



## C3 Reservations Quick Reference Guide

Supplier & Carrier Users



**C3 Solutions**

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# 1 INTRODUCTION

## 1.1 TARGETED AUDIENCE AND OBJECTIVES

This document is intended for Suppliers or Carriers creating Live and Drop delivery appointments for Shipments (SIDs) created in the CVP. In order to schedule an appointment, an SID is **required**. Please refer to the [CVP Quick Reference Guide](#) to obtain an SID.

Its objectives are to:

- Overview system navigation
- Define process for scheduling and editing reservations

If you need further assistance after reading this guide contact [deliveryappointment@dollartree.com](mailto:deliveryappointment@dollartree.com)

## 1.2 TECHNICAL REQUIREMENTS

**Browsers:** C3 Reservations is compatible with the two (2) latest major versions of the following: Chrome, Firefox, Edge Chromium, Safari (Safari 14 and up will not support Flash Player anymore). Internet Explorer is no longer a supported browser.

**Screen resolution:** 1280x1024 minimum for Business users.

## 1.3 LOGIN PROCESS

1. To receive a username and password, email [deliveryappointment@dollartree.com](mailto:deliveryappointment@dollartree.com) and provide the below:
  - a. Current Shipment ID
  - b. First and last name of the person responsible for creating the appointments
  - c. Email address for the person listed above
  - d. If multiple usernames are needed, please list the information above for each user
2. Go to: <https://c3reservations.com/dollartree/>
3. Enter the **Username** and **Password** you were provided. (**Note:** passwords are case-sensitive.) You will be required to change your password upon initial login.
4. Click the **Login** button. You will access the home page shown below. (**Note:** First time users will need to click 'Accept' on the Acceptable Use Policy generated upon first login to C3.)



**DOLLAR TREE**  
**FAMILY DOLLAR**

User Name

Password

Forgot your password?

**Solutions**

If you have forgotten your password, click here.

## 2 DASHBOARD

This section provides a visual overview of the home screen view, which lists all your existing reservations. This is the first page you will see when you log into the system.

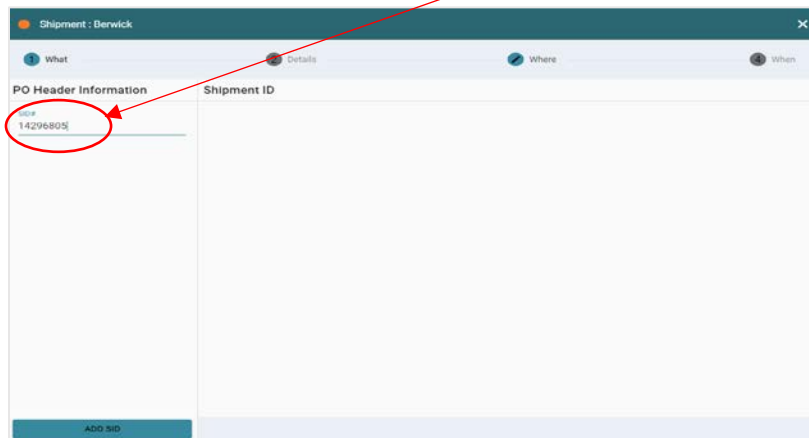
The screenshot shows a dashboard with three main sections: Pending Reservations (0), Incoming Reservations (0), and On Site Reservations (1). Each section has a search icon, filter icon, and sort icon. The top navigation bar includes a menu icon, the 'Hub' logo, the user name 'Ashley', a '+ New Shipment' button, and a search icon. A callout box points to the user name 'Ashley' with the text: 'Toggle between appointments at various DC locations'. Another callout box points to the '+ New Shipment' button with the text: 'Click the plus sign to create a new reservation (see section 3)'. A third callout box points to the search icon in the top navigation bar with the text: 'Quick search bar- Enter Shipment ID (SID), Reservation # (if already scheduled)'. A fourth callout box points to the search icon in the On Site Reservations section with the text: 'Use the search engine to search by Reservation # OR Shipment ID.'. Below the search bar, there are two options: 'Search by Reservation #' and 'Search by Shipment ID', separated by the word 'Or'. A fifth callout box points to the 'Search by Reservation #' option with the text: 'Search by Reservation #'. A sixth callout box points to the 'Search by Shipment ID' option with the text: 'Search by Shipment ID'.

### 3 CREATING A RESERVATION

This section shows how to create a new reservation in C3 from a Shipment ID. Both Live unloads and/or Drop deliveries will need to be scheduled in C3.

**Step 1:** Click the 'New Reservation' sign from the top right corner as indicated in Section 2.1 to create a new reservation.

