



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

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** 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**

User Name

Password

LOGIN

[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 the DollarTree Hub dashboard. At the top, the user's name 'Ashley' is circled in red, with a callout box stating: 'Toggle between appointments at various DC locations'. To the right, a green '+ New Shipment' button is circled in red, with a callout box stating: 'Click the plus sign to create a new reservation (see section 3)'. Below the header, there are three main sections: 'Pending Reservation (0)', 'Incoming Reservations (0)', and 'On Site Reservation (1)'. Each section has a search icon, a list view icon, a filter icon, and a dropdown menu. A callout box points to the search icon in the 'On Site Reservation' section, stating: 'Quick search bar- Enter Shipment ID (SID), Reservation # (if already scheduled)'. Another callout box points to the search icon in the 'On Site Reservation' section, stating: 'Use the search engine to search by Reservation # OR Shipment ID.' Below the search bar, there are two icons: a clock icon and a shopping cart icon. A callout box points to the clock icon, stating: 'Search by Reservation #'. Another callout box points to the shopping cart icon, stating: 'Search by Shipment ID'. A dashed line connects the search icon in the 'On Site Reservation' section to the search bar in the 'On Site Reservation' section.

Toggle between appointments at various DC locations

Click the plus sign to create a new reservation (see section 3)

Quick search bar- Enter Shipment ID (SID), Reservation # (if already scheduled)

Use the search engine to search by Reservation # OR Shipment ID.

Search by Reservation # Or 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".

Shipment : Berwick

What Details Where When

PO Header Information Shipment ID

SID# 14296805

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.

Shipment

What Details Where When

PO Header Information Shipment ID

SID#

SID: 16620381 SID Type: W Site: Joliet
Carrier: JB Hunt Intermodal Event Code: 25192 FPC: Collect
Vendor#: Event Desc: EASTER HBC 2019 Buyer Code: DEPT

SID Unload Type: Live

Delivery Window From: 04/07/2022
Delivery Window To: 04/11/2022
ETA Date: 05/11/2022

Line#	Load Type	Units	Cases	SKU Count
0000790901999003-001	PALLET	1	1	1

CONTINUE

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.

Click Continue

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

Shipment

What Details Where When

Reservation Details

Unload Type *
Value is required

Cases or Pallet Quantity (if pallets) *
Value is required

Contact Name

Phone#

Email

Comment

CONTINUE

Unload Type *

Drop

Live

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.

What Details Where When

Sites

Berwick
1000 Commerce Place, Berwick, PA, 18603 - Truck Stop: Ext 240 & 242

Warehouses

Berwick, PA
DC6- Berwick, PA

CONTINUE

Click Continue

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

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

Shipment

What Details Where When

MAY 22

Time Slice Selector

Recommended Time Slices

Time Slice	Availability
00:00 EDT	Available
00:15 EDT	Available
00:30 EDT	Available
00:45 EDT	Available
01:00 EDT	Available
01:15 EDT	Available
01:30 EDT	Available
01:45 EDT	Available
02:00 EDT	Available
04:00 EDT	Available
04:15 EDT	Available
04:30 EDT	Available

View Availability Color Codes

Summary of request

SID# 16620381

Delivery Window From 05/13/2022

Delivery Window To 05/17/2022

Site & Warehouse Joliet - Joliet, IL

Cases 1

Expected Unload Type Live

Date selected 05/17/2022

Time 01:00 EDT

☐ Outside Window (Possible Penalty)

Note: C3 does not prevent you from scheduling or rescheduling a same day appointment. However, Dollar Tree 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.

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

REQUEST

Click Request

The following dates within the delivery window still have availability:

- 05/13/2022
- 05/14/2022
- 05/15/2022
- 05/16/2022
- 05/17/2022

Are you sure you want to request outside the delivery window?

Request Outside Window Reason Code *

- Break-down/Mechanical
- Date In The Past
- Pickup rescheduled by vendor
- Product not ready
- Traffic

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.

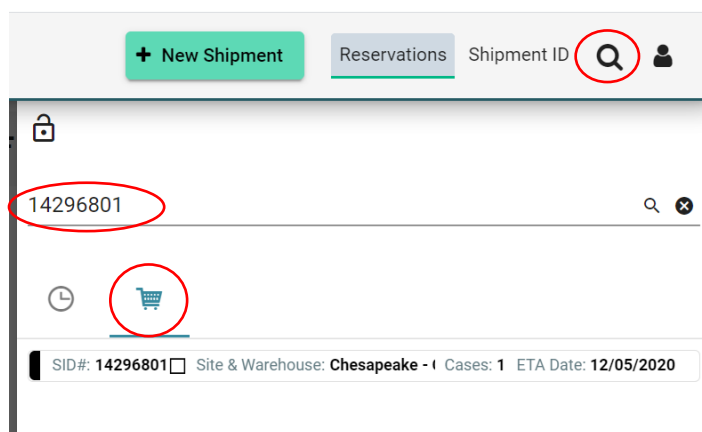
4 EDITING RESERVATIONS

4.1 EDITING or RESCHEDULING RESERVATIONS

Search by SID number:

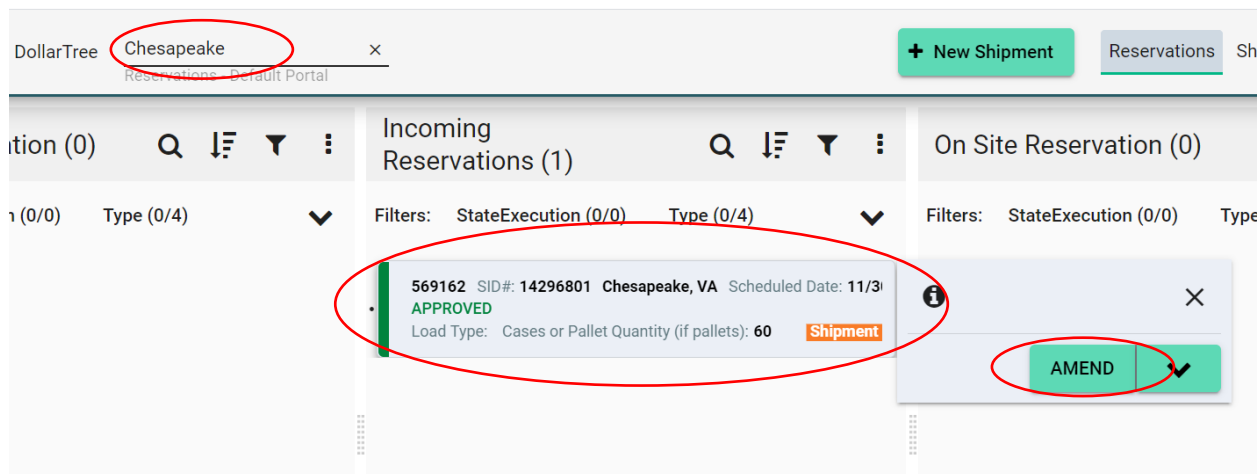
Step 1: To edit OR reschedule a current reservation, click the search box at the top right corner of the screen. You can search by Shipment ID or by reservation number.

- 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"

Amendment Shipment : Berwick (569170)

What Details Where When

PO Header Information

SID# 14306804

Shipment ID

SID# 14306803
Delivery Window From: 12/21/2020
Carrier: Celtic International
Event Code: DEPT
Buyer Code: DEPT
SID Type: W

ETA Date: 12/30/2020
Delivery Window To: 01/29/2021
Site: Berwick
Event Desc: Vendor# FPC

ADD SID

Cases: 33 Units: 30

SKU Count: 6

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.

Shipment

What Details Where When

Reservation Details

Unload Type *
Value is required

Cases or Pallet Quantity (if pallets) *
Value is required

Contact Name

Phone#

Email

Comment

CONTINUE

Click Continue

Choose the unload type, Live or Drop

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

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.

The screenshot shows the 'Shipment' interface with tabs for 'What', 'Details', 'Where', and 'When'. The 'Details' tab is active, showing a 'Time Slice Selector' with a calendar for May 2022. A red circle highlights the 'Outside Window (Possible Penalty)' checkbox. To the right, a list of 'Recommended Time Slices' is shown, each with a time slot and an 'Available' status. A red circle highlights the 'AMEND/ACCEPT' button at the bottom right.

Note: C3 does not prevent you from scheduling or rescheduling a same day appointments. However, Dollar Tree 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.

The screenshot shows the 'Review Your Amendment' interface. It includes a 'Reservation Details' section with 'Delivery Window From' and 'Requested Date Time' fields. Below this is a 'Request Amendment Reason Codes' section with a list of reasons: 'Cancelled Order', 'Driver delayed', 'No product', 'Reason- other', and 'Updated dates'.

Note: C3 sends email to original appointment submitter.

Click Amend to save changes

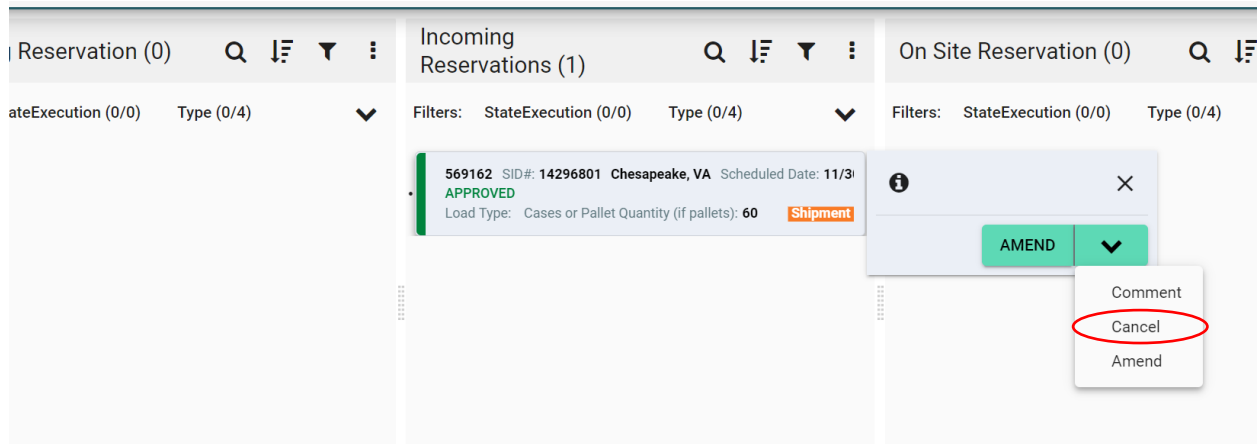
CLOSE

AMEND

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.

