



**Railroad**

**Contact Information**

**Reporting OS&D**

Railroad/Equipment Provider	Phone Number	Web Site
BNSF	800-333-4686	<a href="http://www.bnsf.com/customers/support-services/loading-and-shipment-safety/#%23subtabs-4">http://www.bnsf.com/customers/support-services/loading-and-shipment-safety/#%23subtabs-4</a> use report "Damage Notification Report"
CSX	Can not report by phone	Must report damage at ShipCSX – User ID required
CPR	877-277-3732	<a href="http://www8.cpr.ca/cms/English/Customers/Existing+Customers/DPCS/default.htm">http://www8.cpr.ca/cms/English/Customers/Existing+Customers/DPCS/default.htm</a> Report by email to: <a href="mailto:contact_dpfc@cpr.ca">contact_dpfc@cpr.ca</a>
CNRR	800-667-8778	<a href="http://www.cn.ca/en/damage-prevention-freight-claims.htm">http://www.cn.ca/en/damage-prevention-freight-claims.htm</a> Must have user ID and password See "Damaged Freight Claims tool" and Report damages
FEC	305-889-5557	Fax to 305-889-5575 or email to <a href="mailto:freightclaims@fecrwy.com">freightclaims@fecrwy.com</a>
KCS	816-983-1825 318-676-6133 601-933-4741	AREA Kansas City, MO AREA Shreveport, LA AREA Jackson, MS FAX for all 816-218-0114 Email <a href="mailto:kscfreightclaims@kcsouthern.com">kscfreightclaims@kcsouthern.com</a>
Norfolk Southern	800-742-6313	<a href="http://www.nscorp.com">http://www.nscorp.com</a> Must have a user ID and password
UPRR	800-521-3252	Email Address: <a href="mailto:UPINTERMODALINSP@UP.COM">UPINTERMODALINSP@UP.COM</a>