



C3 Reservations Quick Reference Guide

Supplier & Carrier Users



C3 Solutions

TABLE OF CONTENTS

1	INTRODUCTION	3
1.1	TARGETED AUDIENCE AND OBJECTIVES	3
1.2	TECHNICAL REQUIREMENTS	3
1.3	LOGIN PROCESS	3
2	DASHBOARD	4
3	CREATING A RESERVATION	5
4	EDITING RESERVATIONS	8
4.1	EDITING QUANTITIES, SIDS OR RESCHEDULING	8
4.2	CANCELLING RESERVATIONS	12

1 INTRODUCTION

1.1 TARGETED AUDIENCE AND OBJECTIVES

This document is intended for Suppliers or Carriers creating Live and Drop delivery appointments for Shipments (SDIs) 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
 

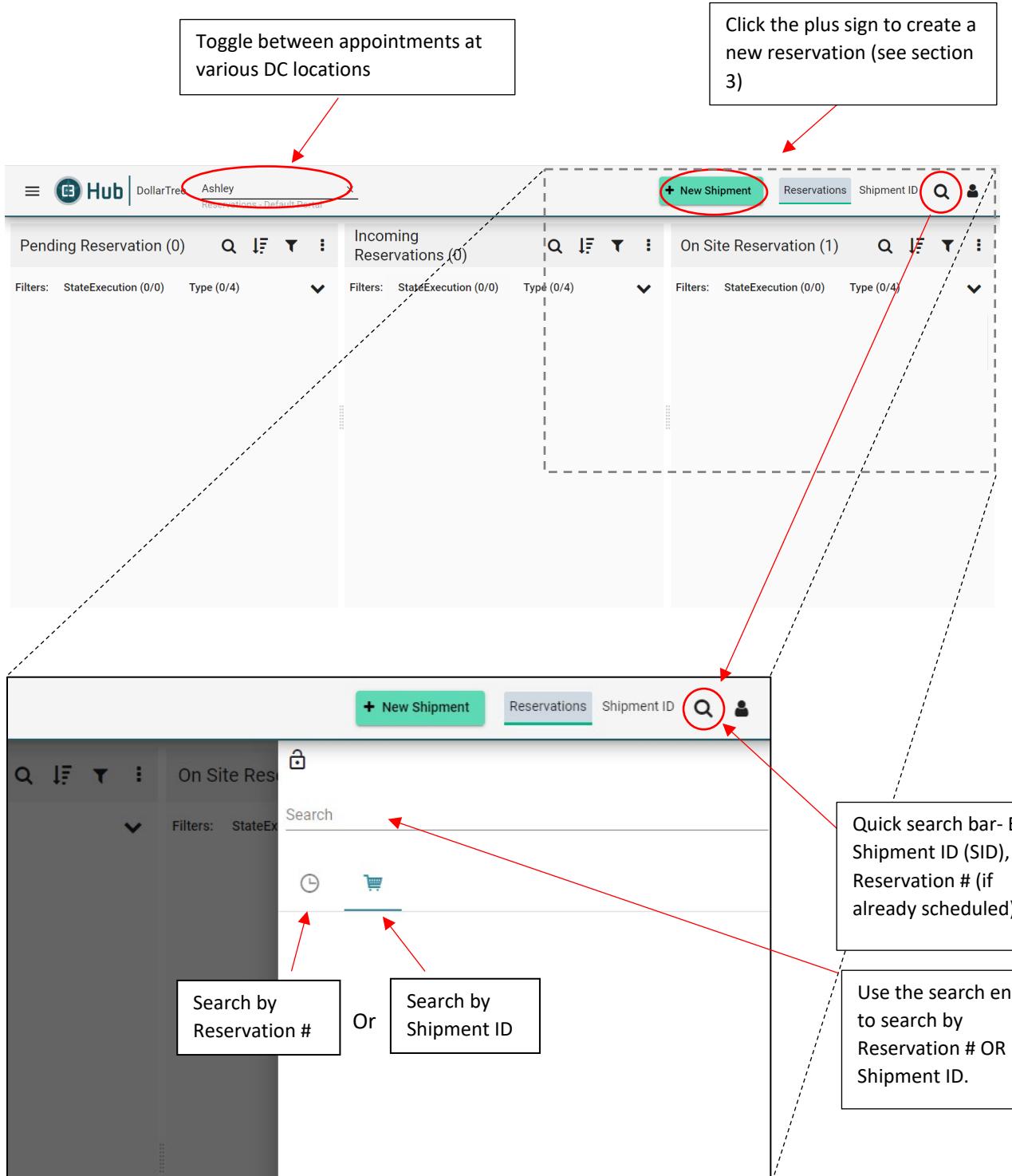
LOGIN

 **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.

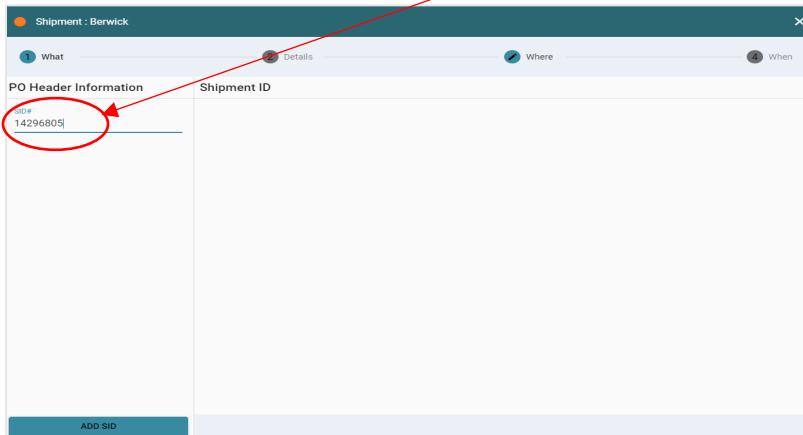


3 CREATING A RESERVATION

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

① What ② Details ③ Where ④ 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.

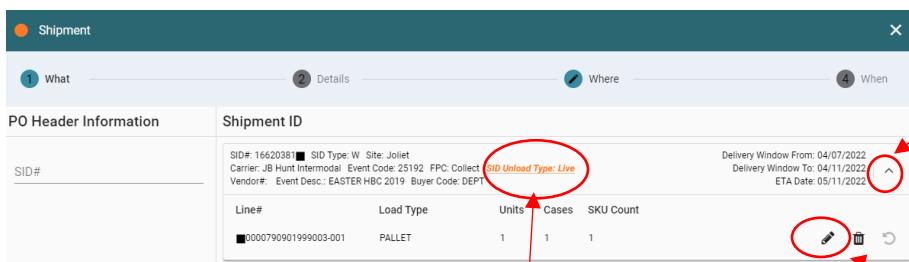
Note: If a reservation already exists for the SID, an error box will appear and you will not be allowed to make another reservation for the same shipment. To reschedule the existing reservation, see section 4.1.

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

① What ② Details ③ Where ④ When

PO Header Information Shipment ID

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

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 2 Details 3 Where 4 When

Reservation Details

Unload Type *
Value is required

Contact Name

Email

Phone#

Comment

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

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

Step 4: Where. On the Where button:

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

What 2 Details 3 Where 4 When

Sites

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

Warehouses

Berwick, PA
DC6-Berwick, PA

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.

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 ▾ < >

S M T W T F S

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

Outside Window (Possible Penalty)

Time Slice Selector

Recommended Time Slices [View Availability Color Codes](#)

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

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

REQUEST

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

Click Request

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.

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.

