



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

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ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

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ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Part 1: General Information

Purpose, Application, and Expense Offset Policy

PURPOSE

Family Dollar has made a significant investment in efficient supply chain operations which depends on its vendors to follow the policies outlined in this guide to be successful. This guide describes Family Dollar's requirements and standards in considerable detail, explains the importance of compliance with each requirement, and provides instructions for providing assistance.

APPLIES TO

All Family Dollar Vendors, Shippers, Consignees; Family Dollar Transportation Department, and Distribution Centers.

EXPENSE OFFSET POLICY

In order to facilitate shipping, handling, and receiving activities vendor compliance guidelines have been established, which is outlined in the following pages. Given that non-compliance causes disruption to operations with additional expense, Family Dollar has an expense offset policy intended to recover costs associated with non-compliance which can be assessed as an invoice deduction against unpaid purchase orders. Vendors non-compliance will constitute vendors acceptance that vendor will pay the cost. Fees associated with non-compliance are detailed in this guide, which are subject to change as posted to www.familydollar.com from this document. The vendor is responsible for collecting reimbursement for any costs associated to a subcontracted carrier issue other than Family Dollar Transportation Services as a result of non-compliance.

Disputes

Chargeback Philosophy

Chargebacks are designed to provide incentive toward compliance with Family Dollar policies and our policies are designed to eliminate waste from our supply chain. Chargebacks, therefore, should focus on those activities and requirements that add waste to our supply chain. It is important to understand that waste could be realized at the point of exchange (e.g., bad pallets at the point of receipt) or can be seen as potential waste at some post-exchange / downstream process (e.g., missing key information on the BOL resulting in lost time during research).



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Initial Action

All disputes on chargebacks should be addressed directly to the Distribution Center generating the chargeback. Direct contact information is provided on each chargeback letter sent to our vendors/shippers. Generally this is in the form of name, e-mail and possibly phone number.

Appeal Procedure

Any disputes on chargebacks filed against a vendor/shipper that cannot be resolved at the DC-level must be addressed in writing within six months of the chargeback date. Any chargeback not questioned within six months will stand as filed with no further review. Address appeals to:

Chargeback Vendor Relations
Accounts Payable
Family Dollar Stores, Inc.
PO Box 1017
Charlotte, NC 28201-1017



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Part 2: Bill of Lading Requirements

All shipments to Family Dollar require a Bill of Lading (BOL)

1. All bills of lading must contain the following information:

- a. The Family Dollar **Purchase Order Number**.
- b. **Family Dollar SKU, Carton Count by SKU, and if appropriate expiration date(s) and Carton Count by SKU** (appropriate means any product that has an expiration date). *Note: information may be incorporated into the bill of lading or appended to the BOL as a supplement to the bill of lading or packing list. See examples provided at the end of this section. Vendors that print Best By Date or Date of Manufacture on the product will also be required to provide the "Expiration Date" on the BOL.*
 - i. Product that does not meet 85% of the total shelf life expectation of 12 months or less for freshness at the time of receipt will be held for Buyer approval which may be subject to cost reductions and/or return to vendor at the vendor's expense. The minimum expectation for items greater than 12 months is 75% at time of receipt. Please contact the buyer with advance notice if you can not meet this requirement at any time.
- c. **Shipper's name, street address, city, state, zip code and telephone number.**
- d. **Consignee's name, street address, city, state, and zip code.**
- e. *Collect or Prepaid to Consolidator Vendors* must note the Transportation Management System (TMS) "**Ship id number.**" (SID)
- f. *Prepaid vendors* must note the **Appointment date, time and confirmation numbers** must show on the carrier's delivery bill.
- g. Accurate **Family Dollar description** of items being shipped including the **NMFC code**.
- h. **Total weight, cube, carton, and pallet count.**
 - i. All bills of lading must have a **unique, unrepeated, bill of lading number**.
 - j. Bill of lading date (**ship date**).
 - k. Freight terms: Collect – **C**, Prepaid – **P**, Prepaid to Consolidator - **PC**
- l. **Carrier name and trailer number.**
- m. **Seal Number attested to by Shipper and Driver signatures.**
- n. Drivers **arrive & departure time/date, printed name & signature**, and carton or pallet count verification.

2. Please provide two copies of the original bill of lading to the driver for delivery.



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- If the product to be shipped is not prepared and ready to load at the time of the carrier's scheduled pickup, any resulting charges for delay billed to Family Dollar Stores by the carrier will be charged against the shipper.
- If instructed by TMS to ship via AMSTAR -- All shipments from New Jersey and New York metro must be shipped prepaid to the consolidator. Family Dollar's Consolidator is Amstar Trucking – 10 Port Kearny, Su. B. South Kearny, NJ 07032. The telephone number is (201) 434-4444. You must call Amstar Industries 24 hours prior to delivery or to schedule a pickup.
- Amstar will not accept your shipment without the Family Dollar Shipment ID number.
Note: This includes overflows and back orders.

Bill of Lading (BOL) Examples with Product Expiration Dates

PACKING LIST Page 1

Customer P.O. Number: 5762259 SFI Order #: 615904
 Est. Ship: 1/22/2010
 Ship To: FAMILY DOLLAR DEPT 12
 302 FAMILY DOLLAR PARKWAY
 MAQUOKETA, IA 52060

Ordered	Item	Description	Qty	Lot	Unit	Pallet	Expires
	4610003773	18/5 OZ DPBL CH D & ST FMDL					
			98	146811	U001033377	CH	7/19/2010
			98	146811	U001033378	CH	7/19/2010
			98	146811	U001033379	CH	7/19/2010
			98	146811	U001033380	CH	7/19/2010
			98	146811	U001033382	CH	7/19/2010
			98	146811	U001033383	CH	7/19/2010
588	UPC# 46100037737						
	4610003921	12/4.8 OZ DPBL CH D & CRKR FMDL					
			112	146064	U003996814	CH	7/12/2010
112	UPC# 46100039212						
Total Cases			700				
DELIVERY DATE REQUIRED: 1/23/2010						CHEP PALLETS:	7
END OF ORDER						WOOD PALLETS:	0



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BILL OF LADING

Date: 1/27/2010

Ship ID #: PICK615904		Bill of Lading Number: 004610000615904					
Ship From Name: [REDACTED] Address: [REDACTED] City/State/Zip: [REDACTED] Tel#: 820-893-8484		Carrier: CUSTOMER PICK UP Trailer Number: FAMILY DOLLAR 1-27					
Ship To Name: FAMILY DOLLAR DEPT 12 302 FAMILY DOLLAR PARKWAY City/State/Zip: MAQUOKETA, IA 52060		Seal number: _____					
FOB: _____		SCAC: PICK					
Special Instructions *** IF DELIVERY WILL BE DELAYED, CALL THE [REDACTED] backhaul 3295783 Freight Collect Freight Collect * PROTECTIVE SERVICE REQUIRED FOR TRUCK, MAINTAIN BETWEEN 35 - 85 DEGREES F * SET REEFER AT 33 DEGREES.		Freight Charge Terms: (freight charges are prepaid unless marked otherwise) Pre-Paid _____ Collect <input checked="" type="checkbox"/> 3rd Party _____					
Customer Order Information		FAMILY DOLLAR - IOWA DC DROPPED ON YARD SUBJECT TO INSPECTION Date: 1/28/10 Carrier: UHL 127 Trailer No: 700069 John SID No: 3295783 Conf. No: 490955					
CUSTOMER P.O. NUMBER	# PKGS	WEIGHT	Pallet/Slip (Circle One)	ADDITIONAL SHIPPER INFO			
5762259	700	4493.24	Y N	[REDACTED]			
			Y N				
			Y N				
			Y N				
			Y N				
GRAND TOTAL	700	4493.24					
Carrier Information							
HANDLING UNIT		PACKAGE		COMMODITY DESCRIPTION		LTL ONLY	
QTY	TYPE	QTY	TYPE	WEIGHT	H.M. (X)	NMFC #	CLASS
7	CH	700	Cases	4983.24			
				*** CHEP PALLETS ***			
7		700		4983.24			
				GRAND TOTAL			
Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____					OOD Amount: \$ _____ Fee Terms: Collect <input type="checkbox"/> Prepaid <input type="checkbox"/> Customer check acceptable: <input type="checkbox"/>		
NOTE: Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. - 14706(c)(1)(A) and (B)							
RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.					The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.		
SHIPPER SIGNATURE/DATE		Trailer Loaded		Freight Counted		Signature Date	
This is to certify that the above named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.		<input checked="" type="checkbox"/> By Shipper <input type="checkbox"/> By Driver		<input type="checkbox"/> By Shipper <input checked="" type="checkbox"/> By Driver/pallets said to contain <input type="checkbox"/> By Driver/Pieces		Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.	



