

# RYDER SUPPLY CHAIN SOLUTIONS

Eliminate waste, shorten inventory lead times, & improve efficiency



Integrated logistics. Warehousing and distribution. Transportation. If it helps your supply chain run faster, smoother, and leaner, Ryder does it – everything from pick-up and packaging to last mile delivery. As your strategic supply chain partner, Ryder brings you best-in-class operations and proactive solutions. Execution is critical. We'll show you the outsourcing difference.

As a leading provider of integrated logistics, our supply chain solutions take a differentiated approach based on deep industry knowledge to give your business a competitive edge. By combining our warehouse, distribution, and transportation capabilities, you will have end-to-end visibility into your operation while reducing the cost to operate. That's the Ryder supply chain advantage.

With more than 250 supply chain engineers, 55 million square feet of warehouses managed, and one million linear feet of packing lines, we have the expertise to manage simple and complex supply chains. With end-to-end visibility and an optimized supply chain, you can speed products to market, drive growth, and focus on what matters most: your customers.

## THE OUTSOURCING DIFFERENCE:

Through our supply chain solutions, our customers have:

- Optimized shipments and transit times
- Expedited order fulfillment
- Improved dock scheduling
- Gained full visibility
- Reduced costs
- Eliminated waste through process improvement

# Warehouse & Distribution Management

Industry challenges like lack of visibility, manual processes, scarce capacity, limited access to business intelligence, and labor shortages are forcing companies to adjust their warehouse and distribution strategies. To meet these challenges, as well as your customers' rising needs, you need a customized operation that's optimally designed to keep up with fluctuating demand and gives you end-to-end visibility at a lower operating cost.

Whether it's finding the perfect location and building a warehouse or distribution center from the ground up, or managing an existing facility, our solutions include designing and implementing processes, equipment, and visibility tools to help you improve efficiency and customer service levels.

We also hire and train personnel, which can include your current warehouse employees who know your business best, to ensure that your goods flow smoothly and inventory arrives when and where it's needed. This includes flexing your labor needs during peak season with temporary workers.

Through integration with your current control center or implementing innovative systems and technology platforms that drive actionable analytics and data, we create a culture of continuous improvement. With end-to-end visibility and an optimized supply chain, you will be better equipped to speed products to market, drive growth, and focus on what matters most – your customers.

## RYDER WAREHOUSE MANAGEMENT BY THE NUMBERS:



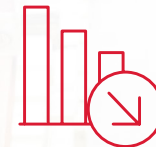
**55 Million**

square feet of warehouses managed



**99%**

Inventory accuracy



up to **20%**

reduction in order cycle times

# Optimization Through LEAN Business Systems

What adds value to your warehouse and distribution center? What doesn't? Where should you focus your efforts? Using innovative LEAN solutions, Ryder helps you keep products moving – safely and reliably – while improving inventory accuracy and efficiency.

We do this by applying the 5 LEAN business practices – standardization, people involvement, continuous improvement, built-in quality and short lead-time – to eliminate waste from all facets of an operation from the procurement of raw materials to the shipment of finished goods. Through LEAN, we also engage every employee to eliminate problems, improve quality, and increase productivity.

## LEAN & RYDER IN ACTION:

Top oil filter brand FRAM partnered with Ryder to implement LEAN and now has:

- Reduced distribution cost by seven figures annually
- 0.3% inventory shrinkage, exceeding company goals
- 99.8% pick accuracy
- 100% productivity increase
- Increased average units per man hour from 33 to 68
- Decreased staffing from 320 employees to 205
- Achieved increased fill rates and customer satisfaction



## Customizable Value Added Services



With growing consumer demands and market complexities, you need efficient operations now more than ever. That's why, at Ryder, we offer a full suite of value added services including kitting, assembly, packing, and bundling help speed products to market for just-in-time and line side delivery.

### OUR FULL SUITE OF VALUE ADDED SERVICES INCLUDES:

- Product customization and testing
- Kitting, sequencing and line-side delivery
- Bundling/unbundling
- Light/sub-assembly
- Packaging, re-packaging, re-boxing
- Labeling
- System configuration
- Reverse logistics and returns management
- Inventory management
- Material supply management
- Sequencing

## Manufacturing Support

As customer demands fluctuate, we are able to meet irregular schedules caused by last minute sales and changes with our build to order & build to inventory capabilities.

Through these capabilities, we are able to engineer an agile supply chain that is adaptable and scalable with improved inventory forecasting through greater business intelligence. As a result, you have less finished product inventory on-hand, as well as improved line speed and material flow, which lowers your costs associated with excess inventory and enhances product customization to meet customer demands.



# Transportation Management & Dedicated Transportation

Your transportation network should be flexible, efficient, and perfectly in tune with the dynamic nature of your business. But, managing a transportation network can be time-consuming and costly. Like many shippers, you may be looking for ways to reduce freight costs, improve service levels, and drive efficiencies. That's where we can help.

From network design and optimization to planning, procurement, and tracking shipments, Ryder offers the insight, management

expertise, purchasing power, and standard operating practices it takes to improve visibility, make better use of assets, reduce costs, and improve customer service.

Through our Dedicated Transportation Solutions, you benefit from a right-sized fleet with specialized equipment, drivers recruited and trained for your business, fleet maintenance, and innovative technology to give you all the benefits of a private fleet without the hassles of managing one.

## RYDER'S TRANSPORTATION MANAGEMENT SERVICES INCLUDE:



Procurement  
& carrier  
management



Shipment  
optimization &  
load planning



Routing



Freight  
Brokerage



Network  
optimization



Financial  
settlement &  
administration



Operational  
execution



Cross  
Border

Ryder's Transportation Management solution helps you boost efficiency across every mode of transportation and drive more value from transportation partners.

