There are many benefits of our online workflow system, AOW, that make it easier for you to do business with Union Pacific.

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If you currently do not have a User ID/Password, you can obtain one by going to www.up.com, selecting “MyUPRR Login” and “Register”

- Complete the registration form
- You will receive a User ID and Password via email
- Enter your User ID and password to access AOW
- If you are unable to log on after three attempts, please contact our e-Commerce team at 1-800-872-1045
Accessing your Accounts/Invoices

- AOW allows you to view a summary of all accounts assigned to your User ID - displaying total open invoices and total amounts due

- This screen will also display any Delinquent Totals as well as Notices of Refunds

- A link is provided to process the refund and will be explained later in the manual

- To view your invoices, select an account number
Viewing Invoices

- Select new invoices, rebills, pended, etc. all at one location by selecting the appropriate tab

- View/Print an individual invoice by selecting the invoice number

- View your EDI Bill of Lading information

- Export invoice data to Microsoft Excel© and/or all shipment information using the “Full Export” option

- Print, dispute, authorize and/or pay multiple invoices at one time

- Select/Deselect 100 invoices by selecting the check box located at the top of the Invoice # column
Column Display Control

- Allows you to customize your view by selecting data important to your business
- Select “Column Display Control” located beneath the row of tabs
- Select the columns you would like to view by choosing the arrow options
- Customize the order in which you view the columns by choosing the “Move Up” or “Move Down” buttons
- Select “Apply”
Filtering Invoices

- You have the ability to filter each column to view specific information.

- To view the invoices during a certain period, select the filter icon.

- After filter criteria is input only selected criteria will be displayed.

- To remove a filter, select the clear filter icon.
• Invoices are listed in ascending order by due date

• Any column may be sorted by selecting the arrow in the column title

• To remove the sort, click on the arrow a second time
EDI Bill of Lading information is available up to 60 days after the invoice date.
Disputing Unpaid Invoices

- The system allows you to dispute unpaid invoices
- Select the invoice(s) to dispute
- Select the “Dispute” button at the bottom of the page
Disputing Unpaid Invoices

- You may select individual invoices and edit (input) reasons for the dispute

- Multiple Invoices Dispute allows you to render a dispute reason and comment to a select group of invoices

- This function may be used for several groups of invoices

- By hovering on the question mark pertinent shipping information is shown for that invoice
Disputing Unpaid Invoices

- When disputing individual invoices, select “Edit” for that invoice.
- Input the correct amount, select a reason for correction and input a comment.
- Select the “Update” button and your information will be displayed next to your invoice.
- In case of an input error, you may select “Reset” and input your information again.
Disputing Unpaid Invoices

<table>
<thead>
<tr>
<th>Invoice #</th>
<th>Action</th>
<th>Amount Due</th>
<th>Corrected Amount</th>
<th>Reason for Correction</th>
</tr>
</thead>
<tbody>
<tr>
<td>201499996</td>
<td></td>
<td>$1,287.00</td>
<td>$1,287.00</td>
<td></td>
</tr>
<tr>
<td>201429728</td>
<td></td>
<td>$1,424.00</td>
<td>$1,424.00</td>
<td></td>
</tr>
<tr>
<td>201544691</td>
<td></td>
<td>$1,012.00</td>
<td>$1,012.00</td>
<td></td>
</tr>
<tr>
<td>201204423</td>
<td></td>
<td>$6,404.00</td>
<td>$6,404.00</td>
<td></td>
</tr>
</tbody>
</table>

- To input a Multiple Invoices Dispute, select the invoices.
- Input the correct amount, select a reason for correction and input a comment.
- Select “Apply” and the information will be displayed next to the invoices chosen.
- When all disputes have been entered, select the “Submit Dispute” button at the bottom of the page.
- The Invoices disputed will now be moved to the Dispute Tab.
Disputing Paid Invoices

- The system allows you to dispute paid invoices

- Search invoice by using “Invoice History” under the “Search” tab.
Disputing Paid Invoices

- Select the invoice(s) to dispute.
- Select the “Dispute” button at the bottom of the page.
Disputing Paid Invoices

- You may select individual invoices and edit (input) reasons for the dispute

- “Multiple Invoices Dispute” allows you to render a dispute reason and comment to a select group of invoices

- This function may be used for several groups of invoices

- By hovering on the question mark, pertinent shipping information is shown for that invoice
Disputing Paid Invoices

