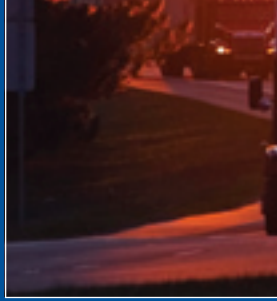
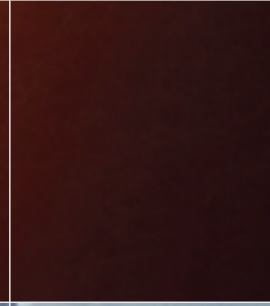
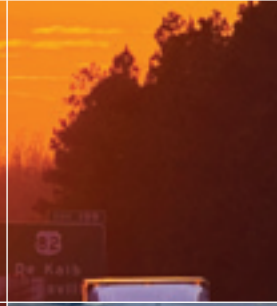
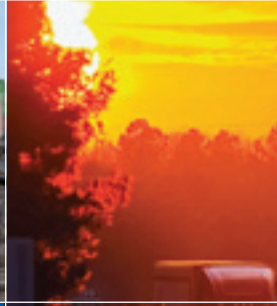




R·M·S GLOBAL BPO | GLOBAL RECOVERY SERVICES



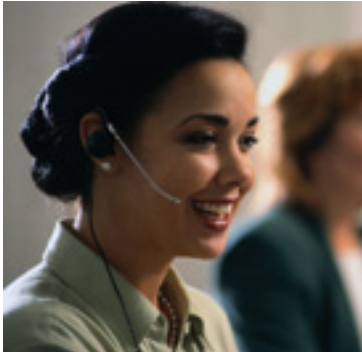
RMS Transportation Services



Global Results Driven by Experience, Technology & People

5 of the top 6 transportation companies use RMS Transportation Services.

Transportation is a competitive, cost-pressured industry, where every dollar collected counts. RMS has helped transportation companies reduce bad debt by 50% and accounts receivable by 70%, beating competitors' collection performance in 11 out of 12 months.



RMS generates these results with unmatched capabilities, including:

- Transportation-dedicated associates and centers, insuring the people working your accounts have the experience to drive results.
- The Synergy Workstation™ accommodating tracking of accounts at the PRO or bill level, so one disputed item does not hold up payment on multiple, non-disputed accounts owing. Accounts are grouped to maximize collector efficiency; root-cause analysis improves issue resolution.
- Multiple offices in Canada and Mexico as well as collection capabilities in 180 countries, providing you with one source for your international needs.
- Customers from LTL, TL, Package and Express Delivery, Rail, Air Cargo, Ocean Freight, Logistics Providers and Supply Chain Managers.
- A full spectrum of services provided – invoicing services, print/mail and electronic payment, third-party collections, attorney collections, collection demand letters, first-party or BPO (outsourcing) servicing, and bankruptcy recovery including preference payments defense.
- Double to triple the productivity rates as RMS management, training and technology accelerate production levels.
- Reporting, Root Cause Analysis – RMS tracks and reports on disputes including pricing and billings, rating and classification, W&R, cash application, and L&D issues.

Transportation Revenue Management Group

RMS is a founding associate member and sponsor of the Transportation Revenue Management Group.



About RMS

RMS is by far the most experienced company in receivables and BPO (Business Process Outsourcing). With a heritage of 165 years, RMS was part of Dun & Bradstreet until 2001. We continue as the main provider of collection experiences to the D&B database. RMS is a leader in domestic and international outsourcing and collections, servicing over 180 nations with offices in the U.S., Canada, Mexico, Hong Kong, India, and global alliances.

Global Recovery Services

RMS has collection centers and associates specifically trained and dedicated to the transportation industry. Our knowledge, experience, and reporting to the D&B credit information database (at your option) maximize dollars collected, with capabilities including:

- National Motor Freight Classification (NMFC) knowledge that allows us to validate or disqualify class and rate issues quickly, resolving disputes and generating payments.
- Experience with Rule 11 and Thru Rate billings aiding resolution and recovery on interline shipments.
- Dialer campaigns – a cost-effective method of pursuing low-dollar accessorial charges, balances due and small balance accounts.

Attorney & Bankruptcy Collections

RMS provides a powerful non-litigation attorney option for generating payment on accounts where no resolution is possible through primary collection efforts. Payments are maximized by the strength of the attorney contact and an inbound call center. RMS Attorney Collections provides an effective and lower-cost alternative to second placements.

Unique in the industry, RMS Bankruptcy Services insures you collect every dime owed to you by meeting all court requirements and defending you against preference payments, claim objections, and other adversarial bankruptcy issues.



RMS associates are presented a collection performance award by YRC Worldwide.

Global BPO (Business Process Outsourcing) Solutions

Strike the optimal balance with RMS' *Blended* outsourcing (BPO) solutions.

RMS has pioneered the *Blended* outsourcing solution, offering significant cost savings from using off-shore resources while maintaining in the U.S. key processes, account management and core technology functions. Advantages of the *Blended* BPO solution include:

- 30-50% reduction in costs by deploying off-shore resources.
- U.S.-based associates who apply their expertise to value-added processes such as dispute resolution, large-balance accounts, and escalation calls.
- Off-shore associates typically handling non-voice back office work, including skip-tracing, data entry, cash application and customer reconciliation, as well as early-stage delinquency and low-balance voice work.
- U.S.-based account management and technology, providing confidence in the handling and security of key data files.

The savings are significant while the management of off-shore resources is transparent.



So if your current collection agency or outsourcing firm thinks "T&E" has something to do with customer entertainment and not transporting and exporting a shipment, put RMS Transportation Services' expertise, technology and people to work for you.





RMS Corporate Headquarters

240 Emery Street
Bethlehem PA 18015 U.S.A.

U.S. LOCATIONS

Tucson AZ
Woodland Hills CA
Pueblo CO
East Hartford CT
Hartford CT
Atlanta GA
Naperville IL
Hunt Valley MD
Mt. Laurel NJ
Parsippany NJ
New York NY
Richfield OH
Dallas TX
Richmond VA

INTERNATIONAL OFFICES

Canada: Montreal and Mississauga
Europe: through our association with Intrum Justitia
Hong Kong
India: Gurgaon
Mexico: Mexico City, Guadalajara, Monterrey