

# Raymond Handling Solutions

## Your Partner in Supply Chain Solutions



# Comprehensive Material Handling That Delivers Results.



## **A Commitment To "Customer Focus"**

For more than 65 years, Raymond Handling Solutions has been committed to partnering with our customers with what we refer to as "Customer Focus."

Our mission as your partner is to increase productivity, optimize your storage cube and reduce costs. We understand the demands of a complex distribution environment. Our "Customer Focus" is a reflection of our commitment to excellence – and the reason we have been successful in building long-term relationships with our customers. We measure our success by your success.

Today, I would like to offer you the expertise of our employees, our knowledge of warehousing and distribution – and our commitment to you and your business.

James Wilcox

President, Raymond Handling Solutions



# Expertise Every Day.



## Exceeding Customer Expectations

Raymond Handling Solutions offers a wide array of products and services including:

- › A portfolio of lift trucks
- › Warehouse design and planning
- › Thorough analysis of your operation

### Lift Trucks

- › A complete portfolio of reliable, productive and energy-efficient *Raymond*® electric lift trucks
- › Flexible financing so you have the equipment you need, at a price you can afford

### Warehouse Design and Planning

- › A diversified range of systems integration, storage and material handling solutions
- › Complete operational analysis including: material flow evaluations, throughput requirements and space utilization efficiencies

### Fleet Services

- › 24 / 7 / 365 parts and service programs that increase uptime and achieve peak efficiency
- › A suite of customized fleet services that allows customers to reduce their overall operational costs
- › Customized usage programs to fit your unique operational needs

For additional information, visit [raymondhandlingsolutions.com](http://raymondhandlingsolutions.com) or contact us at 800.669.5438 (800.Now.Lift).

# Warehouse Optimization

## That Helps Your Business

### **We Help Customers Optimize Their Warehouses to Increase Productivity and Reduce Operational Costs**

For more than 65 years, Raymond Handling Solution's mission has been to provide customers with the expert material handling advice, customized solutions and outstanding service they need to meet their operational and financial goals. We attribute our success to the dedication of our associates, The Raymond Corporation and our partner suppliers.

### **Operate At Your Highest Level of Efficiency**

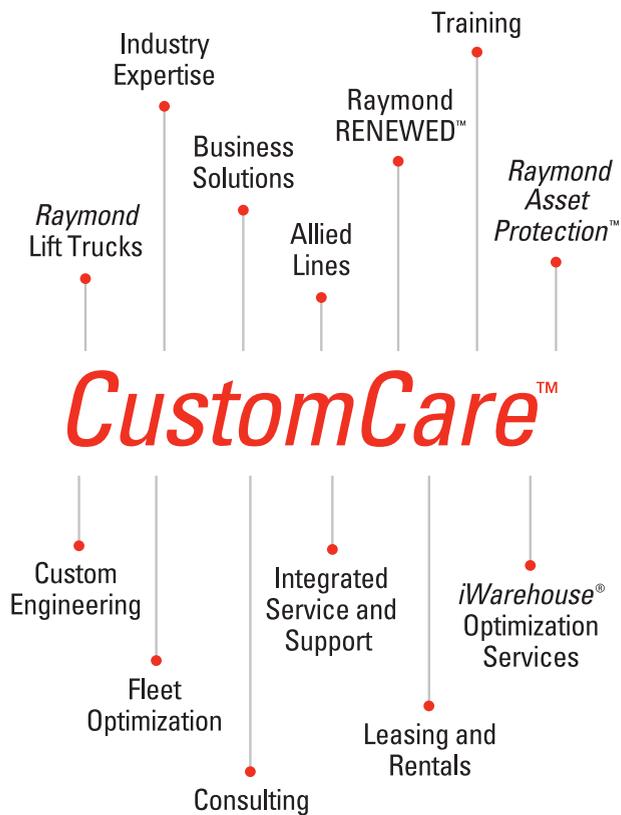
At Raymond Handling Solutions, we work with our customers to analyze and evaluate their transportation, equipment, storage and ongoing needs. We provide actionable recommendations to help them better optimize their warehouse space and labor resources, boost efficiency and impact their bottom line.

