



BUILDING AMERICA®

Be Prepared for Service

Best Practices

Be Prepared for Service

Importance of Making Cars Available



Union Pacific is dedicated to providing excellent service to our customers.

We have identified an opportunity to help customers understand circumstances that impact Union Pacific's ability to provide train service. The content in this presentation will help us to mutually enhance service together resulting in:

- Consistent car flows through our serving yards for all customers
- Reduced accessorial charges
- Improved cycle times
- Consistent local service
- Higher customer satisfaction

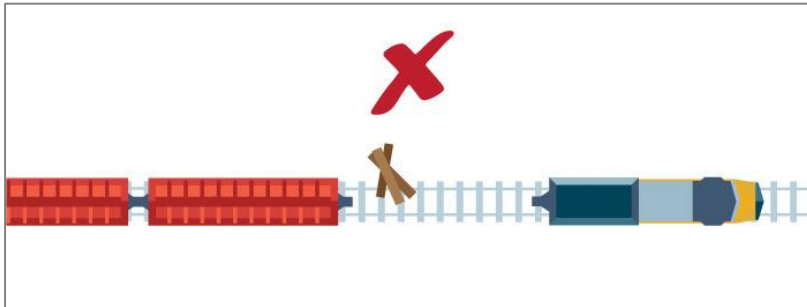
Track Blocked

Debris Preventing Service



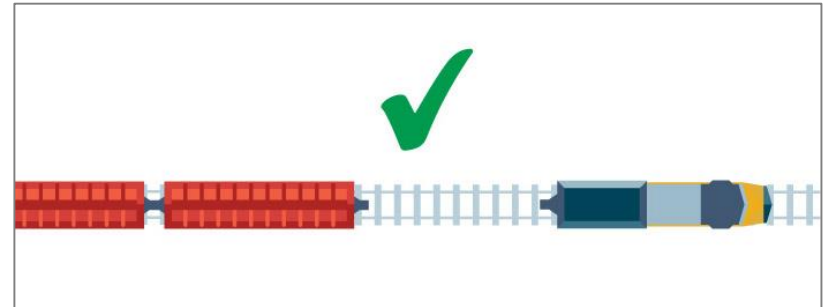
Conditions Preventing Service

- Product unloaded from the rail car temporarily placed on the track
- Debris or other obstructions left on or around tracks impeding crews ability to safely access cars



Suitable Conditions

- Track is clear and easily accessible



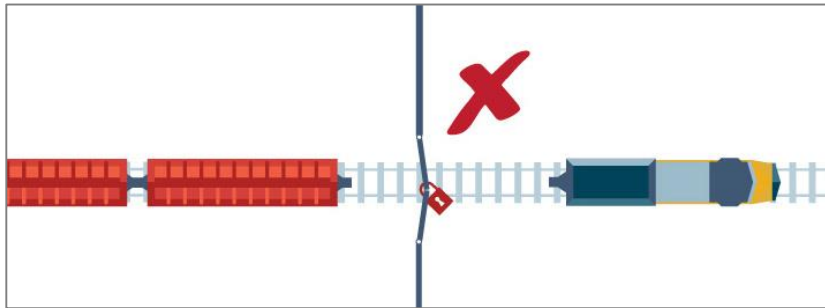
Track Blocked

Gate Closed



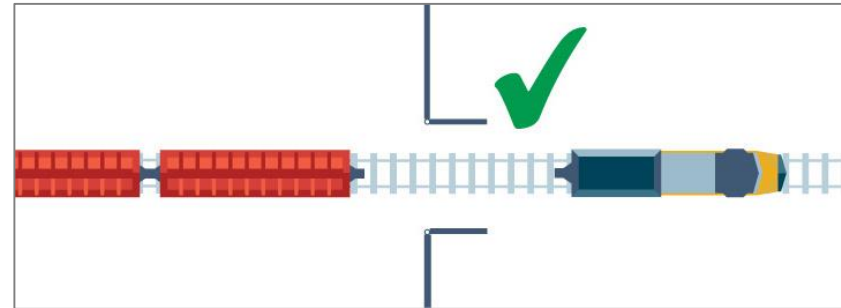
Conditions Preventing Service

- Gate is locked and crews are unable to access cars
- Debris or other obstructions rendering gate inoperable or preventing gate from being secured



