



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

04/08/2016



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 suppliers 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 Suppliers, Shippers, Consignees; Family Dollar Transportation Department, and Distribution Centers.

DOES NOT APPLY TO

All Family Dollar and Tar Heel Trading direct import orders. Direct Import Suppliers should reference the Tar Heel Trading Import Guidelines for routing, shipping, and packaging instructions. Suppliers that have registered with Yusen, may access the necessary documents in the Useful Information tab within eBooking module or may visit the International Transportation section of the Family Dollar website at <http://corporate.familydollar.com/pages/transportation.aspx>.

EXPENSE OFFSET POLICY

In order to facilitate shipping, handling, and receiving activities supplier 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. Suppliers non-compliance will constitute suppliers acceptance that supplier 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 supplier 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 suppliers/shippers. Generally this is in the form of name, e-mail and possibly phone number.

Appeal Procedure

Any disputes on chargebacks filed against a supplier/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 Supplier Relations
Accounts Payable
Family Dollar Stores, Inc.
PO Box 1017
Charlotte, NC 28201-1017

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 or best if used by date on the product label). 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. Separate line item detail is required with case counts for each date/item/pallet provided. Multiple dates per item are accepted as long as they are on different pallets.
 - c. **Shipper's name, ship point 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 Suppliers must note the Transportation Management System (TMS) "**Ship id number.**" (SID)
 - f. Prepaid suppliers 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 item and classification code according to the National Motor Freight Classification (NMFC).
 - h. Collect Suppliers must note the Family Dollar Shipment ID provided on the Supplier Tender Notification.
 - i. **Total weight, cube, carton, and pallet count.**
 - j. All bills of lading must have a **unique, unrepeated, bill of lading number.**
 - k. Bill of lading date (**ship date**).



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

- l. Mark Freight terms: Collect – **C**, Prepaid – **P**, or Prepaid to Consolidator - **PC**
 - m. **Carrier name and trailer number.**
 - n. **Seal Number attested to by Shipper and Driver signatures.**
 - o. Driver's appointment date/time, **arrive & departure time/date, printed name & signature**, and carton or pallet count verification.
 - p. Give shipment documents to driver for all full truckloads.
 - q. LTL documents should be attached and marked clearly on the freight. Give one master bill of lading to the driver.
2. 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.
 3. If mode is Truckload or Intermodal, the carrier will contact you 24 hours in advance to schedule pickup.
 4. If instructed to ship via LTL – supplier must contact the local LTL terminal of the carrier listed on the supplier tender notification (VTN) to schedule a pickup.
 5. If notified that PO's are part of a multi-stop shipment on the VTN, it is responsibility of the supplier to load freight high and tight on the carriers trailer to ensure sufficient empty trailer space for remaining pickups.
 6. If requested by TMS to ship via Avrio Logistics, formally AMSTAR -- All shipments from New Jersey and New York metro must be shipped prepaid to the consolidator. Family Dollar's Consolidator is Avrio Logistics – 55 Wildcat Way, Linden, NJ 07036. The telephone number is (908) 662-5355. You must call Avrio Logistics 24 hours prior to delivery or to schedule a pickup.
 7. Avrio Logistics will not accept your shipment without the Family Dollar Shipment ID number.
Note: This includes overflows and back orders.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Bill of Lading (BOL) and Supplemental 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	



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

LTL Bill of Lading (BOL) – lists freight class NMFC item number

SHIPPER COPY		STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE		PAGE 1 OF 1	
BOL NBR	84138	Freight Charge Terms: (freight charges are collect unless marked otherwise)			
DATE	3/31/2011	Prepaid _____ Collect _____			
TERMS	3RD PARTY COLLE	3rd Party Prepaid _____ 3rd Party Collect <input checked="" type="checkbox"/>			
CARRIER	UPS FREIGHT				
PICK UP TIME					
PU DATE	4/15/2011				
SHIPPED FROM		SHIP TO			
[REDACTED]		9560 DUNCAN 201 EAST CHEROKEE ROAD DUNCAN OK 73533			
SHIPPER		THIRD PARTY FREIGHT CHARGES BILL TO / REMIT TO:			
FAMILY DOLLAR STORES, INC. P.O. BOX 1017 CHARLOTTE, NC 28201-1017		SAME AS CFF			
GENERAL COMMENTS		TOTAL WT: CLASS 70 3424 lbs			
DEPT#29 SID 3954006		TRAILER NO. 423 SEAL NO. 18253 PALLET USED: 3			
PO#: 02668820					
PIECES	DESCRIPTION	WEIGHT	ITEM NUMBER	CLASS	
428	ALB/152P-AMERICANA TABLE TOP 1	3424	ITEM#:2901236	70	
428 CASES	(----- TOTAL -----)	3424 LBS			
152 X 29 1/2 X 124 X 19 1/2					
LIMITATIONS OF LIABILITY APPLY, SUBJECT TO LIMITS OF LIABILITY OF THE CARRIER'S RULES TARIFF-CUSTOMER SERVICE 1-800-333-7460					
REMIT COD TO		COD AMT:\$		COD FEE PREPAID <input type="checkbox"/> \$	
ADDRESS		Subject to Section 7 of conditions, if this shipment is to be delivered to the consignee without recourse on the consignee, the consignor shall sign the following statement: The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.		TOTAL CHARGES: \$	
NOTE - Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding:		(Signature of Consignor)		FREIGHT CHARGES ARE PREPAID UNLESS MARKED COLLECT	
\$ _____ per				CHECK BOX IF COLLECT <input type="checkbox"/>	
<small>RECEIVE, subject to the Federal Motor Freight Classification, the ATA Hazardous Material Rules, Title 49 CFR 171 Series the Hazardous Goods Message Guide H-600-100 Series, the carrier's tariffs, pricing schedules, terms, conditions and rules in effect on the date of issuance of this bill of lading, which will be provided to the shipper upon request, the property described above is accepted good and true, except as noted (contents and conditions of contents of packages, unopened, marked, consigned, and delivered as indicated above with said carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery as said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property, over all or any portion of said route to destination and to each party at any time interested in all or any of said property, that their service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification on the date of shipment. Carrier shall be liable for loss of goods, damage, breakage, leakage, theft, or any expense, including transportation charges, and the shipper hereby certifies that he is familiar with all the terms and conditions in the bill of lading, governing tariffs, pricing schedules, rules, and classifications, and the said terms and conditions are hereby agreed to by the shipper and accepted by the carrier and his assigns.</small>					
<small>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 Department of Transportation.</small>					
SHIPPER SIGNATURE/DATE		Trailer Loaded: <input checked="" type="checkbox"/> By Shipper <input type="checkbox"/> By Driver		Freight Counted: <input type="checkbox"/> By Shipper <input type="checkbox"/> By Driver/pallets said to contain <input checked="" type="checkbox"/> By Driver/Pieces	
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 U.S. DOT.		CARRIER SIGNATURE		CARRIER SIGNATURE PICKUP DATE	
<small>* Mark with "X" or "TD" if applicable to designate Hazardous Materials or Hazardous Substances as defined in the Department of Transportation Regulations governing the transportation of hazardous materials. The use of this column is an optional method for identifying hazardous materials on bills of lading per Section 172.201 (a) (1) (ii) of Title 49, Code of Federal Regulations. Also when shipping hazardous materials, the shipper's certification statement prescribed in Section 172.204 (a) of the Federal Regulations must be indicated on the bill of lading, unless a specific exemption from this requirement is provided in the Regulations for a particular material.</small>					

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USA

Ship Number: SID 4193739

Page #: 1

Ship Date: 10 /05/ 11

Cancel Date: 10 /20/ 11

Must arrive by Date: 10 /20/ 11

PACKING LIST

SOLD TO:

FAMILY DOLLAR STORES, INC.
ACCOUNTS PAYABLE ACH
PO BOX 71064
CHARLOTTE, NC 28272-1064

USA

SHIP TO:

FAMILY-DUNCAN OK DC# 009560
201 EAST CHEROKEE ROAD

DUNCAN, OK 00073533

USA

Carton#:

Customer#: 00045099

Customer Order#: 8648404

Salesman:

DUN#:

Cust.Store#:

9560

Customer Order date:

09 /23/ 11

Date of order:


09 /27/ 11

Dept. #:

Routing & FOB:

