



***Inbound Shipping Requirements and  
Regulations***

***This document is not an instruction manual. Please refer to [The CVP Quick Reference Guide](#) for step-by-step instructions on using the CVP and [The C3 Reservations Quick Reference Guide](#) for creating delivery appointments***



## **Objective**

The purpose of this document is to outline Dollar Tree’s expectations for prepaid and collect vendors shipping to any North American distribution center or store. This document is not an instruction manual. Please refer to *The CVP Quick Reference Guide* for step-by-step instructions on using the CVP and *The C3 Quick Reference Guide* for step-by-step instructions on using C3 Reservations. Failure to comply with the outlined requirements in this document could result in charges that will be the financial responsibility of the vendor. Some examples of these charges are included in this document.

If a vendor believes that adhering to the following guidelines will result in additional transportation expense and/or cube loss, please contact the Dollar Tree Transportation Department (757-321-5000). Each instance will be reviewed and the best transportation decision will be made.

## **Disclaimer**

Dollar Tree Stores, Inc. has several affiliates. Among these affiliates are Dollar Tree Distribution, Inc., Greenbrier International, Inc., Deal\$-Nothing Over a Dollar, Dollar Tree Merchandising, Inc., and Dollar Tree Canada (Dollar Giant). All rules and regulations in this document apply to shipments for Dollar Tree and all of its affiliates.

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## Dollar Tree Logistics Directory

Dollar Tree Stores, Inc. (757)321-5000  
Vendor Development (757)321-5000  
Domestic Merchandise Department (757)321-5175  
Dollar Tree Prepaid Appointment Scheduling (757)321-5505 or [deliveryappointment@dollartree.com](mailto:deliveryappointment@dollartree.com)

Dollar Tree Distribution Center – **DC1**  
1330 Executive Blvd.  
Chesapeake, VA 23320

Dollar Tree Distribution Center – **DC2**  
7860 Hacks Crossroads  
Olive Branch, MS 38654

Dollar Tree Distribution Center – **DC3**  
300 Dollar Tree Lane  
Joliet, IL 60436

Dollar Tree Distribution Center – **DC4**  
1122 Runway Drive  
Stockton, CA 95206

Dollar Tree Distribution Center – **DC5**  
151 Crossroads Parkway  
Savannah, GA 31407

Dollar Tree Distribution Center – **DC6**  
1000 Commerce Place  
Berwick, PA 18603

Dollar Tree Distribution Center – **DC7**  
7509 South Union Ridge Parkway  
Ridgefield, WA 98642

Dollar Tree Distribution Center – **DC8**  
201 Dollar Tree Way  
Marietta OK, 73448

Dollar Tree Distribution Center – **DC9**  
1761 Interchange Drive  
San Bernardino, CA 92407

Dollar Tree Distribution Center – **DC 10**  
99 International Drive  
Windsor, CT 06095

Dollar Tree Distribution Center – **DC11**  
1201 East Mount Olive Road  
Cowpens, SC 29330

Dollar Tree Distribution Center – **DC 12**  
4815 South River Road  
Saint George, UT 84790

Dollar Tree Distribution Center – **DC14**  
304 NE 200<sup>th</sup> Road  
Warrensburg, MO 64093

### *Canadian Distribution Centers*

Dollar Tree Distribution Center – **DC411**  
Dollar Tree Canada c/o SCI Logistics  
7530 Hopcott Road  
Delta, BC V4G 1J1

Dollar Tree Distribution Center – **DC412**  
Dollar Tree Canada c/o SCI Logistics  
6110 Cantay Road  
Mississauga, ON L5R 3W5