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Print Date: 01/25/2010

SUPPLEMENT TO THE BILL OF LADING



Page: 2 of 2

Bill of Lading Number: 00252930804470390

Carrier Information								
HANDLING UNIT		PACKAGE		WEIGHT	H.M. (X)	COMMODITY DESCRIPTION <small>Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC Item 360</small>	LTL ONLY	
QTY	TYPE	QTY	TYPE				NMFC #	CLASS
		175	CS	2,013 LB		UPC 4127100917, [REDACTED] ID Asep 12/10.5oz Fr Van Batch 6110010610 Expiration 07/07/2010		
		175	CS	2,013 LB		UPC 4127100917, [REDACTED] ID Asep 12/10.5oz Fr Van Batch 6110010610 Expiration 07/07/2010		
		175	CS	2,013 LB		UPC 4127100917, [REDACTED] ID Asep 12/10.5oz Fr Van Batch 6110010610 Expiration 07/07/2010		
		175	CS	2,013 LB		UPC 4127100917, [REDACTED] ID Asep 12/10.5oz Fr Van Batch 6110010610 Expiration 07/07/2010		
		175	CS	2,013 LB		UPC 4127100917, [REDACTED] ID Asep 12/10.5oz Fr Van Batch 6110010610 Expiration 07/07/2010		
		34	CS	391 LB		UPC 4127100918, [REDACTED] ID Asep 12/10.5oz Hazel Batch 6110010610 Expiration 07/09/2010		
		62	CS	713 LB		UPC 4127100918, [REDACTED] ID Asep 12/10.5oz Hazel Batch 6110010610 Expiration 07/09/2010		
		175	CS	2,013 LB		UPC 4127100918, [REDACTED] ID Asep 12/10.5oz Hazel Batch 6110010610 Expiration 07/09/2010		
7	EA			448 LB		Chep Pallet [REDACTED]		



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Print Date: 01/25/2010		BILL OF LADING		Page: 1 of 2			
Ship From Street: [REDACTED] Origin: [REDACTED] Phone: [REDACTED] SID#: [REDACTED]		Bill of Lading Number: 00252930804470390  (402)00252930804470390					
Ship To FAMILY DOLLAR IOWA DIST CENTER Street: 302 FAMILY DOLLAR PKWY Destination: MAQUOKETA IA 52060-8687 Phone: 563-652-7300 CID#: 1001611		Carrier: HOLLAND ENTERPRISES INC Trailer Number: H532 Seal Number: 0169290 0167239 0167236 SCAC: HLLC PRO Number:					
3rd Party Freight Bill-to: Address: [REDACTED] City/State/Zip: [REDACTED] Shipment: [REDACTED] Incoterms: FOB -Shipping Point		FREIGHT CHARGE TERMS: (Freight charges are PREPAID [] Collect unless marked otherwise) [] Master Bill of Lading: with attached (check box) underlying Bills of Lading					
SPECIAL INSTRUCTIONS: All shipments must be counted on receipt of delivery. Keep refrigerated between 35 and 37 degrees.							
Customer Order Information							
CUSTOMER ORDER NUMBER	# PKGS	WEIGHT (lbs)	PALLET/SLIP (Circle One)		ADDITIONAL SHIPPER INFO		
5639075	1,146.00	13,179 LB	Y	N	00252930201146645 - Doc# 20114664		
							
GRAND TOTAL		1,146.00	13,179				
Carrier Information							
HANDLING UNIT		PACKAGE	WEIGHT	H.M. (X)	COMMODITY DESCRIPTION	LTL ONLY	
QTY	TYPE	QTY	TYPE		Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC Item 360	NMFC #	CLASS
<i>See Attached Supplement</i>							
7		1,146	13,627		GRAND TOTAL		
Where the rate is dependent upon value, shippers are required to state specifically in writing the agreed-on declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding \$ _____ per _____.					The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges. Shipper Signature: _____		
NOTE: Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. * 14706(c)(1)(A) and (B).						CARRIER SIGNATURE / PICKUP DATE Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.	
SHIPPER SIGNATURE / DATE This is to certify that the above named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT. Signature: _____ Date: _____		Trailer Loaded: Freight Counted: <input type="checkbox"/> By Shipper <input type="checkbox"/> By Shipper <input type="checkbox"/> By Driver <input type="checkbox"/> By Driver/pallets said to contain <input type="checkbox"/> By Driver/Pieces		I hereby certify the commodity(ies) described above has (have) been transported in a manner that protects Organic Integrity compliance with current, accepted organic standards. Driver's Printed Name: _____ Driver's Signature: _____ Pickup Date: _____			

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

UNIFORM STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

SHIPPED FROM
[REDACTED]

COLLECT

CONSIGNEE TO: **SHIPPED ON 14 CHEP PALLETS**
 FAMILY DOLLAR STORES/IOWA
 302 FAMILY DOLLAR PARKWAY CHEP RPC's
 MAQUOKETA IA 52060 **NO EXCHANGE**

Seal Number 3400867	Customer Purchase Order 5664936 ✓	Ship Date 01/12/10	Customer Arrival Date	Carrier SCHN [REDACTED]	Trailer Involvement & Number # 700205 ✓
Freight Terms		THIS IS A CUSTOMER PICK UP. NO DEDUCTIONS FOR SHORTAGE OR DAMAGE WILL BE ALLOWED.			
CARRIER: Please Note Special Instructions: LTL Carriers - Trailer MUST be padlocked upon delivery or subject to release. Contract Carriers - Trailer MUST be sealed upon delivery or subject to release.		Distribution Center Trailer Inspector [REDACTED] In <input checked="" type="checkbox"/> Pallets <input checked="" type="checkbox"/> Out <input type="checkbox"/> Protect from Freezing			
Cases	Weight	Product Code	Description	Lot and Quantity per Lot	
180	1350.00	11208-1	F. PANTRY CHIC RICE 12/6.9 (180)	180 Cases for Lot: SEP 15 10 CB87	
280	980.00	11430-8	F. PANTRY CH BR R&S 8/4.5 (140)	280 Cases for Lot: 12 01 10 CA23	
200	1600.00	31420	F. PANTRY CB 12/5.8 (100)	200 Cases for Lot: 11 16 10 CA85	
432	5616.00	40437	F. PANTRY MASH 12/13.3 (48)	96 Cases for Lot: 11 12 10 CB27 336 Cases for Lot: 11 13 10 CB27	
	868.00		*** Estimated Pallet Qty *** 14 Pallets at 62Lbs		
1092	10414.00		*** Total Cases and Weight ***		

1820 PCS IN APPARENT GOOD ORDER EXCEPT AS NOTED PENDING INSPECTION
 JAN 12 2010
 FAMILY DOLLAR STORES-DIST. CENTER
 BY: [REDACTED]

SID # 3274066 ✓
 FAMILY DOLLAR - IOWA DC
 DROPPED ON YARD
 SUBJECT TO INSPECTION
 Date: 1-12-10
 Carrier: Sncy 628
 Trailer No: 700205 CG
 SID No: 3274066
 Conf. No: 483768

THIS IS A FOODSTUFFS SHIPMENT INVOLVING PERMEABLE CONTAINERS.
 Caution: DO NOT SHIP ON ANY VEHICLE TRANSPORTING CLASS A AND B POISONS.