UPGF

CC

Line#	Customer Sku#	Description	UPC	Gildan Sku Item	Total Ctn	Total Unit	Client UOM
1	700150	700150/10-01 Ladies LowCtPinkHTSock W	400700189713	95237	16	480	EA
<div><p>LIMITATIONS OF LIABILITY APPLY. SUBJECT TO LIMITS OF LIABILITY OF THE CARRIER'S RULES TARIFF. CUSTOMER SERVICE 1-800-333-7400</p><p>UPS Freight 845 985 243 CHS</p></div>							
VPL00000000 GRAND TOTAL					16	480	

No merchandise may be returned without prior approval from home office - (207) 886-0131



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

UNIFORM STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

SHIPPED FROM

COLLECT

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

Customer Purchase Order 5664936 ✓	Ship Date 01/12/10	Customer Arrival Date	Carrier SCHN	Trailer Initials & Number # 700205 ✓
Seal Number 3400867	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 request. Contract Carriers - Trailer MUST be sealed upon delivery or subject to request.		Distribution Center Trailer Inspector In <input checked="" type="checkbox"/> Pallets Out <input checked="" 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 *** SID # 3274066 ✓	
<div style="border: 1px solid black; padding: 5px; width: fit-content;">1592 C M Y V B P PIECES IN APPARENT GOOD ORDER EXCEPT AS NOTED PENDING INSPECTION JAN 12 2010 FAMILY DOLLAR STORES-DIST. CENTER BY: [Signature]</div> <div style="margin-top: 10px;">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</div>				
THIS IS A FOODSTUFFS SHIPMENT INVOLVING PERMEABLE CONTAINERS. Caution: DO NOT SHIP ON ANY VEHICLE TRANSPORTING CLASS A AND B POISONS.				
<small>Subject to the "Provisions" portion of the contract, and no contract, Section 1 of Conditions of applicable bill of lading, if this shipment is to be delivered to the consignee without receipt to the carrier, the consignee shall sign the following statement: The carrier shall not be liable for the transportation of freight and all other charges. (Signature of Consignor)</small>				
<small>If this bill of lading is used for motor contract carriage, classification and tariffs related to do not apply except to the extent expressly incorporated by reference in contract for motor contract carriage otherwise this statement.</small>				
<small>If the properly described above, in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned and destined as indicated herein, which said carrier (his word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to the usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination, and on to each party at any time thereafter in all or any of the said property, that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Customs Straight Bill of Lading set forth (1) in Uniform Freight Classification in effect on the date hereof, if this is a rail or rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment. Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading, including those on the back hereof, and that in the classification or tariff which governs the transportation of this shipment, and the said terms and conditions are hereby agreed to by the shipper and accepted by himself and his assigns.</small>				

SHIPPER, Per

CARRIER Agent Signature

Date 1/12/10

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



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Part 3: Freshness Requirements for open-dated product



Michael K. Bloom

President and
Chief Operating Officer

FRESHNESS POLICY CHANGE ANNOUNCEMENT

September 20, 2013

Dear Supplier Partner:

As we strive to provide our customers with the freshest possible product, we are committed to tightening our internal processes to eliminate short-dated product in our stores and warehouses. That said, **effective 10/20/13**, we are requiring suppliers of open-dated product (generally any product with an expiration, or best if used by date) to guarantee an acceptable amount of remaining shelf life at delivery to a Family Dollar facility.

Example: An item has a total shelf life of 12 months from the manufacture date to the expiration date. You have a Guaranteed Shelf Life (GSL) commitment of 9 months at delivery for this item. Therefore, product delivered with 8 months and 29 days or less remaining before it expires will be rejected, returned, donated, or destroyed and/or will be subject to charges described below as Family Dollar will not accept short-dated product delivered to its facilities. Our new system setting will be 9 months in this example where it was previously set to the total shelf life of 12 months.

Important – Warehouse personnel are now authorized to execute this policy without merchandising approval. Our Buyers will not have the authority to over-ride this policy. Please be sure to verify every item with our Buyers to ensure that we have accepted your guaranteed shelf life (GSL) and **NOT** your total shelf life (TSL). All supplier partners and Buyers must agree to a GSL that delivers the freshest product possible for our customers.

Shipping requirements of open-dated product:

- A. We still accept multiple expiration dates for the same SKU as long as the item is shipped on a separate pallet for each expiration date as our lot control system requires entry and tracking at the pallet level.
- B. All shipment documents (Bill of Lading and/or Packing Lists) must be detailed by expiration date, or best if used by date.

Charges for shipping short-dated product to Family Dollar:

- A. Short-dated product discovered at delivery will be refused and returned to you at your expense. A short-dated penalty will be applied for returned product at 20% of the returned invoice cost.
- B. Short-dated product discovered after product is received will be held for disposition. Suppliers will have 10 days upon notification to determine whether to have it returned. Family Dollar will donate or destroy after 10 days. Standard cost of DC handling is 10% of the return invoice. Standard cost for transportation is 6% of the return invoice. Standard cost for the short-dated penalty is 20% of the return invoice. Total charges will be 36% of the return invoice cost. (Penalty + DC handling + Transportation if returned) plus the cost of the product.
- C. Pre-existing short-dated product discovered in the DCs will also be addressed and subject to the same criteria as listed in paragraph B above once we account for our time of ownership.

Your support as a valued business partner is appreciated as we work together to deliver fresh product to our mutual customer. Our Buyers have personally contacted each of you to recode each item to the new minimum Guaranteed Shelf Life at delivery. This letter is meant to be a summary of those discussions and my personal endorsement of these requirements as the right thing to do for our customers.

Thank you,


Michael K. Bloom
President, Chief Operating Officer

P.O Box 1017 Charlotte, North Carolina 28201-1017 (704) 847-6961

Please note: Refusals apply to prepaid shipments. Collect product is received and held for resolution as described in section B.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Part 4: Transportation

Collect and Prepaid to Consolidator Contact Information

If you are a NEW Collect or Prepaid to Consolidator Supplier 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 supplier/shipper for handling and transportation charges in accordance with Transportation Noncompliance Charges section.

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

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

Prepaid to Consolidator: Supplier 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.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

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 supplier'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 supplier does not have product available for pickup or shipment on the "Do Not Ship Before" date, supplier 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.
N/A	Code 017 Estimated Delivery	This date has no relevance for Collect and Prepaid to Consolidator suppliers. 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

- Suppliers shipping 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.
- 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.
- To access TMS – Direct link: <http://corporate.familydollar.com/pages/transportation.aspx>
- If you are a NEW Supplier – 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, and can take up to 48 hours to obtain. 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.
- If you are an existing Supplier – Please read the Family Dollar Supplier Ready to Ship Web Interface instructions before entering data into the system. You can download the instructions in the TMS link. Direct Link: <http://corporate.familydollar.com/pages/tmsinfo.aspx>



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

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 Supplier, “[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:

1. CAP locks are required for entering data.
2. Enter your User Name and Password. (password is case sensitive)
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:

9510	ASHLEY	IN
9515	ST GEORGE	UT
9520	WEST MEMPHIS	AR
9530	ODESSA	TX
9540	FRONT ROYAL	VA
9550	MARIANNA	FL
9560	DUNCAN	OK
9570	ROME	NY
9580	MOREHEAD	KY
9590	MAQUOKETA	IA
9990	MATTHEWS	NC

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.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

8. Begin populating this screen by verifying or changing the shipping location. The shipping location must be from a Buyer pre-approved origin point. Suppliers 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.
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. Limit remarks to 32 characters each and do not include any of the following special characters in your remark text (~ @ # \$ % ^ & * () < > ?).
18. You must click save to save your remarks prior to saving your order release for routing.
19. 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.
20. Once you have entered all of your information, click the save button at the bottom left of the screen.
21. 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.
22. To input information for another PO, click the Ready to Ship on the left to start again.
23. When a Carrier has been assigned to your Shipment, you will receive an e-mail Supplier 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 one master Bill of Lading. This includes LTL tenders. Creating one PO per Bill of Lading instead of listing them all on the Master Bill of Lading will result in labor recovery charge backs.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

24. Supplier's must ship the purchase order or purchase orders as noted on the Supplier Tender Notification. If multiple PO's are listed, all should ship together on the same truck in the quantities previously released by the Supplier. Do not ship additional product that has not been released in the TMS System. Suppliers who ship cartons, weight, and/or cube not previously released will be subject to incremental freight charges.
25. 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 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.

