AUTOMATED GUIDED VEHICLES
RAYMOND COURIER™

RAYMOND
For 95+ years, The Raymond Corporation has built a reputation based on top-notch quality, reliability, and exceptional customer service.

We design and build the best lift trucks in the business. We provide technologies, systems, and solutions that bring day-to-day warehouse and distribution operations to a new level of performance. And we support customers with a network of skilled service centers and technicians unmatched in the industry.

From our eco-efficient trucks and telematics to our warehouse optimization and flexible financing, Raymond’s big-picture approach and precisely targeted solutions are designed to adapt and grow with your business.

Our innovations in energy savings, space utilization, ergonomics, manufacturing quality, and fleet optimization—combined with our best-in-class products and services—work together to increase efficiency and lower costs throughout your material handling operations.

Raymond stands ready to help you run better and manage smarter—end to end.
AUTOMATING A SOLUTION FOR TODAY’S LABOR CHALLENGES

From skilled to reliable, permanent or seasonal, labor is becoming increasingly hard to find and difficult to afford. Automation is becoming an inevitable and invaluable option for warehousing, manufacturing, and distribution operations. Machine power is augmenting manpower in an effort to keep goods moving, keep workers happy, and keep costs down.

Automated Guided Vehicles (AGVs) like the Raymond® Courier offer a cost-effective solution for today’s labor challenges by efficiently and reliably performing a variety of repetitive transportation and pallet handling tasks.

FOR MORE ENGAGED & PRODUCTIVE EMPLOYEES

By freeing operators from repetitive, low-value tasks, Raymond Couriers can create a more rewarding work environment, raising engagement and lowering turnover.

+ Share responsibilities between man and machine to enhance productivity and overcome specific business challenges.
+ Transform skill sets by focusing on advanced knowledge tasks.
+ Empower employees by allowing them to manage the equipment now performing the manual tasks they once did.
+ Reduce physical fatigue by relieving operators of long-haul applications.

While labor costs continue to rise, automation is becoming increasingly simple, accessible, and affordable.

RAYMOND AUTOMATED GUIDED VEHICLES

Optimize your allocation of resources with a series of Raymond Courier™ trucks that offer a range of automated capabilities and efficiencies.

COLLABORATIVE AUTOMATION

For more engaged & productive employees

By freeing operators from repetitive, low-value tasks, Raymond Couriers can create a more rewarding work environment, raising engagement and lowering turnover.

With labor accounting for 74% of a lift truck’s operating costs, automated solutions like the Raymond Courier offer dramatic cost savings opportunities, fast payback, and a low total cost of ownership.

74%
RAYMOND COURIER—FLEXIBILITY, SIMPLICITY, AND A FAST RETURN ON INVESTMENT

No matter where you are in the process of adopting automation, the Raymond Courier offers an easy-to-implement, vision guided solution requiring no changes to your facility or interruption to your workflow.

Operational from day one and easily programmed and reprogrammed internally for exceptional flexibility and scalability, Raymond Courier delivers fast payback and low total cost of ownership.

LOWER TOTAL COST OF OWNERSHIP—HOW IT ALL ADDS UP

+ easy implementation with no infrastructure change or business interruptions
+ short commissioning time with ease of setup, the truck can be operational from day 1
+ superior flexibility and productivity with manual or automated operation, and one employee able to manage multiple trucks
+ simple to use with an intuitive operator interface that allows for quick, easy route teaching and truck dispatching
+ ongoing scalability with routes that can be quickly transferred between trucks for quick redeployment to different facilities, locations, shifts or applications

REDUCE LABOR COSTS AND EMPLOYEE TURNOVER by automating repetitive applications and freeing up workers to focus on more value-added tasks.

MAXIMIZE RESOURCES AND PRODUCTIVITY with one operator simultaneously controlling multiple trucks.

ENJOY COMPLETE FLEXIBILITY AND SCALABILITY with users able to change routes on the fly and redeploy trucks to meet your changing needs.

