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 inoperative 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
Manage Notifications
How to Subscribe

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