26. 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, or chargeback of the freight costs for any additional expense incurred to expedite the freight to the DC.
27. All suppliers are required to load the merchandise on the carrier's trailers. Failure to comply will result in chargebacks to the supplier. 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
28. The Shipper is responsible to block and brace the freight to make it safe for transit, in order to prevent damage.
29. The following is the required information for supplier's bill of lading and carrier's freight bills

Direct Store Delivery (DSD) shipments:

DSD Shipments that are 200 lbs. or less and meet standard Parcel Service guidelines should be shipped via a major Parcel Service. Freight charges for shipments should be added to the invoice if the Buyer's purchase order is written as "collect." If, however, the DSD shipment is more than 200 lbs. and does not meet other standard Parcel Service guidelines, use one of the pre-approved DSD carriers from your origin state. Direct Store Delivery orders are NOT to be released into OTM (Transportation Management System) for routing. Outside suppliers that deliver directly to stores are exempt from using a parcel service. Example products are: soft drinks, and refrigerated items.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Prepaid Suppliers

Prepaid suppliers 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 Supplier

Hard Copy PO	EDI PO	Definition of Date
N/A	Code 037 Ship Not Before	This date has no relevance for prepaid suppliers. Supplier must ship product whenever necessary to meet the Family Dollar “Do Not Deliver Before” date.
N/A	Code 038 Ship No Later	This date has no relevance for prepaid suppliers. Supplier 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. Supplier 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 supplier does not deliver product on the “Do Not Deliver Before” date, supplier 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 Supplier Instructions

1. To receive or confirm a delivery appointment, the supplier/shipper should follow the instructions in the section called “[Setting Delivery Appointments – Prepaid Only](#)” found on page 19.
2. Carriers / Drivers will not be accepted for live unload deliveries more than one (1) hour prior to the scheduled delivery date and time.
3. For more efficient handling of your freight, Prepaid suppliers should consider using one of our preferred LTL carriers –Estes Express Lines and Old Dominion Freight Lines.
4. 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.
5. The risk of any damage, destruction or loss of goods remains with the supplier until the goods are delivered to the consignee in good condition.

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



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Prepaid Supplier Carrier Instructions

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

1. 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.
2. Prepaid 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 supplier's failure to follow our shipping and packaging instructions may result in the driver having to assist in the unloading process. Supplier noncompliance could include, but is not limited to, overhang on pallets, bad pallets, and mixed freight.
3. 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.
4. 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 supplier.
5. Any carrier missing their pre-scheduled delivery appointment shall have to hold the freight, at the carriers or suppliers expense, until a new delivery appointment can be given.
6. 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 supplier with a set receiving/delivery appointment within 24 hours of the request.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Shipping on Pallets

Pallets used by supplier/shipper shall conform to these specifications:

For pallet weighing less than 2000 lbs:

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.

For pallets weighing greater than or equal to 2000 lbs:

1. All pallets used shall be, at the minimum, a block type four way pallet in good condition and measuring 48" x 40". They shall be of the same robust hardwood or solid plastic construction as program pallets such as CHEP (Blue), PECO (red), or IGPS (4 Way Solid Plastic Pallets).
2. Each pallet shall have three single stringers on both the top and bottom. One stringer shall be on each side and one in the center of both top and bottom running the length of the pallet as shown in the diagram below.
3. The pallet shall not have any missing, broken, or split boards. Each pallet shall have nine boards in good condition securely fastened to the top as shown in the diagram below.

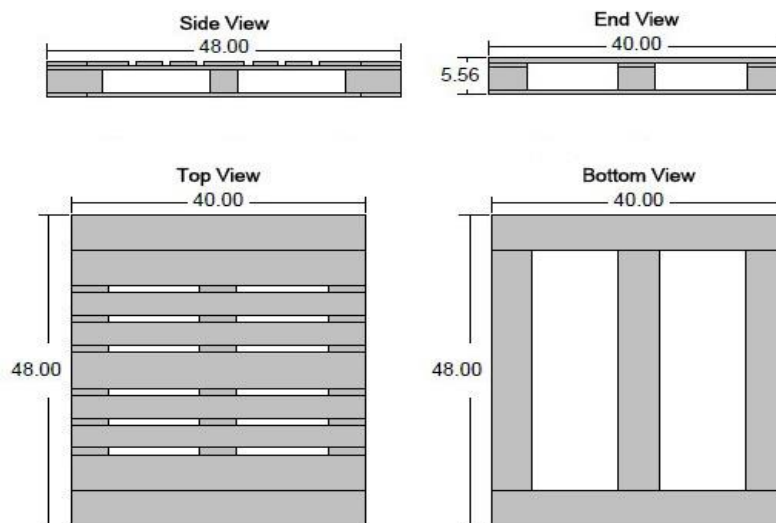


Figure 1: FOUR-WAY BLOCK "CHEP" or "PECO" type pallet



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

4. Wood, non-program, pallets

Wood, non-program, pallets are preferred. Family Dollar, however, does accept pallets from the following pallet program manufacturers:

- a. CHEP – Blue Pallets
- b. PECO – Red Pallets
- c. IGPS – 4 Way Solid Plastic Pallets

- 5. Each pallet shall have a clean appearance-no dirt, grease, or other foreign material on it.
- 6. 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.
- 7. 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.
- 8. 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 supplier/shipper shall be liable for any damage to the merchandise shipped to Family Dollar in this configuration.
- 9. The supplier/shipper shall use the same tie to stack the same merchandise (same item SKU) on all pallets sent.
- 10. No overhanging product; merchandise shall be stacked on a pallet in such a manner so as not to overhang any edge of the pallet. Obtain approval for special cases.
- 11. All pallets shall be taped, strapped, or shrink-wrapped to prevent the merchandise from shifting during transit. Family Dollar Stores, Inc. strongly discourages the gluing of cartons together to form pallet stacks and may charge back for lost efficiencies in receiving.
- 12. 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 on 4-way pallets.
- 13. The supplier/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.
- 14. Failure to follow the above procedures may result in Family Dollar assessing the supplier a handling charge in accordance with Transportation Noncompliance Charges section.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Pallet Tags (Labels) Recommendation – For Full Pallet Shipments

1. Pallet Tags (Labels) are recommended for all pallets of same product (Full or Partial).
2. Pallets of mixed product should be marked “MIXED PALLET.”
3. See [Receiving Requirements](#) section on page 33 for product level requirements per pallet.
4. Adhesive Labels are preferred.
 - a. The cases should be shrink/stretch-wrapped on the pallet, then a pallet tag secured to the wrapping.
 - b. Clearly printed hand written labels are acceptable.
5. Non-adhesive tags are not preferred but should be clearly visible and placed under the wrapping if used.
6. Pallet tags may include unique supplier information (i.e. tracking bar codes, lot codes, quality check, etc.) Bar codes on pallet labels should not mimic Family Dollar Stores, Inc. bar codes.
7. Family Dollar prefers that a pallet stack does not contain mixed expiration dates.
 - a. If multiple [Expiration Dates](#) are represented on a full pallet, record the date with the LEAST amount of freshness remaining.
8. The pallet tag should have the Family Dollar Purchase Order Number, the Family Dollar SKU Number, the number of cartons per pallet, and Date of Expiration (if applicable). (example):

<p>PO#:1234567</p> <p>FD SKU #: 2121212</p> <p>CASE QTY: 36</p> <p>BEST BY: 08/04/2013</p>
--

PALLET LABEL EXAMPLE



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Pallet Configurations

1. All deliveries are driver unload or lumper services will be charged if Family Dollar Stores, Inc. unloads. There is no charge for un-stacking double stacked pallets.
2. Product may arrive floor-loaded but may also be subject to lumper or palletizing fees.
3. Family Dollar Stores, Inc. leaves it up to the supplier to select the most cost efficient orientation. Utilizing all space on a container is the choice of the supplier.
4. DC's prefer that pallets are stacked to their maximum load height as noted for each DC below. Stack up or stack down fees may be applied to pallets that do not meet maximum height standards.
5. See chart for stack heights to avoid lumper fees. There may be additional charges for leaning or fallen pallet stacks.

*This height may satisfy load requirements for all DC's if the DC decides not to stack up or stack down.

Max Pallet Heights (Pallet Included)			
DC#	Center	Bulk	Repack
9510	INDC	68	45
9515	UTDC	68	45
9520	ARDC	63	42
9530	TXDC	68	45
9540	VADC	72	46
9550	FLDC	68	45
9560	OKDC	64	45
9570	NYDC	68	45
9580	KYDC	64	45
9590	IADC	68	45
9990	NCDC	63	39
*ALL	*ALL	63	39

* Bulk cartons can be shipped "as is" directly to the store.