Suitable Conditions

- Gate is open and UP crew can safely access cars
- Gate is in good working condition with no obstructions

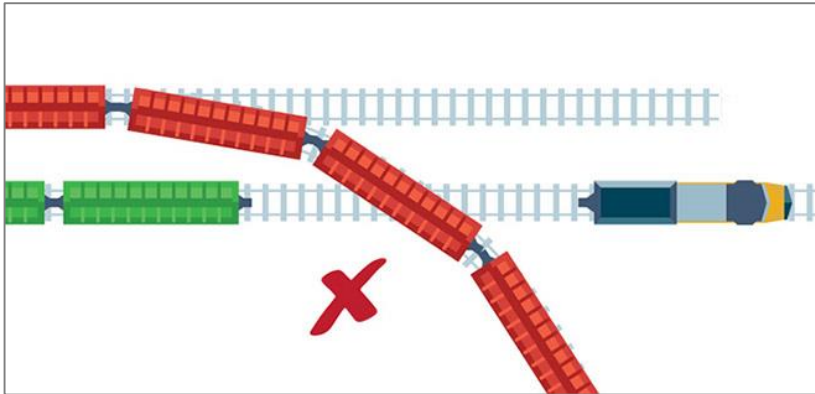


Track Blocked

Unit Train Blocking Access*

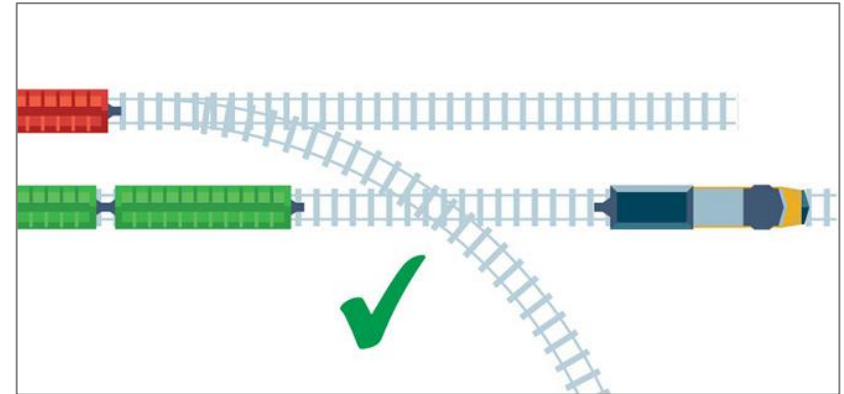
Conditions Preventing Service

- Unit train blocking access to cars released by customer for manifest service



Suitable Conditions

- Unit train clear of the manifest cars released by customer



*Scenario for customers that receive both unit train and manifest service.

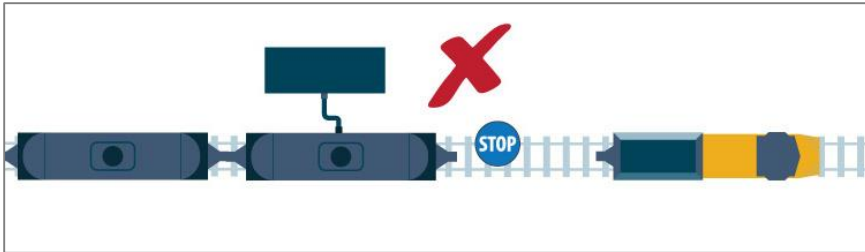
Track Flagged

Safety Flags, Hoses Attached, Etc.



