

**Frequently Asked Questions  
Flip Authorization Management**

**1. If I already have access to BNSF.com web tools, do I need to request additional access to authorize a flip?**

If you already have access to BNSF.com web tools, additional access is not required. Flip authorizations can be submitted via the BNSF.com web tool "Display Intermodal Lot Location".

**2. Will I be able to cancel a flip authorization if needed?**

Yes. You can cancel a flip authorization up until the local BNSF Intermodal Facility has assigned the flip authorization to a work group for completion. At this point, flip authorizations can no longer be cancelled. To cancel a flip, click the "Manage Flip Authorizations" link and search for the unit. You can then click on the "Cancel" link.

**3. Will the hours of flip operations change at BNSF Intermodal Facilities?**

Unless otherwise noted by the local BNSF Intermodal Facility, there will be no change in the hours of operation for performing flips.

**4. I do not have BNSF credit, but want to authorize a flip, do you accept credit cards?**

Yes. You can authorize a flip by utilizing the Flip Authorization web tool and entering your credit card information when prompted. BNSF accepts Visa and Master Card.

**5. Will the web based flip authorization functionality be available at all BNSF Intermodal Facilities?**

The new flip authorization functionality within DLL will be available for the following BNSF Intermodal Facilities according to the below schedule:

Location	Date
Chicago (Corwith), IL	August 20th
Logistics Park, IL (LPC)	August 27th
Kansas City, KS	August 27th
Alliance, TX	August 27th
Chicago (Cicero), IL	September 10th

The schedule for additional BNSF Intermodal Facilities will be announced at a later date.

**6. How will I know if BNSF has received my flip authorization?**

A confirmation e-mail stating BNSF has received your flip authorization will be sent to you. In addition, you will be able to track your unit throughout the entire process by clicking on the "Manage Flip Authorizations" link within the DLL web tool.

**7. What if I have submitted a flip authorization for a non-chargeable flip?**

When authorizing your flip, please enter any information you want relayed to the BNSF Intermodal facility via the "comments" field within the "Flip Request Reason" screen. Comments entered will be available for viewing by the local BNSF Intermodal facility.

The local BNSF Intermodal facility will identify chargeable and non-chargeable flips.

**8. How and when is a flip invoice generated?**

Flip authorizations will be invoiced as outlined by the local BNSF Intermodal Facility. Invoices will be generated and sent to customers the day after a flip authorization has been completed. There will be one chargeable flip authorization per invoice, with detailed information, including comments entered by authorizing party.

**9. At what point can I submit a flip authorization for a unit?**

For origin flips, a flip authorization can be submitted for a unit with a waybill in "Suspended Status" (not yet in gate, but billing is in place) or for a unit which has already in gate at origin.

For destination flips, a flip authorization can be submitted after a unit has origin train departed (TD) or at any time prior to destination out gate (this includes while unit is in transit or any time after destination de-ramp, as long as the unit is in the BNSF inventory).

**10. Where can I find additional help information regarding Flip Authorizations?**

You can find additional help information by clicking on the "Help" link within the Display Intermodal Lot Location (DLL) web tool or by going to the following links:

User Guide: <http://www.bnsf.com/apps/dll/dllhelp.html>

FAQ: <http://www.bnsf.com/apps/dll/dllhelp.html#FAQ>.