

# UNION PACIFIC DISTRIBUTION SERVICES CHAIN OF CUSTODY - PRODUCE

## SHIPPER

## TRANSLOAD FACILITY

## CUSTOMER (Freight Payor)

## RECEIVER

- Receives orders for product. More than 5 SKU's will result in additional costs to customer.
- Correct railcar ordered, at least 7 days prior to ship date.
- Product is cleaned and cooled to industry standards.
- Product is packaged 50# bag/box; 100# packages will incur additional charges.
- USDA inspection is required - certificates must be available upon request to UPDS or UPRR.
- Completes accurately and submits shipping paperwork on UPDS website, www.UPDS.com.
- Sets temperature on railcar, includes temperature recorder and records random pulp temperatures.
- Counts product, supplies Transloader and customer with count and loading diagram. Any delays in supplying count/loading information could delay delivery to the customer.
- Communicates in writing to Transloader & UPDS any storage, handling or wrapping instructions at the beginning of each season (at a minimum) or with each shipment.
- Supplies additional packaging materials for 20 packages, bags or cartons for each SKU on railcar. (Re-packs of more than 20 packages/bags will result in additional charges to customer.
- Delays because of improper documentation will waive UPRR, UPDS and transloader liability for quality of product.
- Shipper responds to queries from UPDS, UPRR or transloader.

### TRANSLOAD

- Receives notification of inbound railcar and delivery information from customer or UPDS (if BOL is submitted via UPDS website). Contacts shipper if delivery information is not received within 48 hours of shipment
- Communicate any order/delivery changes to shipper, receiver, customer and UPDS on the same business day those changes occurred. All change information must be sent via e-mail to [upds@transloadup.com](mailto:upds@transloadup.com) or fax 402-501-3441.
- Orders car into facility within 24 hours of constructive placement (CP).
- Inspects and maintains proper temperature settings on railcars while car is at facility.
- If seal is broken, missing or product/packaging is damaged inside the car, photographs must be taken and kept for 1 year.
- Makes delivery appointments with receiver and notifies customer and UPDS, in writing, of delays that will incur additional charges and affect product quality.
- Unloads, sorts, counts and palletizes product and records random pulp temperatures. Pallets should be wrapped. (Because each product is different, check with shipper as to proper wrapping required if not included with shipping instructions or communicated at the beginning of each season ) **Loads not immediately delivered will remain in the railcar at required temperatures. For 72 hours after AP, transloader will assume liability for any product left outside the railcar. Transloader will not be liable for any product left at facility beyond 72 hours of AP**
- Counts product 2 times – once when unloading the railcar and again when loading onto trailers. Since many shippers deploy computerized counts, it is strongly recommended that if the unloading count does not match the shipper's load tally, the product be counted a second time.
- Notifies shipper, customer, UPDS, and UPRR Claims of any shortages/overages & damages prior to delivery of any load.
- Prepares an Overage, Shortage & Damage (OSD) report upon discovery of loss, overage, shortage, infestation or damage (include torn packaging) at the time car is unloaded.
- Pictures shall be taken of damaged/contaminated product if noticed when railcar is opened and/or during unloading. Copies shall be provided to shipper, customer, UPDS, and UPRR. Damaged/contaminated product shall be isolated and not shipped without written instructions from UPRR Claims or Customer
- All loss, infestation, damage or accessory charges shall be documented on SNF form and sent to UPDS immediately.
- Notifies & requests written disposition from shipper/customer for any product rejected by receiver.
- Re-packs product when packaging is damaged. Re-packs of more than 20 packages will result in additional charges to customer.
- Submits SNF to UPDS within 7 days after release of railcar.
- Notifies Freight Payor and UPDS via e-mail of any additional charges on the same business day the charges occurred. The additional charges should also be included on the SNF form
- Releases railcar – with unit shut off, empty, clean and free of debris.
- UPRR owned or controlled cars released empty with refrigeration unit left on or on spot exceeding 48 hours, a flat fee for extended use of \$225.00/per car will apply (UPMPS3-A, Item 730).
- Contractor agrees to maintain refrigeration unit shut-off information in UPDS Form 92550 form

### TRUCKING

- All loads must be delivered within 72 hours of AP.
- Provides receipts for lumpers, market entry, driver assist and submits PODs and additional charges to Transloader within 48 hrs after delivery.
- Supervises unloading and provides Transloader with delivery documentation prior to receiving payment.
- Overages/shortages/damages must be noted and communicated to customer & UPDS immediately - the driver will be held responsible for the damages or shortages on the POD, if not noted during transload.
- Waits for instructions from Transloader for disposition of any rejected product.