MINIMIZE MAINTENANCE AND MAXIMIZE TIME ON THE FLOOR with the most durable and reliable truck platform on the market.

LOWER TOTAL COST OF OWNERSHIP—HOW IT ALL ADDS UP

+ delivers your trucks & provides ongoing service and support
+ programs your routes
+ trains operators how to program and reprogram your trucks

Raymond makes it easy to integrate Raymond Courier trucks into your operation, giving you the long-term tools to work efficiently, productively, and collaboratively with labor.

Raymond:
+ trains operators how to program and reprogram your trucks
+ programs your routes
+ delivers your trucks & provides ongoing service and support

2 YEARS INDUSTRY-LEADING ROI

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LEARN THE ROPES. REAP THE REWARDS.

Raymond makes it easy to integrate Raymond Courier trucks into your operation, giving you the long-term tools to work efficiently, productively, and collaboratively with labor.
A CASE FOR THE RAYMOND COURIER

Sample Application*: Finished goods moving from manufacturing into short- and long-term storage.

By enhancing efficiency and reliability, and allowing you to redeploy personnel to optimize productivity, Raymond Courier trucks offer an immediate impact on your bottom line and a fast payback—in this case, under 18 months.

LABOR

Fully Burdened Annual Wage $63,591 per Full Time Employee (FTE)

FTEs per Shift 3

Number of Shifts 2

VARIABLES

Absentee Replacement Operator (ARO) % 5% per year

New Employee Startup Cost 8% per year

Annual MH Employee Turnover % 30%

FINANCIALS

3 year 4 year 5 year

IRR 47% 58% 63%

NPV $347,973 $590,554 $817,477

ROI 108% 181% 256%

NET CUMULATIVE SAVINGS $573,834 $964,513 $1,366,523

PAYBACK

Payback Period 175 months

FTEs Redeployed 6

Cost of not automating this project -$5,256 per month

LOW TOTAL COST OF OWNERSHIP

Pricing shown for the Raymond Courier is all-inclusive, so there are none of the additional fees charged by other manufacturers for services such as:

+ Application/installation engineering
+ Product implementation
+ Post-sale support
+ Product training
+ Product retraining/new routes
+ Product demonstrations

+ Figurues shown are representative of one customer's particular application. Actual numbers, savings, and payback time for your specific location and application may be more or less.
ENGINEERED TO TAKE A LOAD OFF YOUR MIND

Raymond Courier trucks work collaboratively and in tandem with each other, side by side with your operators, and hand in hand with your conveyors, forklifts, and other equipment.

From horizontal load transport to vertical pallet handling, simple cross-docking to more involved workflows, Raymond Courier offers the capabilities to seamlessly and reliably automate a variety of tasks in warehousing, distribution, and manufacturing operations.

IDEAL ENVIRONMENTS & APPLICATIONS

WAREHOUSING/DISTRIBUTION/3PL
- Inbound Receiving to Storage
- Picking to Outbound/Packaging
- Long Haul Transfers to Other Storage Locations

Types of Warehouses:
- Consolidation Warehouses / Cross-Dock Distribution Centers / Break-Bulk Warehouses / Mixing/Order-Assembly / Distribution Facilities

MANUFACTURING
- Kitting Transfers
- Parts-to-Line
- End-of-Line to Stock or Dock
- Finished Goods
- Inbound Putaway

IDEAL MARKETS
- Distribution
- Food + Beverage
- Aerospace
- Consumer
- Automotive

Simplified illustration of a combined warehouse & manufacturing facility.
CHOOSING THE PERFECT PLATFORM

Designed to operate on their own and handle a variety of functions, Raymond Courier trucks enhance reliability, consistency, and efficiency at all phases of your operation. From inbound to outbound, each model can automate specific applications to address the unique needs of your business.

SPECIFICATIONS (ALL MODELS)
Battery Voltage: 24 volts
Floor to Top of Vision Guidance Unit: 90.2”

COURIER 3010 AUTOMATED Pallet Truck
Horizontal transport; ideal for pulling cart or trailer loads in batch picking, parts-to-line and end-of-line (automated conveyor cart) applications
+ Reverse motion and obstruction sensor
+ Auto pallet engagement and drop-off
+ Universal tapered forks
+ Single and double fork lengths available
+ Capacity: 8,000 lbs.

