



Customer Solutions Overview



Your Supply Chain Is Your Company's Lifeline.

From your raw material and component suppliers, through inventory, production, assembly, distribution and downstream to your customers, your supply chain is vital to your company's success. By making your supply chain more efficient and more responsive, you can actually improve customer service, increase sales, reduce capital commitments and bolster your competitive position in the marketplace. All of which translates into real savings you can take directly to your bottom line. And, you will increase shareholder value.



Turn Your Supply Chain Into A Value Chain

Getting information, materials and products to the right place at the right time for the right cost has become increasingly complex. Ryder's comprehensive range of solutions enhances a company's ability to meet these market challenges. Our business is to create flexible supply chain solutions that synchronize our clients' supply of products to the specific demands of their customers. These dynamic supply chain solutions apply to a wide range of industries and market circumstances, including:

- ▶ Business owners who are faced with rush orders for delivery
- ▶ Just-in-time manufacturers and assemblers with thousands of components arriving daily
- ▶ Online retailers or other companies needing fast fulfillment of customer orders
- ▶ International companies that need to integrate their global supply chains
- ▶ Tier One suppliers that require streamlined flows to respond to shorter lead times

Efficient and reliable supply chain solutions from Ryder become integral to our clients' product value – turning their supply chains into value chains.



Conquer Marketplace Challenges

Companies today face tough business challenges. That's why Ryder's needs-based approach designs solutions that enable:

- ▶ **Financial Management:** Managing your cash flows, improving your tax position and gaining access to capital for future growth while maximizing returns to your stakeholders
- ▶ **Business Strategies:** Growing your business by leveraging globalization and technological change, expanding access to critical information, reducing capital requirements and enhancing operational performance
- ▶ **Customer Satisfaction:** Building stronger customer relationships, exceeding customer expectations and being responsive and flexible to meet customers' changing needs
- ▶ **Operations:** Synchronizing processes to manage your supply chain functions in an efficient, cost-effective and productive manner
- ▶ **Human Resources:** Sourcing, hiring, training and retaining a knowledgeable workforce to increase productivity and add value to your business
- ▶ **Risk Management:** Reducing financial exposure by protecting employees, the environment and your bottom line
- ▶ **Globalization:** Expanding your markets and supplier base with cost-effective operations



Ryder Serves Companies Just Like Yours

Our experience in logistics, transportation and supply chain management spans seven decades and encompasses companies in virtually every industry – including aerospace, automotive, food and beverage, high tech, electronics, telecommunications, industrial equipment, consumer goods, newspapers, retail, paper and forest products and e-business – just to name a few.

Our client list ranges from small companies to a Who's Who list of the best-known corporations in the world. And we're proud of our track record over the years, during which we've earned a variety of service awards from clients and industry peers alike. But while the recognition we've received in the past is gratifying, we're not resting on our laurels. Ryder is dedicated to continuous improvement and committed to applying world-class knowledge to enable all of our clients to meet their business goals.

Ryder Has Solutions For Your Entire Supply Chain

Supply Chain Management Solutions

Ryder can optimize your entire supply chain, from upstream suppliers through raw materials, production and finished goods inventory, to product distribution to your customers.

Supply Chain Consulting	Ryder's Value Chain Assessment process analyzes the complete supply chain and identifies specific ways to gain quantifiable value.
Integrated Logistics Operations	Comprehensive enterprise-wide solutions that integrate the functional components of a supply chain, basing decisions on their impact on the total system, rather than on individual functions.
Lead Logistics Management	Provides global supply chain services by designing networks and assuming management of logistics providers in the network, as well as managing information.
e-Channel SolutionsSM	End-to-end management of the fulfillment channel, from order entry to final delivery, including high-velocity distribution facilities, Web-enabled inventory visibility, transportation planning/management, value-added services and reverse logistics.
Ryder Online Tools	A sophisticated suite of systems that includes a range of Web-enabled tools to access information and conduct business online.

Distribution Management Solutions

Ryder can cost-effectively handle all or any part of your transportation, warehousing and distribution needs to deliver the level of service you need.

Distribution Network Consulting	Improves overall distribution through supply chain process design by determining the optimal number, location and purpose of facilities as well as modes and methods of transportation providers in the network, as well as managing information.
Facility Design Services	Determines the size, layout and functions of the facility to optimize the flow of material, information and ensure supply chain interfaces by the development of workflow, labor plans, handling equipment and warehouse management system.
Product Supply	Manages inbound material flow into manufacturing or assembly plants, with services that include just-in-time and supplier logistics center operations.
Product Distribution	Focuses on the inbound or outbound distribution of finished products, including customer services such as kitting, light assembly and cross-docking.
Product Support	Provides value through reverse logistics, including returns management and returnable container programs.