**Step 2: What.** On "What" tab, enter the SID and click on "Add SID".



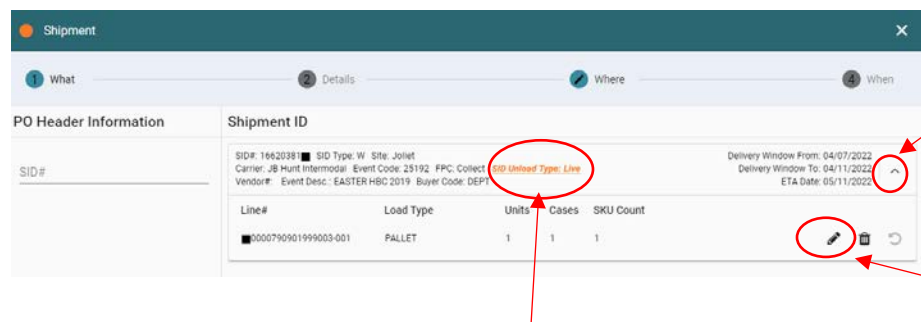
To enter multiple SIDs on one truck, continue to enter additional SIDs, clicking "ADD SID" each time until all Shipment IDs have been entered.

**Note:** If a reservation already exists for the SID, an error box will appear and you will not be allowed to make another reservation for the same shipment. To reschedule the existing reservation, see section 4.1.

The delivery window of 16620417 is incompatible with the current reservation.

NO YES

This message pop-up occurs if your shipment's delivery dates are in the past. Click YES to proceed or contact your buyer for a date change.



Once added, click here for SID details

Click pencil, to review or modify shipment details if required. Click the "check mark" to save or "x" to cancel.

**SID Unload type: Live or Drop** – this displays the expected unload type based on the SID created in CVP.

CONTINUE

Click Continue

**Step 3: Details.** Fill out the remaining fields under Reservation Details. Mandatory Fields are bordered in red and must be filled out.

Contact Name, Phone, and Email are informational and used if our DC needs to contact someone regarding the reservation.

**Note:** The “Cases or Pallet Quantity” field refers to the number of pallets (palletized shipment), slip sheets, or cartons (floor load).

Click Continue

Choose the unload type, Live or Drop

**Note:** If no appointments are available inside AND outside the delivery window, you have selected an “unload type” incompatible with the “SID unload type” in step 2.

**Step 4: Where.** On the Where button:

➤ The DC associated with the shipment ID is pre-populated. Please verify, but no action required.

Click Continue

**Step 5: When.** On the 'When' tab:

- Select desired Delivery Date from Calendar
- Select available time desired

**Note:** C3 does not prevent you from scheduling or rescheduling a same day appointment. However, Dollar Tree and Family Dollar Distribution Centers **WILL NOT** accommodate same day appointments. Drivers will be turned away at the guard shack if the appointment was not scheduled or rescheduled at least 1 day in advance.

Outside Window (Possible Penalty)

REQUEST

To see available appointments outside of your delivery window, check the box.

Click Request

If you choose to ship outside the ship window, select an appropriate reason code from the drop down list.

