



PACER STACKTRAIN

NEWS ALERT

July 24, 2001
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BAD ORDER HOTLINE FOR SOUTHEAST AND TEXAS 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 Southeast and Texas ramps and container yards, Pacer Stacktrain has expanded our "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 Southeast region and Texas ramps.

The southern region includes ATLANTA, CHARLOTTE, CHARLESTON, GREENSBORO, DALLAS, EL PASO, HOUSTON, JACKSONVILLE, LAREDO, MEMPHIS, MIAMI, NASHVILLE, NEW ORLEANS, SAN ANTONIO, and SAVANNAH.

This is in addition to the Midwest ramps: CHICAGO, ST. LOUIS, COLUMBUS, TOLEDO, DETROIT, OMAHA, KANSAS CITY, CINCINNATI and ST. PAUL that are currently operating with the Bad Order Hotline.

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. There is also a Web site application where customers can access information on specific repairs on the Internet. Contact your local Customer Support representative for access to the Web site.

Description of New Process:

The new process will go into effect on Wednesday, August 1, 2001.

- 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.