COURIER 3020 AUTOMATED Tow Tractor
Horizontal transport; ideal for transporting pallets over long hauls, for put-aways, cross-docking and load staging applications
+ Reverse motion and obstruction sensor
+ Auto pallet engagement and drop-off
+ Universal tapered forks
+ Capacity: 10,000 lbs.

WAREHOUSING
INBOUND
Staging to Putaway (floor to rack storage up to 72”)
Staging to Pick & Drop Location
Crossdock: staging to staging

WAREHOUSING
OUTBOUND
Order Pallets/Carts to Pack-Out
Order Pallets/Carts to Rack-Out
Order Pallets/Carts to Outbound Staging

MANUFACTURING
INBOUND
Staging to Putaway (floor to rack storage up to 72”)
Staging to Pick & Drop Location

MANUFACTURING
MANUFACTURING
Kitted Parts-to-Line
Bulk Parts-to-Line
Small Parts-to-Line
Sub-Assembly to Assembly Line
Empty Container Management

MANUFACTURING
OUTBOUND
Finished Goods to Warehouse
Finished Goods to Outbound

MANUFACTURING
While automating may be intimidating, Raymond can simplify your adoption and implementation with an array of professional teams and tailored technologies, including:

- Experienced consulting services, application engineers, and automation systems experts
- Integrated system solutions including automated guided vehicles, storage and retrieval systems, and semi-automated operator navigation systems
- The industry’s most comprehensive telematics offering data and insights to measure where you stand

GET MORE OUT OF YOUR WORKSPACE, WORKFLOW, AND WORKFORCE

Is your labor force not meeting escalating demands primarily due to limited capacity?

Or, is your labor force’s capacity being diminished by performing non-value-added or redundant tasks?

Is the velocity of your warehouse being impacted by using the incorrect type of powered industrial equipment to move product?

Are your fleet maintenance costs inflated by prematurely servicing under-utilized “spare” “just-in-case” vehicles?

Are your current work and traffic flows very dynamic or even random which can cause congestion or inefficient routes?

The era of automation is here, ready to keep your business productive and competitive. But organizations need to rethink before they retool. Automation takes preparation.

Prior to the introduction of any sort of automated system, your warehouse and processes should first be analyzed and optimized by evaluating different aspects of your operation, including:

LABOR UTILIZATION AND OPERATOR PRODUCTIVITY:
- In the velocity of your warehouse being impacted by using the incorrect type of powered industrial equipment to move product?
- Are your fleet maintenance costs inflated by prematurely servicing under-utilized “spare” “just-in-case” vehicles?

SIZE AND TYPE OF YOUR LIFT TRUCK FLEET:
- Are your current work and traffic flows very dynamic or even random which can cause congestion or inefficient routes?

TRAFFIC PATTERNS AND BOTTLENECKS IN YOUR WORKFLOW:
- Are your current work and traffic flows very dynamic or even random which can cause congestion or inefficient routes?
WAREHOUSE FLEET MANAGEMENT AND WAREHOUSE OPTIMIZATION SYSTEM (OPTIONAL)

The industry’s most comprehensive and scalable telematics platform, iWAREHOUSE Evolution™ gives you deeper insights into your operation by working with all the trucks in your fleet—Raymond or non, automated or manual—to help you identify operator inefficiencies, determine opportunities, and optimize fleet and labor productivity.

Adding this option to the capabilities of Supervisor Software gives you a more complete and holistic view of your overall business.

Regularly updated and trusted by operations worldwide, iWAREHOUSE offers the data, analysis, and reporting functions you need to make the most of the Raymond Courier, future automation investments, and a shrinking labor force.

