



S T A C K
F A C T S

October 5, 2005
Electronic Bulletin No. 711
Re: Per Diem Dispute Process

To our Valued Customers,

This notice is a reminder that all per diem disputes must be submitted via the Pacer Stacktrain website. The Per Diem section of the website is security controlled, and can be accessed from the Customer Support page by clicking on the Per Diem link.

Based on the business rules stated in the Pacer Stacktrain Information Directory, the payment terms for per diem invoices are Net 30 days. Customers have 30 days from the posted invoice date to submit a dispute via the website, or payment is expected.

If payment is made within the 30 days, and you later obtain additional information to support a dispute, Pacer will reconsider the dispute, but only if such documentation is produced within 90 days of the original invoice date. In these cases, the website will not allow you to dispute this charge, and the dispute must be faxed to 630-645-5395 or e-mailed to Perdiem@Pacerstack.com.

In the next few months, Pacer will be implementing an account drafting process for payment of per diem charges, similar to the current process for payment of line haul charges. It is important to follow the on-line dispute procedures outlined above, as it will be the only way to prevent disputed charges from being drafted. We will be contacting each of our customers with specifics regarding this process as well as a specific timetable for the implementation.

If you have any questions or need additional assistance with disputing charges on our website, please contact the Per Diem helpdesk at 630-645-5396 between the hours of 7:00 AM – 5:00PM CST.

We appreciate your business.

Pacer Stacktrain