

BNSF Railway Company

Industry: **Transportation**

Company Profile

- BNSF is headquartered in Fort Worth, TX and has 40,000 employees.
- Annual revenues exceed \$13 Billion.
- BNSF is among the world's top transporters of intermodal traffic and moves more grain than any other American railroad.
- BNSF hauls enough low-sulphur coal to generate about ten percent of the electricity produced in the United States.
- Visit www.bnsf.com for more information

Business Needs

- Required host-to-host, real-time credit card authorizations via the Internet
- Required ability to manage payment solution online

3DSI Solution

- EC-Linx
- EC-Batch
- EC-Zone

Business Benefits

- Delivers quick and easy method of payment
- Guarantees payment to BNSF

BNSF is a subsidiary of Burlington Northern Santa Fe Corporation (NYSE:BNI) and operates one of the largest railroad networks in North America, with about 32,000 route miles in 28 states and two Canadian provinces.

Challenge

BNSF is among the world's top transporters of intermodal traffic – a mode of rail transportation for the movement of trailers and containers. BNSF required a credit card solution to support its Intermodal Service customers who did not have a line of credit with the company. The segment represents about 20% of the total Intermodal business.

Further, BNSF offers Intermodal hubs where the train drops off the unit and a truck then picks-up, to continue transport. If the shipper needs to store the unit at BNSF's hub, there is a storage fee that applies to the containers.

BNSF needed to implement a credit card solution to:

- Provide customers a quick & easy method of payment
- Guarantee payment to BNSF

Solution

BNSF implemented EC-Linx[®] from 3Delta Systems[®] (3DSI), which lets users set-up their account and pay for services via the Web. "Customers simply go to the Web site and provide the necessary credit card details and make a guarantee of payment with the card," explains Sam Phelps-Roper, BNSF Manager.

Results

Implementing 3DSI's EC-Suite of services, automates the payment process and ensures BNSF is paid on-time by Intermodal Service customers who do not have established credit with the company.

Customer Feedback

"BNSF required a payment solution that would interface with its existing platforms, said Sam Phelps-Roper, BNSF Manager. "As BNSF is poised to expand other Service areas, we are confident that 3Delta Systems will continue to offer the payment solutions we need to support our railway operations."

