



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

UPDS  
Attn: Claims Coordinator  
1400 Douglas Street Stop 1230  
Omaha, NE. 68179

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 (402-544-7933) 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 Manager.**

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 Reclaiming  
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  
Receiving Documentation / Unloading Report  
Origin and Destination Seal Records