We understand the demands of a complex distribution environment. Let us help you meet your supply chain objectives.





# Run Smarter



## CustomCare from Raymond Handling Solutions

CustomCare is Raymond Handling Solutions' commitment to developing lasting partnerships with our customers.

- › We work closely with our customers so we have a clear understanding of their goals and challenges.
- › We use our expertise to develop custom solutions based on their unique business needs.
- › Our high quality products and services are provided by a dedicated, experienced team of experts.

By knowing our customers, we are able to deliver comprehensive packages of enterprise solutions and personalized service that help them reduce their costs, optimize their warehouses and run their operations smarter.

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# The Right Lift Trucks For The Job

## Reliable. Durable.



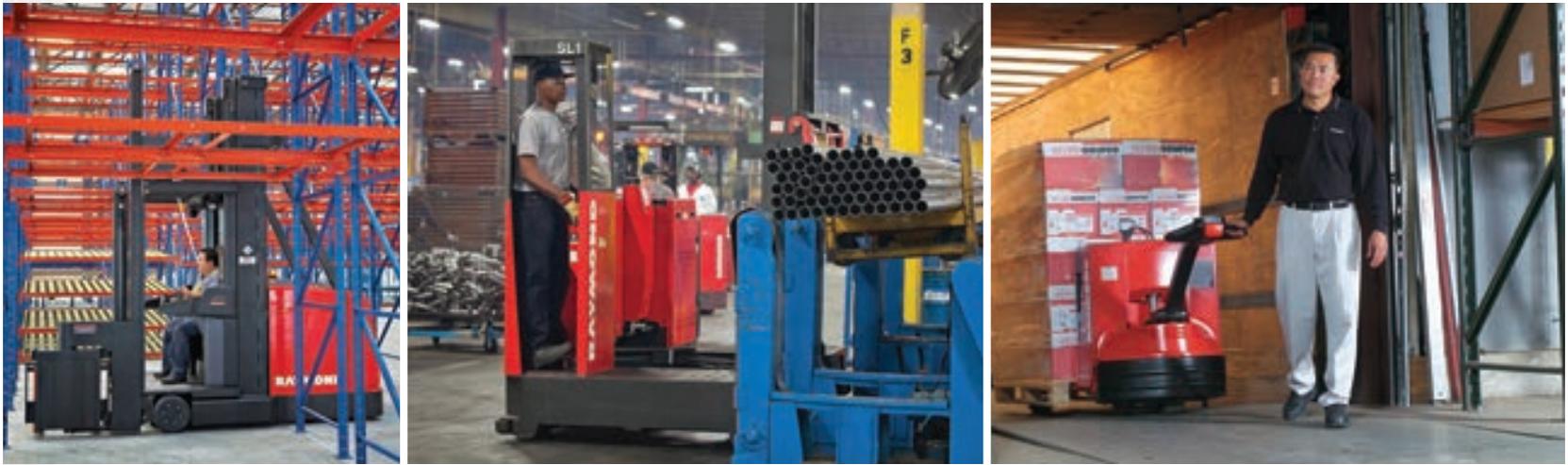
Raymond Handling Solutions offers the complete line of *Raymond* electric lift trucks — designed and engineered to outperform the competition and take your operation to new levels.

Thousands of customers trust Raymond Handling Solutions to deliver the right lift truck for the application and provide superior service and support — long after the sale.

### **Our Comprehensive Line of Industry Leading Raymond Lift Trucks Includes:**

- › Reach Fork® Trucks
- › Swing-Reach® Trucks
- › Orderpickers
- › Pallet Trucks
- › Tow Tractors
- › Sideloaders
- › 4-Directional
- › Stand-up Counterbalanced Trucks
- › Sit-down Counterbalanced Trucks
- › Stackers
- › Automated Lift Trucks
- › Pallet Jacks

# Innovative.



Raymond Handling Solutions has your material handling needs covered.

