



BUILDING AMERICA®

Track Shipments: Enhanced Shipment Details

Shipment details are now organized into a single, easy-to-navigate experience, reducing scrolling and improving visibility

1 Shipment Summary
Key shipment details at a glance

2 Waybill
Waybill and bill of lading information

3 Interactive Map
Track shipment location and progress

4 Event Timeline
View shipment history and upcoming events

5 Shipment Exceptions
Active exceptions and guidance

6 Cases
View and respond to case comments

The screenshot displays a comprehensive shipment tracking interface for a Union Pacific shipment. At the top, a header bar lists key fields: Equipment ID*, Origin*, Status, Last Accomplished*, Last Scheduled*, and Destination*. Below this, a summary section provides a quick overview of the shipment, including the equipment ID (UP 123456), load status (Load), and origin (Richland, WA). The destination is listed as Emigsville, PA. The status is 'En Route', and the billed status is 'Billed'. The load is 'Load', and the commodity is '2037315:Fzvegt'. The route is 'UP-CHGO-NS'. The create case link is 'Case Management', and the equipment status is 'Bad Order Placement'. A map section shows the shipment's location (Hinkle, OR) and progress. The event timeline lists key events, including 'Chicago, IL Interchange Delivery', 'Hinkle, OR Bad Order Placement', 'Hinkle, OR Scheduled Departure', and 'Hinkle, OR Bad Order - Hold Released'. The exceptions section shows a 'Bad Order Placement - Refuel Mechanical Refrig Unit' exception. The cases section shows a case for 'UP-05306214' with a comment: 'Good day. Your car has been placed on the repair track. We will monitor the progress of the repair. Please allow 48 hours for the car to be repaired. Thank you, Julie.' The interface is designed to be responsive, allowing users to manage shipments from virtually any device.

Equipment ID*	Origin*	Status	Last Accomplished*	Last Scheduled*	Destination*
UP 123456	Richland, WA	En Route	Hinkle, OR Bad Order Placement 08/11/2026 21:09 PDT	Hinkle, OR Scheduled Departure 08/11/2026 21:08 PDT	Emigsville, PA

Summary
Origin/Destination: Richland, WA → Emigsville, PA
Status: En Route
Billed Status: Billed
Load/Empty: Load
Commodity: 2037315:Fzvegt
Route: UP-CHGO-NS
Create Case: [Case Management](#)
Equipment Status: Bad Order Placement

Waybill
Waybill: 529712 08/07/2026
Bill Of Lading: 6100461883
Shipper: [Redacted]
Consignee: [Redacted]
Send Freight Party: [Redacted]
Tare Weight: 103,000 lbs
Net Weight: 0 lbs
Gross Weight: 146,349 lbs
Special Conditions: 134 Ton Heavy Car Category, Car Is More Than 80 Feet, Protective Service, Speed Restricted Car

Map
NEW
Hinkle, OR
Bureau of Land Management, Sta...

Exceptions
Type: Bad Order Placement - Refuel Mechanical Refrig Unit
Date/time: 08/11/2026 23:09
Estimated: 08/13/2026
Repair Date: NEW

Cases
Case Number: UP-05306214
Awaiting Feedback
Latest Comment: Good day. Your car has been placed on the repair track. We will monitor the progress of the repair. Please allow 48 hours for the car to be repaired. Thank you, Julie.
View/Add Comment 08/12 06:06

Events
Chicago, IL Interchange Delivery - NS
Hinkle, OR Bad Order Placement 08/11/2026 21:09 Refuel Mechanical Refrig Unit
Hinkle, OR Scheduled Departure 08/11/2026 21:08
Hinkle, OR Bad Order - Hold Released 08/11/2026 21:08 Refuel Mechanical Refrig Unit
Hinkle, OR Bad Order 08/10/2026 13:53 Refuel Mechanical Refrig Unit
* Indicates an Offline Event
VIEW ALL EVENTS



A responsive design makes it easier to manage shipments from virtually any device.

Stay Informed and Resolve Issues Faster

Understand exceptions, access guidance, and stay informed, all on one page

Exceptions

Customer Action Required

Type  Hold for Spotting Instructions

Date/time 07/15/2026 14:41

Exceptions

Informational

Type  Bad Order - Wheel / Axle Defect

Date/time 07/24/2026 10:28

Estimated Repair Date 07/26/2026

Help

Bad Order

 Bad Order Repair Times Between Terminals
Repair Process Between Terminals

 Bad Order Repair Times in Terminals
Expected Repair Timelines

Cases

Case Number UP-05306214 Awaiting Feedback

Latest Comment Good day. Your car has been placed on the repair track. We will monitor the progress of the repair. Please allow 48 hours for the car to be repaired. Thank you, Julie.