VISION GUIDED TECHNOLOGY— FOR RELIABLE, PREDICTABLE NAVIGATION

Raymond Courier trucks can operate on their own in virtually any warehouse environment thanks to a powerful, reliable vision guided system. Engineered by Seegrid, a pioneer and market leader in 3D vision navigation, and based on evidence grid technology, the system uses a series of truck-mounted cameras and sensors to provide a 360° view of your environment. Rich, contextual information allows the trucks to work by recognizing locations, identifying obstructions, and controlling behaviors.

SUPERVISOR SOFTWARE— FOR WEB-BASED CONTROL OF YOUR TRUCKS

Supervisor Software lets you monitor your Raymond Courier trucks from any web-enabled computer or mobile device—anywhere, anytime—with real-time status updates.

FLEET STATUS

Provides real-time updates on truck locations and status for easy tracking and monitoring.

INTERSECTION MANAGER

Controls traffic by granting or withholding access requests from individual trucks for optimum flow throughout your operation.

SWITCHBOARD

Allows easy programming with PLC integration, customizable commands, rules, and notifications to tailor the system to your needs.

SUBWAY PLATFORM

Displays an estimated time of arrival at pick-up and drop-off points for more timely and efficient operator/truck interactions.

Any automated system is only as good as the software behind it. And Raymond Courier offers three platforms designed to do everything from controlling your trucks to helping you manage your operation and make more informed decisions:

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For those customers who have lift truck technicians on-site, Raymond offers Customer Technician Courses. Training is available at Raymond headquarters, at your facility or your local Raymond authorized Sales and Service Center.

**iTRACK®**

The iTRACK Asset and Cost Management System helps to reduce your overall cost of ownership. It provides accurate, actionable maintenance data and reports—from individual assets, to a fleet at a single location, or across your entire enterprise. iTRACK is your anytime, anywhere web-based asset management system.

**parts**

Raymond PARTS™ is the industry’s most comprehensive one-stop shop for world-class lift truck parts. Raymond carries a complete line of new parts and fully reconditioned parts. All Raymond parts meet or exceed OEM quality standards.

**financing**

For an outstanding and flexible Raymond equipment solution, your Raymond Sales and Service Center and Raymond Leasing Corporation deliver the Raymond Equipment Leasing Program. We’ll determine your individual needs—the equipment you need, the right level of fixed cost. Raymond offers low, no-upfront interest rates and a wide variety of affordable and flexible lease and purchase options.

**pre-owned lift trucks**

Raymond RENEWED™ offers certified, pre-owned electric lift trucks that undergo a thorough inspection and reconditioning process using genuine OEM parts from top to bottom. Every truck is delivered with full warranty coverage.

**rentals**

A Raymond rental is the smart and economical solution to meet your interim material handling needs—whether you are looking for seasonal rental, unplanned peak in activity rental, replacement rental or testing the delivery of new equipment. Or, if you just want to establish the value of the equipment before purchasing or leasing.

**training**

Studies have shown that effective operator training can help improve how your operation runs. Designed to help you protect your people, equipment and materials, Safety on the Move® can assist in satisfying the OSHA mandate to train your operators.

From initial consultation to custom-designed solutions to long-term product and operational support—and with a network of more than 100 Sales and Service Centers—Raymond provides unmatched, world-class support tailored to your needs, help you drive down costs and run your business better and smarter.
RUN BETTER. MANAGE SMARTER.

At Raymond, our aim is to deliver the utmost quality and to work for continuous improvement every day, in every aspect of our business. We are proud of what we build. We are proud of the level of service we provide to keep our customers’ business up and running. We take pride in our commitment to our customers through our end-to-end approach in helping them find smarter, more efficient, and more effective solutions.

We value the trust that Raymond has earned through decades of proven performance and hands-on innovation. Since the patenting of the first hand-pallet truck to the invention of the reach truck to our pioneering work in narrow aisle operations and beyond, Raymond has led the way in providing customers with the tools and expertise to improve their business.

IF YOU’RE LOOKING FOR A PARTNER WITH THE TOOLS AND EXPERIENCE TO HELP YOU RUN BETTER AND MANAGE SMARTER, LET’S TALK.