**NOTE:** Please be advised, delivering outside of ship window may lead to a financial penalty.

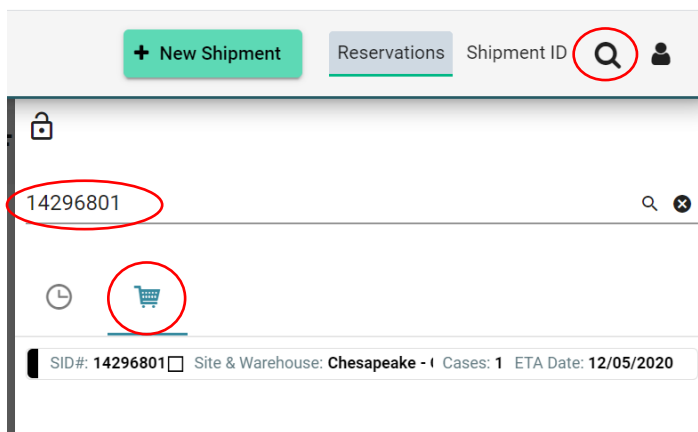
## 4 EDITING RESERVATIONS

### 4.1 EDITING or RESCHEDULING RESERVATIONS

#### Search by SID number:

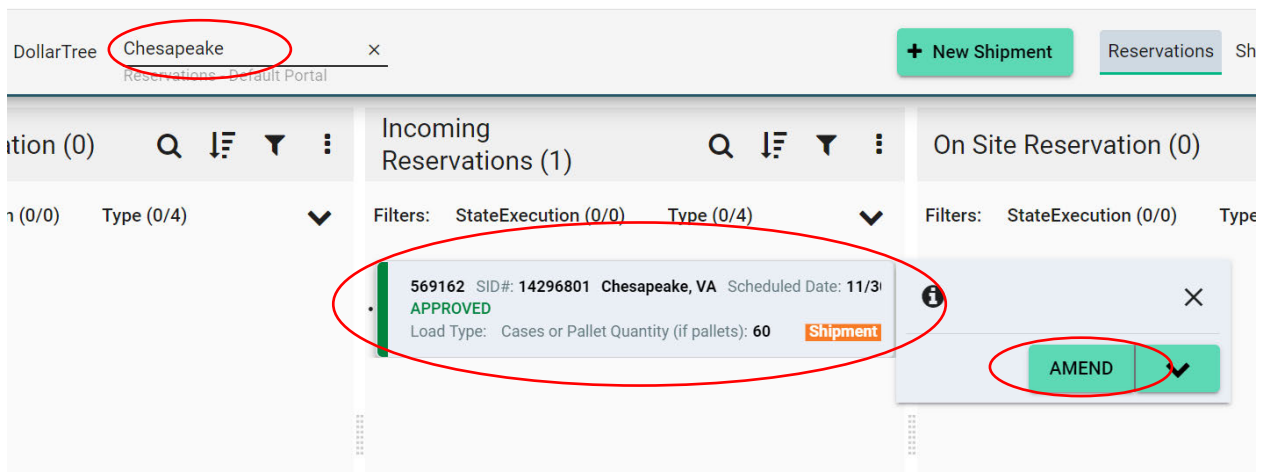
**Step 1:** To edit OR reschedule a current reservation, click the search box at the top right corner of the screen. You can search by Shipment ID or by reservation number.

- Click the magnifying glass. Enter reservation # or Shipment ID in the search bar. Hover over and click the clock (reservation #) or shopping cart (shipment ID). Then click the small magnifying glass on the right.
- Click the returned search item to open the Shipment reservation and begin your edit.



#### Search by SID or Reservation on the Dashboard

- Select the DC. Then Click the Incoming Reservation and then Amend.





**Step 2: Add, Remove or Edit Shipments.**

- To add an SID, follow the steps in 4.1 to go to Amend option
- Enter the SID you'd like to Add in the SID# blank and click "Add SID"
- Once the new SID appears in the box on the screen, click "Continue"

Click here to edit or delete

Click pencil to edit shipment details.  
Click trash can to delete.

Click Continue

- Fill/modify the details as required on the "Details" tab. Mandatory Fields are bordered in red and must be filled out.

**Note:** The "Cases or Pallet Quantity" field refers to the number of pallets (palletized shipment), slip sheets, or cartons (floor load).

Click Continue

Choose the unload type, Live or Drop

**Note:** If no appointments are available inside or outside the delivery window, you have selected an "unload type" incompatible with the "SID unload type" in step 2.

- Verify the “When” tab shows both SIDs now.

Amendment Shipment : Berwick (569170)

What Details Where **When**

Reschedule this appointment?

**Summary of request**

SID#  
14306803,14306804

Delivery Window From

Delivery Window To

Site & Warehouse  
Berwick - Berwick, PA

Cases  
33

Current Date  
12/18/2020 11:30

AMEND&ACCEPT

Click Amend/Accept

**Step 3:** Reschedule Date/Time of Reservation:

- To reschedule the reservation: on the WHEN screen toggle the slider bar next to “Reschedule this appointment?” from grey to green.

Amendment Shipment : Berwick (569170)

What Details Where **When**

Reschedule this appointment?

**Summary of request**

SID#  
14306803,14306804

Delivery Window From

Delivery Window To

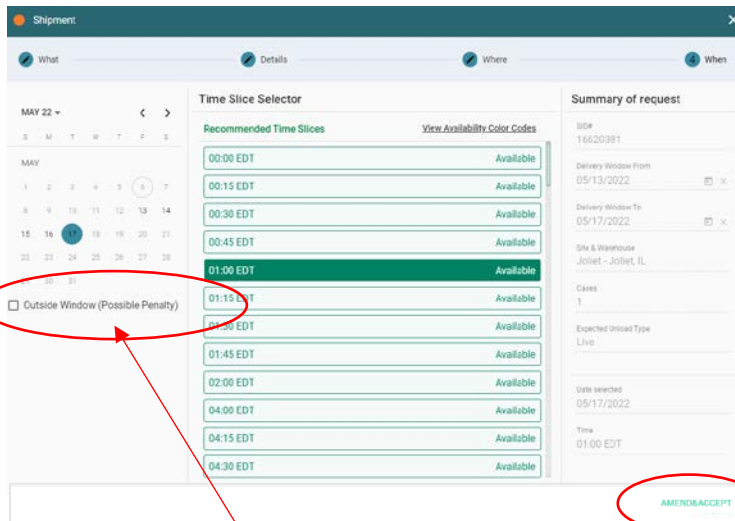
Site & Warehouse  
Berwick - Berwick, PA

