



If hard copy, please use for reference material only. G/All/Claims/Process & Procedures/ Official Claims Form is the most recent version available.

Please read the following document. Mail the form & original documentation to:

UPDS
Attn: Claims Coordinator
206 South 19th Street Suite 600
Omaha, NE. 68102
www.upds.com

Claims Policy

Although Union Pacific Distribution Services (UPDS) is a freight broker, and not liable for cargo loss or damage, they will assist their customers with the claim's process. UPDS has contracted the Union Pacific Railroad (UPRR) Claims Department to administer all their claims. Therefore, UPRR Claims Department is responsible to assist all of UPDS' customers with their claims. UPDS will not pay claim until payment has been received from the responsible party.

Notification

Call UPRR Claims Department (1-800-521-3253) or the UPDS Claims Manager (402-599-1003) as soon as damage or loss is noticed. The UPRR Claims Department can provide the customer further instructions with respect to mitigation and salvage. **When potential moisture damage claims on intermodal shipments are involved, please notify your UPDS operations representative or the UPDS Claims Coordinator immediately.**

Documentation:

Shippers and or receivers are responsible for providing all necessary documentation concerning product condition/quality upon request. Customers are responsible to pay their freight bill regardless of claim status.

As a condition precedent for payment of a claim, it must be filed in writing within nine months of delivery date and/or within the time period set forth in the relevant **transportation agreement. (Exception: All Intermodal moisture damage claims must be filed within 3 months of incident.)** Claims may only be submitted by the beneficial owner or a party to the transportation agreement as recorded on the bill of lading; customers are responsible for providing documentation of any changes in terms of sale during transit. **All claims filed must show proof of payment of freight bill.** Unless otherwise stated in the transportation agreement governing the shipment, including railroad circulars and tariffs, a customer may file a claim if the loss exceeds:

- \$500.00 for each carload of Frozen or Refrigerated product
- \$250.00 for all other carload and intermodal shipments

All written claims must include a description of the loss or damage incurred and a demand for payment of a specific amount based on verified value and repair/mitigation costs. Claim shall also include the following documentation:

To Verify Value of Product

Bill of Lading
Original Invoice(s)
Certification of Value
Repair/Mitigation expenses

To Verify Damage (If Applicable)

Loading Manifest / Packing List
Inspection Report Upon Arrival at Destination*
Delivery Receipt
Receiving Documentation / Unloading Report
Evidence of Blocking and Bracing
*USDA inspection reports at origin & destination on fresh food shipments.

Disposition of Damaged Merchandise

Proof of Rejection or a Reasonable Salvage Allowance
Evidence of Recouping
Assignment of Claim Rights (Required when claimant is not shown on the UPDS bill of lading or underlying rail bill of lading. Invoice paid in full to UPDS constitutes assignment of Claim Rights.)

To Verify Shortages (If Applicable)

Loading Manifest / Packing List
Delivery Receipt

Union Pacific Distribution Services Claim Form

Product Loss

Claimant's Reference Number _____ Date: _____

The following information must be supplied to constitute a completed claim

This claim in the total amount of \$ _____ is made by the party named below for Loss or Damage or Both in connection with the following statement.

Original rail Equipment Initial _____ Equipment Number _____

Date Shipped _____ Waybill Number _____

Rail Origin _____ Rail Destination _____

Truck Origin _____ Truck Destination _____

Truck carrier at Origin _____ Truck carrier at destination _____

Rate Authority _____ Commodity _____

Computation of Amount Claimed

Quantity	Item Description	Unit Price	Amount
Total Amount Claimed			

Remarks _____

I certify that the above statement of facts is correct and being unable to furnish original bill of lading and/ or original paid freight bill account lost or destroyed hereby guarantees to protect Union Pacific Distribution Services, and any other interested carrier against all loss, damage, costs and attorney's fees which may result from payment of this claim without surrender of original documents.

Signature _____ Title _____

Claimant's name or company name _____

Address _____

City _____ State _____ Zip Code _____

Claimant's Phone Number (____) _____ Extension _____

E-mail address: _____

Remittance address if other than above _____