INTERMODAL TERMINAL RESERVATION (ITR) - FAQ

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

Simultaneously, we introduced Intermodal Flow Optimization (IFO) to help support port and inland terminal fluidity. As we've operated both systems in tandem, we are committed to delivering a more seamless experience to our customers by integrating both international and domestic shipments into ITR.

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.

Utilizing ITR for all intermodal shipments will allow us to achieve these mutual objectives.

What is changing?
IFO was implemented on August 1, 2019 to assist in managing the flow of containers into each marine terminal in the Los Angeles/Long Beach market. Simultaneously, we introduced ITR to upgrade GRS and continue to manage the flow of our domestic intermodal program. With the success of ITR implementation, we will integrate international traffic into the ITR system and consequently retire the IFO system later this year.

Why did Union Pacific implement ITR?
Union Pacific updated the GRS to enhance user interface, improve reservation utilization and increase terminal operating performance through technology.

What is the difference between IFO and ITR?
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 benefit of ITR vs. IFO is that ITR allows customers to effectively reserve capacity on a train. By doing so, there is increased supply chain predictability in terms of departure from origin terminal as well as arrival at destination terminal.

How will my customer experience improve with ITR?
- Predictability of gate and train access
- Prioritize shipments
- Knowledge of train capacity
- Plan and prioritize (e.g. load versus empty units, and vessel departure date, etc.).
- The ITR platform allows for future enhancements (e.g. estimated time of grounding, vessel need by date)

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. On September 30, 2019, ITR will be implemented at three additional terminals: Mesquite (Dallas), Denver and Kansas City. International traffic will be subject to ITR at each of the nine terminals mentioned above, where applicable. At 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?
ITR has drive-up capability, where customers without a proactive reservation will be assigned one upon ingate, if capacity is available. Reservations can be made up to seven days in advance. If capacity has been consumed in the available ingate windows, the driver will not be able to ingate. For further clarity, at Union Pacific rail terminals where there is higher demand it is possible drive-up units will not 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.

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?
ITR is located at MyUPRR.com under the 'Ship' menu or by accessing it in Favorites. A user ID and password is required.

How do I learn to use ITR?
Your Customer Care & Support (CC&S) 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 CC&S at 1-800-269-3026, via email at UPGateRes@up.com, or your Union Pacific Marketing and Sales representative.