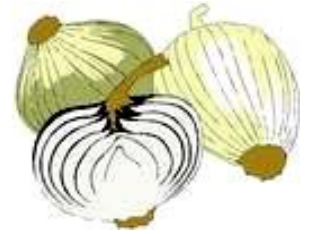
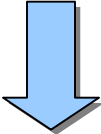




UNION PACIFIC DISTRIBUTION SERVICES CHAIN OF CUSTODY  
DESTINATION TRANSLOAD - Perishable



UPDS

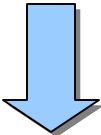


SHIPPER

UPRR

TRANSLOAD  
FACILITY

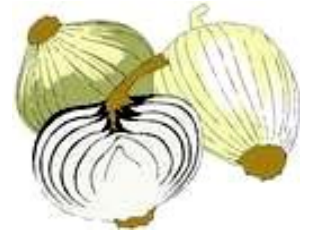
RECEIVER



CUSTOMER



## UNION PACIFIC DISTRIBUTION SERVICES CHAIN OF CUSTODY DESTINATION TRANSLOAD - Perishable



### SHIPPER

- Receives orders for product; programmed amounts are 2400-2450 50# bags, and no more than 5 SKU's. Additional bags or more than 5 SKU's will result in additional costs to customer.
- Correct railcar is ordered, at least 7 days prior to ship date.
- Product is cleaned & cooled to industry standards.
- Product is packaged, typically in 50# packages; 100# packages will incur additional charges.
- USDA inspection is required - certificates must be available upon request to UPDS or UPRR.
- Shipping paperwork is filled out fully & accurately, & submitted on UPDS website, [www.UPDS.com](http://www.UPDS.com).
- Sets temperature on railcar, includes temperature recorder & records random pulp temperatures.
- Counts product, supplies Transloader & customer with count and **loading diagram**.
- Supplies additional packaging materials for 20 packages, bags or cartons for each SKU on railcar.
- Delays due to shipper will waive UPRR, UPDS & transloader liability for quality of product.
- Shippers responds to queries from UPDS, UPRR or transloader.
  - *If the shipper is also the customer, note the customer requirements.*

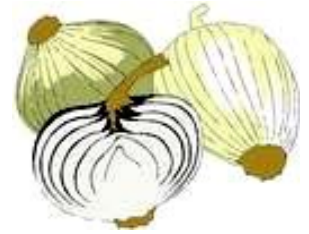
### RECEIVER

- Schedules appointment times with customer, shipper & transloader.
- Must request USDA inspection prior to departure of 1st load from transload facility if warranted or required.
- Keeps scheduled appointment times with the understanding that the driver has 2 hours standby time - any additional wait for delivery will incur additional costs.
- Will be charged by customer for additional costs due to delays in receiving product.
- Provides receipts for all accessorial fees (i.e. lumper, market entry, driver assist, etc) when required by warehouse.
- Warehouse personnel unload with supervision by driver (3rd count of product). Driver assist incurs additional charges.
- Any shortages or damages from truck must be noted on POD at time of delivery, 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 instructions will result in additional charges. Neither UPRR, UPDS nor transloader assumes any liability for poor product quality resulting from such delays.
- Receiver responds to queries from UPDS, UPRR or transloader.
  - *If the receiver is also the customer, note the customer requirements.*