## The Power To Keep Your Operation Moving

All our batteries and chargers come with comprehensive warranties and are backed by our superior product support. Raymond Handling Solutions carries a full line of batteries, battery handling systems and chargers for lift trucks and pallet trucks. Our products help optimize customers' productivity to move more per shift, at a higher capacity for sustained performance and less maintenance downtime — turning productivity into profit.

We use the latest technology available to ensure your fleet is up and running.

- › Lithium-Ion
- › Fast and Opportunity Charging
- › Battery Handling Systems



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# iW

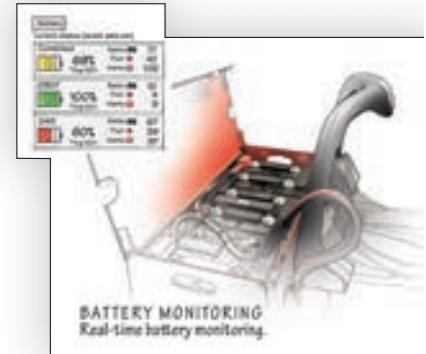
iWAREHOUSE Evolution provides a scalable telematics solution for businesses looking to effectively manage and report on operator and powered industrial vehicle performance while reducing operational costs and improving productivity.

iWAREHOUSE Evolution provides tools for warehouse managers to promote operator accountability, monitor impacts, maintain records for compliance, and report on utilization metrics for their industrial vehicle fleet, operators and batteries. Advanced functionality such as maintenance cost tracking, load sensing, task selection, labor management system integration and professional services are available to take your operations to the next level of enterprise warehouse optimization.

## iWAREHOUSE®

[www.iwarehouseknows.com](http://www.iwarehouseknows.com)

## FLEET AND WAREHOUSE OPTIMIZATION



### STANDARD FEATURES

#### » Access Control & Compliance

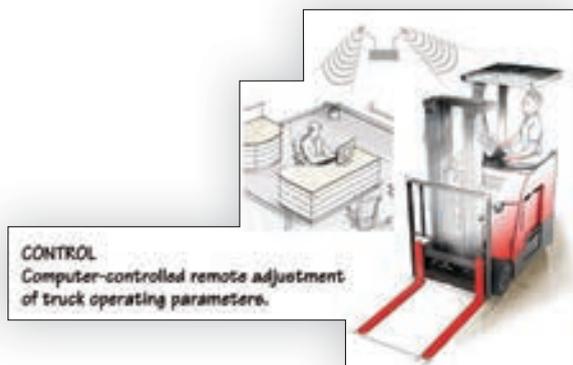
With iWAREHOUSE, the system is configurable such that before operators drive a truck, they must log into the truck and complete an electronic inspection checklist at the start of their shift. The system also records and stores inspection data with date/time stamps and operator names, ensuring compliance with OSHA requirements.