Financial Management Solutions

Ryder can help you meet your financial objectives as they relate to risk, asset management and your tax position through:

Lease Financing	Combines customized vehicle financing with maintenance to meet your specific tax or balance sheet requirements.
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Transportation Management Solutions

Ryder optimizes the flow of domestic and international freight – whether by road, air, sea or rail – to meet your customer service goals while minimizing transportation costs.

Network Consulting	Improves supply chain performance through transportation process design, mode and route optimization.
Carrier Procurement	Multi-modal procurement processes to handle domestic and international transportation, including rate and service negotiation and contract management to control costs.
Shipment Planning and Execution	Manages the shipment process by aggregating orders into loads, examining shipment consolidation opportunities, selecting routes/carriers, providing status tracking in-transit with delivery confirmation and management reporting.
Freight Bill Audit, Payment and Data Service	Assures that freight bills are paid correctly and provides a single audited invoice to customers.
Capacity Management	Helps clients by providing backhauls to fill excess capacity on vehicles, improving asset utilization and generating extra revenue.
Transportation Management Center	Serves as the global nerve center for clients' domestic and global transportation needs, providing a single source for planning, executing and operating clients' transportation systems 24 hours a day, 7 days a week.

Fleet Management Solutions

Ryder offers a comprehensive range of services that can provide a single truck for a day, a turnkey option for owning and operating your private fleet, or a complete transportation system.

Commercial Truck Rental	Provides an immediate solution for temporary vehicle needs to meet periods of peak demand, delivery changes or other special circumstances.
Full Service Leasing	A turnkey program that includes vehicle configuration, financing, vehicle acquisition, maintenance and disposal.
Programmed Maintenance	Provides superior preventive and predictive maintenance designed to optimize performance and minimize downtime, as well as 24/7 roadside assistance.
Fleet Support Services	Includes safety training, driver testing/certification, fuel and fuel tax reporting, licensing, permitting, insurance and regulatory compliance.
Dedicated Contract Carriage	Offers door-to-door shipping via a dedicated fleet of vehicles, drivers, management, optimal routing/scheduling, fleet sizing and on-board communications.
RyderFleetProducts.comSM	A Web-enabled aftermarket distributor of a complete range of truck parts, shop supplies, safety products and automotive products for your fleet.
UsedTrucks.Ryder.comSM	A Web-enabled listing of <i>Road Ready</i> used vehicles for sale from Ryder's extensive fleet; all with complete maintenance histories in writing.
Ryder Customer Response Center	Provides emergency roadside assistance for clients throughout the U.S. and Canada, 24 hours a day, 7 days a week.

Demand More From Your Supply Chain

From rental and lease vehicles, to fleet management, to warehousing and distribution, inventory deployment, e-business solutions and total logistics support, Ryder has solutions for all your supply chain challenges. We can help you plan your supply and distribution processes from end to end to turn your supply chain into a value chain.

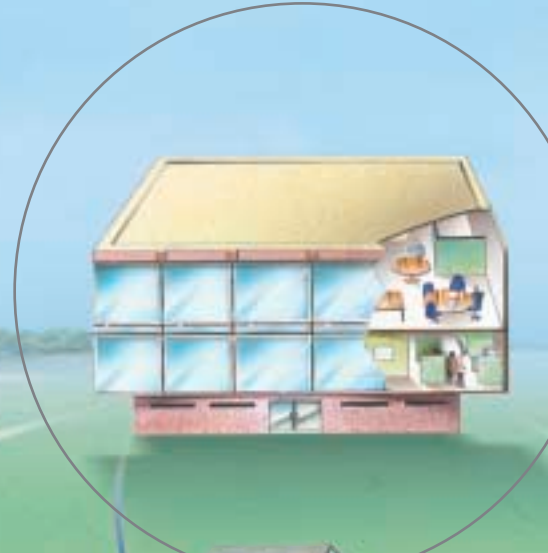
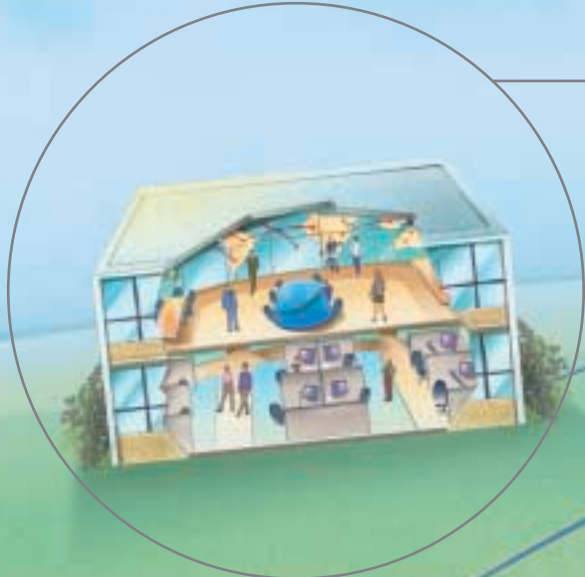
Material Sourcing Worldwide

Transportation of raw materials and components delivered from suppliers to manufacturing and assembly facilities, no matter where they're located.



