

RYDER LAST MILE

Big & Bulky Fulfillment Solutions



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.



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.

Our solutions are customized, so you only pay for what you need. You choose the tier of service that's right for you. You can also opt for a variety of value-added services such as deluxing and returns management, which maximize order fulfillment, reduce returns, and create savings. With Ryder Last Mile, you get efficient, outsourced solutions that extend your network reach while maintaining brand integrity.

The benefits of Ryder Last Mile:

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

Customer satisfaction levels that maintain brand integrity

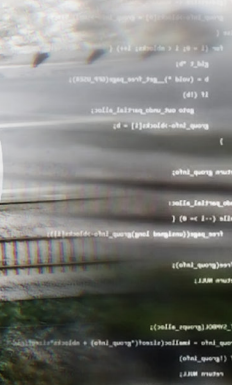
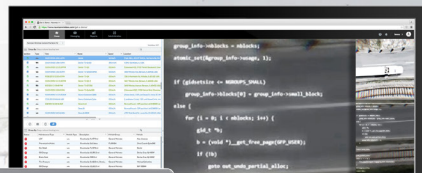
Faster order processing and audit control

RYDERVIEW

World-class technology

Ryder Last Mile is powered by best-in-class technologies, including RyderView to give you network efficiency, 100% visibility, and a convenient customer experience. From real-time tracking and self-service scheduling to intelligent routing and analytics, every aspect of our last mile solution is carefully optimized by a suite of intelligent applications.

Our technologies are designed to seamlessly integrate into your network. These solutions include advanced warehouse management tools, cloud-based customer service platforms, analytics and reporting, and highly intuitive consumer visibility tools. Together, they create a streamlined delivery experience that maintains customer satisfaction.





Ryder Last Mile technology provides a convenient, automated customer experience:

THIRD-PARTY WMS

Electronic order registration

Inventory control

Event management

Invoicing & settlement

Returns management



SALESFORCE SERVICE CLOUD

Customer service

Exceptions management

Case management

RYDERVIEW

Two-hour delivery window

100% tracking & visibility

Customer tracking, notifications, scheduling

Intelligent routing

Outbound/inbound IVR

Proof of delivery

POWER BI/ORACLE BUSINESS REPORTING

State-of-the-art reporting

Data visualization

Operations/financial performance reporting





LAST MILE FLEXIBILITY

Tiered services

Ryder Last Mile is uniquely positioned to provide highly efficient final mile delivery. We offer tiered solutions that give you the flexibility you need to cost-effectively meet today's heightened demand. Simply choose the tier of service that's right for you—or mix and match as you go—to create the optimal solution for your business.

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 3 — WHITE GLOVE

Over the Threshold and Room of Choice Service plus:

- Unboxing /removal of packaging in home
- Assembly in home (as needed)
- Hookup/install (appliances)
- Haul-away services

TIER 2 — ROOM OF CHOICE

Over the Threshold Service plus:

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

TIER 4 — DELUXE SERVICE

Over the Threshold, Room of Choice, and White Glove Service plus:

- Pre-delivery inspection, preparation, and assembly to ensure successful delivery of undamaged goods

VALUE ADDED SERVICES:

- Simple to complex installations
- Repairs/Maintenance
- Customized returns management





LAST MILE

Returns management

In big and bulky last mile logistics, high return rates threaten customer satisfaction and profit margins. Our returns management solution prevents returns before they occur beginning with a series of pre-delivery inspections at our hub. Our specially trained technicians then perform any necessary repairs before delivery. Upon delivery, shipments are photographed to confirm receipt of undamaged goods at the customer's home. When returns do occur, we reduce their impact to your bottom line through full-truckload OEM returns, local outlet redistribution, donation to local charities, recycling options, and more. With Ryder Last Mile, you can meet today's elevated demand while controlling the costs associated with e-commerce return rates.

Ryder Last Mile returns management reduces the cost —and rate— of returns:

RETURN PREVENTION

Pre-delivery inspection

Repairs & maintenance



RETURNS MANAGEMENT SOLUTIONS

Full-truck return to OEM

Local outlet redistribution

Distribution to local charity

Recycling options



LAST MILE

Total or partial solutions

Flexibility is at the core of Ryder's big and bulky final mile solution. Choose the level of service that fits your needs and scale as desired. With our dedicated service model, we integrate into your existing infrastructure and operate your last mile service for you. Or, choose a more complete solution where we combine our nationwide hubs and vetted carriers to provide a total solution that relieves you of the burden of managing a network. Either way, you get world-class last mile capabilities that cost-effectively fulfill your customers in two days or less.



Ryder offers two levels of service depending on the needs of your organization:

DEDICATED MODEL

A flexible solution where Ryder integrates our carriers with your existing warehouses to provide last mile delivery



HUB MODEL

A comprehensive, cost-effective solution where Ryder uses 100% of its own warehouses to provide last mile delivery

About Ryder

Businesses trust Ryder because we have the experience, expertise, and resources to manage their most critical fleet, transportation, and supply chain functions better than they can on their own. Regardless of the size of your company or what industry you serve, Ryder has a solution to help you with your most complex transportation or logistics challenges.

We are the only provider that offers a unique portfolio of solutions in fleet management, dedicated transportation, and supply chain management. Through these solutions, we touch peoples' lives in ways they probably don't realize – the coffee they drank this morning, the cereal they ate for breakfast, the car they drove, the computer they use at home or in the office, and the products they picked up at the drug store on the way home.

With our combination of know-how, processes, engineering, and infrastructure, we help customers mitigate supply chain disruptions related to everything from natural disasters, to roadway and port congestion, to parts availability and vendor production issues. Ryder enables companies to outsource many of these challenges to a partner with the experience, resources, and expertise to drive effective solutions while increasing business speed, reliability, and efficiency.





[ryder.com](https://www.ryder.com)