#### » Impact Management

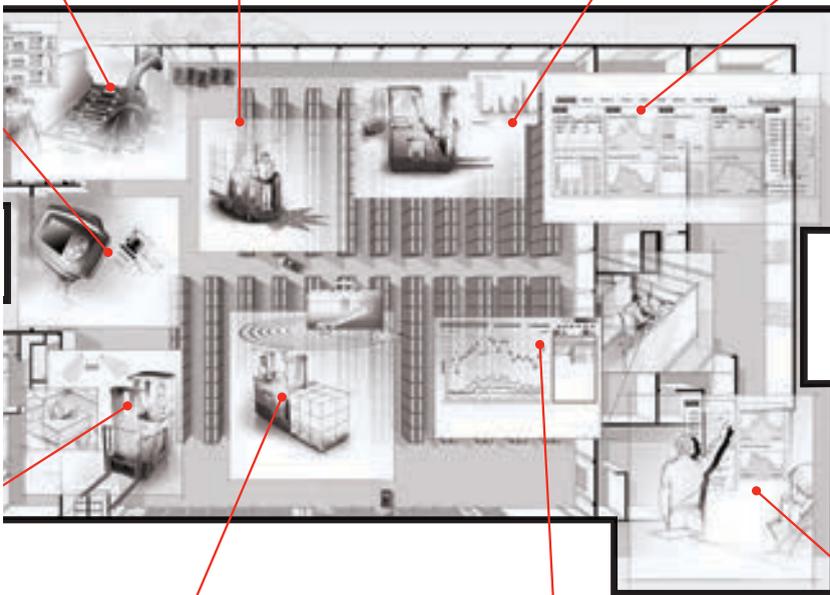
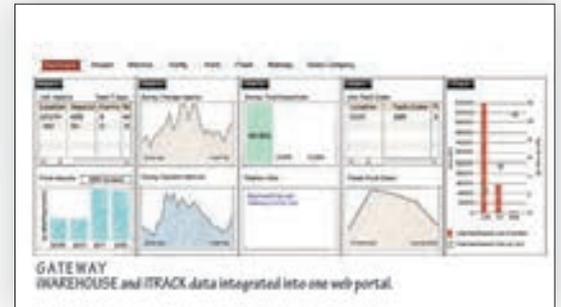
Immediate impact notification via email or text message identifying which truck and operator have been involved in an incident. The system can even be programmed to limit the truck's travel speed after an event. The result is greater operator accountability, lower costs related to truck repairs and damaged inventory and racking, and a more productive operating environment.

#### » Control & Metrics

iWAREHOUSE puts warehouse managers in the driver's seat by allowing them to remotely adjust truck and operator parameters, monitor the status of batteries, and track total fleet performance.



# OPTIMIZATION SYSTEM



## ADVANCED FUNCTIONALITY (optional)

### » Fleet Optimization

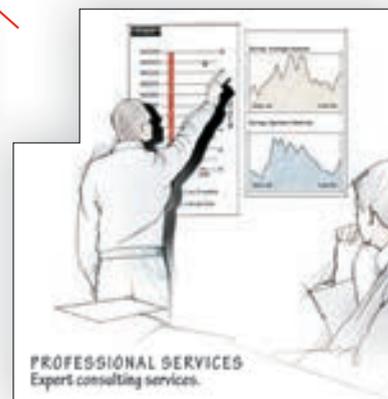
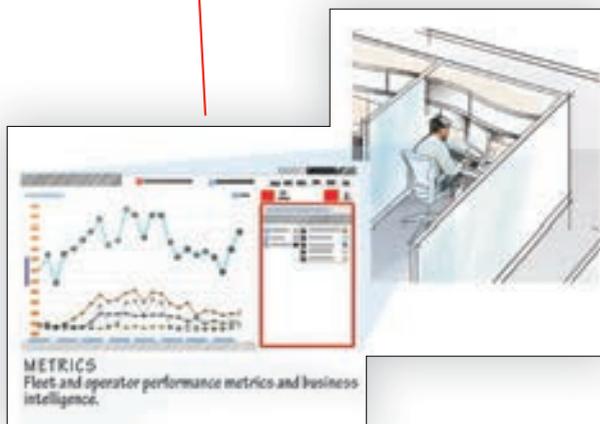
iWAREHOUSE is a comprehensive telematics solution that utilizes a unique single web portal through which managers can view and analyze usage data and performance metrics of powered industrial vehicles and operators.

### » Warehouse Optimization

iWAREHOUSE provides operational visibility, from an individual truck to a complete fleet, and from one warehouse to multiple locations. It helps managers develop actionable business solutions to increase asset utilization, drive out inefficiencies and optimizes operations. In addition, it integrates with select labor management systems to increase productivity and reduce operating costs.

### » Tailored Consulting Services

To help enterprises get the most out of their warehouses and fleet optimization systems, our professional services group stands ready to help managers use iWAREHOUSE to its fullest advantage, and make the smart warehouse a profitable reality.



