



S T A C K  
F A C T S

**August 8, 2007**

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**RE: New PacerDirect Customer Tools Web Portal**

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Dear Valued Customer,

Pacer Stacktrain is pleased to introduce our new PacerDirect Customer Tools web portal for use by PacerDirect customers. The web portal tools are now available on our website, [www.pacerstack.com](http://www.pacerstack.com).

The new, easy-to-use PacerDirect Customer Tools give you the ability to:

- **Request New Rates**
  - For repetitive business
  - View on-line statuses from our Pricing Department
  - Receive email responses for submitted price requests
  
- **View Existing Rate Quotes**
  
- **Manage Orders**
  - Submit Order Tenders from existing Special Price Quotes (SPQ)
  - Submit a Spot Order Tender after receiving a Spot Quote
  - View on-line statuses from Customer Support
  - Receive email responses for submitted order tenders
  
- **Manage Shipments**
  - Input “released loaded” date/time for dropped containers at origin
  - Track and Trace Shipments
  - Obtain Pickup and Delivery date/time
  - Input “released empty” date and time for delivered containers at drop locations
  
- **View Invoices**

**Getting started is easy.** Existing PacerDirect customers will be contacted by Customer Support via email to set up their user IDs and schedule online training. New PacerDirect customers can contact PacerDirect Customer Support by email at [pacerdoor@pacer.com](mailto:pacerdoor@pacer.com) or by telephone at 800-813-3615 to gain access. An instructional guide is available on our website that describes the PacerDirect Customer Tools features in detail.

Everyone who uses the PacerDirect product in your organization should be informed about these new tools. This includes your Sales, Pricing, Operations, Finance and Administration teams. Use of the online tools is subject to the terms and conditions of our Online Services Agreement which can be found at [www.pacerstack.com/pdf/OnlineServicesAgreement.pdf](http://www.pacerstack.com/pdf/OnlineServicesAgreement.pdf).

**Is PacerDirect Customer Tools right for you?** We promote and encourage setting up EDI links with our customers. The web portal tools are offered as an alternative to EDI communication. Customers who communicate orders with PacerDirect via EDI should continue to do so. EDI customers may find that they would prefer to use only some of the features of the PacerDirect Customer Tool, such as submitting price requests and viewing invoices.

**Questions?** Contact PacerDirect Customer Support at [pacerdoor@pacer.com](mailto:pacerdoor@pacer.com).