

## Transportation Guidelines

### Transportation Guidelines for Suppliers:

The purpose of this document is to provide overall expectation guidelines to Dollar Tree | 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.

### Freight Included:

- Domestic Prepaid, Collect, Prepaid to Consolidator (for Family Dollar)

### Purchase Order Release Process – Creating a Shipment:

- 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://dollartree.com)
- 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](mailto: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 [deliveryappointment@dollartree.com](mailto:deliveryappointment@dollartree.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 (Dollar Tree | Family Dollar Shipment Identification Number) provided at time of order release creation in CVP
  - 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 OTM (Transportation Management System) for routing.
  - Outside suppliers that deliver directly to stores are exempt from using a parcel service. Example products: soft drinks and refrigerated items.