



# S T A C K F A C T S

**June 22, 2004**  
**Electronic Bulletin No. 515**  
**Re: Customer Support Organization Realignment**

---

Dear Valued Customer:

Pacer Stacktrain is in the process of realigning our Customer Support Organization. We will soon be closing our Atlanta Customer Support Center, and will consolidate into two major centers; Chicago, IL and Orange, CA. We will maintain our satellite center in Laredo, TX for Mexico business. We will also be dedicating resources to Customer Support processes and technology improvements. These changes will increase our effectiveness by improving our staffing, training and process improvement capabilities.

Effective 8/2/04, all customer calls will be forwarded from Atlanta to the Chicago office. Customers who normally do should continue to call the Atlanta Customer Support Center for assistance. There will be a minimal staff in Atlanta to continue supporting customer needs up to 8/2/04. A percentage of customer calls are currently being forwarded to the Chicago office. After a period of time to allow for customers to change to the new phone number, we will discontinue the Atlanta phone number. A recorded message will be in place to advise customers of the new phone number to call.

Effective 8/2/04, please use the following toll free numbers for Customer Support:

<u>Support Center</u>	<u>Phone Number</u>	<u>Fax Number</u>	<u>Hours of Coverage</u>
Chicago, IL (Oak Brook)	800-876-7281	630-472-2960	06:00-18:00 Central M-F 08:00-12:00 Sat
Orange, CA	800-933-7822	714-450-1478	07:00-18:00 Pacific M-F 08:00-12:00 Sat
Laredo, TX (Border Crossing)	866-420-2290	956-724-1329	08:30-18:00 Central M-F 10:00-14:00 Sat

As part of the Customer Support realignment, the following organizational changes are in effect:

Bill Kraft has assumed the new position of Director Western Region Customer Support and will be accountable for the day-to-day management of the Customer Support function in Orange, CA.

Jodi Walker has assumed the new position of Director Eastern Region Customer Support and will be accountable for day-to-day management of the Customer Support function in Chicago, IL.

Cookie Montgomery has assumed the new position of Director Customer Quality and will be accountable for all of the Customer Support Quality, Technology and Process Improvement Initiatives.

We thank you for your support during this transition. Please communicate these changes to all appropriate parties within your organizations and direct any concerns or inquiries to your Customer Support Representative.