# Maximize Warehouse Space, Productivity



## Maximize Space

Our experienced Project Management Team collaborates with the customer to fully understand their operational needs, preferences and company culture. The information is used to help develop design and technology that will optimize their specific model. Because distribution is a dynamic industry, the team may develop multiple design concepts, each of which includes a cost benefit analysis.

Our services include:

- › Conveyor system design
- › Warehouse layout redesign to gain space and improve warehouse productivity
- › Layout of rack and shelving
- › Use of vertical or horizontal carousels to maximize space

When designing picking and replenishment methodologies, maximizing the available space is always the primary goal. We feel it is also important to identify and consider any potential trade-offs in material flow and productivity. It is our mission to provide customers with complete facility design services.



## Increase Productivity

Through the review of key data (order metrics and SKU velocity reports) Raymond Handling Solutions' benchmarking studies identify ways to improve an operation's productivity. A team of Raymond Handling Solutions engineers and designers collaborate with the customer to develop solutions that best meet their operational needs and support future growth. Our areas of expertise include:

- › Order fulfillment
- › Returns centers
- › Packing and shipping
- › Manufacturing and assembly operations

As a systems integrator representing a variety of quality manufacturing partners, our systems utilize proven components that are assembled into a complete solution. Using pre-tested components ensures low-risk implementation and guarantees the long-term support of our Service and Parts Departments.

# ' And Profits



## Automated Storage Solutions

Designed to increase productivity, maximize floor space and improve accuracy and efficiency, Raymond Handling Solutions offers the latest in automated storage and retrieval systems that deliver what you need to lead the competition.

Raymond Handling Solutions works closely with our customers and our trusted partners to design, develop and deploy integrated systems. With automated solutions that range from conveyors and carousels to pallet shuttle systems, automatic forklifts and automated storage and retrieval systems (AS/RS), our team has the tools, knowledge and expertise to evaluate your operation and determine which automated solution is right for you.



## Dock and Door

Knowing that the loading dock is an integral part of your operation, we searched the industry for the best in new, innovative products that address the ever changing landscape of building design, dock safety regulations and customer needs.

The result... Raymond Handling Solutions is proud to be your one-source provider of creative solutions for every application. We partner with the best in the industry to offer you:

- › Loading docks, dock levelers, dock seals/shelters, overhead doors, ramps, vehicle restraints and more
- › After-market products and accessories that will improve facility safety, lower energy costs and protect your investment
- › An expert service team that will respond quickly to your maintenance and service needs

## Available Equipment

- › Storage rack and shelving systems
- › Semi-automatic and fully automatic pallet shuttle systems
- › Mobile rack and shelving
- › Mezzanines and multi-level pick modules
- › Carousels and vertical lift modules
- › Conveyor and sortation systems
- › Automatic weigh and label systems
- › Warehouse Management Software (WMS) and Warehouse Control Software (WCS)
- › Pick-to-Light and Put-to-Light Systems as well as Batch Pick Carts and Voice Pick Systems
- › Packing equipment and workstations
- › Automatic guided vehicles
- › Radioshuttle Pallet Shuttle System



# Parts And Service That Keep You Up And

## Parts That Keep You Up and Running

Raymond Handling Solutions offers precision engineered and OEM parts for *Raymond* and mixed fleet lift trucks. We provide:

- › Regular stock of over 4,000 line items
- › 95% of parts orders are filled the same day
- › A shipping accuracy rate of better than 99%
- › Managed consignment parts programs
- › Dedicated, trained and responsive parts specialists
- › Competitive pricing you can bank on
- › Parts delivery to your dock door

We feel it is critical that our customers have the parts they need when they need them. To ensure that you receive only the highest quality lift truck parts, Raymond Handling Solutions partners and utilizes only factory-authorized *Raymond Parts*, *RayBuilt®* and *LiftPartners and Beyond™*.