Cases  
33

Current Date  
12/18/2020 11:30

AMEND&ACCEPT

- If rescheduling, Select the new date and time and click the amend button at the lower right.

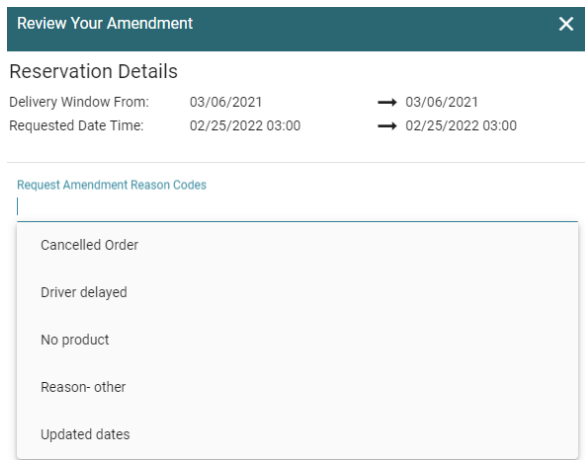


**Note:** C3 does not prevent you from scheduling or rescheduling a same day appointments. However, Dollar Tree and Family Dollar Distribution Centers **WILL NOT** accommodate same day appointments. Drivers will be turned away at the guard shack if the appointment was not scheduled or rescheduled at least 1 day in advance.

Click Amend

To see available appointments outside of your delivery window, check the box.

- Select a reason code and input any comments.



Note: C3 sends email to original appointment submitter.

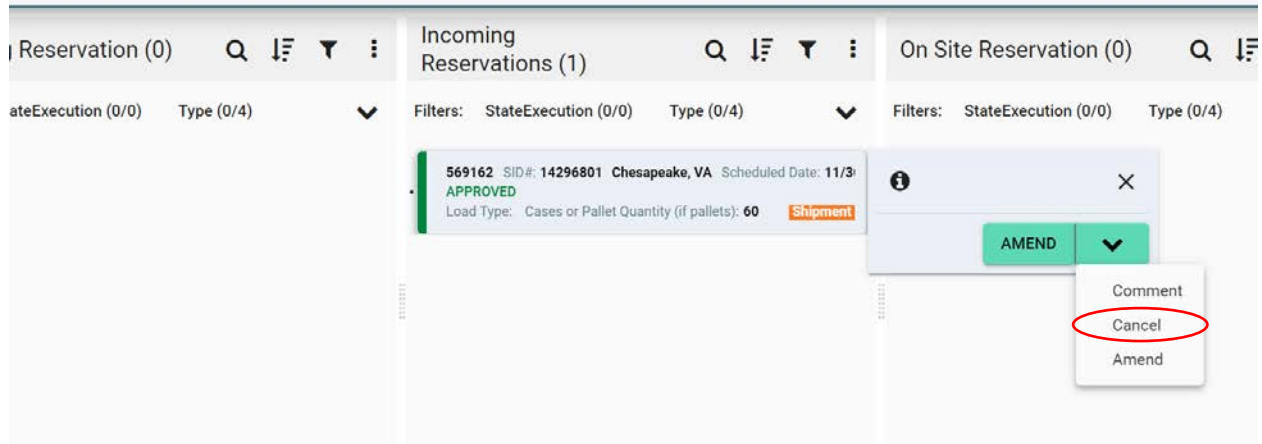
Click Amend to save changes



## 4.2 CANCELLING RESERVATIONS

Step 1: Search for the SID or Reservation number (Step 1 in 4.1) or select from the dashboard:

- Click on the reservation box and a pop up will appear.
- Click the down arrow. Select "Cancel" from the drop down list.



- Select Reason code and input comments.

The screenshot shows a modal window titled 'Cancel'. It has a 'Reason Code' field with a dropdown menu showing 'ETA Updated'. Below it is a 'Comment' text input field. At the bottom right, there is a 'CLOSE' button and a 'CANCEL' button (circled in red).

Click Cancel to save changes