



## MEDLINE HAWAIIAN ISLANDS SHIPPING POLICY AND DEDICATED CUSTOMER SERVICE

Medline keeps a fully stocked warehouse in Kapolei, Hawaii on the island of Oahu to service the Hawaiian Islands. Medline's Daily Order Cutoff for Hawaiian Islands ordering is 1PM Hawaii Standard Time.  
*Prime Vendor Customers with Daily Deliveries have a 6PM cutoff for next-day delivery.*

### **Dedicated Hawaii Customer Service**

Medline has a dedicated Hawaii Customer Service team based in Southern California that is available from  
**5AM HST to 8PM HST**

Please call these knowledgeable dedicated customer service reps for assistance with Hawaii specific Customer Service:

<b>Customer Service Rep Name</b>	<b>Phone Number and Direct Extension</b>
Tonia McCall	866-246-0014 ext. 636-8963
Derek Brown	866-246-0014 ext. 636-8948
Nichole Romero	866-377-8387 ext. 636-8030

### **Medline's Hawaii Shipping Policy**

Due to the complexity of transportation/logistics in the Hawaiian Islands Medline's shipping policy takes the following 5 factors into consideration:

1. Island you are located on.
2. Stocking status of item on Oahu.
3. Weight of your order.
4. Dollar value of your order.
5. Hazardous Material in order (Typically items containing Alcohol or CHG)

These 5 factors determine whether you will receive free freight and or the speed and mode of transport with which your order will arrive.

Generally, all orders received prior to 1PM for products that are locally stocked will be delivered the next business day (excluding weekends and holidays).

Additionally, in the event of an emergency or urgent need for supplies that may not be stocked but need to be flown in, Medline has a network of 40 Distribution Centers around the mainland USA and Alaska that contain stock that can be flown in. Additionally, Medline has the capability to airfreight HAZMAT (Limited Excepted Quantity) from our Tracy, CA branch. The Hub Branch that feeds Medline's Hawaii Distribution Center, (B80).

Each island has unique requirements for logistics, and below is a grid showing requirements and capabilities.



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### Shipping Modes, Limits and Thresholds by Island

Shipping	Oahu	Maui	Big Island	Kauai	Molokai
From Kapolei (Medline's 'B80' Branch)	FEDEX Ground (orders under 250lbs)	FEDEX Air or Young Brothers Barge			
From any Mainland Branch	FEDEX Ground or AIR	FEDEX Ground or AIR	FEDEX Ground or AIR	FEDEX Ground or AIR	FEDEX Ground or AIR
MedTrans(DSR Truck or YB Barge) Weight Limit Threshold	Over 250lbs (next delivery day if locally stocked)	Over 400lbs (Monday Delivery)	Over 400lbs (Monday Delivery)	Over 400lbs (Monday Delivery)	Over 400lbs (MUST PICK UP AT MOLOKAI PIER- NO TRUCK SERVICE)
Order Minimums for <i>Free Freight</i> for <b>locally stocked items</b>	Long Term Care: \$350 Surgery Center or Phys. Office: \$500 Hospitals/Distributors: \$750	ALL \$1,000	ALL \$1,000	ALL \$1,000	ALL \$1,000

<p>Our Warehouse Address for Will Call on Oahu is:</p> <p style="text-align: center;"><b>2341 Lauwilili St, Kapolei, HI 96707</b></p> <p>To schedule a Will Call Pickup please email your customer service rep and CC your Medline Rep</p>	<p>From H-1 take Kalaehoa Exit into Campbell Industrial Park (past Costco) Turn left at Lauwilili St. Drive all the way to the end, Medline Industries, Inc. Hawaii Warehouse is located on the right.</p>
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### Special Ordering Instructions For Each Hawaiian Island