## ***Prepaid Freight***

- Prepaid vendors need register for the Custom Vendor Portal (CVP) and C3 Reservations. The 7-day rule does not apply to prepaid vendors. You must release the freight to be delivered in the CVP in order to schedule a delivery appointment in C3 reservations. You may schedule an appointment up to 5 days prior to the ETA date on the PO. No appointments may be made more than 21 days out from the current date and no same day appointments will be accepted.
- Prepaid shipments must be made F.O.B. destination (title to goods transfers at destination).
- Dollar Tree utilizes an online system for domestic prepaid shipments called C3 Reservations. A shipment number must be obtained from the CVP in order to schedule an appointment in C3 Reservations. Appointments are required at all Dollar Tree Distribution Centers.
- Please email [vendorlogin@dollartree.com](mailto:vendorlogin@dollartree.com) to receive set up instructions and login credentials for both the CVP and C3 Reservations. (See page 5)
- When the appointment is scheduled, you will receive a Dollar Tree confirmation email with a Reservation number. **This number must be on the Bill Of Lading** for the shipment to be received. Please reference the reservation number on any future correspondence regarding the load.
- All Bills of Lading must include but are not limited to: Dollar Tree SKU number, shipment number, purchase order number, shipper, pallet or floor load, number of pallets, number of cartons, correct ship to address, and weight.
- Carrier must arrive within fifteen minutes of the scheduled appointment time. Failure to do so could result in appointment cancellation. To inform the DC of an arrival time change, please call the prepaid hotline ((757)321-5505) and reference the reservation number.
- Any charges incurred are the financial responsibility of the shipper.



***Getting set up with the Custom Vendor Portal or CVP (For Prepaid and Collect) and/or C3 Reservations (Prepaid Only):***

To register to use the CVP or C3 Reservations, please send an email to [vendorlogin@dollartree.com](mailto:vendorlogin@dollartree.com) with the below information. **Please begin this process 10-14 business days before the ship date on the PO.**

1. Vendor ID number and a current Purchase Order number
2. First and last name of the person needing a login
3. Email address for the person listed above
4. Phone number for the person listed above
5. If multiple usernames are needed, please list the information above for each user and include the reason that multiple usernames are needed

Please refer to *The CVP Quick Reference Guide* for step-by-step instructions on creating Order Releases in the CVP.

Please refer to *The C3 Reservations Quick Reference Guide* for step-by-step instructions for scheduling delivery appointments at the Distribution Centers in C3 Reservations



### ***Do's and Don'ts:***

- Any changes to the purchase order must be approved by the Dollar Tree buyer prior to creating an Order Release for the PO. Some of these changes include but are not limited to: inability to ship 100% of the order, inability to ship on time, product substitutions, case pack changes, and quantity changes.
- Changes made to a PO or Order Release after the Order Release has been assigned a shipment number and routed to a carrier could result in Order Release and/or Shipment cancellation.
- A packing list and Dollar Tree BOL must be provided with all loads. Packing lists must include but not be limited to: quantity by item, load number, purchase order number, case pack, cartons shipped, and item description. Please attach the packing list to the last carton/pallet on the tail of the trailer. The BOL will be emailed to the shipment contacts in the Order Release.
- Vendors using a third party provider are responsible for third party compliance with Dollar Tree routing instructions.
- All trailer load shipments require a seal; the seal number must be recorded on the Bill Of Lading. Loads will not be accepted without a seal.
- Shipper is responsible for properly securing merchandise when loading to ensure load integrity while in transit.
- All carrier accessorial charges caused by the vendor or their agent will be considered the vendor's responsibility and will be charged back to the vendor accordingly.
- Please do not ship merchandise without routing instructions from the Dollar Tree Transportation Department. Shipments shipped without routing instructions for any reason may result in a cost recovery charge back.
- Please refer to page 7 of this guide for details on some accessories that could be charged back to vendors as a result of failure to comply with Dollar Tree's routing regulations.
- If you believe you can't adhere to the above guidelines or for additional questions, please contact your Dollar Tree representative.



