



MEDLINE HAWAIIAN ISLANDS SHIPPING POLICY

Medline keeps a fully stocked warehouse in Kapolei, Hawaii on the island of Oahu.

Medline's Daily Order Cutoff for Hawaiian Islands ordering is 1PM Hawaii Standard Time.

Due to the complexity of transportation/logistics in the Hawaiian Islands
our shipping policy takes the following 4 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.

These 4 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).

Shipping Modes, Limits and Thresholds by Island

Shipping	Oahu	Maui	Big Island	Kauai	Molokai
From Kapolei (Medline's 'B79' Branch)	FEDEX Ground	FEDEX Air	FEDEX Air	FEDEX Air	FEDEX Air
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) Weight Limit Threshold	Under 250lbs Over 250lbs (next day delivery 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 <u>locally</u> <u>stocked items</u>	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



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Our Warehouse Address for Will Call on Oahu is: 91-312 Komohana Street, Kapolei, HI 96707	From H-1 take Kalaeloa Exit into Campbell Industrial Park (pass Costco) Drive almost 2 miles. Just before Tesoro Refinery, turn left on Komohana. Pass the Tesoro 'Card Lock' sign on right. Take first driveway on left. Drive down to end of the driveway and turn slight left into parking lot. Medline warehouse is the blue warehouse with 91-312 on the side.
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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 rd party company that runs our Hawaii Operations)
Not-Stocked in Hawaii	Options include: 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 local 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>) FEDEX 2 nd Day Air – our most common non-stocked method of shipping. Customer Service Rep will confirm delivery time and date 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>
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 B79 to Big Island is 400 lbs. Over 400lbs goes Barge, under 400 lbs 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 Island Movers.



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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 B79 to Kauai is 400 lbs. Over 400lbs goes Barge, under 400 lbs 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 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 B79 to Molokai is 400 lbs. Over 400lbs goes Barge, under 400 lbs 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 I use my 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 product ships at Medline's expense, and we don't allow for 3rd party shippers at this time.
- **I'm 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. Please plan accordingly. In some cases FEDEX Ground will also not accept HAZMAT items even on Oahu.
- **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. Any subsequent orders, regardless of order size, will be charged freight if it is in the same calendar week of a free shipment.
- **Inside Delivery Charge?** An inside delivery charge of \$50 is assessed any time an item is delivered via DSR 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 250 lbs it will deliver via FEDEX on Oahu or 400 lbs 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 Customer Service Rep at 1-800-MEDLINE 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 – 4PM M-F. Closed on Major Federal Holidays