

UNION PACIFIC Best Transportation Partner Award



Best Transportation Partner Award: *annual award to recognize an outstanding broker/carrier*

Criteria

Outstanding Examples of Customer Service: *Significant actions providing exceptional customer service, for example: extra-mile efforts exceeding customer expectations, solving customer problems, and/or demonstrating Union Pacific's commitment to meet customer needs*

On-Time Performance: *Minimum on-time performance of 90%*

Minimum of One Extra Mile Submission: *To be considered for the award, the carrier or broker must have at least one Extra Mile Submission submitted by a Union Pacific Employee*

Invoice Accuracy: *Must meet an invoice accuracy rate of 90%*

Contract Acceptance Rate: *Must accept 90% of contracted lanes*

Recognition

Certificate of Appreciation

Plaque/Trophy

Eligibility

Minimum of 6 months as a carrier or broker with Union Pacific Railroad

No suspension or offenses in the past 6 months

Process:

All Union Pacific employees can nominate carriers for the award by December 1 of the calendar year. Criteria and nominations will be reviewed by a committee. Broker will be presented the award by January 31st.