Subject to the provisions of the contract, and in accordance with Section 1 of Conditions of applicable Bill of Lading, if this shipment is to be delivered to the consignee without receipt in the contract, the consignor shall sign the following statement:
 The motor carrier and vehicle liability of the shipper without payment of freight and all other bills of charges.

(Signature of Consignor)

If this bill of lading is used for motor contract carriage, classification and tariffs referred to do not apply except to the extent expressly incorporated by reference in contract for motor contract carriage otherwise this statement.

SHIPPER Per [Signature] Date 1/12/10
 CARRIER Agent Signature [Signature]

Notice: If this is a brokered shipment, it is tendered under a transportation contract between Broker named above in space for "CARRIER" and actual Carrier named elsewhere on this Bill of Lading. By agent's signature, and in consideration of tender of freight by Shipper, Carrier agrees that, whether transportation contract be for contract or common carriage, payment of freight charges shall be Broker's responsibility and that Shipper shall have no liability for such charges. This shipment is covered by origin weight agreement with governing weighing and inspection bureau or rail carrier with separate weight agreement and may include premiums within each shipping package. Carrier notifications of release or on hand freight must go to shipment origin location. Seal numbers required on all shortage claims.

1 - Original; 2 - Memorandum; 3 - Shipping Order

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Part 3: Transportation

Collect and Prepaid to Consolidator Contact Information

If you are a NEW Collect or Prepaid to Consolidator Vendor Family Dollar has contracted to assist you in the transportation of your orders and will not need to contact the distribution centers directly. You will need an approved PO# to be set up. Once you have this, please contact TMS Customer Service to setup your shipping information and request a user ID and password to use the TMS System. A USER ID is required to access the TMS System. You can contact TMS Customer Service at

tms_customerservice@familydollar.com or call 704-847-6961, Option 8 and the first available representative will assist you.

Collect and Prepaid to Consolidator Purchase Orders

Any cartons shipped in error to the wrong DC will result in a chargeback to the vendor/shipper for handling and transportation charges in accordance with *Transportation Noncompliance Charges* section.

Understanding Family Dollar Purchase Order Dates—Collect Vendor and Prepaid Consolidator

Collect Vendor: Family Dollar arranges shipment and pays all freight charges. Vendor releases all freight in TMS-Transportation Management System (OTM) and receives Tender Notifications on how product will be shipped.

Prepaid to Consolidator: Vendor releases freight in TMS -Transportation Management System (OTM) and receives Tender Notifications to ship product prepaid to consolidator. Family Dollar then arranges shipment from the consolidator and pays freight charges to deliver goods to the appropriate distribution center from the consolidator.

Shipping on Pallets: Pallets used by vendor/shipper shall conform to these specifications:

1. All pallets used shall be, at the minimum, a grade A GMA four-way pallet in good condition and measuring 48" x 40". They shall comply with the standards, including board thickness, of the Grocery Manufacturers' Association.
2. Each pallet shall have three single stringers (runners). One stringer shall be on each side and one in the center running the length of the pallet.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

3. The pallet shall not have any missing, broken, or split boards. Each pallet shall have five boards in good condition securely fastened on the bottom and seven boards in good condition securely fastened on the top.
4. Each pallet shall have a clean appearance-no dirt, grease, or other foreign material on it.
5. If goods are on an unacceptable pallet, the carrier will have the responsibility for off-loading the merchandise onto an acceptable pallet provided by Family Dollar. Any expenses incurred by the carrier should be charged to the shipper.
6. Merchandise stacked on pallets or slip sheets shall be stacked in a manner that maximizes the trailer cube, but does not damage the product or crush the master case. The Shipper is responsible for ensuring the freight is blocked or braced at loading to ensure product does not shift during transit.
7. Pallets or slip-sheets shall not exceed a maximum weight of 2,500 pounds (1,136 kilograms). In order to maximize trailer or container space, two pallets may be stacked on top of each other; however, the vendor/shipper shall be liable for any damage to the merchandise shipped to Family Dollar in this configuration.
8. The vendor/shipper shall use the same tie to stack the same merchandise (same item SKU) on all pallets sent. Also, the merchandise shall be stacked on a pallet in such a manner so as not to overhang any edge of the pallet.
9. All pallets shall be taped, strapped, glued, or shrink-wrapped to prevent the merchandise from shifting during transit.
10. Pallets can be placed in a “pinwheel” formation (one lengthwise and one side ways) in the trailer and proper blocking and bracing should be used to ensure merchandise is delivered without damage.
11. The vendor/shipper shall ensure that the last pallet loaded shall have a freight bill and/or packing list attached and is facing the door of the trailer.
12. Failure to follow the above procedures may result in Family Dollar assessing the vendor a handling charge in accordance with Transportation Noncompliance Charges section.

Understanding Dates on Collect Purchase Orders:

Hard Copy PO	EDI PO	Definition of Date
Do Not Ship Before	Code 037 Ship Not Before	This date represents vendor’s expected ship date. Product should be available for pickup or shipment on or before this date. In addition, Family Dollar expects product to be released in TMS (OTM) at a minimum of 48 hours prior to the date the product will be available for pickup or shipment.
Cancel If Not Shipped By	Code 038 Ship No Later	In the event vendor does not have product available for pickup or shipment on the “Do Not Ship Before” date, vendor may release product in TMS (OTM) for pickup or shipment up to the “Cancel If Not Shipped By” date. Product available for pickup or shipment past this date requires Buyer approval and is subject to cancellation. In addition, product will be considered late.



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Hard Copy PO	EDI PO	Definition of Date
N/A	Code 017 Estimated Delivery	This date has no relevance for Collect and Prepaid to Consolidator vendors. If product is shipped on time, the receipt should occur close to this date after distribution center processing.
N/A	Code 061 Cancel If Not Delivered By	Product cannot be released in the TMS (OTM) for routing five days prior to this date. Example: If the “Cancel If Not Delivered By” date on the Purchase Order is the 25 th , product can not be released after the 19 th . The Family Dollar Buyer will have to be notified to extend the Purchase Order dates. Orders shipped late are subject to cancellation or other penalties.

Routing & Release Procedures

1. Vendors receiving Collect or Prepaid to the Consolidator Purchase Orders must enter shipment data into Family Dollar’s Transportation Management System (TMS) no less than 48 hours prior to product availability. All orders must be ready to ship complete by the “Cancel if not Shipped by” date. Failure to meet the expectations listed herein may result in noncompliance charges.
2. Failure to utilize the Family Dollar Transportation Management System in routing Collect or Prepaid to Consolidator Purchase Orders will result in full freight chargeback in addition to administrative expenses.
3. To access TMS – Direct link: <http://www.familydollar.com/TMSInfo.aspx>
4. If you are a NEW Vendor – You will need an approved PO# to be set up. Please contact TMS Customer Service to setup your shipping information and request a user ID and password to use the TMS System. A USER ID is required to access the TMS System. You can contact TMS Customer Service at tms_customerservice@familydollar.com or call 704-847-6961, Option 8 and the first available representative will assist you.
5. If you are an existing Vendor – Please read the Family Dollar Vendor Ready to Ship Web Interface instructions before entering data into the system. You can download the instructions in the TMS link. Direct Link: [Vendor Instructions Link](#)

Entering Ready To Ship Information:

When you are ready to enter your Ready To Ship Information, click on [click here](#) link in the first paragraph of the TMS Information. It reads: If you are a Family Dollar Vendor, [click here](#) to access the Transportation Management System. User ID and Password assigned by Family Dollar are required.

