo Claims, 800-333-4686 Option 2, eCargoClaim@bnsf.com