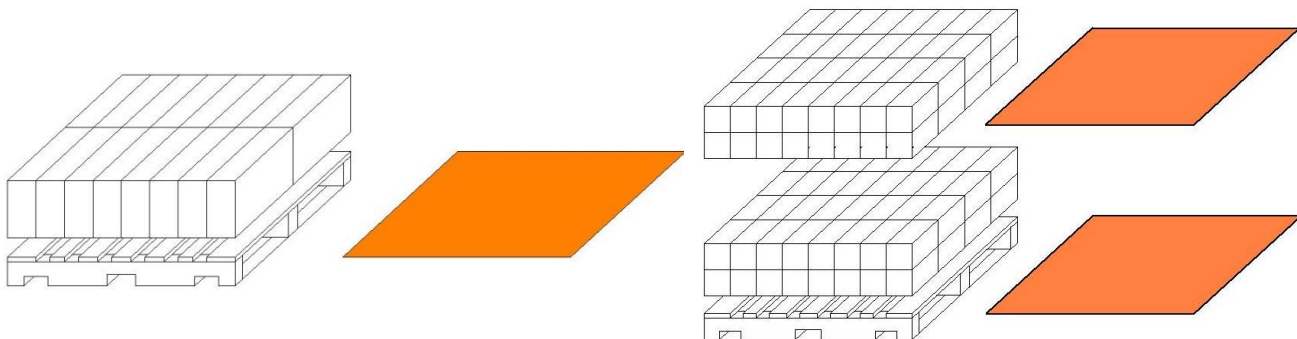
** Repack cartons will contain store packs within a master carton.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Pallet Sheet Recommendations

1. Recommendations to use pallet sheets depends only on the size of the shipping configuration.
2. Pallet sheets should be made from paper stock.
 - a. Corrugated - Any flute size that is “E-Flute” or greater is acceptable.
 - b. Paperboard - Stock should be at least 30pt or 0.030” thick.
3. Two variables define our recommendation for use of pallet sheets; linear dimension (LD) of the packaging’s bottom side and a shipping carton’s shortest edge.
 - a. Linear Dimension (LD): Determine your “Linear Dimension (LD)” by adding the lengths of the 4 edges that come in contact with the pallet; the bottom side. Refer to chart below for pallet sheet recommendation.
 - b. Smallest Edge: Determine the shortest edge dimension of the shipping packaging and refer to chart below for pallet sheet recommendation.
4. Placement:
 - a. If the chart below shows “yes” for Pallet Sheet, the first sheet must be between the pallet and product.
 - b. The recommendation “3 Layers” means that there would be a pallet sheet between the pallet and product, and then between the 3rd and 4th layer/tier of product.

Dimensional Data	Pallet Sheet	Pallet Sheet Every "x" Layer
LD is less than 24 In.	Yes	3 Layers
LD is from 24 to 32 In.	Yes	4 Layers
LD is over 32 in.	No	N/A
Shortest Edge Recommendations for Pallet Sheets		
If any edge is less than 2" long	Yes	3 Layers
If any edge is less than 4" long	Yes	4 Layers





ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Transportation Non-Compliance Charges

Charges that may be assessed by Family Dollar to the supplier/shipper due to non-compliance of the routing shipping and packaging instructions outlined in this document include but are not limited to:

- 1) All charge backs 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.
- 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) Merchandise shipped to the wrong D.C. will result in the supplier 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.
- 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 by the carrier will be charged back against the shipper.
- 6) Return to Supplier Shipments. The Family Dollar company policy for RTV Supplier chargebacks is a standard 10% of the cost of returned goods as a handling charge. In addition, Collect Freight suppliers 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 supplier.



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
9510	Indiana Distribution Center 500 Family Dollar Parkway Ashley, IN 46705	Monday – Friday 8 a.m. – 5 p.m. (Eastern) apptrequestashley@familydollar.com P: (260) 587-2000	Monday through Sunday 7 a.m. – 9 p.m. (Eastern) (260) 587 - 3230
9515	Utah Distribution Center 4815 S River Rd. St George, UT 84790	Monday – Friday 8:00am – 5:00pm (Eastern) apptrequeststgeorge@familydollar.com P: 704-708-2652	Monday through Friday 6:00am -12:00noon (Mountain) P: 435-688-6600
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 7a.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 7a.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 7a.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 10 p.m. (closed 2-4PM) (Eastern) (704) 847-6961 ext. 4823



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Part 5: Required Distribution Center Operations

1. 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 Family Dollar prior to production. Please contact the appropriate Buyer and they will work with the Packaging Department to obtain approval for the packaging or to provide additional requirements.
 - a. Re-Pack Cartons – Cartons with inners intended to be broken out and shipped in totes from the re-pack area are not required to have shippable inners. Optimal inner packs should represent a 30-45 day supply and **should minimally 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 inner pack packaging must be strong enough to contain the product until it reaches the store. 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.
 - b. Break Pack Cartons – Cartons with inners that are intended to ship individually as bulk or non-conveyable **MUST** be packaged in shippable packaging. The packaging should meet the same recommendations requested for shipping configurations. After the master pack is “busted” out or broken down, the inners will be considered the master pack and must be contained in acceptable packaging; preferably, appropriate strength corrugated.
 - c. Bulk Cartons – Cartons that do not contain inners. The packaging should meet the same recommendations requested for shipping configurations. Please refer to the section titled [Part 7: Distribution Packaging Requirements](#) for further information.
2. Conveyability - the following rules allow a carton to be conveyable.
 - a. Boxes must weigh a minimum of 3 pounds for boxes up to 15 inches in length, and 5 pounds for boxes over 15 inches.
 - b. All six sides of the boxes must be **"flat" and "smooth,"** especially the side that will lie against the rollers of the conveyor.

Dimension	Minimum	Maximum
Length	9 inches	42 inches
Width	6 inches	26 inches
Height	4 inches	29 inches
Weight	3 lbs.	44 lbs.

rule	value	rule description
max 1 side	36	1 side can not be greater than 36 inches
max 2 sides	24	can not have 2 sides greater than 24" on each side
max shape	8	1 side can not be greater than 8 times the length of any other side
max weight	44	weight can not exceed 44 LBS (repack can not exceed 50 LBS)
min girth	19	the sum of length + height + width must be at least 19 inches
min side	4	no side can be less than 4 inches
min weight	3	must be at least 3 LBS



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

3. Products that are stored in repack shall be configured in their original shipping carton to maximize pallet and container space yet be less than 50 LBS. Under no circumstances may product case weight exceed 50 lbs.
4. Each like item should be packaged in the same size carton.
5. 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.
6. All merchandise shall be shipped in the Master and Inner pack as specified on the Family Dollar Purchase Order.

Distribution Center Carton Marking Requirements

Blank cartons are not allowed and suppliers that ship blank cartons will be charged accordingly.

Please follow the guidelines found in Part 4: Transportation, [Carton Marking Requirements](#), to ensure that you are compliant with Domestic, and Shippable Inner marking requirements.

Receiving Requirements

1. All orders shall be shipped in the quantities specified. Any overage shall be returned to the supplier/shipper at the supplier's/shipper's expense. The supplier/shipper shall be assessed handling charges.
2. 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 supplier/shipper to comply shall result in the goods being returned at the supplier's/shipper's expense in addition to handling charges being assessed. If not returned, the supplier/shipper shall be assessed handling and storage charges for the repackaging of the goods by Family Dollar.
3. 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 supplier's/shipper's expense. The supplier/shipper shall be assessed handling, storage, and transportation charges.
4. Merchandise shipped shall be the same as the approved samples. Failure of the supplier/shipper to comply shall result in the merchandise being returned at the supplier's expense. The supplier/shipper shall be assessed handling charges.
5. When merchandise is to be returned to the supplier, 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 supplier plus a \$75 administrative fee.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

6. 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 supplier/shipper shall be assessed handling and shipping charges.
7. We prefer one FDS SKU Number to be shipped per pallet. When this is not feasible, multiple styles are to be stacked accordingly. The supplier/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 supplier/shipper being assessed handling charges. It is preferred that mixed pallet items be rounded to the nearest layer QTY to create the safest possible pallet stack.
8. When a trailer is floor-stacked by a supplier/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 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 supplier/shipper.
9. Suppliers/Shippers are required to make sure the merchandise is properly shrink-wrapped, 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 supplier plus handling and administrative fees.
10. Prepaid 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 supplier's failure to follow our shipping and packaging instructions may result in the driver having to assist in the unloading process. Supplier noncompliance could include, but is not limited to, overhang on pallets, bad pallets, and mixed freight.
11. Pallet Delivery. Pallets used by the supplier/shipper to ship merchandise to Family Dollar shall conform to the specifications found in the section "[PART 4: Transportation, Shipping on Pallets.](#)"

Distribution Noncompliance Charges

Charges that may be assessed by Family Dollar to the supplier/shipper due to non-compliance of the routing shipping and packaging instructions outlined in this document include but are not limited to:

- 1) All charge backs 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..
- 3) 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.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Part 6: Domestic Carton Marking Requirements

Domestic Carton Marking Requirements:

Suppliers 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.

