

**Appendix B: Chargeback Import Supplier Performance Management Program**

Greenbrier Information Consultancy (GIC) and Family Dollar are measuring Supplier performance and therefore expects its suppliers to meet and ultimately exceed industry accepted levels for on time booking submissions, documentation presentation, origin cargo delivery, carton markings, container load quality and order completeness.

Listed below is the current fee structure for the Import Supplier Performance Management Program. **Charges are administered by GIC and Family Dollar directly.** If circumstances arise resulting in the need for a fee waiver, a “Request to Waive Penalty Form” needs to be completed and emailed to the following:

Ada Liu: [aliu@dollartree.com](mailto:aliu@dollartree.com)

Shannon Deng: [SDENG1@dollartree.com](mailto:SDENG1@dollartree.com)

Lyn Lou: [LLUO1@dollartree.com](mailto:LLUO1@dollartree.com)

**Suppliers are required to submit waiver requests within 10 calendar days upon receipt of the non-compliance email from GIC. GIC will not approve any requests raised after the deadline.**

<b>Performance Measures</b>	<b>Non-Compliance Fees</b>
Late Booking – Failure to submit a booking at least 14 days prior to the “First Ship” date in the FDS PO ship window	USD \$500.00 per Shipping Order
Cargo Ready Date Changes – Revising cargo ready date more than once per booking	USD \$500.00 per Shipping Order
Late Cargo Delivery – Cargo not delivered within 3 days of the committed delivery date as submitted to Yusen in eBooking	USD \$500.00 per Shipping Order
Late Document Turnover – Documents not created and/or uploaded within 2 business days of sailing (5 days for exception origins)	USD \$500.00 per Invoice
Storage/Demurrage/Detention charges assessed due to Supplier Non-Compliance	Actual Charges + USD \$500.00 Administration Fee
Failure to deliver CY or CFS shipments to their designated origin destination by the “Last Ship” date in the FDS PO ship window	USD \$500.00 per FDS PO *Additional FDS Merchandising chargebacks may also be applied
Failure to mark cartons as per Family Dollar carton marking requirements	USD \$500.00 per container or CFS delivery plus actual charges for inspection and remarking of carton
Product in cartons does not match carton markings (i.e., wrong SKU or PO)	USD \$500.00 per container or CFS delivery plus actual charges for inspection and remarking/reworking of carton
Failure to properly manifest goods resulting in loaded and manifested quantities/SKUs not matching	USD \$500.00 per container plus any additional handling charges and US Customs penalties

<p>Booked/Loaded CBM does not match calculated cube from the confirmed offer in PLM</p>	<p>Pro-rated charge based on the container cost per CBM times the cube variance + USD \$500.00 Administration Fee. Unplanned cube variances may result in the loading of additional containers or light loaded containers. *Additional FDS Merchandising chargebacks may also be applied</p>
<p>Failure to ship complete FDS PO – short ship</p>	<p>USD \$500.00 per FDS PO</p>
<p>Failure to ship complete FDS PO – partial ship</p>	<p>USD \$500.00 per FDS PO</p>
<p>Not supplying container specific packing list on the inside door of the CY container</p>	<p>USD \$500.00 per container</p>