

Dear Valued Ryder Supplier:

In alignment with Ryder's initiative to be **Ever Better**, Ryder has invested in an automated solution for improving and streamlining our Accounts Payable processes. We would like to share with you the changes to the order and invoice process.

As of October 17, 2016, 2 major changes were made to the way we send and receive all **shop purchase orders and invoices**.

1. All Purchase Orders will now route to the **Ariba Network**. If you already have an Ariba account, your purchase orders will be routed to your account inbox. If you do not have an Ariba account, you will be emailed a notification to access your order and to register for the **Ariba Network**.
2. **Invoices will no longer be sent to or processed by Ryder locations for payment. Ryder Shop Locations** will still need to receive a priced document in order to receive the goods or service in their system. However, **all invoices must be submitted electronically via the Ariba Network or through the paper invoice process to be paid.** Please review enclosed guide for detailed instructions on both methods.

You can also go to <http://ryder.com/suppliers> for more information on how to invoice electronically and information regarding the new initiative.

We thank you in advance for your partnership with Ryder as we move to our automated process.

Thank you,

Invoice Automation Team Ryder
Shared Service Center
6000 Windward Parkway
Alpharetta, GA 30005

Ryder has the implementation of our new invoice submission process for vendors doing business with our maintenance (shop) locations that issue purchase orders from Ryder's shop system (SMO). **There is no change in the invoice submission process for Ryder Roadside Response Calls ("RCRC").**

<p align="center"><u>Paper Invoice Supplier</u> Suppliers will submit Ryder invoices through the Ryder Scan Center</p>	<p align="center"><u>Electronic Invoice Supplier</u> Suppliers will submit Ryder invoices electronically in the Ariba Network. This is Ryder's preferred method of receiving invoices.</p>
<ul style="list-style-type: none"> ○ <u>Invoices will no longer be SENT TO THE LOCATION. Invoices sent to the location will NOT be paid.</u> ○ <u>Priced delivery receipt must be provided to the shop</u> at the time of delivery in order for the shop to receive the goods/services in the shop system. ○ <u>All suppliers are to register for the Ariba Network for invoice status and payment updates at NO COST.</u> ○ All paper invoices must have required information on the invoice. <u>Failure to provide will result in delay in payment.</u> <ul style="list-style-type: none"> ○ For <u>PO invoices</u>, must have valid,10-digit SMO Purchase Order #, with no dashes or spaces, or 6 digit BuySmart PO # (POXXXXXX) on the invoices. ○ For <u>Non PO invoices</u>, invoice must include first and last name of Ryder location contact and the location in the Bill To section. ○ All invoices must be submitted via the Scan Center through one of the three methods below: <ol style="list-style-type: none"> 1. Scanned and emailed to: ryderap.invoices@godocufree.com 2. Mailed directly to: PO BOX 105366 Atlanta, GA 30348-5366 3. Faxed to: (888) 281-5928 	<ul style="list-style-type: none"> ○ <u>Invoices will no longer be SENT TO THE LOCATION. Invoices sent to the location will NOT be paid.</u> ○ <u>Priced delivery receipt must be provided to the shop</u> at the time of delivery in order for the shop to receive the goods/services in the shop system. ○ <u>All suppliers are to register for the Ariba Network for invoice status and payment updates at NO COST.</u> ○ Requires that <u>SMO purchase order (PO)</u> be fully approved and received, by Ryder Shop Location, <u>before</u> supplier can submit invoices. <u>(If PO is not visible, contact the Ryder location for order status).</u> ○ Ariba membership fees may apply if supplier crosses thresholds. ○ For more Ariba fee information, please contact Ariba Support from the Ariba Network home page at https://supplier.ariba.com <ul style="list-style-type: none"> ○ Click Help Center in top right hand side of page ○ Select Support at the bottom right hand side of page <p>Invoice process can be found at: http://ryder.com/suppliers</p>

