



# S T A C K F A C T S

**September 14, 2004**  
**Electronic Bulletin No. 567**  
**Re: Important Reminder about the Updated Information Directory from Pacer Stacktrain!**

Dear Valued Customer,

**Pacer Stacktrain's updated Rules & Procedures go into effect next Monday, September 20, 2004.** All shipments received after 12:00am (midnight) on Sunday, September 19, 2004, will be subject to the updated Rules & Procedures.

**If you have not yet downloaded and reviewed the updated Rules & Procedures, we ask that you please do so immediately.** Many of these updates were previously announced in Stack Facts and reflect alignment with current operating practices. And we've also added new materials to the Information Directory to make it easier to do business with Pacer Stacktrain, including a handy Frequently Asked Questions (FAQ) document regarding the Rules & Procedures updates

**Downloading the Update is easy.** The complete Information Directory, including the updated Rules & Procedures, is available on-line at [www.pacerstack.com/services](http://www.pacerstack.com/services). The information is easily viewed, downloaded, or saved in Adobe PDF format.

**Everyone in your organization who deals with Pacer Stacktrain services should be informed about this update** – sales, pricing, operations, finance and administration. Beneficial Cargo Owners and other customers should also be notified.

**Have questions or need help?** Please consult your Business Development Manager or your regional Pacer Stacktrain Customer Support Center for assistance.

Regional Customer Support Centers:

Eastern Region: 800-876-7281 [wesupport@pacerstack.com](mailto:wesupport@pacerstack.com)

Western Region: 800-933-7822 [chics@pacerstack.com](mailto:chics@pacerstack.com)

Mexico (inc Laredo gateway): 866-420-2290

**Thanks. We appreciate your business.**