<table>
<thead>
<tr>
<th>Invoice Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice #</td>
</tr>
<tr>
<td>Paid Amount</td>
</tr>
</tbody>
</table>

- When disputing individual invoices, select “Edit” for that invoice.
- Input the claim amount, select a reason for correction and input a comment.
- Select the “Update” button and your information will be displayed next to your invoice.
- In case of an input error, you may select “Reset” and input your information again.
Disputing Paid Invoices

• To input a “Multiple Invoices Dispute”, select the invoices

• Input the claim amount, select a reason for correction and input a comment

• Select “Apply” and the information will be displayed next to the invoices chosen

• When all disputes have been entered, select the “Submit Dispute” button at the bottom of the page

• The Invoices disputed will now be moved to the Dispute Tab
Establishing a Payment Account

- Under the Administration drop down menu, select “Relate Users, Payment Account To Accounts”

- Designate the desired accounts to be paid on the web

- Select “Yes” located in the Payments box

- Select “Next” button
Establishing a Payment Account

- Select “Yes” to create a new payment type
- Enter your Routing #, Account # and a Payment Acct Description
- Select “Create Payment Account” to continue
Establishing a Payment Account

Assign user roles:

- **Super User**: Able to perform all functions
- **Acceptor**: May pend invoices to Authorizer, enter dispute information and print invoices
- **Authorizer**: Dispute Invoices, authorize invoices for Payer to review and print invoices
- **Payer**: Pays authorized invoices and print invoices

Select “Next” button to proceed to the final step
Establishing a Payment Account

- To complete the payment account process, select the desired user(s) for authorization to administer payments via the web

- Select “Save” button
Paying Invoices

- To pay invoices online, select the invoices to pay
- Select the “Pay” button at the bottom of the screen
Paying Invoices

- The system allows you to pay and dispute in a single transaction
- Like the dispute process, you have the ability to dispute one or multiple
- By hovering on the question mark, pertinent shipping information is shown
- In case of an input error, you may select “Reset” and reenter your information
After all payment/dispute information has been entered, select the “Pay” button at the bottom of the screen.
Paying Invoices

- The total payment amount will be displayed for verification
- You will schedule the payment date
- The system will show how many items were selected to pay and of that total, how many will be going to the Dispute Tab
- After verification, select the “Pay” button
Paying Invoices

- A Scheduled Payment Confirmation Screen is displayed
- The Payment ID or Confirmation Number can be used in searching payment history
- After review, select the "Continue" button
- You will be taken to the Scheduled Tab
Remittance Detail

- Use this feature to ensure your payments are applied to the correct invoices

(Note: Not needed if you pay via ACH with CTX detail or pay online via an AOW/ACH Account)

- Select invoices to process

- Click the “Remittance Detail” button
Remittance Detail

- If the information shown is correct, click the “Submit” button.

- If incorrect, click the Action Icon and insert dispute information, then click the “Submit” button.

- Use the Multiple Invoices Remittance option to correct the same amount for multiple invoices.
Remittance Detail

- Verify the Total Amount to Pay
- Select the payment method you will be using
- Click the “Submit” button
Remittance Detail

- Your Remittance ID is displayed
- Include this number with your remittance (if paying by wire transfer/EFT, include in NTE field)
- Click the “Continue” button
- An email will be sent confirming your information
- Invoices will be moved to the Authorized Tab in your account
Processing Refunds

- The AOW system allows you to process refunds
- Select the refund link found in the Refund Notification Box to view the invoices
Processing Refunds

- NOTE: You may see invoices for multiple accounts within your organization

- Select the invoices for the specific account(s) you wish to process

- Select "Accept" or "Decline"
• After electing to accept a refund, the address(es) to which the refund(s) will be mailed are displayed.

• Select “Accept” if the information shown is correct and your request will be sent to Accounts Payable.

• If the mailing information shown is not correct, select the email link displayed in the Information Box.

• An email will be generated to our Web Support Group.

• Furnish your account number, phone number and the correct address.

• After the update is complete, you will receive a confirmation email.
Processing Refunds

- If you elect to decline a refund, an Information Box will be displayed asking you to confirm your decision to decline.
- To confirm your declination, Select “OK”.
- The refund invoice will be removed and you will be returned to the Refunds List.
Mismail Process

- The AOW system allows you to move invoices from one assigned account to another or to the shipper/consignee shown on the invoice.

