Facility Update



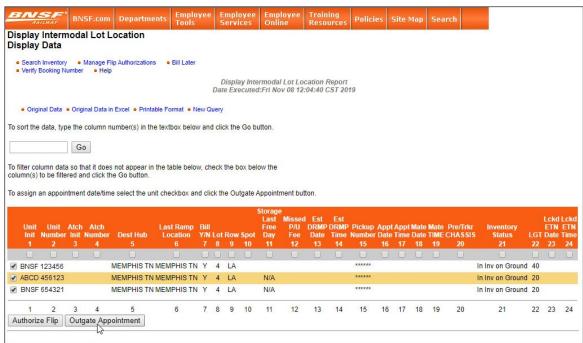
June 30, 2020

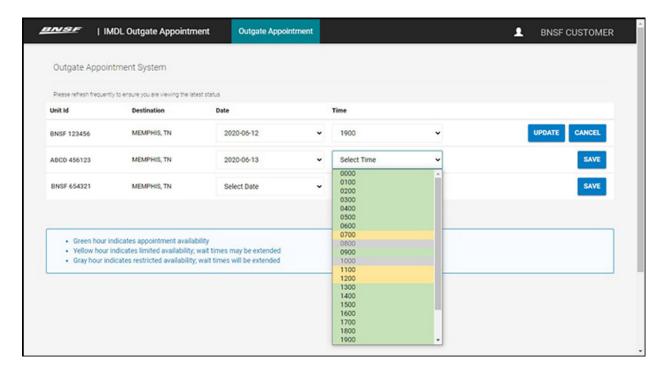
BNSF Introduces New Domestic Container Outgate Appointment Tool at its Memphis Intermodal Facility

Starting Tuesday, June 30, 2020, BNSF will begin offering a new Outgate Appointment process and tool to schedule pick-ups from our stacked operations at our Memphis Intermodal Facility. This process will enable domestic intermodal customers and dray carriers to make appointments based on planned outgate times. It will also help reduce driver turn times by matching scheduled pick-ups with real-time capabilities.

To access the Outgate Appointment Tool for Memphis Intermodal Facility Only:

- Log-in to bnsf.com
- Go to Display Intermodal Lot Location (DLL) application
- Enter container(s) in DLL main screen and hit the submit button
- Place a check by container(s) and hit the Outage Appointment button
- Select the date and hour planned for each outgate container*. Appointments can be made in green or yellow hours, with priority given first to green appointments, then yellow, followed by units with no appointment.
 - Green hour indicates appointment availability
 - Yellow hour indicates limited availability; wait times may be extended
 - Gray hour indicates restricted availability; wait times will be extended
 - Appointments include a three-hour window with a one-hour grace period before and after the appointment hour.
- Cancel appointment anytime up until midnight on your appointment day, however it is recommended to cancel your appointment as soon as possible
- Auto-cancel will occur for no shows and late train





While outgate appointments in Memphis are not required, domestic intermodal customers and dray carriers are encouraged to use this new process as it can support a better driver experience. If you have any questions on the registration process, please email the BNSF eBusiness team at ebizhelp@bnsf.com. If you have questions on the tool or appointment process, please call 888-428-2673.

Thank you for your business and for choosing BNSF as your freight transportation provider.

* Occasional exceptions may apply to honoring appointments due to operational circumstances. Storage free time remains the same.

