



# S T A C K F A C T S

**March 29, 2006**  
**Electronic Bulletin No. 857**  
**RE: Expired/Cancelled Reservation Invoicing**

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Dear Valued Customer:

Effective April 7, 2007, Pacer Stacktrain will begin invoicing for expired/cancelled equipment reservations in an effort to discourage poor utilization of Pacer 48' and 53' equipment capacity due to excessive amounts of expired reservations.

While Pacer recognizes that reservations can expire in the course of doing business, those who are responsible for unreasonable idle equipment days will be charged a fee. These charges serve the purpose of modifying inefficient practices in order to create additional available capacity for all customers.

Expired/cancelled reservations will be invoiced in two-week billing cycles. The first billing period will be April 7-April 20. Charges can be viewed in real time on our website, [www.pacerstack.com](http://www.pacerstack.com), in the Equipment Reservations section, where customers can accept, dispute or apply allowances to open charges up to one week after the billing cycle has closed. When this dispute window has closed, disputes will no longer be accepted.

The number of allowances each customer receives is based on 15% of the prior billing period's 48' and 53' out-gated reservations. Pacer will have one additional week to resolve any pending disputes. The first billing statement will be issued the week of May 7, 2007.

**The charges for expired/cancelled reservations are as follows:**

- Canceled Reservation (within 4 business hours) – No charge
- Canceled Reservation (after 4 business hours) – \$20
- Expired Reservation – \$20

All Equipment Reservation system users should have received, via e-mail, a user manual titled "ERS Training Manual: Management of Expired/Cancelled Reservations." We are in the process of contacting each customer to identify and provide system access for appropriate personnel. Those users will receive, by April 2, 2007, an invitation to a pre-recorded demo that further explains the process.

If you have questions, please contact an Equipment Reservations Specialist at 1-877-816-1810.

We appreciate your business.