



July 15, 2019

Re: Port of Hilo New Operating Hours

Dear Valued Customer,

As Young Brothers continues to work to improve your experience and meet your cargo needs, we want to inform you of some important changes we are making at the **Port of Hilo**. These changes will allow for a more consistent and expeditious delivery service level during our normal hours of port operation.

**Cargo Delivery**

Starting on **Monday, July 22, 2019**, Young Brothers will be upholding posted cargo acceptance times, as provided below and in the attached “Cargo Delivery/Availability Information” sheet. We are confident that this will improve timely barge departures and ensure on-time arrivals.

<b>Cargo Accepted by HILO</b>	
<b>Dry Straightload Equipment (Containers, Flatracks, and platforms):</b>	Mondays, Tuesdays, & Thursdays up to 3:00 pm Wednesdays & Friday up to 11:00 am
<b>Reefer Containers:</b>	Accepted <b>only</b> on Monday or Thursday until 2:30 pm
<b>Perishable (LCL and Mixed Cargo):</b>	Accepted <b>only</b> on Monday or Thursday from 9:30 am – 2:30 pm
<b>Autos/Roll-on Roll-off Cargo:</b>	Accepted <b>only</b> on Tuesdays, Wednesdays, & Fridays
<b>General Cargo (Dry LCL and Mixed Cargo):</b>	Accepted <b>only</b> on Tuesdays, Wednesdays, & Fridays

**Port of Hilo – Hours of Operation:**

Beginning on **Monday, July 29, 2019**, to expedite the processing of your cargo, we will be closing for lunch on Mondays, Tuesdays, and Thursdays. This will allow us to fully staff all lines of service before and after the lunch closure.

	<b>Hours of Operation</b>	<b>Lunch Closure</b>
<b>Monday (Barge Day)</b>	7:30 a.m. to 3:30 p.m.	11:00 a.m to 11:30 a.m. <i>All cargo stations closed</i>
<b>Tuesday (Non-Barge Day)</b>	7:30 a.m. to 3:00 p.m.	12:00 p.m.to 1:00 p.m. <sup>1</sup> <i>Container station only</i>
<b>Wednesday (Non-Barge Day)</b>	7:30 a.m. to 11:30 a.m.	N/A
<b>Thursday (Barge Day)</b>	7:30 a.m. to 3:30 p.m.	11:00 a.m to 11:30 a.m. <i>All cargo stations closed</i>
<b>Friday (Non-Barge Day)</b>	7:30 a.m. to 11:30 a.m.	N/A

<sup>1</sup>Tuesday’s lunch closure is for the **container station only**, all lines of service, including yard service, customer service, and dry and refrigerated less than container load cargo and automobiles will continue to be open during this time.

Our team will be working to implement the improvements over the next few weeks and we appreciate your continued support. We apologize in advance for any inconvenience these changes may cause.

Mahalo,  
/s/Chris Martin  
Chris Martin  
Director, Terminal Operations

# YOUNG BROTHERS

## Cargo Delivery/Availability Information

Honolulu to Hilo			
Sailing Schedule		DEPARTS	ARRIVES
		Tuesday (pm)	Thursday (am)
		Saturday (am)*	Monday (am)
Cargo Accepted by HONOLULU		Cargo Available in HILO	
<b>Dry<sup>1</sup>:</b>	Monday through Friday up to 3:00 pm	<b>Dry<sup>1</sup>:</b>	Upon Notification
<b>Reefer<sup>2</sup>:</b>	Accepted <b>only</b> on Tues or Fri until 3:00 pm	<b>Reefer<sup>2</sup>:</b>	Upon Notification
<b>Perishable<sup>3</sup>:</b>	Accepted <b>only</b> on Tues or Fri until 11:00 am	<b>Perishable<sup>3</sup>:</b>	Day of barge arrival
<b>Autos:</b>	By appointment only	<b>Autos:</b>	Next business day after barge arrival
<b>GC<sup>4</sup>:</b>	Monday through Friday up to 11:00 am	<b>GC<sup>4</sup>:</b>	Next business day after barge arrival
Hilo to Honolulu			
Sailing Schedule		DEPARTS	ARRIVES
		Monday (pm)	Wednesday (am)
		Thursday (pm)	Saturday (am)
Cargo Accepted by HILO		Cargo Available in HONOLULU	
<b>Dry<sup>1</sup>:</b>	Monday, Tuesday, & Thursday up to 3:00 pm Wednesdays & Friday up to 11:00 am	<b>Dry<sup>1</sup>:</b>	Upon Notification
<b>Reefer<sup>2</sup>:</b>	Accepted <b>only</b> on Mon or Thur until 2:30 pm	<b>Reefer<sup>2</sup>:</b>	Upon Notification
<b>Perishable<sup>3</sup>:</b>	Accepted <b>only</b> on Mon or Thur from 9:30a - 2:30p	<b>Perishable<sup>3</sup>:</b>	Day of barge arrival, except for SAT upon notification
<b>Autos:</b>	Accepted <b>only</b> on Tuesday, Wednesday, Friday	<b>Autos:</b>	Next business day after barge arrival
<b>GC<sup>4</sup>:</b>	Accepted <b>only</b> on Tuesday, Wednesday, Friday	<b>GC<sup>4</sup>:</b>	Next business day after barge arrival

- Notes:**
- 1 Dry - Refers to STRAIGHTLOAD containers, flatracks, and platforms
  - 2 Reefers - Refers to STRAIGHTLOAD containers
  - 3 Perishable - Refrigerated LCL cargo and mixed cargo
  - 4 GC or General Cargo - Dry LCL cargo and mixed cargo

\*\* ALL TIMES ARE SUBJECT TO CHANGE WITHOUT NOTICE.\*\*

**ALL GENERAL CARGO IS SHIPPED ON A SPACE AVAILABLE BASIS**