



PACER STACKTRAIN

NEWS ALERT

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NEW BAD ORDER HOTLINE FOR MIDWEST RAMPS AND CONTAINER YARDS

TO OUR VALUED PACER STACKTRAIN CUSTOMERS:

In an effort to improve upon our process of managing bad order equipment repair and communication at our Midwest ramps and container yards, Pacer Stacktrain has implemented a new "Bad Order Hotline".

The hotline is set up to handle the driver and customer calls for bad order Pacer Stacktrain equipment (containers and chassis) for the Midwest region ramps. The region includes CHICAGO, ST. LOUIS, COLUMBUS, TOLEDO, DETROIT, OMAHA, KANSAS CITY, CINCINNATI and ST. PAUL ramps ONLY.

All other regions will continue to operate under their current process. Pacer Stacktrain has future plans of expanding this application to the other regions. We will communicate any expansion plans to you via *Stack Facts*. In the near future, we will expand this test to a Web site application where customers will be able to access information on specific repairs on the internet. You will be advised when we are ready to implement the next phase.

We ask for your help in communicating the new hotline telephone number and process to your drayage partners. During the transition, the current bad order hotline will have a recording that provides the new number.

The new number **866-352-4493** is **effective immediately**. This process is still being refined, thus we ask for your patience during the transition period.

Description of New Process:

*Carrier or customer will call into the Bad Order Hotline **866-352-4493** to report damages at the rail terminal or container yard.

***NEEDED INFORMATION UPON CALLING IN BAD ORDER EQUIPMENT:**

Container Number

Chassis Number

Terminal/Yard Location

Location of unit in terminal/yard

Loaded/Empty

Name/Company/Telephone Number of individual calling in repair Pacer Stacktrain

Customer Name

*Pacer Stacktrain will operate the call lines 24/7.

*A record will be made of each call.

*The person calling in the bad order equipment will be given a time when they will be called back to advise them of the completed or in-progress repair.

Please advise all appropriate personnel of this announcement. If you have any questions regarding this matter, contact your local Customer Support or Sales Representative for Pacer Stacktrain.