Transportation Management

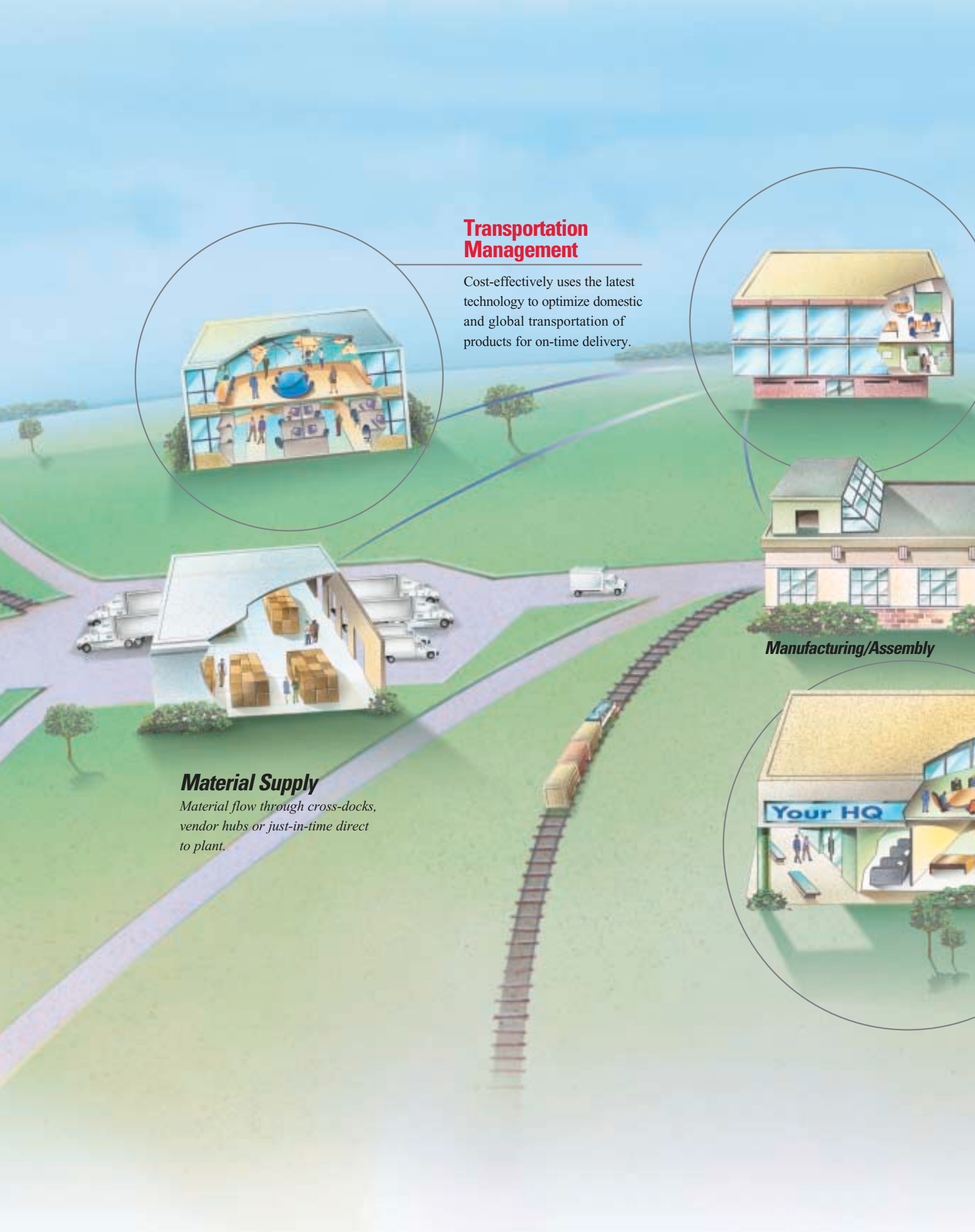
Cost-effectively uses the latest technology to optimize domestic and global transportation of products for on-time delivery.



