



Ryder Retail Capabilities Fact Sheet

OVER 25 YEARS OF RETAIL EXPERIENCE

Ryder provides integrated, end-to-end retail supply chain solutions that deliver control and visibility in this complex and demanding environment. Consumer expectations and retailer needs keep changing; it's a 24/7 world from the manufacturing plant to the store shelf or customer's door. With extensive expertise and complete supply chain solutions, Ryder provides services for all 10 of the top 10 FORTUNE 500® U.S. retailers.* Ryder's integrated retail capabilities include transportation, warehousing and distribution, supporting more than 200 retail customers.

RETAILERS AND INDUSTRIES SERVED

Ryder serves a variety of retail industries, including general merchandise; small and large appliances; sporting goods; hardware and building materials; drug stores; clothing, apparel and footwear; and e-commerce for consumer goods manufacturers, distributors, and end retailers.

TRANSPORTATION

Numbers can't tell the whole story, but they do paint a picture. Ryder has more than 231,900 vehicles, 800 fuel and service facilities, 5,300 professional technicians and 7,400 professional drivers for Dedicated fleets. Ryder resources enable us to offer a complete range of transportation solutions, including:

- Full Service Lease
- Vehicles, tractors and trailers specification and configuration
- Natural gas transportation options
- Contract maintenance
- Dedicated transportation solutions
- Driver recruiting, training and retention
- Transportation Management
- Transportation network design and optimization
- Commercial Rental
- Pre-Owned Vehicle Sales
- Fuel products and fuel system services

Ryder Dedicated provides additional flexibility, giving retailers the ability to easily and quickly ramp up or down for seasonal needs without worries about driver shortages, capacity constraints, or the added costs of owning a fleet.



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Ryder Dedicated Transportation Solutions (DTS) combines the equipment, maintenance, and administrative services of a full service lease with drivers and additional services. This combination provides customers with a dedicated transportation solution that is designed to enhance their competitive position, improve risk management, and integrate their transportation needs with their overall supply chain. Additional services include routing and scheduling, fleet sizing, safety management, regulatory compliance, risk management, technology, and communication systems support including on-board computer, and other technical support.

These additional services allow us to provide high service levels and efficient routing. They also address the challenging labor issues associated with maintaining a private fleet of vehicles, such as driver recruitment, retention and turnover, government regulation (including hours of service regulations), Department of Transportation audits, and workers' compensation. Our dedicated services solution offers a high degree of specialization to meet the needs of customers with sophisticated service requirements such as tight delivery windows, high value or time sensitive freight, closed-loop distribution, multi-stop shipments, specialized equipment, and integrated transportation needs. With DTS, businesses are able to adapt to changing demand, staffing and service needs, using skilled drivers that have been properly hired, trained, and managed. Ryder helps fleets meet unique handling needs with specialized vehicles and equipment customized for their industries and operations, and expertly maintained by a network of 5,300 technicians.

CROSS-DOCKING SOLUTIONS

In a time when consumer demand is forcing retailers to get their products to market faster, a growing number of shippers are looking to cross-docking solutions to help reduce the amount of time it takes to process orders and route products. Ryder has seen a significant increase in the number of retail customers embracing cross-dock solutions to keep up with growing e-commerce and omnichannel demands and consumer expectations for faster, more frequent deliveries. The need for streamlining warehouse and distribution center operations is becoming more evident. The Ryder cross-docking solution has played an increasingly important role in allowing retailers to not only cut down on delivery time but also prepare for popular product orders, improve inventory management, and take advantage of other value-added solutions. Ryder's cross-docking solution serves as an alternative stockroom to keep products closer to customers as well as offers more frequent or just-in-time replenishments to keep in-store inventories tight and store shelves fresh. Ryder currently has several cross-docking locations strategically placed across the country and could also get one up in running in less than 30 days.

WAREHOUSING

Ryder's LEAN culture helps businesses achieve peak performance and increase profitability and efficiency – all while improving quality. Operating more than 275 facilities with 40 million square feet of warehouse space, Ryder offers flexible solutions – no matter how challenging or diverse the retail storage and distribution needs may be. Ryder's warehouse solutions include dedicated, multi-client, and public warehousing options; temperature-controlled environments; and sustainability programs, including LEED facility certification. Ryder's retail warehouse solutions are also designed with an eye toward delivering fast, accurate, and consistent fulfillment for high productivity and profitability while operating under Lean Labor management principles. Rooted in LEAN manufacturing, LEAN labor management improves efficiency by standardizing tasks and eliminating waste to simplify processes. LEAN harnesses the power of an organization's most valuable



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resource: its workforce. LEAN labor management drives value through a wide variety of effects, which:

- Motivate people to produce more in a shift
- Save time and money through better use of time and Lean processes
- Make performance-based rewards contingent on safety, accuracy, and quality
- Enable warehouse operations to pay people more with no risk to the labor budget
- Result in smoother, more reliable work processes consistently
- Boost morale and “personal ownership” of work
- Deliver higher customer satisfaction

DISTRIBUTION

Retailers today are dealing with the most complex distribution system ever. Succeeding in a world of non-stop, multi-channel retail logistics requires integrated solutions that cover everything from the manufacturing site to return goods management. Ryder’s distribution solutions include:

- Order fulfillment
- Inbound materials management packaging
- Vendor managed inventory
- Temperature-controlled distribution centers (DCs)
- Cross-Docking solutions
- Reverse logistics and other Value Add Services

INTEGRATED SOLUTIONS

To fulfill on its “one-stop shop” approach, Ryder has dedicated the resources required to become a leader in designing and operating integrated retail supply chain solutions. Ryder creates value across all of its services that have synergies and provide a better level of service when integrated into one cost effective solution. In addition to transportation, warehousing, distribution, and cross-docking services, Ryder helps retail clients keep inventories low, costs down, and customers happy with:

- **Transportation Management (TM):** Carrier procurement; freight bill audit service; freight brokerage; transportation mode optimization; and shipment planning and execution
- **Warehousing and Distribution Management:** Streamlines everything from staff hiring to inventory



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management, packaging, reverse logistics and value-added services, while delivering the technology, expertise and team needed to keep products flowing. The solution operates within Ryder's LEAN guiding principles to increase efficiency, improve inventory accuracy and reduce cycle times, order-to-cash cycles, obsolescence, and carrying costs.

- **Ryder Dedicated Transportation Solutions (DTS):** Combines trucks, drivers, fleet maintenance, routing, scheduling, management, and administrative support
- **Origin Management:** PO management; vendor management; EDI integration; order visibility; exception management; DC bypass; and value-added services
- **Packaging:** Contact packaging; primary/secondary packaging; dedicated packaging operations; multi-client operations; temperature-controlled packaging; kitting and special assembly; display pallets
- **Supply Chain:** Control tower for end-to-end management; solutions engineering; strategic consulting; network and systems optimization; total landed cost; procurement; strategic sourcing
- **Information Technology:** Warehouse management systems; transportation management systems; purchase order management systems; inventory and shipment visibility tools; reverse management applications; network optimization models; shop floor management systems

* Source:

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