- Customer must establish credit with UPDS prior to shipping.
- Program information can be accessed at [www.upds.com](http://www.upds.com), or call 800-877-5633 for information prior to shipping.
- Places order for product, with a maximum of 2500 50# packages. This limit is to maximize airflow in the railcar to protect the product, and to ensure trucks are not overloaded at delivery. Shipping more than 2500 packages will incur additional costs and may damage product. Shipping bags/packages weighing more than 100# or more than 5 SKU's will incur additional charges.
- Provides written instructions to transloader with load count, loading diagram, handling/wrapping and delivery information.
- Notifies Transloader in writing of any changes in receiver or delivery location. Notice given without a minimum of 24 hour notice may result in additional charges.
- Responsible for communication between transloader and receiver for delivery of product, to minimize additional costs.
- Fresh produce programs are based on a pallet exchange. Customer (freight payor) will be charged if pallets are not exchanged.
- Pays all for additional charges incurred during transportation, not covered by program.
- Customer (freight payor) is responsible for filing claims with UPDS and cooperating with Claims reps during investigation.
- Product quality cannot be guaranteed beyond 72 hours for delivery of final load.
- Since produce is an extremely perishable commodity, and delays may impact the product quality, delays due to customers will result in additional charges. UPRR, UPDS and transloaders shall not have liability for quality of product.
- Communicates requirements for payment to UPDS Marketing prior to shipping, i.e. PO# or BOL #s.
- Will pay UPDS invoice within 15 days of invoice. Remit to address:
  - Union Pacific Distribution Services
  - 3624 Collections Center Drive
  - Chicago, IL 60693
- Does not short pay for any reason.
- Invoice disputes must be submitted to your UPDS Finance Representative within 15 days of invoice.
- Contacts UPDS for pricing and program questions.
- Customer responds to queries from UPDS, UPRR or transloader.
- Note: Customer may be the Shipper, Receiver, or a Third Party Broker.

- Must request USDA inspection prior to departure or 1st load from transload facility if warranted or required.
- Loads not delivered within 72 hours may incur additional charges.
- Product quality cannot be guaranteed beyond 72 hours for delivery of final load.
- Keeps scheduled appointment times with the understanding that the driver has 2 hours standby time - any additional wait for delivery will incur additional costs. Schedules appointment times with customer, shipper and transloader.
- Will be charged by customer for additional costs due to delays in receiving product.
- Provides receipts for all accessory fees (i.e. lumper, market entry, driver assist, etc) when required by warehouse.
- Warehouse personnel, with supervision by driver, unloads and counts product. Driver assist will result in additional charges.
- Signs and dates bill of lading/delivery receipt and notes any shortages or damages on POD at time of deliver, while driver remains at the dock. The driver cannot be responsible for shortages or damages not noted during delivery.
- If inspection is requested upon arrival at warehouse, minimize delays to driver.
- Delays due to receiver will result in additional charges. UPRR, UPDS and transloader will not be liable for quality of product.
- Receiver responds to queries from UPDS, UPRR or transloader.
- If the receiver is also the customer, note the customer requirements.

## UPDS

## UPRR CLAIMS

## UPRR

### 800-521.3253

- Receives notice of problem with shipment from UPDS, transloader or customer.
- Guides transloader to minimize damage.
- Guides customer on procedure to file a claim.
- Researches to determine responsible party.
- Keeps UPDS informed of claims status.

- UPRR Marketing and Sales assists in the education of new shippers and assists current shippers and customers.
- UPRR to assists in establishing and providing loading configurations and railcar setting for all types of produce.
- Maintains rail equipment.
- Transit times.
- Refueling.
- Notifies transloader of arrival of railcar.
- AP within 24 hours of ordering by transloader, if ordered by cut off time, including proper placement at door.

**If hard copy, please use for reference material only.**  
**Visit [www.UPDS.com](http://www.UPDS.com) for the most current version**

### OPERATIONS 800-877-5633 Option 5

- Monitoring railcars enroute to transload facility.
- Problem resolution with routing of railcars, errors in placing of railcars, etc.

### TRANSLOAD & MARKETING 800-877-5633

#### Option 4

- Rate requests and verification.
- Special handling requests.
- Transloader education and monitoring.
- Billing accurately and timely.

### FINANCE

- Payment of vendors.
- Problem resolution with invoices.

**For more information on your role in the Chain Of Custody, contact your UPRR Sales Representative, or UPDS Marketing**