Failure to meet these requirements may result in product refusal, merchandise returned to supplier, and/or noncompliance fines. Please gain approval from your buyer for any deviations from the guide.

General Carton Marking Requirements:

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

- 1) Cartons containing liquids should be labeled with UP - **Arrows**, on two sides, **in BOLD**, identifying proper carton placement.
- 2) 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.
- 3) 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, Suppliers may reference Family Dollar and contact RSpaulding@ercweb.com
- 4) If using a bar code on the corrugate, it must not mimic FDS scan code. We create our own carton labels using an “Interleaved 2 of 5” bar code type, 10 digit and 8 digit. This applies to all of our distribution centers.
- 5) Seasonal products or products that are also displayed in non-home locations must have seasonal carton markings.
- 6) There are 2 types of carton markings: Shipping Carton and Shippable Inner Carton Markings

Additional Carton Marking Information

- 1) DC Destination is no longer required.
- 2) You may use a label, with the appropriate shipping markings, to identify cartons.
- 3) Leave “Total Inner-Packs” blank if there are none.
- 4) Blue ORM-D label will be accepted until December 31, 2020





ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

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 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.

Please make effort to safely maximize the 50 lb weight limit packaging more inners in the shipping carton. This greatly reduces labor and damage at our distribution Centers.

Import Carton Marking Requirements: (L/C or O/A)

Suppliers shipping product directly from a facility outside the United States with a Letter of Credit (LC), Open Account (OA) Purchase Order from Family Dollar or Tar Heel Trading, must adhere to the Import Master/Shippable Inner Carton Marking requirements as provide for in the Tar Heel Trading Import Guidelines. Suppliers that have registered with Yusen, may access the necessary documents in the Useful Information tab within eBooking module or may visit the International Transportation section of the Family Dollar website at <http://corporate.familydollar.com/pages/transportation.aspx>.

Please review Import guidelines here:

<http://corporate.familydollar.com/documents/pdfs/tht-import-guidelines.pdf>

Domestic Carton Marking Glossary

SELLING UNIT UPC NO: The actual UPC that is placed on the retail item to be sold. (label as “mixed” if more than 1 selling unit is in the carton) Please place the numbers only, not the bar code.

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, leave off if there are no inners.

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. (leave blank if no inners)

SEASONAL MARKING: This preprinted label or carton label graphic is required on seasonal items and items that set in seasonal areas. The label are is 4”x6” but may be scaled, with approval, proportionally on cartons that do not have space to fit.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Domestic Master Carton and Shippable Inner* Carton Markings

*Applicable only if Buyer requires shippable inner cartons

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. Non-shippable inner packs must also have the Hazmat label, if required by law, as it will be placed in a store tote container.

Shippable inners are typically in corrugated packaging that meets our strength requirements.

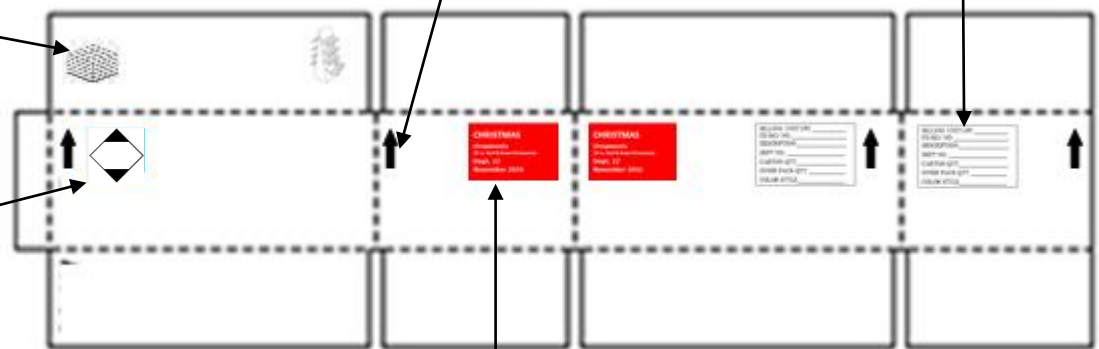
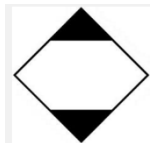
SELLING UNIT UPC NO. _____
FDS SKU NO. _____
DESCRIPTION _____
CASE PACK QTY _____ PCS
INNER-PACK QTY _____ PCS
COLOR / STYLE _____

PRINT/ LABEL ON TWO
(2) CONSECUTIVE SIDES

Pallet Patterns and Opening Instructions should be printed on a major top flap

Cartons containing liquids or fragile items must include arrows indicating proper carton orientation (this side up) and should be marked "**Fragile**" if applicable

Please place the appropriate "Limited Quantities" Diamond if product is subject to those requirements, by law.



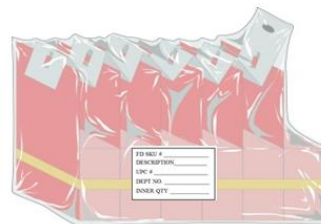
Cartons for seasonal merchandise should also be marked according to the see examples at the [Seasonal / Merchant Directed Carton Markings](#) section on previous pages.

NON Shippable Inners

1. Non-Shippable Inners are in packaging that cannot contain the product during normal distribution shipping. This includes packaging like poly bags, film, bands, paperboard cartons, belly bands, etc.
2. Each inner needs to be printed or labeled with the following information

FD SKU # _____
DESCRIPTION _____
UPC # _____
DEPT NO. _____
INNER QTY _____

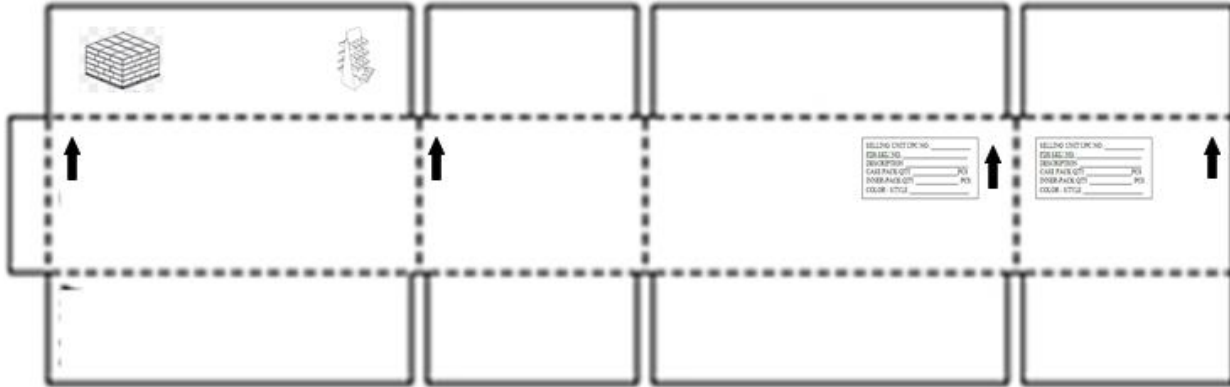
An example of a non-shippable inner might look like this:



Note: Adjustments to the placement of the above markings may be necessary to fit all required data on smaller sized cartons, and display cartons as master cartons designed to be the selling carton. Please request approval.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

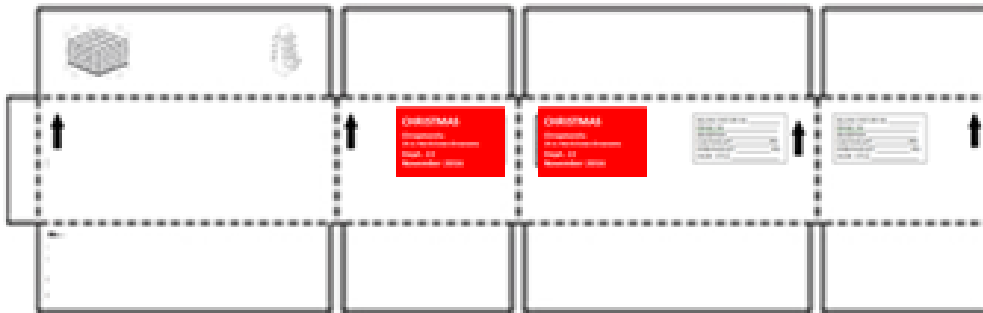
EXAMPLE OF DOMESTIC SHIPPING CARTON LAYOUT



EXAMPLE OF SMALL SHIPPING CARTON LAYOUT



EXAMPLE OF DOMESTIC SHIPPING CARTON LAYOUT WITH SEASONAL MARKING



EXAMPLE OF SMALL SHIPPING CARTON LAYOUT WITH SEASONAL MARKING

Just one (1) shipping mark and two (2) seasonal marks are required. Remaining space may be used for supplier information. With approval seasonal marking may be scaled.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Seasonal / Merchant Directed Carton Markings

Cartons containing seasonal product must be marked, with color, according to the season.