If you experience difficulties in accessing the URL from Family Dollar’s website, open the web browser on your computer. Click the following link, copy and paste, or type the following URL on the address line of your browser: <http://gc3.familydollar.com>

The following information must be provided when releasing freight for collect or prepaid to consolidator loads in the Transportation Management System:



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1. CAP locks are required for entering data.
2. Enter your User Name and Password.
3. Click Ready to Ship on the left side of your screen.
4. Enter your Purchase Order number. This field requires eight digits, so add zeros before the number if necessary to make it an eight-digit number.
5. Type in the DC four-digit identifier for the DC the goods will ship to. Each DC shipment requires a separate entry. The DC four-digit IDs are:

9990 – Matthews, NC

9520 – West Memphis, AR

9540 – Front Royal, VA

9560 – Duncan, OK

9580 – Morehead, KY

9590 – Maquoketa, IA

9530 – Odessa, TX

9550 – Marianna, FL

9570 – Rome, NY

6. Your Purchase Order line items will appear in the next screen. Each line will refer to a SKU on your purchase order. You will need to click the check box by each SKU you are ready to ship.
7. Once you have checked off each SKU that is ready to ship, click on Simple Ready To Ship at the top of the screen.
8. Begin populating this screen by verifying or changing the shipping location. The shipping location must be from a Buyer pre-approved origin point. Vendors shipping from locations that are not approved will be assessed incremental freight charges, to be deducted from your invoice.

If the shipping location is not correct – please follow the directions on the TMS Ready-To-Ship web interface instructions (page 3 of 7) to enter the correct shipping location.

9. Enter the Date that the freight will be ready for pick up. Use the Clock -Calendar beside the Ready to Ship Early Date. The Calendar will allow you to pick a month and day for the ready to ship date.
10. Enter the Ready to Ship Late Date – this is the cancel date on the order.
11. Type the weight in the weight field, not to exceed 46,000 pounds.
12. Enter TOTAL VOLUME (cubic feet) ONLY if freight is Floor loaded.



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13. If the product is PALLETIZED, skip over the total volume (cubic feet). Go to Transport Handling Unit and click the down arrow and choose either “Double Stack Pallet” or “Single Stack Pallet”. Enter the NUMBER of pallets in the “Ship Unit Count” field. Do NOT enter a CASE COUNT in the Ship Unit Count field. Do not enter pallets in the remark area.
14. If you need to release both double and single stack pallets on the same purchase order, you must create two (2) separate releases.
15. If your shipments require more than one truckload, you need to release the freight one truckload at a time.
16. You must click save.
17. If you have other information you want Family Dollar or the carrier to know, such as required pickup numbers or holiday closings, click the Remark Qualifier ID and then type your information in the text area. Click Save next to the Text Box after each remark.
18. Next you need to enter the Ship Quantity by typing the number of CASES you will be shipping by SKU. If you are shipping the exact number of cases you see on the screen, you can click on the words Ship Complete to populate the ship quantity for you.
19. Once you have entered all of your information, click the save button at the bottom left of the screen.
20. You will receive a message that you have successfully created the order release. If you receive an error, call the Family Dollar Customer Service Center at 704-847-6961 – Option 8.
21. To input information for another PO, click the Ready to Ship on the left to start again.
22. When a Carrier has been assigned to your Shipment, you will receive an e-mail Vendor Tender Notification from the TMS system along with a TMS shipment “id number.” The Shipment ID number and Purchase order number(s) must be printed on the Bill of Lading.
23. Vendor’s must ship the purchase order or purchase orders as noted on the Vendor Tender Notification. If multiple PO’s are listed, all should ship together on the same truck in the quantities previously released by the Vendor. Do not ship additional product that has not been released in the TMS System. Vendors who ship cartons, weight, and/or cube not previously released will be subject to incremental freight charges.
24. Please notify Family Dollar immediately of any over-flows (product that does not fit on the trailer) that occur once the carrier has picked up.

Since systems enhancements may occur, we encourage you to print and follow the Ready-to-Ship Web Interface Instructions if you seem



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

to have any problems entering data. If this does not resolve your problem, please feel free to contact 704-847-6961 – Option 8 and the first available representative will assist you.

- 25. All purchase orders that are entered for routing after the cancel date will have to be approved by the buyer before they can be routed. A late purchase order is subject to cancellation by the buyer.
- 26. All vendors are required to load the merchandise on the carrier’s trailers. Failure to comply will result in chargebacks to the vendor. Chargebacks will be assessed in the amounts of:
 - \$100.00 for up to 500 cartons
 - \$150.00 for 501 to 700 cartons
 - \$200.00 for 701 to 1000 cartons
 - \$50.00 increments for every 200 cartons thereafter
- 27. The Shipper is responsible to block and brace the freight to make it safe for transit, in order to prevent damage.
- 28. The following is the required information for vendor’s bill of lading and carrier’s freight bills

Direct to store (LTL) shipments:

LTL Shipments that are 200 lbs. or less and meet other UPS guidelines should be shipped via UPS. Freight charges for UPS shipments should be added to the invoice if the Buyer’s purchase order is written “collect.” If, however, the LTL shipment is more than 200 lbs. and does not meet other UPS guidelines, use one of the pre-approved LTL carriers from your origin state. Direct to Store orders are NOT to be released into OTM (Transportation Management System) for routing.

Prepaid Vendors

Prepaid vendors are responsible for delivery to our distribution centers and pays for all freight charges. An appointment is required for delivery and must follow the appointment procedure described later.

Understanding Family Dollar Purchase Order Dates—Prepaid Vendor

Hard Copy PO	EDI PO	Definition of Date
N/A	Code 037 Ship Not Before	This date has no relevance for prepaid vendors. Vendor must ship product whenever necessary to meet the Family Dollar “Do Not Deliver Before” date.



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N/A	Code 038 Ship No Later	This date has no relevance for prepaid vendors. Vendor must ship product whenever necessary to meet the Family Dollar “Do Not Deliver Before” date.
Do Not Deliver Before	Code 017 Estimated Delivery	This date represents the day Family Dollar expects delivery to its Distribution Center. Vendor is responsible for shipping product with enough transit time to meet the Family Dollar “Do Not Deliver Before” date.
Cancel If Not Delivered By	Code 061 Cancel If Not Delivered By	In the event vendor does not deliver product on the “Do Not Deliver Before” date, vendor may deliver product up to the “Cancel If Not Delivered By” date. Product received past this date will be considered late and subject to cancellation or other penalties.

Prepaid Vendor Instructions

- A. Vendors receiving a Prepaid Purchase Order requiring a trailer load shipment should e-mail Family Dollar’s Appointment Coordinators for a pre-set delivery appointment at the time the order is placed.
- B. To receive or confirm a delivery appointment, the vendor/shipper should follow the instructions in the section called “Setting Appointments”.
- C. Carriers / Drivers will not be accepted for live unload deliveries more than one (1) hour prior to the scheduled delivery date and time.
- D. For more efficient handling of your freight, Prepaid vendors should consider using one of our preferred LTL carriers –UPS Freight (formerly Overnite Transportation) and Old Dominion Freight Lines.
- E. Family Dollar Stores will not be responsible for any additional charges on prepaid shipments, including, but not limited to: a) detention, b) sorting and segregating, c) notification charges, and d) unloading.
- F. The risk of any damage, destruction or loss of goods remains with the vendor until the goods are delivered to the Buyer’s premises in good condition.