Oahu	
Stocked Product in Kapolei	Options are Will-Call, FEDEX Ground or DSR Truck – Orders 250lbs and above go DSR Truck. (DSR is the 3 <sup>rd</sup> party company that handles Medline’s Hawaii Transportation)
Not-Stocked in Hawaii	<p>Options include:</p> <p>FEDEX Next Day Air (<i>typically Next Day Air orders are *HOT* in nature and require extra handling – keep in mind, due to time-zone constraints and location of the ‘hot’ item on the mainland, your order must be received NLT cutoff time of the <u>local</u> warehouse where item will be shipping from on the mainland- please make sure you ask where an item will be sourcing from in order to ensure your next day delivery order is placed in time.</i>)</p> <p>FEDEX 2<sup>nd</sup> Day Air – our most common non-stocked method of shipping. Customer Service Rep will confirm delivery time and date</p> <p>OCEAN FREIGHT – if you can wait for an item to come via Ocean, it takes an average of 3-4 weeks for an item to arrive by ocean, and <u>there is no guarantee as to its availability date.</u></p>
Maui	
Stocked	Options are FEDEX Express (no FEDEX Ground service from Oahu to Maui) or Young Brothers Barge service. The weight threshold for shipping from Oahu to Maui is 400 lbs. Over 400 lbs. goes Barge, less than 400 lbs. goes FEDEX. Orders for Barge must be received by 1PM on Monday to sail on the Wednesday barge to Maui to be received the following Monday. Barge deliveries will be delivered from the Wailuku Port to your facility via Island Movers Trucking Service on Maui.
Non-Stocked	Same Options as Oahu
Big Island	
Stocked	Options are FEDEX Express (no FEDEX Ground service from Oahu to Big Island) or Young Brothers Barge service. The weight threshold for shipping from B80 to Big Island is 400 lbs. Over 400lbs goes Barge, under 400lbs goes FEDEX. Orders for Barge must be received by 1PM on Tuesday to sail on the Thursday barge to Big Island to be received the following Monday. Barge deliveries will be delivered from the Kawaihae Port to customer via Mihara Trucking. For questions on delivery of Barge Orders please coordinate directly with Mihara Trucking at 808-960-1082
Non-Stocked	Same Options as Oahu
Kauai	
Stocked	Options are FEDEX Express (no FEDEX Ground service from Oahu to Kauai) or Young Brothers Barge service. The weight threshold for shipping from B80 to Kauai is 400 lbs. Over 400lbs goes Barge, under 400lbs goes FEDEX. Orders for Barge must be received by 1PM on Tuesday to sail on the Thursday barge to Kauai to be received the following



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	Monday. Barge deliveries will be delivered from the Nawiliwili,Port to customer via Island Movers.
Non-Stocked	Same Options as Oahu
Molokai	
Stocked	Options are FEDEX Express (no FEDEX Ground service from Oahu to Molokai) or Young Brothers Barge service. The weight threshold for shipping from B80 to Molokai is 400 lbs. Over 400lbs goes Barge, under 400lbs goes FEDEX. Orders for Barge must be received by 1PM on Tuesday to sail on the Thursday barge to Molokai to be received the following Monday. Barge deliveries will be delivered at Kaunakakai. <u>Customer must make arrangements to pick up from the pier.</u> <u>There is no truck delivery service on Molokai</u>
Non-Stocked	Same Options as Oahu

### Frequently Asked Questions:

- **Can we use our own FEDEX/UPS/ALOHA CARGO Account?** Medline is an 'end-to-end' distributor and therefore we don't have the mechanism in place to provide exceptions for every customer that would like to use their own account for shipping. The majority of our locally stocked product ships at Medline's expense, and we don't allow assigning freight to 3<sup>rd</sup> party shippers at this time.
- **We are trying to get a HAZMAT item from Oahu to a neighbor island, why can it not be sent via FEDEX?** The Department of Transportation tightened their restrictions on inter-island air freight requirements of HAZMAT materials in 2014. The coding of the HAZMAT item will determine what restrictions are in place. We endeavor to get all items expedited but due to the unique nature of the geography of Hawaii there are simply some cases where we are unable to ship HAZMAT any mode other than Young Brothers barge service. If it is an urgent requirement and the order is placed early enough in the day, we do have the ability to fly HAZMAT with next day or 2<sup>nd</sup> day from our Tracy, California branch to neighbor islands. Product must be in stock in Tracy, and have enough stock on hand to fill your order without backordering other customers. In these cases, please discuss with a Hawaii Dedicated Customer Service Rep prior to placing your order.
- **Can you send HAZMAT via FEDEX Ground?** No, HAZMAT via FEDEX must be shipped via Express from Mainland to Hawaii. FEDEX will reject any Hawaii bound HAZMAT tendered to FEDEX Ground, including on Oahu. This is a Hawaii specific policy for FEDEX.
- **I've met the minimum order size for my category of facility, and only ordered locally available items. Why am I being charged freight?** If your facility doesn't have a distribution agreement in place with Medline or agreed upon 'Delivery Days', then 'Free Freight' rule only applies to the first order each week for each ship-to address. Any subsequent orders for that ship-to address, regardless of order size, will be charged freight if it is in the same calendar week of a Medline paid freight shipment.
- **Why am I being charged an Inside Delivery Charge?** An inside delivery charge of \$50 is assessed any time an item is delivered via 3<sup>rd</sup> party Truck and has to be pallet-jacked more than 10 feet inside the first door to a building. Keep in mind, if your order is less than 250lbs it will deliver via FEDEX on Oahu or 400lbs on neighbor islands.
- **Weight seems to be an important factor for determining my ordering process. Can you help with that?** All product shipping weights are listed on Medline.com or a dedicated Hawaii Customer Service Rep can help with your specific order weight. If you have a number of items that you order regularly we can custom build a digital worksheet in Excel which will help determine if your order meets the appropriate dollar and weight amounts to



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qualify for your desired freight method. (for example some neighbor island customers like to order just enough gloves to meet their free freight minimum and still come via FEDEX).

- **We have an emergency and are located on a neighbor island, can you Will Call a special order to a Courier Service that can pick up in Kapolei?** Yes.
- **What are the hours of the warehouse?** 8AM – 11PM M-F. Closed on Major Federal Holidays, open on Hawaii State Holidays.