**Vendors' Financial Responsibilities: Chargebacks**

<b>Chargeback Type</b>	<b>Description of Chargeback (not intended to be an all-inclusive list)</b>
Truck Ordered Not Used (TONU) Stop Off	-Inability to load product at confirmed appointment time/day -Carriers must be notified of any changes at least 24 hours in advance of appointment -Chargeback amount up to \$300
Lumper Charges	-Shipper Requiring driver to load product -Any additional cost incurred will be charged back
Driver Detention	-Applies to all vendors except those with drop & hook programs (2 hours free load time begins when driver arrives for pickup) -\$15 for every 15 minutes over 2 hours will be charged back
Drop Trailer/ Container Detention	-Applies to vendors with drop & hook programs (30 minutes of free load time for trailer/container pickup) -\$15 for every 15 minutes over 30 minutes will be charged back
Equipment Detention	-Trailer or Container detained in excess -Based on agreement between carrier and vendor -Any additional cost incurred will be charged back
Failure to Follow Dollar Tree's Routing Instructions	-Failure to ship specified quantity on Order Release (if product is short shipped, vendor must send balance prepaid) -Failure to double stack or pinwheel pallets based on loading method provided to Dollar Tree -Failure to create the required Order Release in the CVP -Load given to carrier other than carrier assigned by Dollar Tree -Merchandise shipped to wrong distribution center or store -Incorrect pick up location specified in the Order Release -Incorrect load specifications provided to Dollar Tree. Ex. Incorrect weight, pallet count, cubic feet, freight class, etc. -Any additional cost incurred will be charged back. This can include the cost to ship any unloaded product due to incorrect loading
Failure to Provide Correct Information on Bill of Lading	-Incorrect pickup or destination location -Incorrect item quantities -Incorrect or lack of NMFC code or freight class -Any additional cost incurred will be charged back
Blocking & Bracing	-Shipper must take necessary steps to ensure product is properly loaded for transit & is secured to arrive undamaged -Neither Dollar Tree nor the carrier are required to provide blocking and bracing materials -Any additional cost incurred will be charged back - to include cost to return to vendor for reloading and/or cost of product
Overweight	-Failure to properly distribute weight throughout the trailer -Loading too much weight on trailer -Any additional cost incurred will be charged back. This can include the cost of an overweight violation and/or the cost of reloading the product
Infestation	-Signs of infestation: chewing, droppings, nesting, dead rodents/insects or odors such as insect spray, chemicals or coffee grounds -Any additional cost incurred will be charged back. This can include the freight cost and any additional cost to dispose of the product



**Carton specifications:**

- Cartons must not have banding or straps of any kind and must not be glued together.
- Cartons must be clearly marked with the following: product description and unit quantity.
- Cartons with a separate top or bottom must not be used.
- Items shipped in trays should be shrink wrapped to ensure items do not move in the tray.
- Cartons containing glass, glassware or plastic bottles must have dividers to protect merchandise from breaking and crushing.
- If cartons do not meet the specifications below, please contact your Dollar Tree buyer before shipping.

**Carton Requirements:**

Specification	Length	Width	Height	Weight
Minimum	9"	6"	2 1/2"	2#
Maximum	36"	22"	30"	50#

**Palletizing and slip sheeting instructions:**

- All palletized shipments must be on Grade A quality 48x40 GMA four way pallets or slip sheets unless otherwise requested. Product should not overhang the pallet and should be stacked in a uniform pattern throughout the pallet.
- Grade A Pallet is defined as:
  - This pallet has three good, clean stringers/runners (no stringers/runners are blocked). The number of top deck boards varies from seven to nine, ranging in thickness from 1/2" to 5/8". Occasionally, the top deck boards are 3/4" thick. The number of bottom deck boards varies from three to five, ranging in thickness from 1/2" to 5/8". Occasionally, the bottom deck boards are 3/4" thick.
- Pallets must not exceed 2,400 lbs.
- No pallet height requirement or restriction. Pallets must fit on a standard 53' trailer.
- All pallets/slip sheets must be shrink-wrapped; shrink wrap must also be attached to the pallet.
- Multiple SKU pallets - each SKU must be clearly separated by slip sheets
- Pallets should be labeled with the PO number, SKU number and quantity.
- If a vendor believes that following the above guidelines will result in additional transportation expense and/or cube loss, please contact the Dollar Tree Transportation Department (757-321-5000). Each instance will be reviewed and the best transportation decision will be made.