# Ryder Last Mile

The last mile. It's the most critical—and the most challenging—part of today's supply chain. Ryder's premium big and bulky last mile logistics solution helps you meet demand while saving time and money. From tiered delivery options to integrated returns management, Ryder Last Mile delivers flexible solutions, so you can focus on your core business.

## THE BENEFITS OF RYDER LAST MILE:

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- Two-day delivery for 95% of U.S. and Canada
- Tiered, pay-as-you-go services
- Real-time tracking, visibility, and notifications with RyderView
- Value-added services: deluxing, white glove, returns management, more.
- Faster order processing and audit control
- Customer satisfaction levels that maintain brand integrity

At Ryder, we've combined our vetted carriers and nationwide hubs to become one of the country's largest providers of last mile big-box logistics. With two-day delivery to over 95% of the U.S. and Canada, we give you extended market reach with predictable costs, network visibility, and consistent customer satisfaction.

Four tiers of service to choose from:

### Tier 1 - **Over the Threshold**

- Self-scheduling via text, e-mail, phone
- Convenient 2-hr delivery window
- Automated call-ahead notification
- 2-man delivery teams
- Customer return

### Tier 2 - **Room of Choice**

- Over the Threshold plus
- Place in any room of the house as instructed by the customer

### Tier 3 - **White Glove**

- Over the Threshold and Room of Choice plus
- Unboxing /removal of packaging in-home
- Assembly in home (as needed)
- Hookup/install (appliances)
- Haul-away services

### Tier 4 - **Deluxe Service**

- Over the Threshold, Room of Choice, and White Glove plus:
- Pre-delivery inspection, preparation, and assembly to ensure successful delivery of undamaged goods



# E-commerce Fulfillment

E-commerce moves fast. At Ryder, we can help you keep up. We've built a best-in-class network made up of world-class fulfillment centers, advanced technology, and a fleet of trusted carriers. And thanks to highly developed processes, we do it with unmatched accuracy, reliability and network visibility. The pieces we've put in place for this solution help you overcome the challenges of operating an e-commerce supply chain, and meet the demands of customers who expect two-day delivery. This includes warehouse and order management systems that easily integrate with e-commerce technology platforms such as Shopify and WooCommerce. As a result, you benefit from real-time inventory management, and flexibility using predictive analytics. Combined with our purpose built, multi-client e-commerce hubs, you can deliver small and large parcel shipments to more than 95% of the U.S. within two days, improve speed to delivery, and maximize efficiency. You also leverage our network of qualified final mile carriers that provides the ultimate flexibility in price and service especially during peak holiday season.

Our e-commerce solution is built on world-class fulfillment centers, best-in-class technology, and an agnostic network of trusted carriers.

- **Ordering** – Our plug and play technologies integrate seamlessly with yours, allowing you to manage and ship your inventory in real-time.
- **Fulfillment Center** – Our strategically located fulfillment centers reduce shipping time and costs. We ship with 99% order accuracy and 99% on-time shipping.
- **Transportation** – You benefit from our agnostic fleet of trusted carriers which yields lower shipping costs and provides flexible capacity during normal and peak seasons.
- **Returns Management** – Our best-in-class reverse logistics reduces costs and the time it takes for your customer to receive their refund.

THROUGH THESE E-COMMERCE FULFILLMENT CAPABILITIES, YOU BENEFIT FROM:



100%

end-to-end visibility



99%

order accuracy



99%

on-time shipping

# RyderShare™: Innovative Technology For End-to-End Transparency

Imagine how efficient your supply chain would be if you had end-to-end visibility. RyderShare™ provides that for customers every day. It's the only digital platform in the industry that gives the transparency and collaboration necessary for all stakeholders to see and act on the delivery of their products. Through this, RyderShare provides end-to-end visibility of all shipments and orders in

real-time. All stakeholders experience interactive route management with simplified navigation and enhanced search functionality. Customizable alerts and notifications are built-in to support exception management. The result is increased efficiency that delivers better customer service and saves money.



# Supply Chain Industries Served

At Ryder, our vision is to bring compelling value through outsourcing. We do this by providing innovative supply chain solutions that

are safe, reliable, and efficient. That is why more than half of the Fortune® 500 companies partner with us.

SINCE 1933, WE'VE GROWN BUSINESSES OF ALL TYPES, ACROSS SOME OF THE WORLD'S MOST COMPLEX INDUSTRIES, INCLUDING:



Consumer Packaged Goods



Healthcare



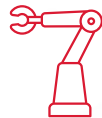
Retail



Transportation & Logistics



Energy



Industrial Manufacturing



Technology & Electronics



Metals



Food & Beverage



Auto



## About Ryder System, Inc.

As a leading provider of integrated logistics, our supply chain solutions take a differentiated approach based on deep industry knowledge to give your business a competitive edge. By combining our warehouse, distribution, and transportation capabilities, you will have end-to-end visibility into your operation while reducing the cost to operate.

Businesses trust Ryder because we have the experience and resources to manage their supply chain logistics and transportation functions better than they can on their own. We are the only provider that offers a complete portfolio of solutions in fleet management, dedicated transportation, and supply chain management.

With our combination of know-how, streamlined processes, engineers, and infrastructure, we help customers mitigate supply chain disruptions related to everything from process improvement and business intelligence, to talent management, e-commerce fulfillment and final mile.

For more information, visit [ryder.com](https://www.ryder.com)





[ryder.com](http://ryder.com)

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