



# PACER STACKTRAIN

NEWS ALERT

February 9, 2001  
Electronic Bulletin No. 157

## ***BAD ORDER HOTLINE FOR MIDWEST RAMPS AND CONTAINER YARDS***

TO OUR VALUED PACER STACKTRAIN CUSTOMERS:

Effective 2/15/01, the Bad Order Hot Line will require that the chassis number be provided upon the calling in of any bad order equipment. Please communicate this with your drayage partners.

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, and CINCINNATI AND ST. PAUL ramps ONLY.

Bad Order Hotline number is 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

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.