Manufacturing/Assembly

Material Supply

Material flow through cross-docks, vendor hubs or just-in-time direct to plant.





Ryder Online

An array of Web-enabled tools to access information from inventory visibility inside the facility and shipment track and trace to finding fuel/maintenance services and buying used vehicles, parts and equipment.

Supply Chain Management

Total logistics and supply chain solutions that integrate supply chain functions to optimize cost and service benefits from supplier to customer.

Fleet Management

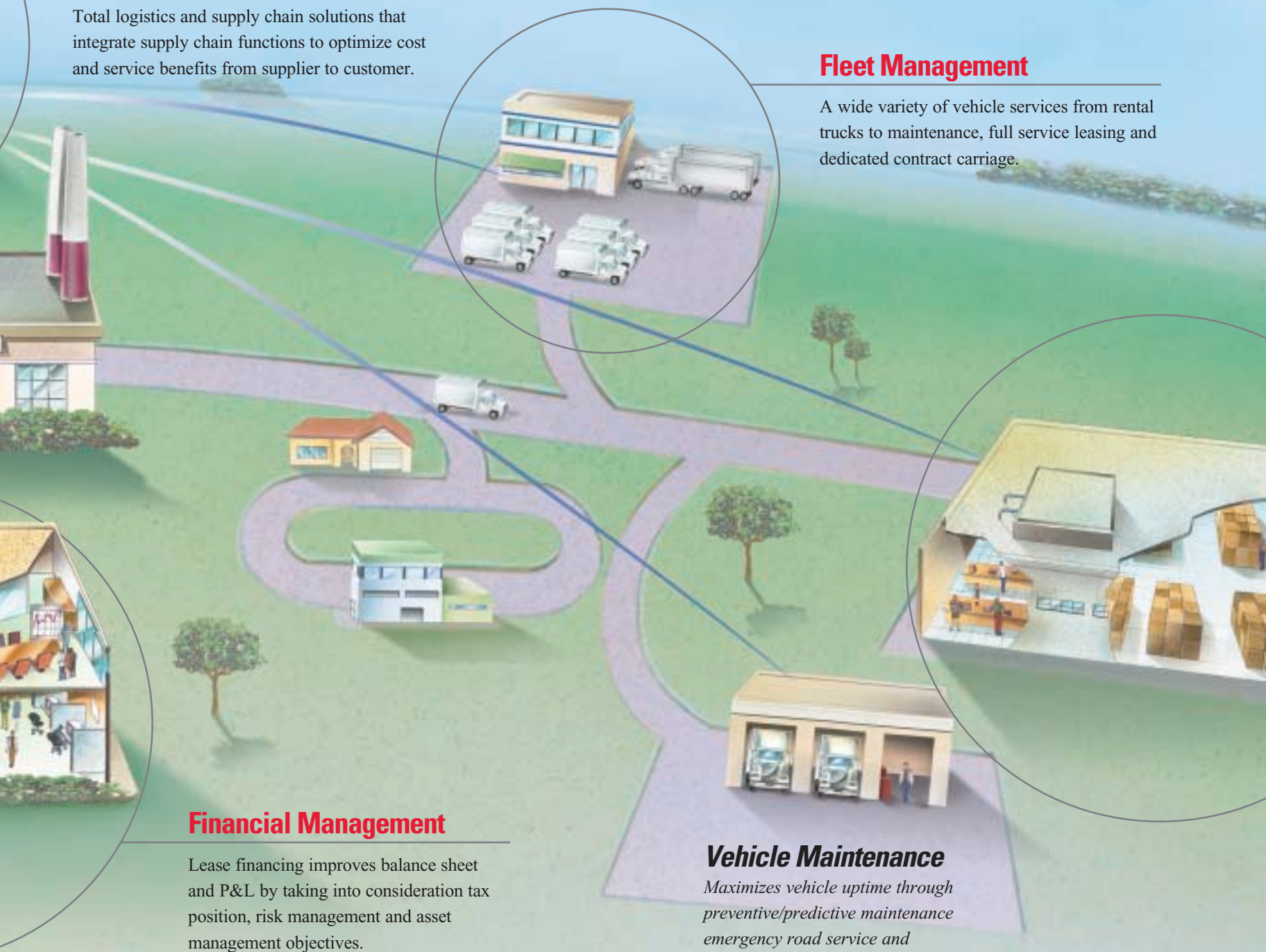
A wide variety of vehicle services from rental trucks to maintenance, full service leasing and dedicated contract carriage.

Financial Management

Lease financing improves balance sheet and P&L by taking into consideration tax position, risk management and asset management objectives.

