

September 3rd, 2020

ONE UP Global-4 Chicago Reservation Guidelines:

To adjust to high volumes and a backlog of cargo flows, on Tuesday 8/25 Union Pacific instituted changes to its gate reservation program at Global-4 in Chicago which created significant confusion and challenges in receiving containers. A number of improvements have been initiated since the beginning of last week which resolved a number of the problems we were facing:

1. UP is caught up on train loadings and has increased train allocations.
2. UP added train starts to their network which will increase the days of service to each destination.
3. ONE has instituted a program to supplement use of UPGo to make gate reservations.
4. ONE continues to work with UP to improve the reservation process.

A. ONE Reservation Availability Table Instructions

1. ONE will update its "ONE Reservation Availability Table" twice daily: 6:30am and 12:30pm
2. Table Link: <https://sites.google.com/one-line.com/up-g4status/home>
3. Please reference the table to determine the number of reservations available:
 - a. **Green** – If green for your particular destination, then reservation availability is strong and either have the driver get a reservation at the gate or use UPGo.
 - b. **Yellow** – If yellow, then reservation availability is limited and either have the driver use UPGo or request a reservation using the "ONE Reservation Request Form"
 - c. **Red** – If red, ONE has no reservations available.
 - d. **Future Projections** – Future days will be projected and color coded, but can easily change from day to day depending on actual cargo flows.

B. ONE Reservation Request Form Instructions

1. When not using UPGo or getting a reservation at the gate, use this form to send ONE request for reservations.
 2. The form is for ONE bookings only and is being administered in-house by ONE.
 3. Container number must be provided at the time of request.
 4. The form is only for Global-4 exports as reservations can be secured at the gate or through UPGo at other ramps.
 5. ONE will process requests from 7am to 6pm CT Mon-Fri. (After Hours and Weekend requests should be handled through UPGo or at the gate.)
 6. The reservation request is separate from the billing process. The trucker is still required to submit billing requests separately on the ONE Billing Portal.
 7. An email will be sent back to the requester with the confirmed reservation details. Our target is to respond to requests within 60 minutes.
 8. Form Link: <https://sites.google.com/one-line.com/up-g4status/home>
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C. ONE Rail Destination Inquiry

Option 1. When user's submit rail billing instructions on ONE's website (Service Provider Portal) the rail destination is identified on the submission form. (see sample)

Option 2. After successful submission the user receives confirmation via email which includes the rail destination. (see sample)

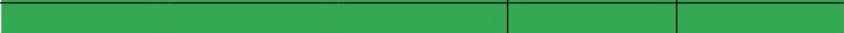
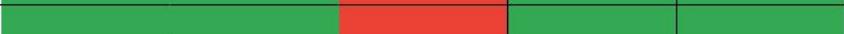
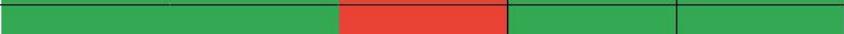
Option 3. Functionality to search for rail destination by booking number has been added to the website.

Utilize the rail destination in conjunction with reservation availability table to determine status and action

Link to website: <https://sites.google.com/one-line.com/up-g4status/home>

Separate inquiries can be sent to the team administering reservations at:
NA.Rail.Reservations@one-line.com

Sample of the Availability Table:

G4 ONE Capacity : ONE Reservation Availability						
Legend:						
		 Strong availability - - Use UPGo or Gate Reservation				
		 Limited availability - - Use UPGo or ONE Request Form				
		 No reservations available				
ONE Reservation Availability Table:						Updated 09/01 13:30
		APMT	ITS	Trapac	WBCT	YTI
09/01 Tue	00:00 - 19:00					
	19:01 - 23:59					
09/02 Wed	00:00 - 19:00					
	19:01 - 23:59					
09/03 Thu	00:00 - 19:00					
	19:01 - 23:59					
09/04 Fri	00:00 - 19:00					
	19:01 - 23:59					
09/05 Sat	00:00 - 19:00					
	19:01 - 23:59					
09/06 Sun	00:00 - 19:00					

Option 1. Sample of Pre-Rail bill with destination

Pre-Rail Billing Submission

[User Guide](#)

Submission Type	without Street Turn
▶ Shipment / Empty Plan Information	
Booking / Empty Plan No.	RICACS679600
Container No.	DRYU6084742 40HC-40FT DRY H/C CNTR
ISCTA Gross Cargo Weight	10000 LBS
Seal No.	test
Piece Count	
AES/ITN	
CERS No.	
Rail Origin Yard	3000 Centerpoint Road Joliet IL 60436 (USCHI79)
Rail Destination Yard	Yusen Terminal Inc. 701 New Dock Street B214 T.i. Terminal Island CA (USLAX01)

▶ Validation Result

Good.
Please click 'Submit' button to proceed railbilling request.

Submit **Undo** **Reset**

Option 2. Sample email confirmation with destination

✓ Rail Billing was sent successfully

Submission Type	without Street Turn / Good /
Create Date	08/31/2020 14:04
Create User	
Company	
Booking / Empty Plan No.	RICABA146600
Container No.	TCLU6518931 40HC-40FT DRY H/C CNTR
ISCTA Gross Cargo Weight	51720 LBS
Seal No.	3213376
Piece Count	
AES (AES ITN)	
Rail Origin Yard	3000 Centerpoint Road Joliet IL 60436 (USCHI79)
Rail Destination Yard	Yusen Terminal Inc. 701 New Dock Street B214 T.i. Terminal Island CA (USLAX01)

Option 3. Sample of destination search on website

Booking No.

Equals

RICABV520500  Enter Booking Number Here

Booking No. ▲	Last Rail Arrival Name
RICABV520500	YTI (YUSEN TERMINAL)

We appreciate your business and thank you for choosing ONE!

Sincerely,

Ocean Network Express (North America) Inc.
