Car Order Policy

Please press the `<CTRL>` key and click the link below to view rules regarding Union Pacific’s car order policy;

http://www.uprr.com/customers/equip-resources/order/general_policy.shtml

Accessing the Car Order application

Log in to the UP Customer website (www.up.com) using your UP User ID and password.
Under the **Ship** category on the **Applications** page, select **Car Order**.

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**Note:** Customer names and locations have been edited out of screen captures to protect personal information.

**Car Order Home screen**

The look of the new system has changed and we have reduced the number of steps required to create new car orders.

After logging in, you will see the **Home Screen**.

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**NOTE -** Depending on the types of orders you manage, you may not see all the options shown below.
The home screen shows the current month calendar and is populated with the month’s orders.
If you hover your cursor over the order number, a pop up balloon shows brief details (pattern number used, equipment types, and any exceptions).

You can create a Service Issue by clicking the **Create Service Issue** button.

**Edit Contact Info**

Clicking the **Edit Contact Info** link will send you to UP’s contact database, **Enterprise Security**. From this screen, you can change information such as your email, mailing address, and details about your current position.
Grain Car Allocation System (GCAS) Orders

Please note: Available Grain Order options are determined by your security within the GCAS system. Please call 402 544-6264 or 402 544-4190 for questions about GCAS or changes to your GCAS security.

Creating a General Distribution (GD) order

To create a General Distribution (GD) grain car order, click the GD Order option from the Car Order Home screen.

The General Distribution Order screen will show your contact information and all locations, by region, where you are authorized to create GD orders.

Click the appropriate location to start the car order process. You will be sent to the New Car Order screen. All grain order patterns for the selected customer will be listed. Select the pattern desired and click the Continue button.
You will see your contact and pattern information followed by the **Grain Cars Wanted** section. Fill in the number of grain cars desired in the **Cars Wanted** box, check the **Mexico Order** box (if applicable) and add comments. Click **Previous** if you wish to go back one screen and select a different pattern number. Click the **Submit** button to complete the order.
If the order was successfully completed, you will see the Acknowledgment screen showing your new order number.

You can print the acknowledgment using the Print icon in the right hand corner of the Acknowledgment section. Once you have reviewed the acknowledgment, click the Exit button to return to the General Distribution Order screen.

See Appendix for General Distribution definitions and rules.

Creating a Guaranteed Freight (GF) order

To create a Guaranteed Freight grain car order, click the GF Order option from the menu.
The **Guaranteed Freight Order** screen shows your assigned pool number, the next half month time period, the period month and the period year.

![Guaranteed Freight Order Screen](image)

**NOTE**: To review the rules for GCAS orders, press and hold the `<CTRL>` key and click this link to read the GCAS tariffs; [https://www.uprr.com/customers/ag-prod/gcas/index.shtml](https://www.uprr.com/customers/ag-prod/gcas/index.shtml)

After setting the **Period**, **Month**, and **Year** fields, click the **Submit** button. The resulting screen will show a summary of your pool information.

![Guaranteed Freight Order Summary](image)

To create a new Guaranteed Freight order, click the **New Guaranteed Freight Order** link.
The resulting screen allows you to enter a customer name, city, and state. Enter any portion of a customer name and city and select a state from the dropdown list. Click the **Submit** button to get a list of customers and locations that match your search.

The resulting screen will show a list of customers that match your query.
Click on the appropriate customer name to start the car order process.

Select the desired pattern by clicking the radio button to the left of the pattern number and click the Continue button.
The resulting screen allows you to select your wanted date, the number of cars wanted, and enter comments. Click the Submit button. If the order processes correctly, you will receive acknowledgment with the new order number shown. Click the Exit button to return to the GF order screen.

NOTE: If you have any questions or difficulties creating an order, please contact our Agricultural Products Grain Team for assistance at 402 544-4190 or 402 544-6264.
Changing an order

To change an order, click the edit link directly below the order number.

To change the order, click the Edit Order button (you can also cancel the order by clicking the Cancel Order button).
Note: Orders cannot be changed after the order deadline date. Orders can be viewed by clicking the order link.

In edit mode, you can change the **Date Wanted** and / or adjust the number of **Cars Wanted**.

Once you’ve entered your changes, click the **Submit** button. If your changes are successful, you will receive a message showing your order was saved.
Creating a Voucher (VO) order

To create a **Voucher** grain car order, click the **VO Order** option from the menu.

On the resulting screen, select the appropriate voucher placement period and click the **Search** button.

The resulting screen shows the voucher you own and any voucher orders. Click the link titled **(new)** under the **Order** column to create a new voucher order.

**Note:** If a voucher you own does not appear, call the Agricultural Products Grain Team at 402 544-4190 or 402 544-6264.

After clicking **(new)**, follow the same process to create the voucher order as shown earlier in the ‘Creating a Guaranteed Freight (GF) Order’ section.
APPENDIX

**General Distribution** (GD) is used by Union Pacific to supply covered hoppers in a systematic manner. GD orders are for immediate delivery, no order dates are accepted. Union Pacific offers no guarantee of delivery dates. GD orders that are placed and later canceled will be subject to a $70 per car penalty.

Union Pacific will evaluate covered hopper supply and establish a General Distribution status of Open or Matrix.

**Open:** The GD status when demand for cars is current or when cars are in storage. Customers can order cars at any time during this status. Each location may have one GD order at a time for up to the number of cars they can spot. When the cars for the first order are placed that shipping location may place another order.

**Matrix:** The GD status will be Matrix when supply is tight and Union Pacific is not able to fill all demand. Customers are not free to order GD cars under this status; they will be offered cars, as they are available. GD uses a matrix to offer cars on a rotation or “turn” basis. The matrix is a listing of all shipping locations that are registered in the Grain Car Allocation System. New customers that register will be given the next number on the matrix. The matrix is separated into 3 large geographic regions. All shipping locations were assigned a random sequence number when the system was implemented. Union Pacific will evaluate car supply and fax an offer of cars to the next shipping location(s) on the matrix. The offer is approximately 7 to 14 day advance notice of car availability. Each location will have two days to order all or a portion of the cars their facility is registered to receive. Customer has no obligation to order cars but will not have another opportunity until the next rotation of the matrix or until GD is Open.