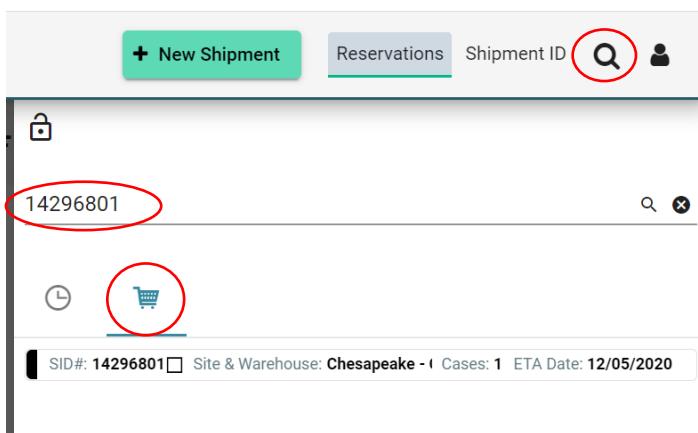
4 EDITING RESERVATIONS

4.1 EDITING or RESCHEDULING RESERVATIONS

Search by SID number:

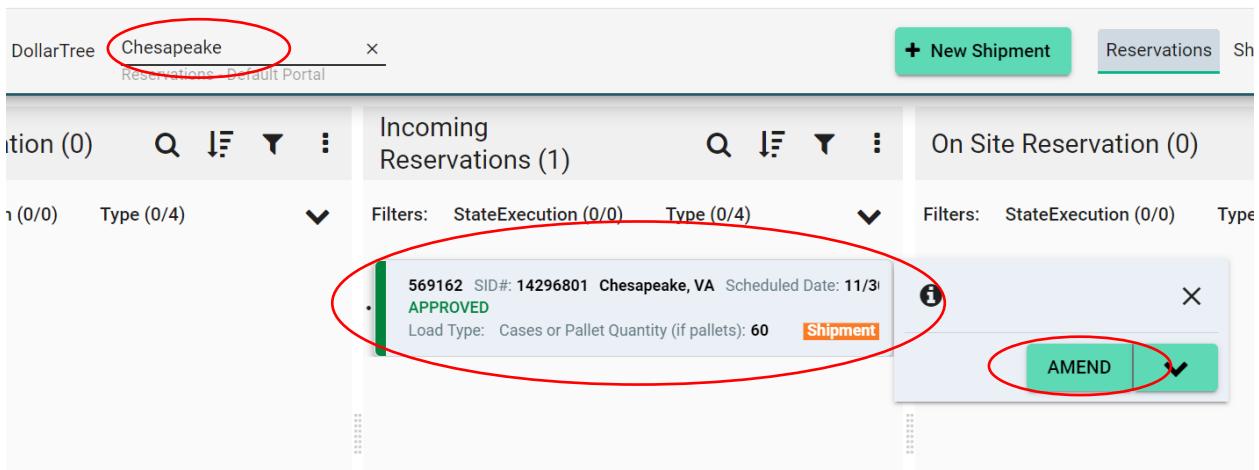
Step 1: To edit OR reschedule a current reservation, click the search box at the top right corner of the screen. You can search by Shipment ID or by reservation number.

- 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)

1 What 2 Details 3 Where 4 When

PO Header Information

Shipment ID

SID# 14306804

ETA Date: 12/30/2020
Delivery Window From: 12/21/2020
Carrier: Carrier: Cottic International
Event Code: Event Code:
Buyer Code: DEPT
SID Type: W

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

ADD SID Cases: 33 Units: 30 SKU Count: 6

CONTINUE

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

Shipment

1 What 2 Details 3 Where 4 When

Reservation Details

Unload Type *
Value is required

Contact Name

Email

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

Phone#

Comment

CONTINUE

Unload Type *
Value is required

Drop

Live

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

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.

Shipment

What Details Where When

MAY 22 ▾

1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31

Outside Window (Possible Penalty)

Time Slice Selector

Recommended Time Slices [View Availability Color Codes](#)

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

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

[AMEND&ACCEPT](#)

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

Click Amend

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.

➤ Select a reason code and input any comments.