1. Marking must present on the carton in a 4"x 6" area
 - a. A printed 4" x 6" label is acceptable
2. Text should "Agenda Bold" Font
3. Each shipping carton must have 2 labels on adjacent sides
4. If shipping carton is too small for a 4" x 6" label it may be scaled proportionally to fit the height of the carton. Please gain approval for these exceptions.
5. Family Dollar will provide specific information for the variable fields below.
 - a. THT for Import
 - b. FD Buyer for Domestic and Domestic Imported Items
6. Please follow the color chart for the specific season.
 - a. Text should be black or knock-out according to the chart below

SEASON
KEYWORD
DESCRIPTION
DEPARTMENT
SET DATE



EASTER PANTONE Medium Purple C	DOLLAR DAYS PANTONE BLACK C	MOTHERS DAY PANTONE 7506 C	VALENTINES DAY PANTONE 183 C
WINTER PANTONE DARK BLUE C	AMERICANA PANTONE 130 C	BACK TO SCHOOL PANTONE YELLOW C	SPRING PANTONE 356 C
HARVEST PANTONE 730 C	HALLOWEEN PANTONE ORANGE 021 C	FATHERS DAY PANTONE 420 C	HOLIDAY PANTONE RUBINE RED C
LAWN AND GARDEN PANTONE 362 C	SUMMER PANTONE 0821 C	PARTY PANTONE 638 C	

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Part 7: Distribution Packaging Requirements

The following requirements are intended to ensure that products travel from factory of manufacture, through our distribution centers, and to the customer with minimal damage. Contact packaging@familydollar.com for packaging specific questions.

Failure to meet these requirements may result in chargeback.

Shipping Carton Strength Requirements

The exterior packaging must 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. We require the same considerations for the inner packs of bust out and break pack cartons. The following table will show industry standards related to single wall corrugated cardboard.

Maximum Gross Weight	Bursting Test	Flute Size	Minimum Edge Crush Test
10 bs	150 lbs/inch	C	29 linear foot lbs/inch (ECT)
20 lbs	200 lbs/inch	C	32 linear foot lbs/inch (ECT)
35 lbs	200 lbs/inch	C or B/C Double wall	32 linear foot lbs/inch (ECT)
50 lbs	250 lbs/inch	B/C Double wall	44 linear foot lbs/inch (ECT)

Sample Box Maker's Certificate

Corrugated Fluting Definitions



Type	Flutes per Length	Approx. Height*	Take-Up Factor**	
A-flute	33±3/ft. 110±10/m	.184 in. .467 cm	1.54	
B-flute	47±3/ft. 155±10/m	.097 in. .246 cm	1.32	
C-flute	39±3/ft. 130±10/m	.142 in. .361 cm	1.43	
E-flute	90±4/ft. 295±15/m	.062 in. .157 cm	1.27	
F-flute	96±4/ft. 315±15/m	.045 in. .114 cm	1.23	

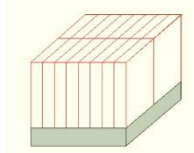
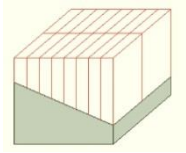
* Not including thickness of facings.

**Amount of corrugating medium needed per unit length after fluting.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Display Shipping Carton Requirements

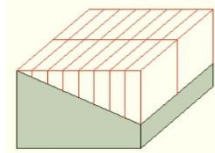
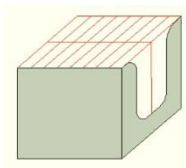
1. Display or PDQ tray is shorter than Product



WT*	**Linear In.	Use Style
Up to 10 Lb	Under 48 In.	HSC
10 to 15 Lb	Over 48 In.	Endload
15 to 50 Lb	Over 48 In.	FOL Endload

*Please refer to carton styles below

2. Display or PDQ Tray is greater or equal to the height of the product



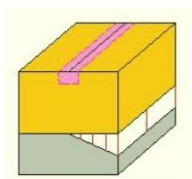
WT*	**Linear In.	Use Style
Up to 10 Lb	Under 64 In.	HSC
10 to 20 Lb	Over 64 In.	Endload
20 to 50 Lb	Over 64 In.	FOL Endload

*Please refer to carton styles below

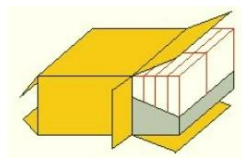
** Linear Inches is calculated by adding the length of the 4 bottom sides together.

Approved Shipping Carton Styles

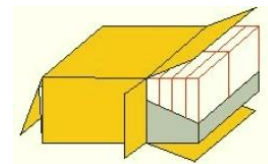
HSC Top Load Carton



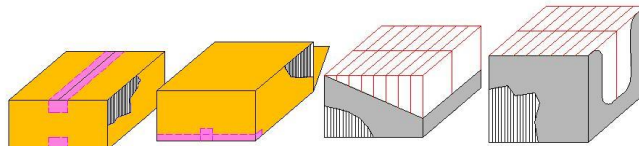
Endload Carton



Full OverLap Carton



Corrugated direction must be vertical to the display orientation.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Tear Away Carton Design Styles

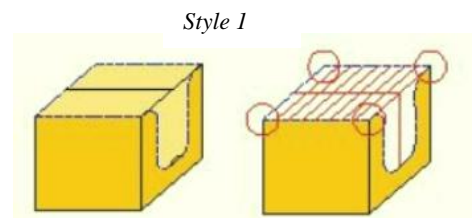
Tear away displays must be designed to tear cleanly.

Finger holes, as shown, must be available to reduce in store cutting.

Approved Styles

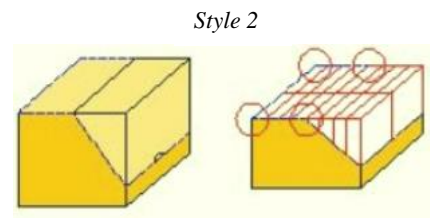
Style 1

Our preferred styles retain the most amount of strength in shipping. Points of the tray are the same height as the product on each of the four corners.



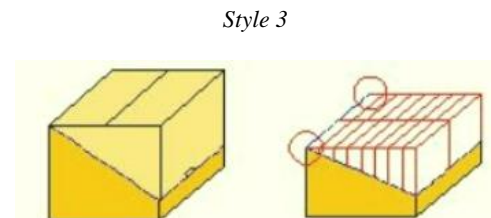
Style 2

4 points of the tray are the same height as the product.



Style 3

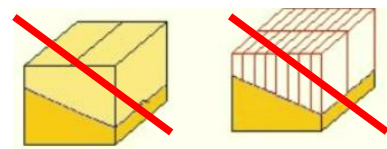
This style is approved but not preferred and has 2 corners that provide stacking support. Back of tray is the same height as product.



Not Approved Styles

Style 4

Tray is shorter than product and does not provide full support on any corners.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Carton Sealing

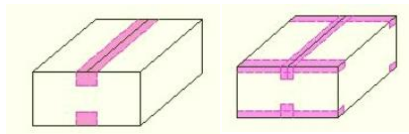
- Flaps must be taped or glued to keep the cartons tightly closed.
- Multiple cartons must not be glued, strapped, or taped together.
- Strapping must not be used on individual cartons or master packs

Carton/ Carton Shippable Inner Taping

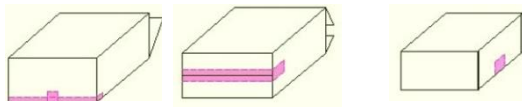
1. Tape should be at least 2 inches in width and have sufficient holding power to fiberboard to ensure a secure seal.
2. Tape thickness should be at least 2 mils.
3. Tape should be centered on the seal and extend down each side at least 2 inches.
4. Full taping of all flaps, seams, and seals is acceptable if all other recommendations are met.