## Uptime Is Our Service Commitment

At Raymond Handling Solutions, we are proud of our service record. Thousands of customers entrust their fleet and material handling needs to our care. We appreciate their confidence in us – a confidence we've earned by doing whatever it takes to help them be successful. We will do the same for you.

Each Raymond Handling Solutions service vehicle is outfitted with the parts and equipment needed to maintain your lift trucks. We expedite troubleshooting, repairs and on-site maintenance.

Visit our Parts Departments to get the parts you need, the day you need them.

For additional information, visit [raymondhandlingsolutions.com](http://raymondhandlingsolutions.com) or contact us at 800.669.5438 (800.Now.Lift).





# Running

## The Raymond Handling Solutions Service Advantage Includes:

- › More than 100 qualified, mobile, field service technicians, each factory trained and certified
- › An average on-site response time of less than two hours (half that of the four-hour industry average)
- › A state-of-the-art dispatching system
- › Detailed reporting of each lift truck's service history
- › Service and repair of all major brands

## Raymond Asset Protection

The *Raymond Asset Protection* program offers the best factory warranties in the industry. Customers select a protection program that best fits their fleet.

- › Standard Warranty – The best factory Fork-to-Bumper protection in the industry
- › Scheduled Maintenance – periodic maintenance to keep your truck in top condition
- › Comprehensive Maintenance Plans – Offers true peace of mind. A variety of fixed-rate coverage levels are available – includes all maintenance costs up to and including avoidable repairs (damage)
- › Optimal – Total support tailored to the needs of your operation



## Introducing *iTech*<sup>®</sup>

*iTech* provides our service technicians with instant access to the information and programs that are required to provide the most efficient, cost-effective service operation available. Using Panasonic Toughbook<sup>®</sup> computers, *iTech* supports technicians with:

- › Instant access to the library of Raymond Interactive Parts and Service manuals
- › Software for programming and troubleshooting *Raymond* lift trucks
- › Internet access for real time factory technical support and parts inquiries

Service Repair Orders are computer generated and processed on-site, resulting in work order forms, receipts and invoices that are accurate, legible and delivered electronically.



# Rentals And Pre-Owned That **Fit Your**

Whether you have a short or long-term need or are looking for a lift truck that fits your budget, we have the solution – the ability to rent or purchase a certified, pre-owned lift truck that fits your application and budget.

## **Raymond RENEWED Certified, Pre-owned Lift Trucks**

Raymond Handling Solutions proudly offers the full line of Raymond RENEWED Certified, pre-owned lift trucks, each reconditioned to Raymond's exacting standards by factory-certified technicians using only OEM parts. Only top-performing trucks are selected to undergo our rigorous quality inspection that covers everything from structure to paint. Get an exceptional value with Raymond RENEWED from Raymond Handling Solutions.



# Solutions Budget

## Raymond Rentals

Our rental fleet has hundreds of vehicles available at any time. Our rental department provides quality equipment for both short and long-term rental needs.

Rental trucks offer the following advantages:

- › Flexible rental periods – daily, weekly, monthly or longer
- › Rent-to-Own Programs – building equity while renting
- › Usage programs – for maximum benefit
- › *Power by the Hour* – rental rates by the hour



## Training for Success

Raymond Handling Solutions is committed to training your team for success.

Our forklift operator training programs include:

- › Operator training – *Safety On The Move*®
- › Train the Trainer
- › Pedestrian training

All of our training programs are OSHA compliant.

Full technical service and maintenance training is also available.

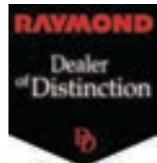
## Raymond Handling Solutions Offers A Range Of Financial Programs To Suit Your Needs

As your trusted partner, we work closely with you to identify the financing packages that best fit your budget. Customized, flexible and convenient, Raymond Handling Solutions will become your single resource to outfit your facility and get the job done right.

For additional information, please contact us at 800.669.5438 (800.Now.Lift).



**RAYMOND**  
Authorized Sales and Service Center



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