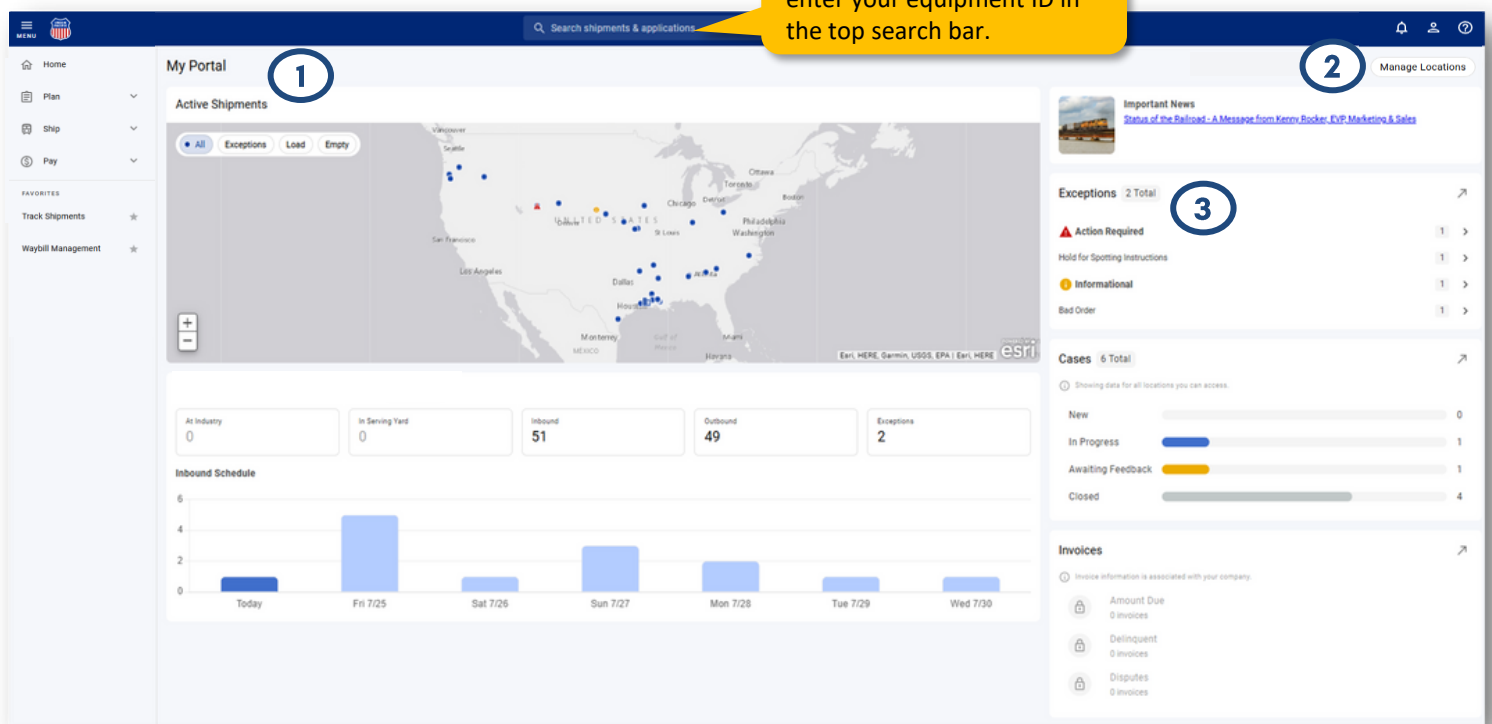




Navigating Union Pacific's New Portal

A Better Way to Manage Your Shipments

We've redesigned our portal to make managing shipments faster, easier, and more intuitive. Here's a quick overview of the updates and how they benefit you:



My Portal ①

Benefit: Access real-time shipping information, all in one place.

Feature Highlights:

- Interactive map displaying real-time shipment movement.
- View inbound and outbound flows at a glance.
- Key shipment details, exceptions, and tools—just one click away.
- Track a shipment from the top search bar.

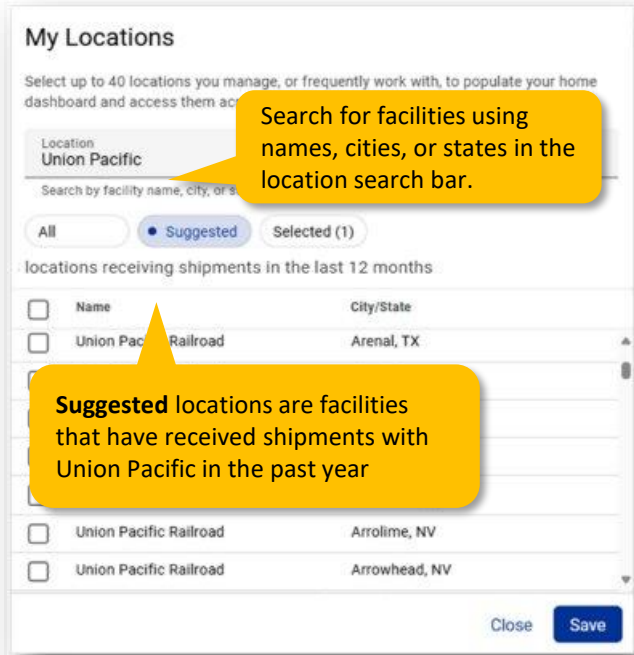


Location Preferences 2

Benefit: Obtain a personalized experience tailored to your business needs.