## UNION PACIFIC DISTRIBUTION SERVICES CHAIN OF CUSTODY DESTINATION TRANSLOAD - Perishable



### TRANSLOAD FACILITY

#### TRANSLOAD

- Receives notification of inbound railcar & delivery information from customer or UPDS (if BOL is submitted via UPDS website).
- If information is not received within 48 hours of shipment, contact shipper.
- Communicates with shipper, receiver, customer & UPDS.
- Orders car within 24 hours of CP.
- If seal is broken or missing, photographs must be taken & kept for 1 year.
- Makes delivery appointments with receiver & notifies customer & UPDS of delays greater than 72 hours that will incur additional charges & which could affect product quality.
- Unloads, sorts, counts & palletizes product & records random pulp temperatures. Loads not immediately delivered will remain in the railcar at required temperatures unless UPDS is notified of & approves alternative disposition.
- Notifies shipper, customer, UPDS, & UPRR Claims (if over 20 bags) of shortages/overages & damages prior to delivery of 3rd load.
- Notifies Freight Payor in writing of any additional charges.
- Re-packs product when packaging is damaged, up to 20 packages without additional handling charges. More than 20 packages will incur additional charges to customer.
- **Product is counted 3 times** - while unloading the railcar, while loading onto trailers, & upon final delivery to receiver.
- Releases railcar - empty, clean & free of debris.

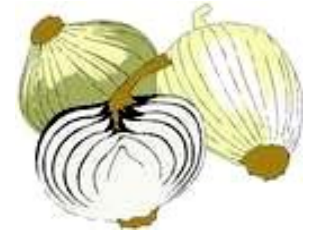
#### TRUCKING

- Delivers 1st load within 24 hours of AP; keeps appointment times.
- Delivers 2nd load within 48 hours of AP & delivers 3rd load within 72 hours of AP; keeps appointment times.
- Provides receipts for lumpers, market entry, driver assist.
- Supervises unloading & provides Transloader with delivery documentation prior to receiving payment.
- Overages/shortages/damages must be noted & communicated to UPDS immediately - the driver will be held responsible for the damages or shortages on the POD, if not noted during transload.





## UNION PACIFIC DISTRIBUTION SERVICES CHAIN OF CUSTODY DESTINATION TRANSLOAD - Perishable



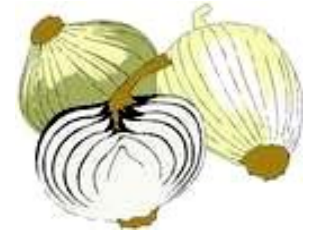
### CUSTOMER

- Customer has credit established 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 2450 50# packages. This limit is to maximize airflow in the railcar to protect the product, & to ensure trucks are not overloaded at delivery. Shipping more than 2450 packages will incur additional costs & may damage product.
- Provides transloader with load count, loading diagram, & delivery information.
- Changes in receiver without a minimum of 24 hour notice may incur additional charges.
- Facilitates communication between transloader & receiver for delivery of product, to minimize all additional costs.
- Fresh produce programs are based on a pallet exchange.
- Responsible for additional charges incurred during transportation, not covered by program.
- Contacts claims when necessary, files claim through the UPDS Website & cooperates with UPRR Claims during investigation.
- As fresh produce is an extremely perishable commodity, any delays may impact the product quality. Delays resulting from customer instructions will result in additional charges & customer assumes all liability for poor product quality.
- Communicates requirements for payment to UPDS Marketing prior to shipping, i.e. PO# or BOL #'s.
- Will pay UPDS invoice within 30 days of invoice. Remit to address:  
**Union Pacific Distribution Services**  
3624 Collections Center Drive  
Chicago, IL 60693
- **Does not short pay freight for any reason.**
- Invoice concerns or requests for shortage allowance must be submitted to your UPDS Finance Representative within 30 days.
- Contacts UPDS for pricing & program questions.
- Shipping 100# bags or more than 5 SKU's will incur additional charges.
- Customer responds to queries from UPDS, UPRR or transloader.





## UNION PACIFIC DISTRIBUTION SERVICES CHAIN OF CUSTODY DESTINATION TRANSLOAD - Perishable



### UPDS

#### LOGISTICS 866-255-8113

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

#### TRANSLOAD & MARKETING 800-877-5633

- Rates requests & verification. Special handling requests.
- Transloader education & monitoring.
- Billing accurately & timely.

#### FINANCE

- Payment of vendors. Problem resolution with invoices.

### UPRR

- UPRR Marketing & Sales assists in the education of new shippers & assists current shippers & customers.
- UPRR to assists in establishing & providing loading configurations & 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.

### UPRR CLAIMS

#### 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.

