

Sustainable tote delivery program FAQs

How does the program work?

1. Continue placing orders through your preferred platform as you have traditionally done. You can place as many orders as needed.
2. Deliveries will be consolidated to your dedicated delivery day(s)*, providing more consistency and better business resiliency.
3. This means you can anticipate when your orders will arrive, making it easier to plan and manage your inventory.

How does this benefit me and my business?

Consolidating orders will help you save up to 40% of your time spent managing inventory and associated activities such as unpacking and restocking activities.

Receiving your orders on dedicated day(s) will help reduce your carbon footprint by reducing truck delivery miles.

What is my new ordering schedule and cutoff time?

Through order consolidation, you can place orders on any day and our warehouse will hold them until your designated day. Your MWI sales representative will let you know the dedicated day(s) you will receive orders for your practice.

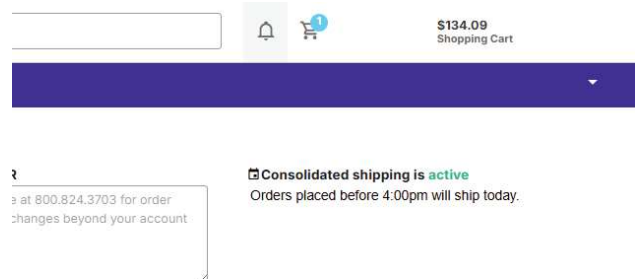
Your order cutoff time may change for your consolidated days. Your sales representative will communicate updated information when they communicate your delivery days.

How do I place an order to be delivered off-schedule?

Log into mwiah.com

Step 1

As a part of the program, you'll see that your consolidated delivery is scheduled when viewing your shopping cart. When you're ready to place your order, click Checkout.



Step 2

To change your delivery schedule, click on "Change Shipping".

Shipment details

 Today is a scheduled shipping day. Orders submitted **before 4:00pm** will ship today.

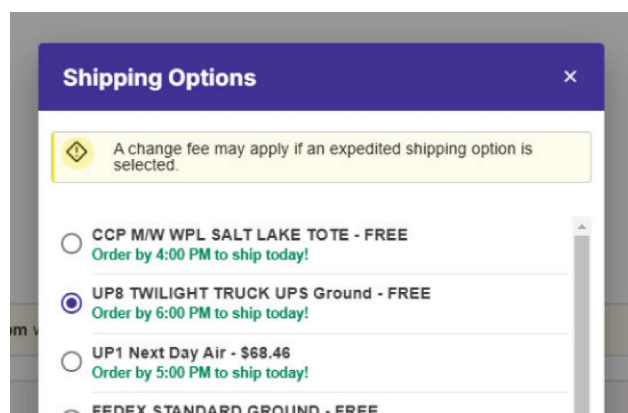
>

Order by 4:00 PM to ship today!
CCP M/W WPL SALT LAKE TOTE - \$0.00
In stock - expected delivery 1-2 business days | [Change Shipping](#)

Step 3

For expedited delivery, choose your desired option from the pop-up menu. Please note some options are FREE and others may have a cost associated with them. Click Save when you've made your selection.

Please note, non-consolidated orders will incur a fuel surcharge.



Step 4

Click Schedule Order to place your order with your new delivery choice.



When can I expect to receive my order?

Your order will arrive on your scheduled delivery day by 5 PM.

How will cooler products be delivered?

Cooler products will arrive in a separate blue tote lined with Styrofoam. Ice packs will be included as needed. Please note, the Styrofoam insert is meant to be reused as part of our sustainable program. Please return it with your tote. Please do not return ice packs or any other waste in the tote.

How will controlled drug orders be delivered?

Controlled drugs will be delivered in the same tote as your other products. They will be sealed in a red bag for easy identification.

When will I receive an item from a nonprimary warehouse?

Orders from your non-primary warehouse will ship on their usual schedule. They are not consolidated.

Will I still receive packages in cardboard boxes?

We will minimize the use of cardboard boxes as much as possible, but there may be occasions when using cardboard is necessary and/or in the best interest of delivering your order safely. Some examples include:

- Product is already in a specific case from the manufacturer and opening the case would put the product at risk
- Order ships from another distribution center due to product availability
- An off-cycle order is placed outside of the tote delivery schedule
- Product is too large or oddly shaped and will not fit into a tote safely

Who is my courier?

We will be working with multiple courier partners to serve our customers. Once your route is established, you should have the same driver and delivery window each week. Please understand that our courier partners often employ independent drivers. As such, a delivery may be made in a personal vehicle that is unmarked. The courier should identify themselves as a representative of the courier company. If there are any issues with drivers, please inform your CER or sales representative.

What do I do if a tote doesn't get picked up by the courier?

Please contact your CER or sales representative to report and we will work with the courier to resolve.

Can I put a return in the tote?

Not at this time. Please continue to follow the existing returns process. If you have questions, please contact returnsauthorization@mwiah.com or call 866.274.6213.

Got a question?

We are passionate about sharing the benefits order consolidation and our sustainable tote delivery program bring to your practice. If you have a question, please reach out to your CER or MWI sales representative.