Feature Highlights:

- Choose your preferred locations to focus on what matters most.
- Update preferences anytime as your business needs change.
- My Portal displays one location at a time. To view a different location, use the drop down in the top right corner.



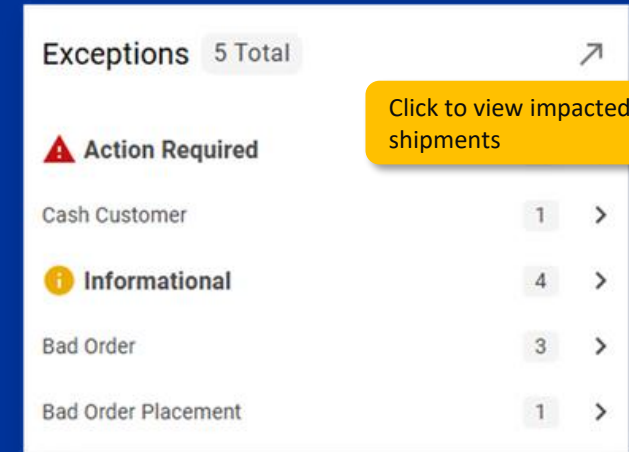
Exception Visibility 3

Benefit: Stay informed and take action when needed.

Feature Highlights:

- Real-time insights into shipment issues.
- Exceptions are grouped into two categories:
 - **Action Required:** Issues that need your attention.
 - **Informational:** Updates to help you plan, no action required.

Exception Details



Exceptions

SHIPMENT (138)

Showing All Exceptions exceptions for Union Pacific Railroad Co - Houston, TX.

Equipment ID	L/E	Last Account	Exception(s)	Additional Info
UP908313	Empty	Pierce, TX	Bad Order Placement - Train Line- Air Hose ACock etc	See details for more information.
UP925067	Empty	Pierce, TX	Bad Order Placement - Air Brakes - Inoperative, etc.	See details for more information.

Exception(s)

Type: Bad Order - Air Brakes - Inoperative, etc.

Exception Date/Time: 07/28/2025 8:45 AM CDT

Estimated Repair Date: 8/1/2025

Case: No case information

View Exception Details here:

- Next Steps
- Action Plans

Click anywhere in the row to view details

Quickly view when and why the issue occurred, along with details and case numbers



My Portal Menu

PLAN

Carbon Emission Estimator

Calculate the carbon savings of shipping by rail.

Customer Pool Utilization

Enter monthly load projections and view pool statistics.

Dimensional Clearance

Submit a request for movement of equipment that exceeds standard height, width, length, or weight limitations.

Empty Car Order

Order empty cars to be loaded at a customer's Union Pacific rail served location.

Equipment Characteristics

View specifications by equipment ID.

FAK Prices

View "Freight All Kinds" pricing for intermodal shipments.

Grain Car Allocation

Secure covered hoppers to support grain, grain products, and food product shipments.

Intermodal Loading Diagrams

Search for intermodal loading diagrams.

Intermodal Schedules

Search for intermodal service schedules.

Price My Shipment

Search for prices, price documents, and transit time estimates.

Routes and Milage

Search by origin, destination and carriers to find routes and mileage.

Serving Carrier Reciprocal Switching

Identify serving carrier and reciprocal switch information.

Terms and Conditions

Access rule and price documents.

SHIP

Automotive Management

Track automobiles by VIN and view ramp logistics.

Case Management

Create a case for assistance with shipment delays, car orders and billing.

Diversions

Update billing instructions to change the route or destination of a railcar already in transit.

Freight Claims and Damage

Submit and view freight claims.

Intermodal Gate Events (JI)

Search for intermodal gate receipts.

Intermodal Terminal Reservations (ITR)

Manage reservations for containers & trailers.

Pool Inquiry

View events on rail cars assigned to a customer for loading.

Reports

View and create customized tracking reports.

Shipment Management

Manage and monitor shipments, including ordering and releasing.



My Portal Menu

SHIP (continued)

Steelroads

Access Railinc website to track equipment across railroads.

Track Shipments

Track railcars and containers.

Train Inquiry

Track equipment by train symbol.

Transborder Management

View document status for import and export shipments to or from Mexico and Canada.

Waybill Management

Submit or edit bills of lading and shipping instructions.

PAY

Accessorial Charges

Review accessorial charges including demurrage and diversions.

Chargeable Events

View demurrage events for the current month.

Invoice Management

View and dispute invoices.

Pay/Guarantee Intermodal Flip

Pay intermodal flip charges.

Pay/Guarantee Intermodal Storage

Pay intermodal storage charge.

Private Empty Car Storage

View private empty car storage for the current month.

Refund Claims

Submit refund claims.

Refund Remittance

View refunds and status, including remittance details.