

Supply Chain Management



Optimizing Your Supply Chain Gives

Your Business A Competitive Edge.

By synchronizing each link, you can

reduce net costs, improve customer

service and capture new opportunities

in the marketplace – allowing you to

enhance shareholder value. Ryder can

help you streamline your global supply

chain by seamlessly integrating and

managing the end-to-end flow of

materials, products and information.





Supply Chain Management > > > > Distribution Management > > > > >

Working in collaboration with you, Ryder can design flexible enterprise-wide solutions to move your products cost effectively through your supply chain – helping you deliver the exact service levels your customers require.

Supply Chain Management

The process starts with a Value Chain Assessment. We analyze your entire supply chain, tracing the flow of products and information from your suppliers through manufacturing, distribution and delivery to your end customers. Our objective is to identify opportunities to streamline and integrate your supply chain operations. Our approach includes:

- ▶ Mapping supply chain processes and flows to expose redundancies and bottlenecks
- ▶ Developing financial and operational comparisons to benchmark your performance within your industry
- ▶ Performing root-cause analysis to map shortfalls and performance lapses
- ▶ Recommending corrective actions and prioritizing implementation initiatives, based on timing and potential financial benefits

Distribution Management

Distribution management consulting helps you determine the optimal number of facilities in your distribution network, where they should be located, what functions they should perform and how they should perform them – all synchronized to support your business strategy. This process includes:

- ▶ “What if” modeling and simulation techniques to ensure processes, facilities and transportation modes are seamlessly integrated

- ▶ Developing facility mapping for sizing, design and layout
- ▶ Determining material flows and material-handling equipment needs
- ▶ Building labor plans and operating methods
- ▶ Selecting an appropriate warehouse management operating system
- ▶ Designing supply chain interfaces enterprise-wide to facilitate integrated processes

Transportation Management

Whether you ship by highway, air, ocean, rail or small parcel delivery, Ryder can develop a comprehensive transportation network strategy for both your domestic and international shipments. The goal is to balance inventory, facilities, transportation costs and cycle times, while adhering to overall cost and customer service requirements. Our transportation management network planning adds value through:

- ▶ Improving transportation process design
- ▶ Optimizing mode and route selection
- ▶ Carrier procurement and rate negotiation
- ▶ Customizing performance measurement and management reporting



Transportation Management >

You Stay In Charge...

We Handle The Details



e-Channel SolutionsSM

Ryder operates a network of high-velocity facilities and processes that offer clients total end-to-end fulfillment, including order and inventory management, Web-enabled visibility in the warehouse and in transit, and an unmatched transportation and distribution infrastructure, complete with reverse logistics. Ryder has implemented an end-to-end fulfillment solution in as little as 8 weeks.

Lead Logistics Management

One of the most important facets of global supply chain management is the coordination, integration and management of all the various service providers and technologies that make your supply chain work. Although you remain in control, we help you by:

- ▶ Developing strategic network service specifications and ensuring their implementation
- ▶ Coordinating all providers within the supply chain to optimize the tactical network
- ▶ Providing a single point of contact for all logistics services
- ▶ Using integrated systems to achieve key performance goals
- ▶ Ensuring flexible and adaptable solutions for continuous improvement of networks and systems

Integrated Logistics

With decades of experience in transportation and distribution, Ryder has been a pioneer in integrated logistics services. We remain a



leader in the industry today, because we continue to help our clients integrate the functional components of their business, thus optimizing their supply chains by:

- ▶ Re-engineering of product and information flows system-wide
- ▶ Improving asset management
- ▶ Providing professional transportation management
- ▶ Implementing flow-through distribution
- ▶ Customizing performance measurement and management reporting

Distribution Management

Ryder provides solutions for all or part of your warehousing, distribution and overall supply chain needs. Services include:

- ▶ Managing flow-through/cross-dock operations and distribution facilities
- ▶ Coordinating warehousing and transportation for inbound material flows
- ▶ Handling import/export for international shipments



- ▶ Offering continual replenishment to manufacturing and assembly plants
- ▶ Providing quick response deliveries
- ▶ Monitoring shipment and inventory status through Web-enabled tracking
- ▶ Providing reverse logistics services such as managing returns/repair re-distribution
- ▶ Providing additional value-added services, such as kitting and light assembly

In addition, Ryder provides multi-client distribution solutions for clients seeking warehousing, high-velocity fulfillment and value-added services in cases where shared services are more cost-effective than a customized facility.

