

PACER STACKTRAIN

STACK FACTS

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March 22, 2004

Electronic Bulletin: 481

RE: Maintenance & Repair Rebill & Road Service

M & R Damage Rebill

Effective December 2003, Pacer began using a new billing system for Maintenance & Repair billing of damage to the rail or Motor Carriers. The system matches the damage from our vendor repair invoices to damage listed on outgate or ingate interchanges. As a means of creating accurate invoices, the system will identify the ingate or outgate records where the damage is most recently present. It will then validate two prior gate moves to ensure that they are “clean”, thereby minimizing the occurrence of billing pre-existing damages. The rebill is not subject to a minimum amount, but is subject to AAR Intermodal Interchange Rules and standard industry business rules.

For example: If the damage listed on an Ingate interchange is for damage to the door, the rebill could include any items related to the door. There are also related location rules that apply. For instance, if the ingate interchange indicates “left side center” damage, the rebill could include repairs made to the left side rear or left side center. It will not consider damage to the left side front a match. Conversely, if you receive an invoice for damage to the left side rear and your outgate record indicates left side center damage,

dispute these charges, and a credit will be issued. These business rules are necessary to address the subjectivity of the inspection.

Pacer will only rebill for damage that is related to Section F of the AAR Intermodal Interchange Rules. Understanding that some damage cannot be identified when the unit is loaded, Pacer will not bill for the following damages unless they are related to other charges on the vendor invoice:

- Roofs
- Floors
- Left Rear Horizontal Door Gasket
- Interior Damage

Invoices will be generated and mailed out on a weekly basis. The invoice packet consists of a coversheet, invoice summary, repair invoice, and corresponding interchange records.

Accurate gate information is a critical component of the process. If you are having problems getting damage noted on your interchange, please do the following:

- Contact a Supervisor at the Ramp
- Contact a Pacer Stacktrain employee that works on site at the Ramp

The payment terms are net 30 days. In cases where the carrier has valid documentation proving that they were billed in error, Pacer will accept disputes within 30 days of the invoice date. Details regarding submission of disputes are communicated on the coversheet of each invoice. If you are submitting pictures as part of your dispute documentation, the pictures must include the unit number, and must be date and time

stamped. The disputes will be reviewed, and you should expect to receive a response within 10 business days.

If payment or a dispute is not received within 30 days, the responsible party will be subject to the M&R Collections Process.

Road Service

Pacer Stacktrain utilizes International Tire Control (ITC) for all road service issues. If a trucker brakes down on the road, Pacer will only honor issues that have gone through ITC.

In Chicago, IL, **all** truckers must go through our tire airing stations located at UP- Global One, UP-Dolton and UP-IMX. Failure to go through our airing station will result in refusal of road service by ITC.

ITC can be reached at 1-800-265-6920. 7 days a week, 24 hours a day.