

Union Pacific Service Issue Process

Why It Is Important



- Allows our operating team to focus on operations with only one point of contact for shipment updates
- Provides customers and short lines with the most up-to-date information on a service plan
- Allows Union Pacific to identify pain points and systemic issues across our network

Submitting a Service Issue

Best Practices



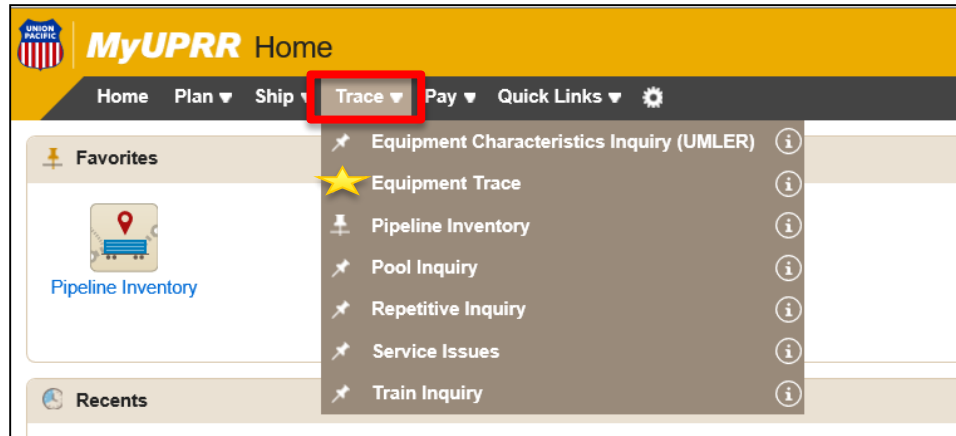
- Allow 48 hours before submitting a service issue
 - A good benchmark for submitting a service issue on a car is if it has not moved in 48 hours
- You should submit a service issue if Union Pacific misses a scheduled interchange
- You will need a Letter of Authority (LOA) from the customer to open service issues if you are not party to the waybill
 - Customers can complete an LOA on our website at:
<https://www.up.com/customers/all/letter-of-authority/index.htm>
- If shipments are traveling together you may submit one service issue for all the cars; otherwise submit separate service issues for each shipment



Submitting a Service Issue

MyUPRR.com – Equipment Trace

- **Step 1** : Log in to your [MyUPRR.com](https://myuprr.com) account
 - Under the “Trace” drop down menu select the “Equipment Trace” option
 - Enter equipment IDs in the box provided



The screenshot shows the 'Equipment Trace' form. At the top, it says 'Return to: MyUPRR' and has tabs for 'New', 'Recent', and 'Saved'. Below this is a text input field for 'Equipment IDs' with the instruction 'Enter equipment ID here then click Submit' in red text. Below the input field is a 'Trace Type' dropdown menu set to 'Default'. There are two checkboxes: 'Include Requested Scale Weights' and 'Sort Alphanumerically', both of which are unchecked. At the bottom, there are three buttons: 'Submit', 'Save List', and 'Clear'. A yellow arrow points to the 'Submit' button.

Submitting a Service Issue

MyUPRR.com – Equipment Trace



- **Step 2:** Select “Create Service Issue”

Results

Select All [Collapse All](#) Run on Selected Equipment

Train ID	Destination	Departed	Billed
PGR2680	Load	03/05/19 12:18	03/08/19 09:00

[Hide Information](#) [Create Service Issue](#) [Map Equipment Location](#)

Equipment Characteristics:

Destination Carrier: CSXT Shipper:
Zone-Track-Spot: 00-000-00 Consignee:
Commodity: Send Freight Party
Waybill #: 2/28/19
Conditions: 134 Ton Heavy Car Category
Shpr Certified Scale Weights
Speed Restricted Car

Route Information: Road: UP Junction CHGO
Road: CSXT Junction

- **Step 3 (When Applicable):** Add additional equipment IDs
 - This should be used if there are a group of cars traveling together

Open Service Issues

Customer Information

User: Lauren Sullivan
Title:
Company: UNION PACIFIC
Reference #:

Additional UPRR Notification

Email: lsullivan@up.com
 Phone:
 None

• [Sign-up](#) for Service Issue Notifications.
• Using a [Group ID?](#) [Register](#) for your own user ID.