Transportation Management

Ryder handles all the details, helping clients achieve an optimal supply chain transportation network. Using the latest operational controls and processes, Ryder experts can manage all your transportation needs – whether you ship goods around the corner or around the world.

Services include:

- ▶ Optimal modal and carrier procurement and rate negotiation – including TL, LTL, ocean, air, rail and small parcel delivery
- ▶ Clients' order acceptance via the Web, electronic transactions (EDI and XML), telephone or fax
- ▶ Shipment consolidation and load-building with route and carrier planning
- ▶ Load scheduling and delivery confirmation – including dispatching, expediting and monitoring status of loads
- ▶ Freight bill audit and payment with customized Web-enabled reporting available
- ▶ Performance and improvement analysis, and exception reporting with full documentation
- ▶ Technology that supports the complete planning and execution of the transportation process and includes Web-enabled shipment tracking down to the individual item level

Ryder's Transportation Management Center – staffed by certified professionals who serve as a dedicated link to clients, shippers and carriers – 24 hours a day/7 days a week. The Center can handle all your global transportation needs and has the ability to dynamically change your transportation processes, enabling you to capitalize on emerging opportunities.

Solutions Tailored To Your Requirements

Regardless of where you source your raw materials or component parts and make or sell your finished products, Ryder has a wide range of solutions to strengthen each link of your supply chain:

Order Fulfillment – Accurately fulfilling orders received through all sales channels to meet each client’s service requirements in a timely manner

Flow-Through Distribution – Utilizing cross-docking techniques that avoid unnecessary “put away” activities in order to speed products to market while minimizing inventory

Supplier Logistics Centers – Strategically placed locations for the staging and distribution of raw materials or component parts from worldwide suppliers to manufacturing and assembly plants, thus allowing for continual replenishment to facilities

Inventory Postponement – Scheduling and coordinating parts assembly based on your customers’ requirements just prior to delivery, reducing your total inventory costs and improving service flexibility

Merge-In-Transit – Consolidating components received from multiple sources, by delivery destination, thus providing a whole order delivery to the end customer (particularly beneficial for made-to-order strategies)



Inventory Visibility – Web-enabled Warehouse Management Systems (WMS), providing you with 24/7 visibility of inventory, order and receipts – down to the SKU item level – within the “four walls”

Value Added Services – Customized services, including kitting, labeling and ticketing, sequencing, custom packing and light assembly

Just In Time Pickup And Delivery – Assuring smooth material flows into and out of assembly/manufacturing plants and retail outlets by providing time-definite pickup and delivery of component parts or finished goods, minimizing inventory investments

Quick Response Delivery – Supports quick response strategies that are cost-effective, flexible and include such solutions as secured, unattended night-time deliveries and expedited deliveries

Shipment Tracking – Web-enabled systems that allow clients to track domestic and international shipments in transit down to the item level, as well as receive proactive exception-based alerts

Reverse Logistics – Management of returns processing, such as call center services, returnable container programs, inspection and repackaging, and returning items to inventory or vendor(s) for final disposition



Working Together, We Can Help You

Synchronize Supply And Demand

Our proven track record in providing a global portfolio of services can supercharge your business and help you gain the competitive edge needed to succeed in today's challenging business environment.

Information Technology

Ryder has assembled a powerful suite of technology tools from leading software providers. When combined with Ryder people and processes, these tools assist in planning, decision support, enterprise-wide integration, network optimization and the daily operation of your company's supply chain.

Our objective is to leverage market-proven applications, while reducing implementation timelines and deployment costs for clients, through:

- ▶ Central, secure operations
- ▶ Sharing capacity among multiple clients to reduce the burden of bearing total costs
- ▶ Standard business processes and methodologies to facilitate smooth start-ups and ongoing operations
- ▶ Integration of Ryder's applications with the client's environment
- ▶ Scalable solutions that have the ability to grow with your business
- ▶ Inventory visibility in the warehouse and in transit