Review Your Amendment

Reservation Details

Delivery Window From: 03/06/2021 → 03/06/2021

Requested Date Time: 02/25/2022 03:00 → 02/25/2022 03:00

Request Amendment Reason Codes

- Cancelled Order
- Driver delayed
- No product
- Reason- other
- Updated dates

[CLOSE](#) [AMEND](#)

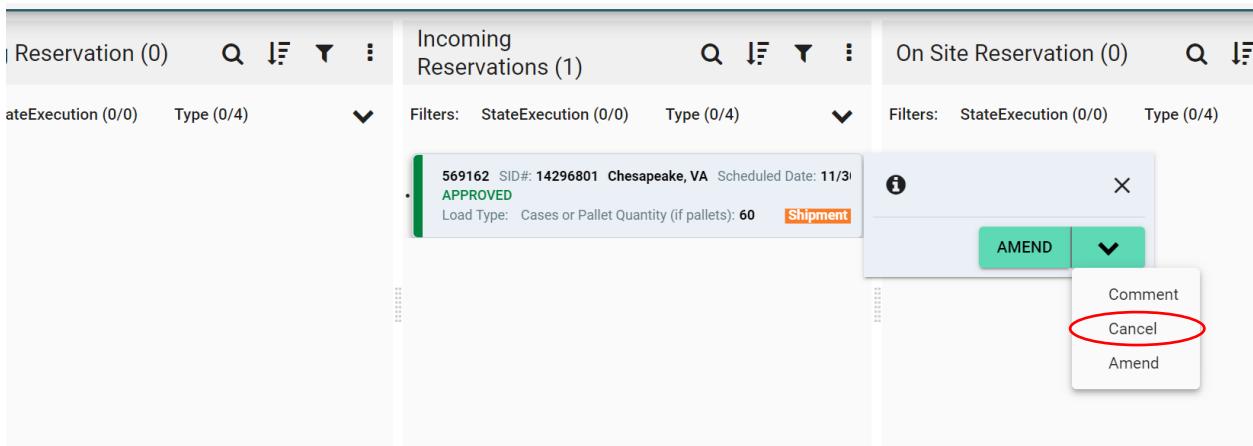
Click Amend to save changes

Note: C3 sends email to original appointment submitter.

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.



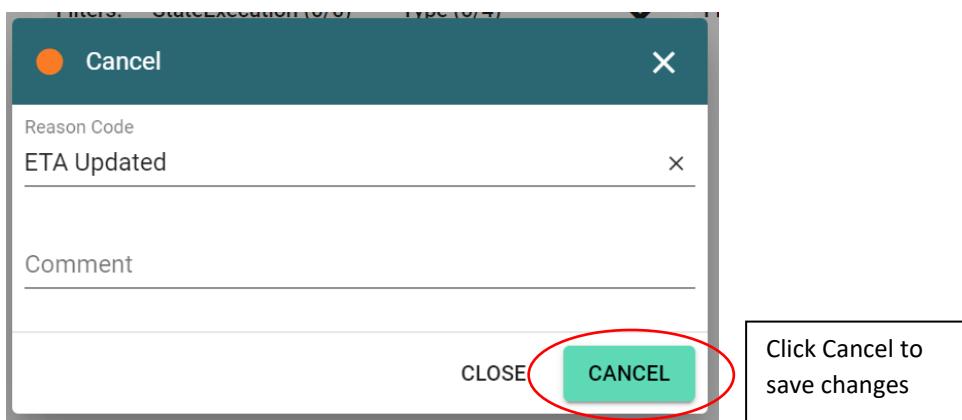
Reservation (0) Incoming Reservations (1) On Site Reservation (0)

StateExecution (0/0) Type (0/4) Filters: StateExecution (0/0) Type (0/4) Filters: StateExecution (0/0) Type (0/4)

569162 SID#: 14296801 Chesapeake, VA Scheduled Date: 11/3 APPROVED Load Type: Cases or Pallet Quantity (if pallets): 60 Shipment

AMEND Comment Cancel Amend

- Select Reason code and input comments.



Reason Code
ETA Updated

Comment

CLOSE CANCEL

Click Cancel to save changes