Equipment Information

Equipment ID: PGR 002680

Submitting a Service Issue

MyUPRR.com – Equipment Trace



- **Step 4:** Select problem reason and enter comments

Tell us how we can help

Problem Reason Selection Required

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Description Required

Enter your comments here regarding the issue with the car. Ex: Car has not moved in XX number of days. Please provide plan to depart car.

Consignee Critical Need Information

Date:

Critical Need Time: (HH:MM AM)

Contact First Name:

Contact Last Name:

Contact Phone No:

- **Step 5 (When Applicable):** Enter critical needs information only if this customer is in shut down status

Consignee Critical Need Information

Date:

Critical Need Time: (HH:MM AM)

Contact First Name:

Contact Last Name:

Contact Phone No:

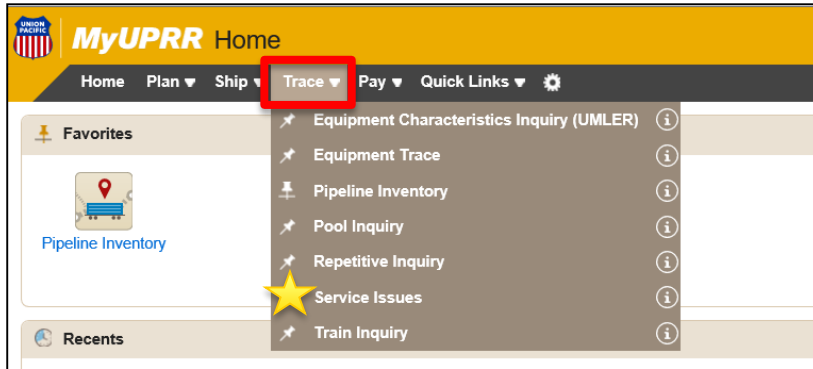
****You will need to provide a contact at the customer facility that can confirm the shut down status****



Submitting a Service Issue

MyUPRR.com – Service Issues

- **Step 1:** Log in to your [MyUPRR.com](https://www.uprr.com) account and select “Trace” on the dropdown menu and select “Service Issues”



- **Step 2:** Select your issue type from the dropdown menu
 - **Specific Equip ID** – Use for specific shipments that need attention
 - **Unit train** – Use for unit trains
 - **All other issues** – Use for all others, including missed short line interchanges

The screenshot shows the 'Open Service Issues' form. It has two tabs: 'Open Service Issues' (active) and 'View Service Issues'. The form contains the following fields and buttons:

- Issue Type:** A dropdown menu with 'Specific Equip ID(s)' selected. A yellow arrow points to this dropdown.
- Enter Equipment ID:** A text input field.
- Trace:** A button next to the input field.

Below the input fields, there is a note: "Select the Service issue type to be created."

Entering a Service Issue

MyUPRR.com – Service Issues



- **Step 3:** If you selected Specific Equipment ID, click on “Open Service Issue” after you have traced the car
 - If you selected Unit Train or All Other Issues, proceed to Step 4

PGR2680	
Destination:	Zone-Track-Spot: 00-000-00
Waybill Information:	
Origin:	Shipper:
Commodity:	Consignee:
Waybill No.:	Party to Bill:
Waybill Date:	
Conditions:	Shpr Certified Scale Weights 134 Ton Heavy Car Category Speed Restricted Car
Current Status:	
Order:	Service Issue No.:
Equipment Status: Normal	Service Issue Status:
	 Open Service Issue
Route Information:	

Submitting a Service Issue

MyUPRR.com – Service Issue



- **Step 4:** Select problem reason and enter comments

Tell us how we can help

Problem Reason Selection Required

←

Description Required

Enter your comments here regarding the issue with the car. Ex: Car has not moved in XX number of days. Please provide plan to depart car.

- **Step 5 (When Applicable):** Enter critical needs information only if this customer is in shut down status

Consignee Critical Need Information

Date:

Critical Need Time: (HH:MM AM)

Contact First Name:

Contact Last Name:

Contact Phone No:

****You will need to provide a contact at the customer facility that can confirm the shut down status****

After Service Issue is Submitted



- Once the service issue is submitted, you will receive an email notification
- You will receive an email notification when updates are made to your service issue
- You can send specific questions/requests to our Customer Care & Support team through the service issue
 - Ex: Ask for an updated commitment if previous commitment is not met, change status of log to shut down status
- Union Pacific will close the service issue once the issue has been addressed