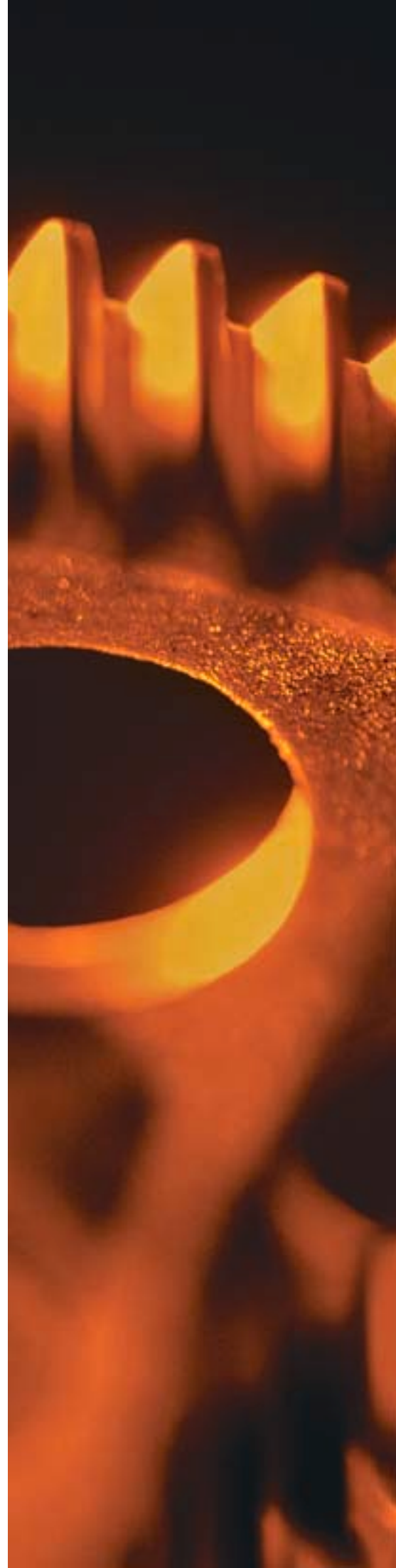
Global Infrastructure

Doing business globally can be richly rewarding – producing savings and efficiencies in sourcing, making and selling goods. Development of a “borderless” strategy requires a combination of experience, infrastructure, culture and knowledge. Facilitated by country/regional experts, Ryder currently ships products to and from more than 100 countries, located on four continents.

Quality Process

Ryder's quality process is based on establishing key measures that are mutually agreed upon with each client, then tracking performance over time and seeking out opportunities for continuous improvement. Ryder is committed to long-term partnerships and helping our clients exceed the expectations of their customers.

The ISO 9001-certified quality management system ensures standardized processes. A number of Ryder operations worldwide are ISO 9001-certified, including operations located in North America, South America, Europe and Asia. In addition, Ryder's IT design implementation quality management system is ISO 9001-certified.





Industry Expertise

Ryder has dedicated industry experts who speak your language and understand your industry's issues. In addition, these specialists can leverage Ryder's resources to tap best practices and innovative solutions learned by servicing more than 600 clients in over 50 industries worldwide.

Process Management

Defining the scope, mapping critical processes and requirements, and managing the "details" of implementing a solid plan to attain quantifiable improvements for optimizing your supply chain are key elements of process management. Proven methods enable decision makers to handle change management and risk on a controlled, proactive basis. A foundation for continuous improvement is established by setting key criteria collaboratively with clients and tracking ongoing performance.



Companies that have world-class supply chains organize, plan and deliver their products based on maximizing value to their customers. They know that serving the customer well is a dynamic and continuous process.



Access to instant information has changed the rules of effective supply chain management. We can help connect you to your suppliers and customers across continents and borders to overcome challenges and capture new opportunities.

Why Ryder?



The Right People Make Strong Teams

- ▶ As one of the industry's most highly recognized logistics and transportation experts, Ryder has the right team of people to work collaboratively with you. Our teams' expertise is supplemented by strategic alliances that allow us to deliver the most innovative and cost-effective solutions.

Operational Innovation And Know-How

- ▶ Our proven processes and knowledge stem from leveraging best practices developed while doing business with companies in a wide array of industries throughout the world.
- ▶ Comprehensive safety, health and regulatory compliance procedures improve operational productivity, reduce employee turnover and help to avoid risk.

Dedication To Outstanding Customer Service

- ▶ We believe in providing value to our clients – focusing on exceptional customer service and continuous improvement. Our partnership approach emphasizes speed, flexibility and collaboration.

Market-Proven Technology

- ▶ Ryder has a sophisticated suite of systems that range from decision support to Web-enabled inventory visibility.

Let Us Help You Make Your Supply Chain Run More Efficiently

We would be pleased to discuss or demonstrate our world-class capabilities in Supply Chain Consulting, Integrated Logistics Operations, Lead Logistics Management or any of our various operational services.

For more information call 1-800-RYDER-OK (1-800-793-3765) Ext. 1583 or visit us at www.ryder.com

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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. 1583

www.ryder.com

If outside the U.S. and Canada, call:
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