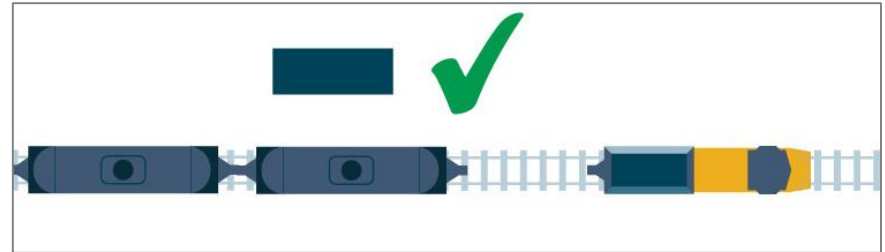
Conditions Preventing Service

- Hoses/dock plates or unloading/loading devices still attached to cars
- “Safety Flags” placed by customer on the tracks



Suitable Conditions

- All hoses/dock plates or unloading/loading devices have been disconnected from the rail cars
- “Safety Flags” have been removed by customer



Not Available to Pull Cars Partially Loaded/Unloaded

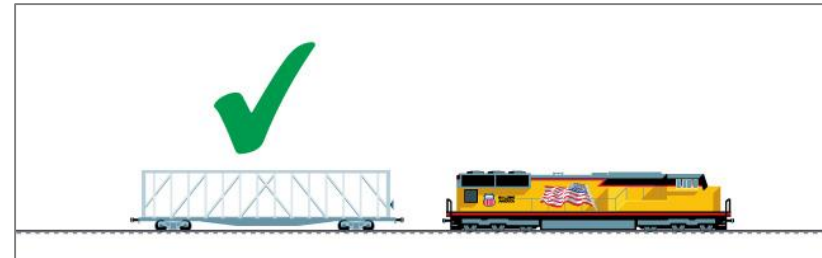


Conditions Preventing Service

- UP crews unable to pull cars that were released because partially loaded or unloaded.

Suitable Conditions

- Cars released fully loaded or unloaded.



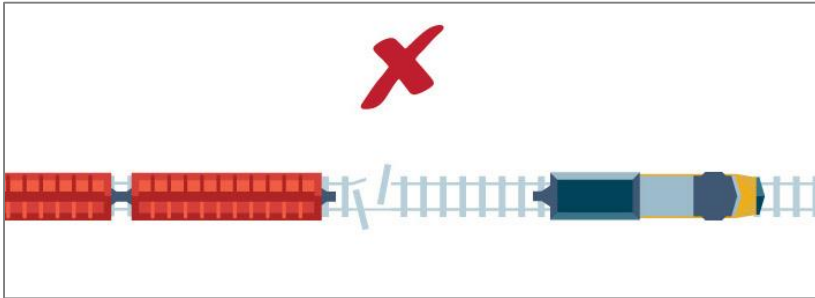


Not Available to Pull

Industry Maintained Tracks Out-Of-Service

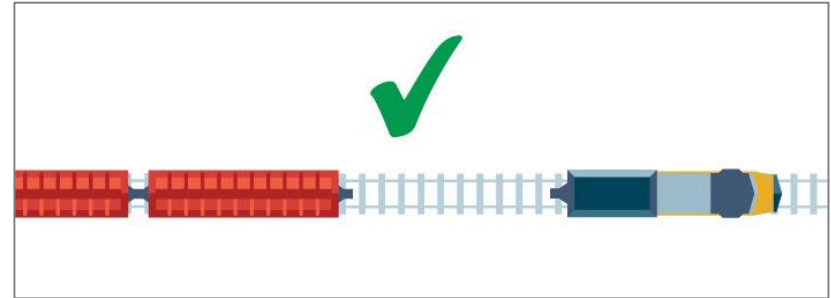
Conditions Preventing Service

- UP crews are unable to access customer released cars behind rail defects (e.g. broken rail, poor tie conditions, wide gauge, defective switch, etc.)



Suitable Conditions

- Track properly maintained allowing UP crews to provide safe and consistent service.

