



S T A C K F A C T S

August 26, 2004

Electronic Bulletin No. 550

Re: Updated Rules & Procedures effective September 20, 2004

Dear Valued Customer,

Pacer Stacktrain has revised its Information Directory, which includes our updated Rules & Procedures. Many of these revisions were previously announced in Stack Facts and reflect alignment with current operating practices. But we've also added new materials to the Information Directory to make it easier to do business with Pacer Stacktrain, including:

- a Frequently Asked Questions (FAQ) document regarding the Rules & Procedures updates
- many improved forms
- several new online links
- an updated Contact Us list
- and a new Mexico Services Guide

The updated Rules & Procedures will become effective SEPTEMBER 20, 2004. For all shipments via Pacer Stacktrain, the Rules & Procedures in effect on the date of in-gate will apply.

Getting the new information is easy. The complete Information directory, including the updated Rules & Procedures, is now available on our website at www.pacerstack.com/services/. Links to view and/or download the Rules & Procedures, the FAQ and other new documents are prominently displayed. So we encourage you to visit our website to review the updated Rules & Procedures and the related FAQ, right away.

Everyone who deals with Pacer Stacktrain services in your organization should be informed about this update. This includes your sales, pricing, operations, finance, and administration teams. You should also notify your Beneficial Cargo Owners and other customers that updated Rules & Procedures will apply to their shipments beginning September 20, 2004. You can direct your customers to www.pacerstack.com/services/ for the complete Information Directory.

If you have questions, we're here to help. Please consult with your Business Development Representative or contact a Pacer Stacktrain Customer Support Center for assistance.

- Eastern Region – 800-876-7281
- Western Region – 800-933-7822
- Mexico & Laredo Gateway – 866-420-2290

We appreciate your business.