Examples of recommended taping styles

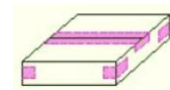
RSC Style Carton



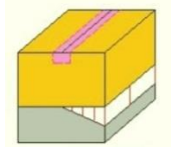
End Load Cartons Rolled End Tray



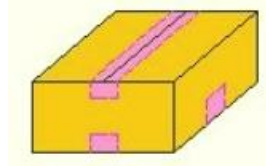
1 Piece Folder



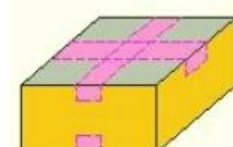
*Acceptable shipping carton tape applications for top loaded PDQ displays. (Double Tape Bottom)



Carton



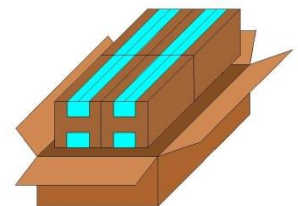
Top View



Bottom View

Inner Packaging Requirements

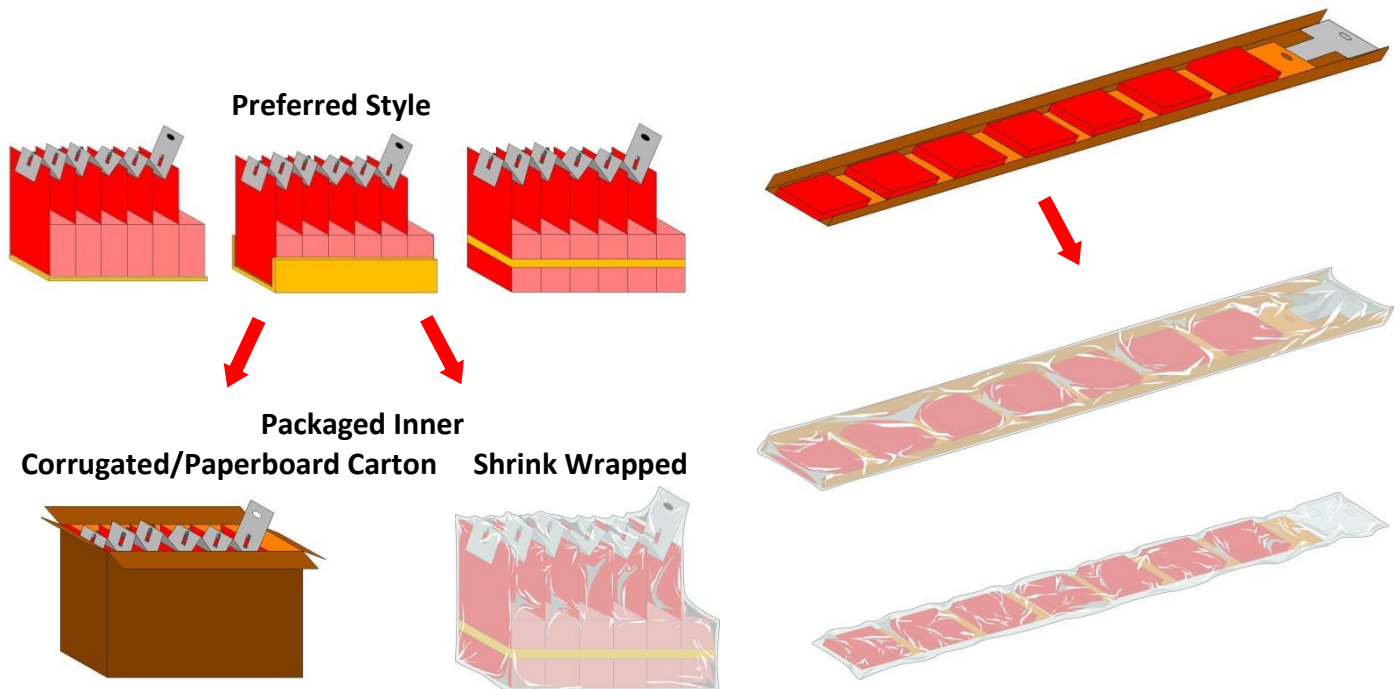
1. Inners in Shippable Packaging (Corrugated)
 - a. After inners, in corrugated packaging, are removed from the master they are considered shippable.
 - b. It is required that they survive the Family Dollar Distribution System and follow both the [Carton Marking Requirements](#) and [Carton Shipping Strength Requirements](#).
2. Inners in Non-Shippable Packaging (Non-Corrugated Packaging)
 - a. Inners in Non-Shippable Packaging are NOT considered shippable.
 - b. These types of items are warehouse in "REPACK" and sent to stores in totes.
 - c. REPACK inners must minimally be wrapped in paperboard, cellophane, polybags, paper or poly film belly banding to hold the selling units together when shipping from distribution center to store.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Clip Strip Program Requirements

1. Clip Strip Specifications
 - a) Maximum Width - **5.00"** Minimum Width – **1.375"** Maximum Loaded Length – **36"**
 - b) Clip strips must be made from a single piece of plastic material.
 - c) Clip strips must be at least 18 gauge, 18 mil, or .018" in thickness.
 - d) Tag hole must be at least .1875" dia.
2. Peg hooks are not acceptable
 - a) S-Hook Must be galvanized and 1.5 in. tall and made from .080 in. diameter wire
3. All products must be pre-applied.
4. Product must stay on clip strip throughout the distribution cycle.
5. Clip strips must be packaged individually.
6. Banding, shrink wrap, bagging, corrugated or paperboard cartons, sleeves, and tubes are acceptable.
7. Shipping packaging must meet all standard Family Dollar Stores, Inc. strength, style, and design requirements as well as Carton Marking requirements.
8. Single deal packs must ship in a separate corrugated carton.
9. Where possible, maximize carton quantity up to the 50 lb limit for cartons with inner packs.
10. Poly bags that are used to contain clipstrips must follow the "[Plastic/Poly Bag Over-packaging and Garment Bag Requirements](#)" found under the Floor Ready Apparel Requirements.
11. Family Dollar Stores, Inc. reserves the right to make changes to these requirements or request different requirements based on category or store location.
12. The following are examples and are not the only acceptable ways to package clip strips in repack cartons
13. Poly bags must be marked with SKU#, Dept. #, and Description





ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Floor Ready Apparel Requirements:

Inner Packaging

1. Inner packs should be in a poly bag and hangers rubber banded.
2. Where possible, maximize carton quantity up to the 50 lb limit for cartons with inner packs.
3. Garments should lay lengthwise and flat in the carton with the front side facing up.

Nominated Packaging Suppliers for Apparel Brands

1. Recommended or Approved suppliers must be used for printed packaging for the Family Dollar brands:
 - Extremely Me!
 - Just Be...
 - Highland Outfitters
 - Kidgets
2. Failure to use approved Hanger or Trim suppliers may result in additional charges for artwork approval, or failed product testing due to out-of-spec trim.
3. Special Instruction, by brand or manufacturing location, may be communicated regarding the use of specific hanger and/or trim suppliers. Otherwise, manufactures may use the following suppliers for competitive bids.
4. Sample Approvals
 - PDF's for scanning must be submitted for all bar coded packaging
 - Family Dollar must also see physical samples of printed packaging from "Recommended" suppliers.
 - Physical samples from "Approved" suppliers are only required upon request from Family Dollar.
5. All suppliers listed below have been certified for quality, cost, and capabilities of both volume and manufacturing to specs. Specs should be provided as part of your item quotes.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Nominated Packaging Suppliers

HANGERS	WEBSITE
GOH Hangers	http://www.goh-intl.com/
CWS - Capco	http://www.cwshanger.com/
Mainetti	http://www.mainetti.com/
Hangers Plus	http://www.hangersplus.us/
SSI -Sourcing Solutions	http://www.ss-intl.com/
B&G Plastics Inc.	http://www.bgintr.com/
Uniplast Industries	http://uniplastindustries.com
Terpac	http://www.terpac.com
Visconti Hangers	http://www.viscontihangers.com

PRINTED CORRUGATED	WEBSITE
R-Pac	www.r-pac.com
YFY / Jupiter	www.yfyjupiter.com
PCA - Packaging Corp. of America (Asia)	www.packagingcorp.com
DOMESTIC - Only	
Menasha	www.menasha.com
Packaging Unlimited	www.packagingunlimited.com

LABELS & TRIM	WEBSITE
APPROVED	
R-Pac	www.r-pac.com
SSI -Sourcing Solutions	www.ss-intl.com/
Avery Dennison	www.averydennison.com/
Natco Global	www.natcoglobal.com/
Nexgen	www.nexgenpkg.com/
Pacific Packaging	www.pacpacworld.com
Quantum Packaging	www.quantumpkg.com/
Artco Global	www.artcoglobalgroup.com
CheckPoint	www.checkpointsystems.com
DOMESTIC	
Work Flow One	www.workflowone.com/

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Plastic/Poly Bag Over-packaging and Garment Bag Requirements:

Failure to meet the following garment bag marking requirements may result in charge backs initiated by merchandising.