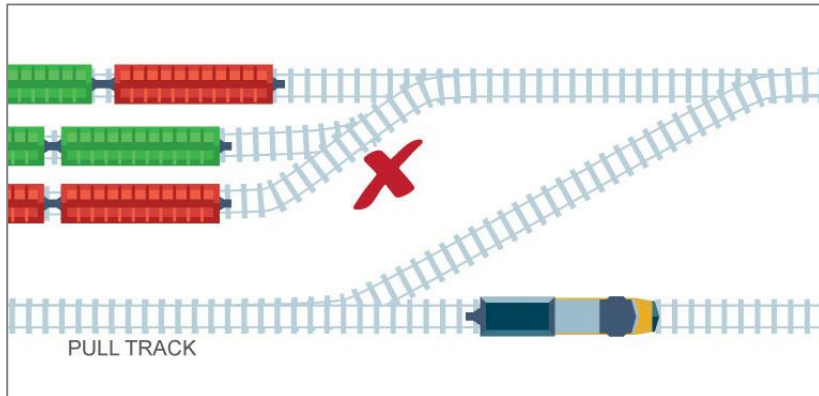


Facility Switched by Third Party

Cars Released and Not Accessible

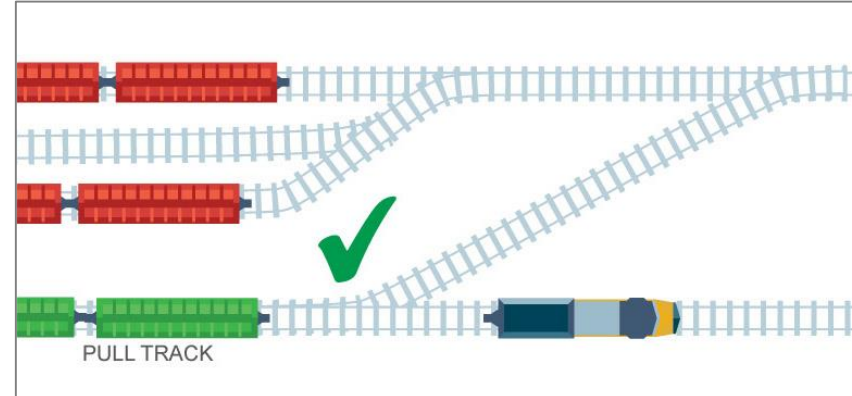
Conditions Preventing Service

- Cars released within customer's facility and not available on the "pull track"



Suitable Conditions

- Released cars placed on the "pull track"



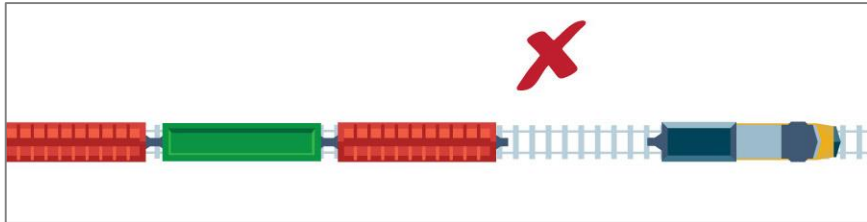
General Best Practice

Cars Released Behind Cars Not Released



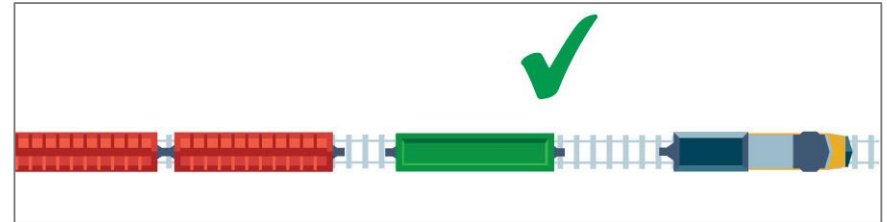
Conditions Preventing Service

- Cars released behind cars that are not released.
- UP crews may not have time to move cars within a customer's facility to access the released car




Suitable Conditions

- We encourage customers to load/unload cars starting from the first car that UP crews can access
- When possible, release cars together that go to the same destination




Shipment Notifications

- Customers can subscribe for notifications advising them if they are:
 - ✓ scheduled to be served today
 - ✓ when they are next to be served
- Email is generated to customer and includes a summary of the rail cars that will be delivered and/or picked up from their facility that day



Event Notification: Local Train Service Scheduled for Today
Union Pacific Railroad to: JCBATES
Please respond to NoReply



Train LCB01 is scheduled to provide local service to ABC Company at Omaha, NE.

Please help us serve you safely and efficiently by removing any obstacles and hazards from the cars to be moved as well as the track prior to the train arriving.