Note: Do not use the carrier Central Transport for any shipments to Family Dollar.

Prepaid Vendor Carrier Instructions

Should there be a delay (e.g., an accident, inclement weather, or road work), the carrier shall immediately notify the Family Dollar Receiving Department listed on the Purchase Order. The carrier must provide details of the delay and the revised estimated time of delivery. Based on this information, the Family Dollar Receiving Department shall make the determination to reschedule the appointment or work the trailer into that day's schedule.

- A. All trailers, including leased trailers, must be clearly marked with the carrier's name. The carrier’s name should be indicated on the nose, sides, and rear of the trailer.



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- B. Inbound freight to Family Dollar Distribution Centers shall be "Driver Unload." Family Dollar will make every attempt to unload palletized, single item shipments without carrier/driver assistance. However, the vendor's failure to follow our shipping and packaging instructions may result in the driver having to assist in the unloading process. Vendor noncompliance could include, but is not limited to, overhang on pallets, bad pallets, and mixed freight.
- C. Each carrier's driver shall count and sign for the correct number of shipping units as specified on the bill of lading and packing list. Family Dollar's unloading service is available at carrier request only. Family Dollar will in no way require a driver to use the service.
- D. Drivers are required to obtain a copy of the proof-of-delivery (POD) at the time of delivery. Failure to obtain a (POD) will result in a \$75 administrative charge per bill should Family Dollar have to pull and send a copy to the carrier and/or vendor.
- E. Any carrier missing their pre-scheduled delivery appointment shall have to hold the freight, at the carriers or vendors expense, until a new delivery appointment can be given.
- F. Family Dollar will not be responsible for any additional charges on prepaid shipments, including, but not limited to: a) detention, b) sorting and segregating, c) notification charges, and d) unloading.

Setting Delivery Appointments-Prepaid Only

You can find a copy of the *receiving appointment request* form at www.familydollar.com under the Transportation Management section under Business Partners\Transportation. Click on the appropriate link:

[Appointment Form - Truckload](#) or [Appointment Form - LTL](#)

Family Dollar shall provide the vendor with a pre-set receiving/delivery appointment within 24 hours of the request.

Transportation Non-Compliance Charges

Family Dollar may assess the following penalties and charges to vendors/shippers who fail to comply with the routing, shipping, and packaging instructions contained within this document.

1. All chargebacks are subject to a minimum \$82.50 penalty plus a \$75.00 administrative fee, which would result in a minimum charge of \$157.50. Synonym: flat-rate charge.
2. All handling charges shall be at a rate of \$82.50 per hour, plus a \$75.00 administrative fee.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

3. An order received prior to the "Begin Shipping Date" shall be subject to a storage and handling charge of 10% of the value of the order or \$750.00, whichever is greater. Also a \$75 administrative fee will be added.
4. Repack and all other labor charges shall be billed at a rate of \$82.50 per hour, plus supplies, and a \$75.00 administrative fee.
5. All flat-rate charges shall be billed at a rate of \$157.50 per charge.
6. Merchandise shipped to the wrong D.C. will result in the vendor being charged:
 - A. Handling charges of \$82.50 per hour plus a \$75.00 administrative charge.
 - B. Inbound transportation cost (if a collect shipment).
 - C. Outbound (transferring to correct DC) transportation cost, whether prepaid or collect.
7. If a product to be shipped is not prepared and ready to load at the time of the carriers scheduled pick up, any resulting charges for delay billed to Family Dollar by the carrier will be charged back against the shipper.
8. Return to Vendor Shipments. The Family Dollar company policy for RTV Vendor chargebacks is a standard 10% of the cost of returned goods as a handling charge. In addition, Collect Freight vendors are charged 6% of the cost of the returned goods to cover both the inbound and outbound freight. These are automatically populated on the RTV form and added to the charges to be deducted from the vendor.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

DC Hours and Contact Information

Dist #	Distribution Center Name Address	Appointment Hours Email Address Phone Number	Receiving Days/Hours Phone Number
9520	Arkansas Distribution Center 1800 Family Dollar Parkway West Memphis, AR 72301	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestWMemphis@familydollar.com P: (704) 814-3258	Monday through Friday 7 a.m. to 9 p.m. (Central) (870) 732-3264 ext. 3010
9530	Texas Distribution Center 3101 East I-20 Odessa, TX 79766	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestOdessa@familydollar.com P: (704) 814-3401	Monday through Thursday 7 a.m. to 11:30 p.m. Friday 7 a.m. to 7:30 p.m. (Central) (432) 367-1300 ext. 3017
9540	Virginia Distribution Center 155 Fairground Road Front Royal, VA 22630	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestFrontRoyal@familydollar.com P: (704) 849-7476	Sunday 11 p.m. Monday through Thursday 1 a.m. to 11 p.m. Friday 7 a.m. to 11 a.m. (Eastern) (540) 622-6660 ext. 2027
9550	Florida Distribution Center 3949 Family Dollar Parkway Marianna, FL 32448	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestMarianna@familydollar.com P: (704) 814-3440	Sunday 9 p.m. to 11 p.m. Monday through Thursday 1 a.m. to 11 p.m. Friday 7 a.m. to 11 a.m. (Central) (850) 526-6500 ext. 3010
9560	Oklahoma Distribution Center 201 East Cherokee Road Duncan, OK 73533	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestDuncan@familydollar.com P: (704) 814-3511	Sunday 9 p.m. to 11 p.m. Monday through Thursday 1 a.m. to 11 p.m. Friday 7 a.m. to 11 a.m. (Central) (580) 470-1700 ext. 2827
9570	Rome Distribution Center 847 Ellsworth Road Rome, NY 13441	Monday – Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestRome@familydollar.com P: (704) 814-3564	Monday 7 a.m. to 11 p.m. Tuesday through Thursday 1 a.m. to 11 p.m. Friday 1 a.m. to 1 p.m. (Eastern) (315) 838-2500 ext. 3010
9580	Kentucky Distribution Center 1000 Industry Road Morehead, KY 40351	Monday – Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestMorehead@familydollar.com P: (704) 814-3397	Monday through Thursday 7 a.m. to 9 p.m. Friday 7 a.m. to 7 p.m. (Eastern) (606) 780-7960 ext. 3016
9590	Iowa Distribution Center 302 Family Dollar Parkway Maquoketa, IA 52060	Monday – Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestMaquoketa@familydollar.com P: (704) 847-6961 ext. 7828	Monday 7 a.m. through 11 p.m. Tuesday through Thursday 1 a.m. to 11 p.m. Friday 1 a.m. to 1 p.m. (Central) (563) 652-7300 ext. 3016
9990	North Carolina Distribution Center 10401 Monroe Road Matthews, NC 28105	Monday – Friday 8:00 a.m. – 5:00 p.m. (Eastern) apptrequestMatthews@familydollar.com P: (704) 814-3436	Monday through Friday 7 a.m. to 7 p.m. (Eastern) (704) 847-6961 ext. 4823

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Part 3: Distribution Center Operations

Packaging Strength Specifications

Standard Packaging Requirements:

Since Family Dollar Distribution Centers utilize conveyor systems, the following outlines Family Dollar's carton requirements. If a carton does not meet the requirements listed below, packaging must be approved by the Family Dollar Logistics Department prior to production. Please contact the appropriate Buyer and they will work with the Logistics Department to obtain approval for the packaging or to provide additional requirements.

Failure to meet these requirements may result in product refusal, merchandise returned to vendor, and/or noncompliance fines.

Under no circumstances may product case weight exceed 50 lbs.

- Conveyable carton dimensions shall be as follows:

<u>Dimension</u>	<u>Minimum</u>	<u>Maximum</u>
Length	9 inches	42 inches
Width	6 inches	25 inches
Height	4 inches	29 inches
Weight	3 lbs.	50 lbs.