Vehicle Maintenance

Maximizes vehicle uptime through preventive/predictive maintenance emergency road service and safety network.



Distribution Management

Optimizes product distribution to reduce inventory/product handling and maximize transportation efficiency.

Product Delivery

Distribution of products to warehouses, retailers, businesses and consumers. Includes kitting, light assembly and other value-added services.

Product Support

Reverse logistics, product returns/repackaging and returnable container programs.





Forging Partnerships For Smarter Solutions



Working Together, We Can Help Synchronize Supply And Demand

Ryder offers our clients and their customers an unmatched portfolio of services and a proven track record in logistics and transportation to improve total supply chain operations.

The Right People

- ▶ As the industry's most widely recognized logistics and transportation experts, we have the right people for the right job, and our proven team approach provides quality solutions.

Unparalleled Resources

- ▶ As one of the largest transportation and logistics companies in the world, we have equipment, facilities, systems and processes in place, as well as proven financial strength and stability.
- ▶ Serving customers in a wide variety of industries, our expertise ranges from aerospace, automotive, beverage and consumer goods to food, newspapers, industrial equipment, high tech, electronics, retail, paper and forest products, among others.
- ▶ Our global infrastructure and vast network of resources is continually expanding. We have the facilities, vehicles, locations and people in place for optimal movement of global freight and information.
- ▶ Our Transportation Management Center has dedicated professionals linked to clients, shippers and carriers, 24 hours a day, 7 days a week to handle all your global transportation needs.

Operational Know-How

- ▶ Our best practices are developed across a wide range of company sizes and industries, and are updated via our Knowledge Management Center. Our integrated solutions assure smooth information flow and operating efficiencies.
- ▶ Comprehensive safety, health and compliance procedures improve productivity, reduce risks and lower employee turnover.

Strong Customer Focus

- ▶ We're organized around our customers and committed to long-term partnerships with a culture built on quality, key performance measures and continuous improvement.
- ▶ We're determined to achieve high levels of customer satisfaction and retention through processes that are flexible to meet your changing needs, and the needs of your customers.

Innovative Information Technology

- ▶ Using the latest technology from our alliance partners and the marketplace, our sophisticated suite of systems supports transportation and distribution network optimization, shipment planning and execution, inventory flow, just-in-time delivery and freight bill audit, payment and data services. In addition, we employ demand/supply planning applications to manage supply chain flows. Ryder's management and operational reporting as well as electronic communications are seamlessly integrated with your systems.
- ▶ Web-enabled applications provide product visibility within the warehouse and in-transit, 24 hours a day, 7 days a week, 365 days a year.

Demand More From Your Supply Chain



Let Ryder's experts find the opportunities in your company's supply chain and propose solutions that will add measurable value while improving the service you provide for your customers. With our experienced people, proven processes and cutting-edge technology, we can help you streamline production and delivery to get your products to market faster and more efficiently than ever.

Worldwide Headquarters

3600 NW 82 Avenue
Miami, FL 33166 USA

Regional Headquarters

Asia - Singapore

Canada - Toronto

Europe - London, U.K.

Mexico - Mexico City

South America - Buenos Aires, Argentina

Ryder provides a complete array of leading-edge logistics, supply chain and transportation management solutions worldwide.

Supply Chain Management

- ▶ *Supply Chain Consulting*
- ▶ *Integrated Logistics Operations*
- ▶ *Lead Logistics Management*
- ▶ *e-Channel SolutionsSM*
- ▶ *Ryder Online Tools*

Distribution Management

- ▶ *Distribution Network Consulting*
- ▶ *Facility Design Services*
- ▶ *Product Supply*
- ▶ *Product Distribution*
- ▶ *Product Support*

Transportation Management

- ▶ *Transportation Network Consulting*
- ▶ *Carrier Procurement*
- ▶ *Shipment Planning and Execution*
- ▶ *Freight Bill Audit, Payment and Data Services*
- ▶ *Capacity Management*

Fleet Management

- ▶ *Commercial Truck Rental*
- ▶ *Full Service Leasing*
- ▶ *Programmed Maintenance*
- ▶ *Fleet Support Services*
- ▶ *Dedicated Contract Carriage*
- ▶ *RyderFleetProducts.comSM*
- ▶ *UsedTrucks.Ryder.comSM*
- ▶ *Ryder Customer Response Center*

Financial Management

- ▶ *Lease Financing*

Contact us today, or visit us online to find out how world-class solutions and Web-enabled tools from Ryder can work for you, your customers and suppliers, while helping you build your shareholder value.

1-800-RYDER-OK Ext. 1568

www.ryder.com

If outside the U.S. and Canada, call:
585-264-4330

