



BUILDING AMERICA®

INTERMODAL TERMINAL RESERVATION (ITR) - FAQ

In July, we announced our new Intermodal Terminal Reservations (ITR) system would be coming soon. The system was live on August 6, 2019, and has replaced our antiquated Gate Reservation System. ITR is a planning system that matches gate activity to train capacity in an effort to maximize the customer experience and ensure terminal fluidity.

The objectives of ITR are to:

- Give customers visibility to available terminal and train capacity.
- Enable better planning for your end-to-end supply chain.
- Provide a consistent and reliable transportation experience with Union Pacific.
- Ensure terminal fluidity.

Why did Union Pacific implement ITR?

Union Pacific updated the Gate Reservation System (GRS) to enhance user interface, improve reservation utilization, and increase terminal operating performance through technology.

At which intermodal terminals is ITR operating?

ITR replaced GRS at six intermodal terminals on the West Coast: East Los Angeles, LATC, City of Industry, Lathrop, Brooklyn, and TacSim. By the end of September, we intend to launch ITR at three additional terminals for domestic traffic: Mesquite (Dallas), Denver and Kansas City. At these and all terminals with ITR, reservations will be strongly recommended to ensure your spot on a train.

Can a driver be turned away from a gate if they do not have a reservation?

We are designing ITR with drive-up capability, where customers without a proactive reservation will be assigned one upon ingate, if capacity is available. Again, reservations are strongly recommended to ensure your spot on a train; however, traffic will be allowed to drive-up and ingate if there is capacity that has not been consumed by reservations in the available ingate windows. If capacity has been consumed in the available ingate windows, the driver will not be able to ingate. For further clarity, at the West Coast terminals where there is higher demand and relatively more constrained terminals, it is unlikely drive-up units will be assigned a reservation or allowed to ingate.

Where can I find the ingate windows for an intermodal terminal?

Ingate windows will be displayed in the ITR system as they are today. Over time, in-gate windows may be adjusted based on demand and terminal fluidity. This means, they may be relaxed so that more drive-up reservations are allowed, and tightened as demand increases. Our objective is to be as flexible as possible while providing customers with a consistent and reliable experience.

How will customers know what train the reservation has been assigned to?

Assignments will be displayed in the equipment trace system as they are today. Once the customer has been assigned to a train, the trace system will display the estimated time of arrival.

Why are the proposed accessorial fees and a reciprocal system being suspended?

We originally announced a new accessorial debit and credit system for ITR where customers would be responsible for accessorial charges related to reservation cancellations and no shows, and receive credits for units that did not depart on the scheduled train. After further consideration, Union Pacific suspended the implementation of the accessorial charges to instead, systematically monitor and provide visibility to each customer's reservation utilization and work with customers to ensure reservations match actual demand. We will continue to monitor the need to implement an accessorial system for ITR, but would prefer to have customers take advantage of the visibility it provides and to improve utilization.

What happens if reservation utilization does not closely match actual need?

We strongly recommend that customers cancel all reservations that are no longer needed as soon as possible, and ideally, during a period 24 hours or more before gate cut off. Poor reservation utilization will result in ITR systematically limiting future reservations to more closely match historical usage.

Will my load ever be advanced to an earlier departure?

It is possible that an ingated load could be advanced on an earlier departure to its intended destination. Train assignments and estimated schedules will be displayed in the equipment trace system as they are today.

How do I access ITR to make a reservation?

Intermodal Terminal Reservation is located on MyUPRR.com on the customer portal under the 'Ship' dropdown.

How do I learn to use ITR?

Your Customer Care and Support representatives and Marketing and Sales representatives are available to participate in interactive sessions with you, on request, to acclimate users to the ITR user interface.

Can I access ITR from my mobile device?

Yes, the system will be accessible at MyUPRR.com from iOS and Android devices.

Who do I contact if I have additional questions?

Please contact the Intermodal Terminal Reservation Team in Customer Care and Support (CC&S) at 1-800-269-3026, via email at UPGateRes@up.com, or your Union Pacific Marketing and Sales representative.