Each like item should be packaged in the same size carton.

- All merchandise shall be shipped in the pack and assortments (size and color) of the Style/SKU number specified on the Family Dollar Purchase Order.
- All merchandise shall be shipped in the Master and Inner pack as specified on the Family Dollar Purchase Order.
- The exterior packaging shall be of sufficient strength to withstand the stress and pressure exerted by the weight of the contents in each package. The packaging must be able to withstand the stress of a conveyor system and transit. Crushed or damaged cartons cannot be processed through the conveyor system. The following table will show industry standards related to single wall corrugated cardboard.

Bursting Test	Minimum Edge Crush Test	Maximum Suggested Load Limit per Carton
125 lbs/inch	23 linear foot lbs/inch	20 lbs
150 lbs/inch	26 linear foot lbs/inch	35 lbs
175 lbs/inch	29 linear foot lbs/inch	50 lbs

- Flaps shall be taped or glued to keep the cartons tightly closed. When straps are used, they shall be tightly secured. Sharp edges are not to be exposed on metal tabs securing the straps.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Additional Apparel Requirements:

- Inner packs must be in a poly bag and rubber banded.
- Garments should lay lengthwise and flat in the carton with the front side facing up.
- Please refer to your BUYER for specific requirements on hangers, sizers, foam strips, hangtags, etc. You should visit the following websites to get information about Family Dollar approved hanger programs: www.theaccessorycorp.com , www.aehangers.com , and www.cwshanger.com

Carton Marking Requirements

Failure to meet these requirements may result in product refusal, merchandise returned to vendor, and/or noncompliance fines.

General Carton Marking Requirements:

All cartons regardless of origin must adhere to the following Master/Shippable Inner Marking requirements:

- Cartons containing liquids should be labeled with **arrows** identifying proper carton placement.
- Cartons containing fragile or breakable product should be labeled with arrows identifying proper carton placement and should have “**FRAGILE**” stamped on two sides of the carton in **BOLD** print.
- Cartons containing seasonal product must be marked with Day-Glo stickers according to the season. (ie: Halloween Merchandise Rush to Sales Floor”) Please contact the Buyer for specific details.
- Cartons containing Flammable and/or Aerosol product should be clearly marked on the carton per applicable legal requirements. To determine the appropriate hazardous material label, Vendors may reference Family Dollar and contact RSpaulding@ercweb.com
- If using a bar code on the corrugate, it must not mimic FDS scan code. We create our own carton labels using a “**Interleaved 2 of 5**” bar code type, 10 digit and 8 digit. This applies to all of our distribution centers.

Domestic Carton Marking Requirements:

Vendors shipping product from a domestic facility must adhere to the Domestic Master/Shippable Inner Carton Marking requirements listed on the following pages. Slight adjustments to the placement of the information may be necessary to fit all the required data on smaller cartons.

Import Carton Marking Requirements: (LC, OA, or POE)

Vendors shipping product directly from a facility outside the United States with a Letter of Credit (LC), Open Account (OA) or Port of Entry (POE) Purchase Order from Family Dollar,



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

must adhere to the Import Master/Shippable Inner Carton Marking requirements listed on the following pages. Slight adjustments to the placement of the information may be necessary to fit all the required data on smaller cartons.

Carton Marking Glossary

STYLE NO.: Vendors Product Number or Model Number.

DEPT. NO.: The Family Dollar department in which the product will be sold.

MADE IN: The country in which the product was actually manufactured.

DC DESTINATION: The city and state of the Family Dollar Distribution Center location to which the product is to be shipped. (e.g., Matthews, North Carolina).

CARTON NO. ____ of ____: Each carton should be individually numbered for the total order quantity on the Purchase Order.

SELLING UNIT UPC NO.: The actual UPC that is placed on the retail item to be sold.

FDS P.O. NO.: The Family Dollar purchase order number.

FDS SKU NO.: The Family Dollar assigned SKU number for the product.

DESCRIPTION: Accurate description of the retail unit.

TOTAL MASTER CARTON QTY. ____ PCS: The total number of retail units inside the Master Carton.

TOTAL INNER-PACKS: The number of shippable inner cartons inside the Master Carton.

INNER-PACK QTY ____ PCS: The number of retail units inside the inner shippable carton. (ie: If the total number of retail units in a Master Carton is 144 and there are 6 shippable inner cartons with 24 selling units inside the inner shippable cartons, it should read INNER-PACK QTY 24 PCS).

NET WT _____ LBS: The total weight of the product less carton packaging.

GROSS WT _____ LBS: The total weight of the carton, including the packaging.

MEASURE _____ IN: The measurement of the carton. (i.e., L16in * W24in * H36in).

CUBE _____ CFT: The cubic foot of the carton (i.e., L16in * W24in * H36in / 1728in).

COLOR: Applicable if the product is shipped in different color combinations no matter if the additional colors are shipped under a different Family Dollar SKU number. If the carton contains several color combinations, the COLOR on the case should read ASSORTED. If the product is shipped in only one color, this field is not required.

Inner Pack Requirements (Repack Cartons)

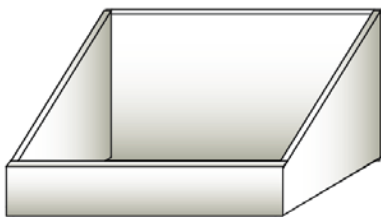
For items packaged too small to safely pass through our conveyor system we recommend the use of repack cartons where inner or store packs can be picked and shipped to the stores in one of our re-useable totes. Optimal inner packs should represent a 30-45 day supply and should minimally

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

be wrapped in cellophane, polybags, or any material that will hold the selling units together when shipped with other items in a loose container. Rubber Bands are not accepted by themselves. The only label requirement would be to use the required DOT hazmat recognized labels since we would have to identify those items in the re-useable totes.

PDQ Trays

Family Dollar does encourage our vendors to use PDQ trays in “ready to sell” packaging that can be easily handled by our stores. The following specs are provided for guidance however, please contact our Buyer for approval prior to production.



- ⇒ Stadium style (Taller back wall)
- ⇒ Rollover construction (No unfinished edges)
- ⇒ 200 grade corrugate
- ⇒ B, C, or E flute, based on product:
 - B flute will cover most needs
 - C flute should be used for heavy weight items (e.g., bulky ceramics)
 - E flute should be used for light weight items (e.g., tea lights)
- ⇒ Adheres to strength standards below:

Maximum Weight of Package (lbs.)	Minimum Burst Test (lbs./sq. in.)	Minimum Edge Crush Test (lbs./ in. width)
<20	150	28
20-35	200	32
36-50	250	40

- ⇒ Ideal measurements are:

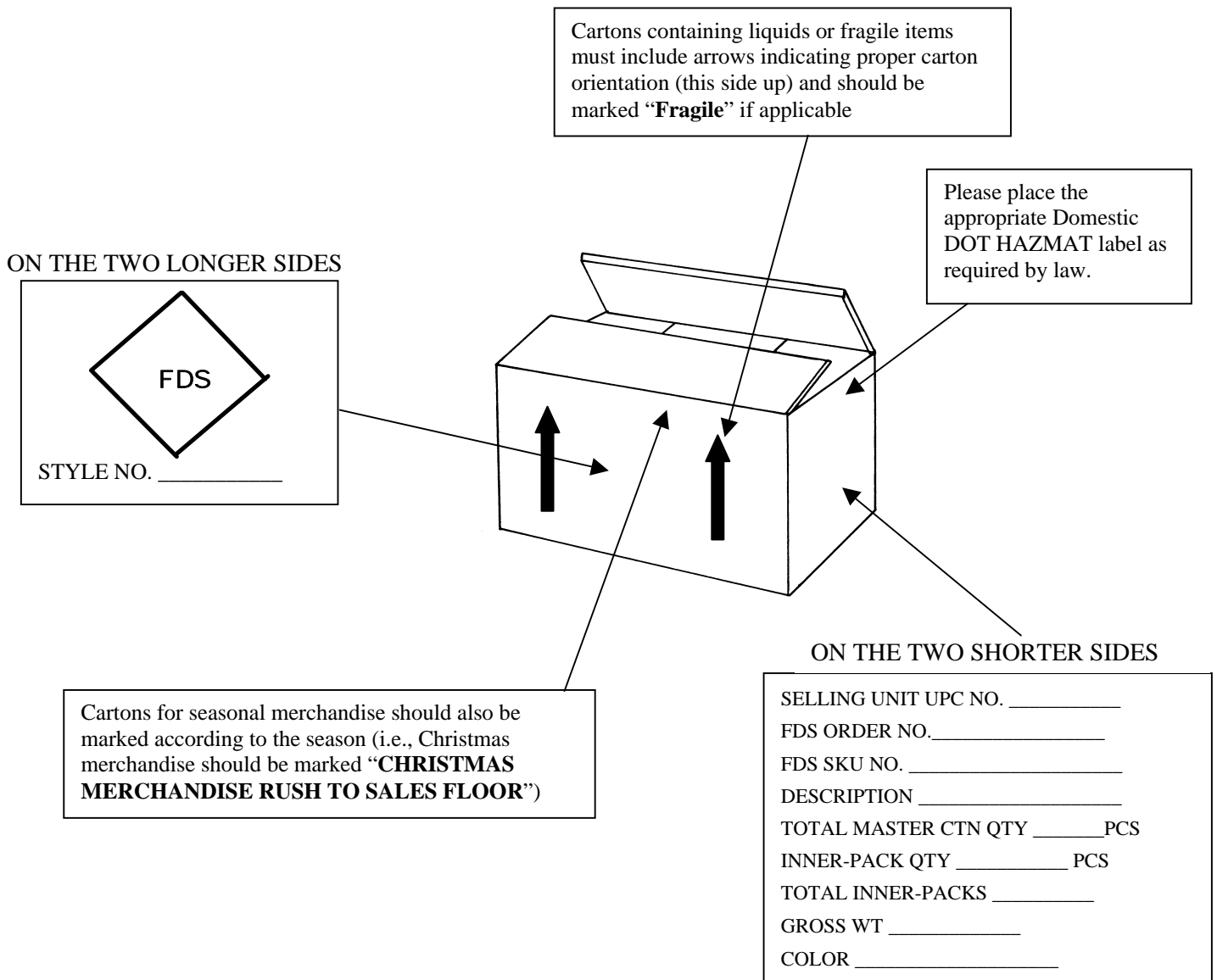
Front Height Measurements	Depth Measurements	Width Measurements	Back Height Measurements
1", 2", or 4" as needed per items in PDQ	7.5" or 15" (Gondola) 9.5" or 19" (Side Walls) 11" or 22" (Back Walls)	4" to 24" as needed per items in PDQ	1" to 12" as needed per items in PDQ

- ⇒ Print on Litho Spot Label (Direct print only if vendor demonstrates quality)
- ⇒ Finish with UV coating (Provides semi-gloss sheen)
- ⇒ Enclose PDQs via:
 - 200-B flute corrugate or stronger (5-ply is acceptable)
 - 5-sided outer corrugate enclosure (bottom open)
 - Bottom of master carton is the PDQ
 - Tape the 5-sided enclosure to the bottom of the PDQ to close
 - Ensure packaging tape is strong enough to support a loaded PDQ
- ⇒ FD Buyer approves sample PDQ prior to production

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Domestic Shippable Carton Markings/Shipping Marks

Note: these same marking requirements also apply to shippable inners that must be busted out from a supplier master carton for redistribution. We prefer to receive shippable inner packs by themselves and not packed in a master case. Bust-outs are strongly discouraged as they are inefficient for us and costly to manufacture.

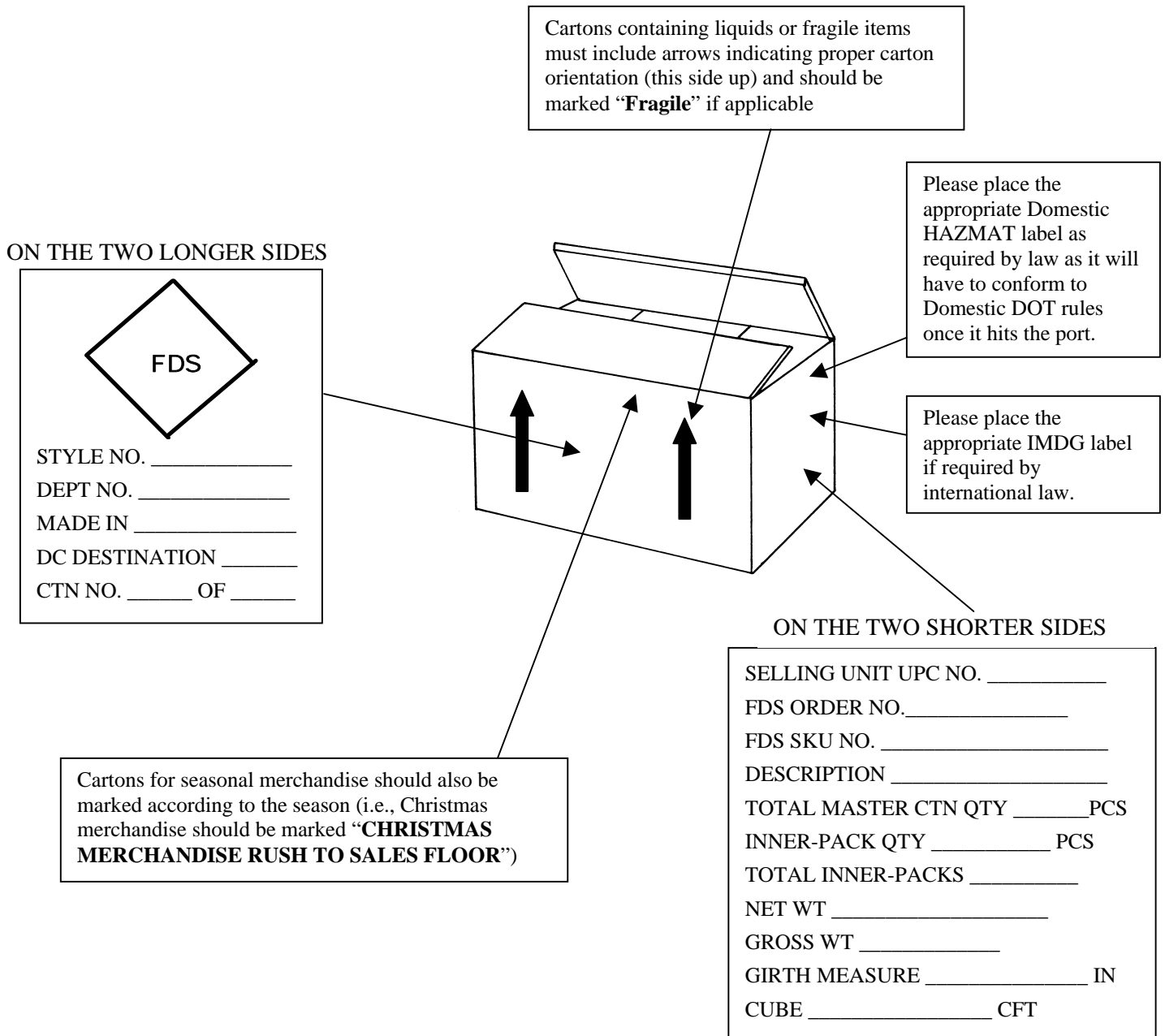


Note: appropriate adjustments to the placement of the above markings may be necessary to fit all required data on smaller sized cartons and master cartons designed to be the selling carton.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Import Shippable Carton Markings/Shipping Marks

Note: these same marking requirements also apply to shippable inners that must be busted out from a supplier master carton for redistribution. We prefer to receive shippable inner packs by themselves and not packed in a master case. Bust-outs are strongly discouraged as they are inefficient for us and costly to manufacture.