View/Add Comment

08/12 06:06

Understand Exceptions

- Quickly identify which exceptions require action and which are informational
- View estimated repair and resolution dates when available

Find Answers

- Select an [exception name](#) to view related help and guidance
- Find answers without leaving Track Shipments

Stay Informed

- View the latest case updates and comments
- Respond directly from Track Shipments when additional information is needed



Access the most up-to-date information on potential issues and delays.

Explore the Full Route with the Expandable Map

View shipment location, route progress, and milestones in a larger, more detailed view

Expand the map

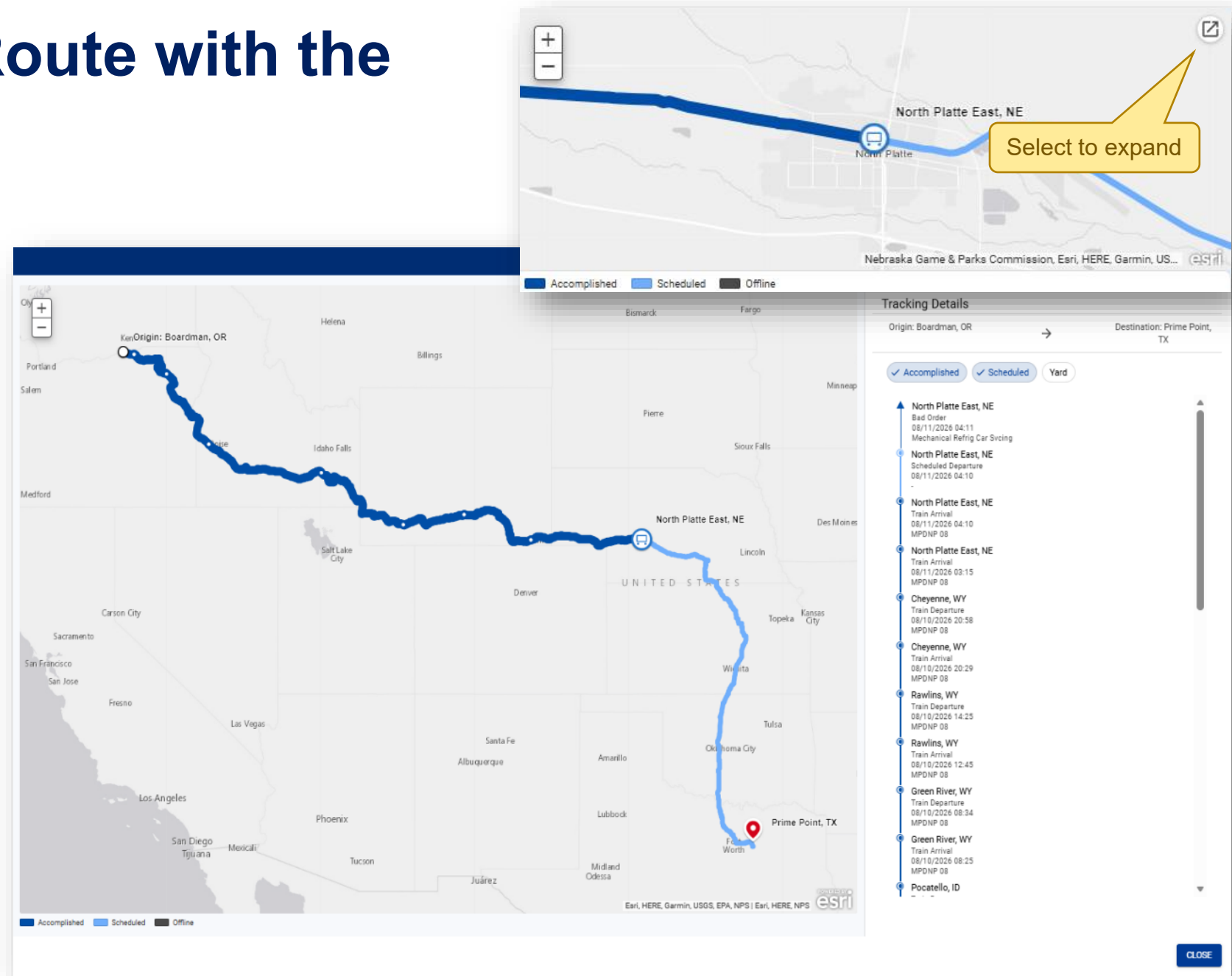
Select the expand icon to open a larger view

Follow route progress

View the origin, destination, current location, and completed and scheduled portions of the route

Review milestones

View shipment events alongside the map



Manage Shipments from Your Mobile Browser

Access shipment details, maps, exceptions, and cases wherever you are

Designed for smaller screens

Responsive layouts make key shipment information easy to view

Navigate with ease

Streamlined menus help you quickly find the information you need

Stay informed on the go

Check shipment status, review exceptions, and manage cases from your mobile browser

