



Transportation Guidelines

Transportation Guidelines for Suppliers:

The purpose of this document is to provide overall expectation guidelines to Family Dollar vendor partners when shipping freight. For specific instructions for each task area, please refer to the web links provided for step-by-step actions.

Failure to comply with Family Dollar transportation guidelines may result in financial penalties. Please refer to the *Appendix A: Chargeback Policy* for a list of potential penalties.

Freight Included:

- Domestic Prepaid, Collect

Purchase Order Release Process – Creating a Shipment:

- Collect Purchase Orders must be released at least 7 days prior to the start ship window in the CVP (Custom Vendor Portal) System [CVP \(dollartree.com\)](https://www.dollartree.com), otherwise OTIF fines may apply. Please refer to the *Purchase Order & On-Time/In-Full (OTIF) Program* document for details.
- For account set up, step-by-step instructions and questions utilize the [CVP Quick Reference Guide](#)
- For questions managing your account, email vendorlogin@dollartree.com

Appointment Scheduling Process:

- Same day appointments are not available
- Changes or cancellations to appointments are requested to be made 24 hours in advance
- Using the SID provided when releasing your shipment in the CVP Tool, please schedule your delivery of either drop or live via C3
<https://www.c3reservations.com/dollartree/app/login>
- For questions, please first refer to our [Dollar Tree C3 Reservations Quick Reference Guide](#)
- Should the guide not resolve your questions, email c3_appointments@familydollar.com

BOL Requirements for All Deliveries:

- A BOL (Bill of Lading) must be included with every shipment and must contain at least the below data:
 - C3 Reservation delivery confirmation number provided at time of appointment schedule in C3
 - SID (Family Dollar Shipment Identification Number) provided at time of order release creation in CVP
 - Seal Number



- Carrier Name
- Trailer Number
- Freight Term
- Ship to Address
- Purchase Order Number
- SKU Number and Quantity
- Pallet or Floor Load
 - Count of pallets/cartons
- Weight
- Hazmat Detail (if applicable)

Distribution Center Procedure Requirements:

- Include a packing list with all shipments
- Shippers are responsible for proper blocking and bracing of all shipments to ensure safety and reduce damage of goods
- Trailers require secured seal
- Arrive at least 15 minutes before your appointment time
- Any deliveries arriving greater than two hours from their appointment time will be refused and required to reschedule

Direct Store Delivery (DSD) Shipments:

- DSD Shipments that are 200 lbs. or less and meet standard Parcel Service Guidelines should be shipped via a major Parcel Service.
 - Freight Charges for shipments should be added to the invoice if the Buyer's purchase order is written as "collect."
 - If the DSD Shipment is more than 200 lbs. and does not meet other standard Parcel Service Guidelines, use one of the pre-approved DSD carriers from your origin state.
- Direct Store Delivery orders are NOT to be released into the CVP for routing.
 - Outside suppliers that deliver directly to stores are exempt from using a parcel service. Example products: soft drinks and refrigerated items.