Note: appropriate adjustments to the placement of the above markings may be necessary to fit all required data on smaller sized cartons and master cartons designed to be the selling carton.



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Receiving Requirements

- A. All orders shall be shipped in the quantities specified. Any overage shall be returned to the vendor/shipper at the vendor's/shipper's expense. The vendor/shipper shall be assessed handling charges.
- B. All merchandise shall be shipped in the packs and assortments (size and color) of the Style Number specified on the Family Dollar Purchase Order. Only one style number shall be shipped per box, case, or carton. All cartons of one style number in a shipment shall be packed in the same size box, case, or carton. Failure of the vendor/shipper to comply shall result in the goods being returned at the vendor's/shipper's expense in addition to handling charges being assessed. If not returned, the vendor/shipper shall be assessed handling and storage charges for the repackaging of the goods by Family Dollar.
- C. All Family Dollar Purchase Orders shall be shipped on or after the Ship Date, but prior to the Cancel Date. All orders shipped outside the specified shipping period shall be subject to being returned at the vendor's/shipper's expense. The vendor/shipper shall be assessed handling, storage, and transportation charges.
- D. Merchandise shipped shall be the same as the approved samples. Failure of the vendor/shipper to comply shall result in the merchandise being returned at the vendor's expense. The vendor/shipper shall be assessed handling charges.
- E. When merchandise is to be returned to the vendor, an authorization number will be requested by Family Dollar. After the third day of storage awaiting the authorization number for the return, a storage fee of \$25 per day per pallet will be charged to the vendor plus a \$75 administrative fee.
- F. The style number stamped or printed on the outside of the box, case, or carton shall match the contents of the box, case, or carton. All merchandise shipped with incorrect identification shall be processed at the discretion of Family Dollar. If merchandise is returned, the vendor/shipper shall be assessed handling and shipping charges.
- G. We prefer one FDS SKU Number to be shipped per pallet. When this is not feasible, multiple styles are to be stacked accordingly. The vendor/shipper shall group the merchandise by style number and separate each style by plastic or paper on the pallet. Failure to comply shall result in the vendor/shipper being assessed handling charges.
- H. Pallet tags (labels) for pallets with only one SKU number are acceptable. The cases must be shrink-wrapped on the pallet, then a pallet tag secured to the shrink-wrap. The pallet tag must have the Family Dollar Purchase Order Number, number of cartons per pallet, and the Family Dollar SKU Number.
- I. When a trailer is floor-stacked by a vendor/shipper, the boxes, cases, or cartons shall be pre-sorted by the Family Dollar Purchase Order Number and the Family Dollar SKU Number found on the Purchase Order. The side of the

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

box, case, or carton with the style number on it shall face the rear of the trailer (door). Attached to the last case loaded and facing the trailer door shall be a packing list containing the number of cases of each different item shipped. Failure to comply may result in handling charges being assessed against the vendor/shipper.

- J. Vendors/Shippers are required to make sure the merchandise is properly shrink-wrapped, glued, banded or taped and also blocked and braced prior to the carrier leaving the pick up facility. Damage as a result of failure to comply will result in the dollar amount of damages being charged back to the vendor plus handling and administrative fees.
- K. Inbound freight to Family Dollar Distribution Centers shall be "Driver Unload." Family Dollar will make every attempt to unload palletized, single item shipments without carrier/driver assistance. However, the vendor's failure to follow our shipping and packaging instructions may result in the driver having to assist in the unloading process. Vendor noncompliance could include, but is not limited to, overhang on pallets, bad pallets, and mixed freight.
- L. Pallet Delivery. Pallets used by the vendor/shipper to ship merchandise to Family Dollar shall conform to the following specifications:
 - 1. All pallets used shall be, at the minimum, a grade A GMA four-way pallet in good condition and measuring 48" x 40". They shall comply with the standards, including board thickness, of the Grocery Manufacturers' Association.
 - 2. Each pallet shall have three single stringers (runners). One stringer shall be on each side and one in the center running the length of the pallet.
 - 3. The pallet shall not have any missing, broken, or split boards. Each pallet shall have five boards in good condition securely fastened on the bottom and seven boards in good condition securely fastened on the top.
 - 4. Each pallet shall present a clean appearance with no dirt, grease or other foreign material on it.
 - 5. If goods are on an unacceptable pallet, the carrier will have the responsibility for off-loading the merchandise onto an acceptable pallet provided by Family Dollar. Any expenses incurred by the carrier should be charged to the shipper.
 - 6. Merchandise stacked on pallets or slip sheets shall be stacked in a manner that maximizes the trailer cube, but does not damage the product or crush the master case. The Shipper is responsible for ensuring the freight is blocked or braced at loading to ensure product does not shift during transit.

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7. Pallets or slip-sheets shall not exceed a maximum weight of 2,500 pounds (1,136 kilograms). In order to maximize trailer or container space, two pallets may be stacked on top of each other; however, the vendor/shipper shall be liable for any damage to the merchandise shipped to Family Dollar in this configuration.
8. The vendor/shipper shall use the same tie to stack the same merchandise (same item SKU) on all pallets sent. Also, the merchandise shall be stacked on a pallet in such a manner so as not to overhang any edge of the pallet.
9. All pallets shall be taped, strapped, glued, or shrink-wrapped to prevent the merchandise from shifting during transit.
10. Pallets shall be placed in a "pinwheel" formation (one lengthwise and one side ways) in the trailer and proper blocking and bracing should be used to ensure merchandise is delivered without damage.
11. The vendor/shipper shall ensure that the last pallet loaded shall have a freight bill and/or packing list attached and is facing the door of the trailer.
12. Failure to follow the above procedures may result in Family Dollar assessing the vendor a handling charge in accordance with *DC Operations Noncompliance Charges* section.

Distribution Noncompliance Charges

Family Dollar may assess the following penalties and charges to vendors/shippers who fail to comply with the routing, shipping, and packaging instructions contained within this document.

1. All chargebacks are subject to a minimum \$82.50 penalty plus a \$75.00 administrative fee, which would result in a minimum charge of \$157.50. Synonym: flat-rate charge.
2. All handling charges shall be at a rate of \$82.50 per hour, plus supplies and a \$75.00 administrative fee.
3. An order received prior to the "Begin Shipping Date" shall be subject to a storage and handling charge of 10% of the value of the order or \$750.00, whichever is greater. Also a \$75 administrative fee shall be charged.
4. Merchandise shipped to the wrong D.C. will result in the vendor being charged:
 - A. Handling charges of \$82.50 per hour plus a \$75.00 administrative charge.
 - B. Inbound transportation cost (if a collect shipment).
 - C. Outbound (transferring to correct DC) transportation cost, whether prepaid or collect.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

5. If a product to be shipped is not prepared and ready to load at the time of the carriers scheduled pick up, any resulting charges for delay billed to Family Dollar Stores by the carrier will be charged back against the shipper.
6. Return to Vendor Shipments. The Family Dollar company policy for RTV Vendor chargebacks is a standard 10% of the cost of returned goods as a handling charge. In addition, Collect Freight vendors are charged 6% of the cost of the returned goods to cover both the inbound and outbound freight. These are automatically populated on the RTV form and added to the charges to be deducted from the vendor.

END OF WRITTEN DOCUMENT