- Select the account you wish to view.
Mismail Process

- Select the invoices you wish to dispute
- Select the “Dispute” button at the bottom of the page

<table>
<thead>
<tr>
<th>Invoice #</th>
<th>Inv Date</th>
<th>Due Date</th>
<th>Amount Due</th>
<th>Cost Reference</th>
<th>Equipment ID</th>
<th>Waybill</th>
<th>Ship Date</th>
<th>Aging</th>
<th>Commodity</th>
<th>Shipper N</th>
</tr>
</thead>
<tbody>
<tr>
<td>29135114</td>
<td>05/21/2009</td>
<td>07/10/2009</td>
<td>$4,395.00</td>
<td>77143</td>
<td>PGBK 502654</td>
<td>210024</td>
<td>05/18/2009</td>
<td>36</td>
<td>SIMPSON TACOMA KN</td>
<td></td>
</tr>
<tr>
<td>29135114</td>
<td>05/21/2009</td>
<td>07/10/2009</td>
<td>$4,395.00</td>
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<td>SIMPSON TACOMA KN</td>
<td></td>
</tr>
</tbody>
</table>
Mismail Process

- Select next to the Invoice #s

- If you elect to dispute invoices individually, click the Notepad/Pencil icon in the Action column

- A pop up will be displayed for you to input your dispute information
Mismail Process

- Input a correct amount of 0
- In the dispute reason box under “Not Our Invoice,” select an assigned account or shipper/consignee or not on list
- Input a comment and select “Update”
- Follow the same process for the next invoice
Mismail Process

- After selecting “Update,” all information will be displayed for your review.
- If correct, click the “Dispute” button at the bottom of the page.
- You also have the ability to reset your Information or cancel the transaction at this time.
- The Multiple Invoices Dispute remains available when multiple invoices need to be processed for mismails.
You have the ability to search invoice and payment history for up to 18 months.

You are also able to search open and closed invoices through unique shipment identifiers.

Allows you to search payment history information by unique shipment identifiers, AOW payment confirmation #, check number or payment ID for payments made outside of AOW.
• By enrolling in Union Pacific Auto Pay, you will no longer have to manually schedule your invoices for payment. Union Pacific will automatically debit your account on the due date for each invoice.

• First, you will need to set up a payment account from which we will be able to withdraw payments. Go to “Administration - Manage Payment Accounts” to set up a payment account.

• Go to “Administration - Manage Accounts.” In the “Auto Pay” column, select the accounts you wish to enroll in Auto Pay, and click on the “Manage Auto Pay” button. Here you will be able to associate your payment accounts with the accounts you enrolled in Auto Pay. You will also receive more information on how the program works, including timing of withdrawals and scheduling of payments.
The Organization Overview screen summarizes user information, accounts, payment methods, and their relationship to one another.

Go to menu “Overview - Organization Overview” to see summary.

**User** - Displays the list of users associated to the organization along with accounts assigned to each user.

**Account** - Displays the list of accounts associated to the organization along with payment methods assigned to account.

**Pay methods** - Displays available payment accounts of the organization.
- Receivables/invoices can be imported to AOW for dispute
- Use "Import Transaction Details" button on the landing page
- Select the import file and click "Upload" to import the invoices to dispute
- In case of errors in the import file, a link with error messages will be displayed
- If the file is in the right format and the data is valid then a new screen opens with all the invoice details from the import file
- Use "Dispute" button to dispute all the imported invoices at a time
Export Ability

- Ability to export account(s) data to Microsoft Excel
- Use the “Export” button on the landing page
- Can select one or multiple accounts to export
- Can customize columns to export, and your preferences are saved
- Can pick an export format (.csv or .xls)
Feedback

- To provide feedback or suggestions on any AOW functionality

- The link is placed on the top of each screen

- Can also be found in the contact us screen
Contact Information

For questions about the AOW web application please contact:
Account On the Web Support Team 1-877-712-4687
Monday - Friday  8 a.m. - 4 p.m.  CST

For questions regarding your User ID/Password as well as ALL other up.com web applications please contact:
National Customer Service Center e-Commerce Team 1-800-872-1045
Monday - Friday  7 a.m. - 10 p.m.  CST
Saturday  8 a.m. - 3 p.m.  CST

For questions regarding an invoice please contact:
Revenue Accounting 1-800-925-6396
Monday - Friday  8 a.m. - 4 p.m.  CST