



PACER STACKTRAIN

NEWS ALERT

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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.

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.

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

Container Number

Chassis Number

Terminal/Yard Location

Description of damage

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 ensure that this process is communicated to your drayage partners and that the information needed for calling in a bad order piece of equipment is provided at the time of the call. This will expedite the repair of the equipment.

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.