

## Pacer Gate Reservation System Enhanced

Dear Valued Customer:

Pacer has completed enhancements to our Gate Reservation system which will allow you to more effectively manage your gate reservation requests.

These enhancements will be available on Tuesday, November 18, 2008, and will include the following:

- A real time and historical review screen to monitor Gate Reservations activity, including reservations granted, reservations used, reservations remaining, and reservations expired for a chosen cut-off date and lane.
- Drill down capability to identify which containers have come ingate against your reservations.
- User Comments will be included in the text body of the email which will be sent back to you from Gate Reservations.
- Container numbers can now be included at the time of the reservation request.
- Ability to reserve/view/manage reservations at the corporate/office agency level. (Please contact the Gate Reservation team if you are interested in taking advantage of this functionality.)

### INSTRUCTIONS ON HOW TO ACCESS THESE ENHANCEMENTS

1. Go to the Pacer website at [www.pacerstack.com](http://www.pacerstack.com).
2. Click the red diamond "Log in" button at the top of the page.
3. Enter your ID and Password and select the "Log in" button.
4. Click the Reservations link in the gray area under the Customer Support tab.
5. Click the "Click Here" link under Gate Reservations
6. For New Requests, the ordering process will remain the same, but there are two new features.
  - a. You now have the ability to enter the container numbers at the time you request your gate reservation. Simply enter the container numbers in the box and click on submit request.
  - b. Comments that you enter on the comment line will be shown in the body of the emails that are sent back to you.
7. The next screen will confirm that the request has been submitted and you will receive an email acknowledgement of the request. A separate email will be sent to confirm that your request has been granted.
8. To make another reservation, simply click the "Make Another Reservation" link and you will be returned to the reservation screen.
9. All reservations must be received by 11:30 a.m. CST for the following day's gate cut-off. Requests made after this time will be on a standby basis, and you will be prompted to confirm the request as a standby or cancel the request and request for another day.
10. To review your reservations click the "Review Reservations" link at the top of the page. Select the cut-of date. Select Origin and Destination or view all lanes by selecting "All." You can either view your reservations by clicking the "View Reservations" link, or download this information to MSExcel. As containers come ingate, you will be able to view online your granted reservations being consumed, and have a clear understanding of your remaining reservations. Additional reservation information can be obtained by clicking on the "Details" link.

If you have any questions regarding this notice please contact the Gate Reservations Team at 1-800-715-5046, or e-mail them at [Gaterez@pacer.com](mailto:Gaterez@pacer.com).

We appreciate your business.