Cars scheduled for delivery: [AAAA 123456 BBBB 654321](#)


Cars scheduled for pick up: [CCCC 567890 DDDD 098765](#)

PLEASE NOTE:
- If you release cars after the local train serving you has left the terminal but before it arrives at your facility, the cars released will be added to our work plans for pick up today.
This does not apply to cars containing or last containing hazardous materials.


Thank you for your business.

You are currently subscribed to receive notification from this notification or see our [Manage Notifications](#) page.

Please do not reply to this e-mail.



Event Notification: Local Train Service You Are Next
Union Pacific Railroad to: JCBATES
Please respond to NoReply



XYZ Corporation at Council Bluffs, IA is scheduled to be served next by the LLL01.

Please help us serve you safely and efficiently by removing any obstacles and hazards from the cars to be moved as well as the track prior to the train arriving.

Cars scheduled for delivery: [ABCD123456 EFGH654321](#)

Cars scheduled for pick up: [DCBA098765 HGFE123456](#)

PLEASE NOTE:
- If you release cars after the local train serving you has left the terminal but before it arrives at your facility, the cars released will be added to our work plans for pick up today.
This does not apply to cars containing or last containing hazardous materials.

Thank you for your business.

You are currently subscribed to receive notifications from Union Pacific. [Unsubscribe](#) from this notification or see our [Manage Notifications](#) page. Please do not reply to this e-mail.

Manage Notifications

How to Subscribe



- Log into MyUPRR.com
- User ID and password required
- Select Edit in the Notifications box

1

Register to access MyUPRR

Sign up to:

- Track, Manage, and Pay for Shipments
- Receive Shipment Notifications
- Manage Your Account and Get Support

[Register](#)

MyUPRR Login

User ID:

Password:

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Notifications

[Edit](#)

<input type="checkbox"/>		Subject	Sent
<input type="checkbox"/>		UP Price Document Change Notification	10/04/2017
<input type="checkbox"/>		UP Price Document Change Notification	09/30/2017
<input type="checkbox"/>		Service Delayed Between Sierra Blanca and Alpine, Texas	09/27/2017
<input type="checkbox"/>		Gulf Coast Rail Operations Restored	09/19/2017

2



Manage Notifications

How to Subscribe

- Check the box *Local Train Service - Scheduled for Today*
 - ✓ Select desired location(s)
- Check the box *Local Train Service - You Are Next*
 - ✓ Select desired location(s)
- Check the box *Not Prepared for Service*
 - ✓ Select desired locations(s)
 - ✓ Sent when we are unable to provide scheduled service due to “Not Prepared for Service” scenario

MyUPRR Manage Notifications

Home Plan Ship Trace Pay Quick Links

Shipment Notifications

Receive real time notifications based on your shipments.
Select notification(s) to subscribe:

Most Popular Notifications	Additional Notifications
<input type="checkbox"/> Bad Order	<input type="checkbox"/> Cash Customer Hold
<input type="checkbox"/> Placed at Industry	<input type="checkbox"/> Chargeable Storage
<input type="checkbox"/> Service Interruptions	<input type="checkbox"/> Cleared for Crossing and Customs Inspection
	<input type="checkbox"/> Constructive Placement
Intermodal Only Notifications	<input type="checkbox"/> Deliver on Order Shipper or Shipper Order Notify
<input type="checkbox"/> Ingate	<input type="checkbox"/> Delivered to Shop
<input type="checkbox"/> Outgate	<input type="checkbox"/> Diverted/Reconsigned
<input type="checkbox"/> Placed at Ramp	<input type="checkbox"/> Embargo Hold
	<input type="checkbox"/> Equipment Overload
	<input type="checkbox"/> General Hold
	<input type="checkbox"/> In Serving Area
	<input type="checkbox"/> Interchange Reportings to Another Carrier
	<input type="checkbox"/> Lease Track Arrival
	<input checked="" type="checkbox"/> Local Train Service - Scheduled for Today Edit
	<input checked="" type="checkbox"/> Local Train Service - You Are Next Edit
	<input checked="" type="checkbox"/> Not Prepared for Service Edit
	<input type="checkbox"/> Private Empty Storage
	<input type="checkbox"/> Shipment Weighed

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[Review](#)