1. Plastic Bag Warning Statement (Required)

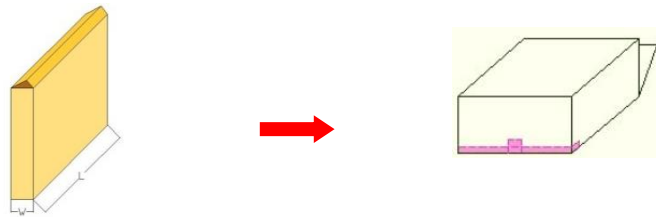
- a. Plastic bags with a thickness of less than 1 mil, in which a diameter is 5 inches or greater (when formed into a circle) used as packaging or packaging article for domestic/household use (e.g. laundry bag, garbage bag) shall contain a warning statement similar to below on both sides of each bag in English:
- b. **WARNING: To avoid danger of suffocation, keep this bag away from babies and children. Do not use in cribs, beds, carriages or playpens. This bag is not a toy.**
- c. The warnings shall be printed clearly as to prevent the ink from smearing or upon a gummed label securely attached to the bag. It shall be contrasted by typography, layout or color from the contents of the bag and from other printed matter on the bag, if any.
- d. If the total length and width of the bag is more than 40 inches, the warning shall be repeated at 20 inches intervals.
- e. Except laundry bag, the font size of the warning must adhere to the chart listed below:
- f. This standard applies to all poly bags or plastic bags that are used to contain, bundle, or protect products.

Total Length and Width of Bag	Size of Print
60 inches or more	At least 24 points
40 inches or more	At least 18 Points
25 Inches or more	At least 14 Points
Less than 25 inches	At least 10 Points
All Laundry Bags	At least 36 Points

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Fragile Packaging Recommendations

1. These requirements are intended to aid in selection of fragile item packaging.
2. These requirements cover but are not limited to items containing glass, stoneware, porcelain, Polyresin, candles, glassware, mirrors and lightly bound construction material.
3. 32 ECT (Edgewise Crush Test Value) is the minimum recommended corrugated strength for Fragile Items.
4. Cartons with "Length" L greater than 3 times the "Width," W should have Full Overlap closures. (Orientation of carton may stay the same.)



1. Special packaging requests by Family Dollar Stores, Inc. may be tendered.
2. Special effort by the product and packaging supplier should be made to fill all voids with a protective packaging material.
3. Family Dollar Stores, Inc. prefers a recyclable material made from paper.
4. Each item must be separated from adjacent items by a shipping filler or packaging.
5. Cartons must be marked on 4 sides with Up-Arrows with the words "Fragile" below them.
6. These arrows should be at least 25% of the height of the panel.
7. If the carton contains glass "Caution Glass" should be marked on the carton in font at least 36 PT – Text can be stacked.

CAUTION GLASS

8. A 4 side drop test where the carton is dropped once on each of its 4 "sides" should be passed.
 - Drop height:

Weight	Drop Height
2lbs. To 20.99 lbs	30 in.
21lbs to 40.99 lbs	24 in.
41lbs to 50.00 lbs	18 in.

- If any slight crush is found on the carton, it will not be counted as defective. The Carton Drop Test result is passed.
- If the carton has serious or open seams or if the product comes out of the carton damaged or malfunctioning after the test is performed, the test inspection result should be considered "failed."

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Part 8: Display Construction

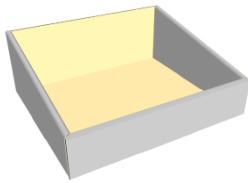
Work with your Family Dollar representative to develop the appropriate display for your product. Display and shipping carton must protect and contain product through the distribution cycle to the store until it is sold. The following standards are requirements intended to assist suppliers in designing packaging to survive our distribution system and meet our presentation standards at the store. Please gain approval for any deviations from these requirements from your Family Dollar Representative. Taped displays are forbidden unless specifically requested. (Exception is footwear PDQ's)

Stadium Style Displays

Stadium style displays have a front lip that is lower than the back wall.

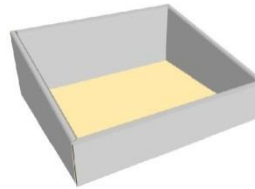
Sidewalls and front lip must fold all the way over so that natural corrugated color cannot be seen.

If product completely hides back wall, display back may be natural corrugated color.



DISPLAY #1

If product does not completely hide back wall, display must fold over to cover back wall.

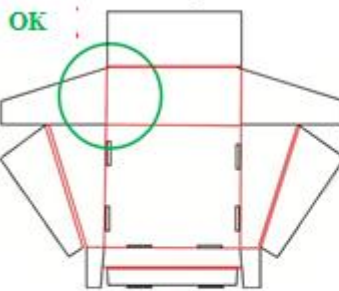


DISPLAY #2

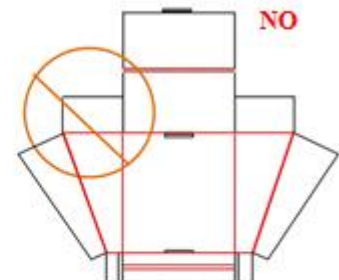
Stadium Tray Design Style

Family Dollar requires a design style where structural side flaps are connected with a crease to the back wall. This aids in on shelf performance.

This design style is approved for use at Family Dollar

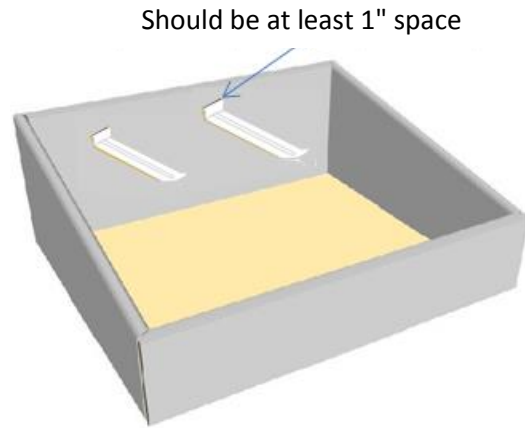
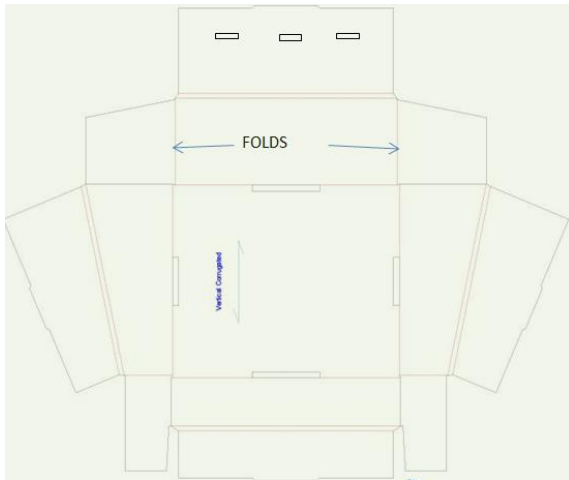


This design style must not be used at Family Dollar.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Pegged Stadium Style PDQ's (angled sides)



DISPLAY #12



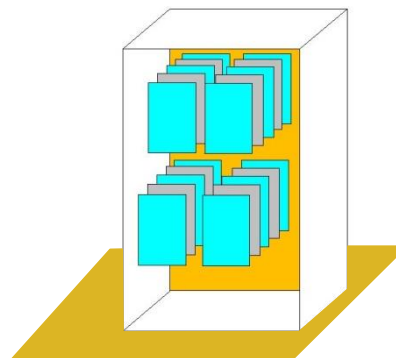
Product Hooks

Metal hooks are not allowed
Butterfly Style Hooks are Preferred
Maximum weight per hook is 3lbs.
Hook length should match display depth.

Pegged Shadow Box (Straight Tray Style)

- Dimensions:
Depth MUST be between 4" to 7.5" deep to ensure product is seen and that it will stand on the shelf.
- Peg hooks may be 4-6" length.
- Height may not exceed 12"

*these are not power panels please see page 14 for hanging power panels



DISPLAY #14

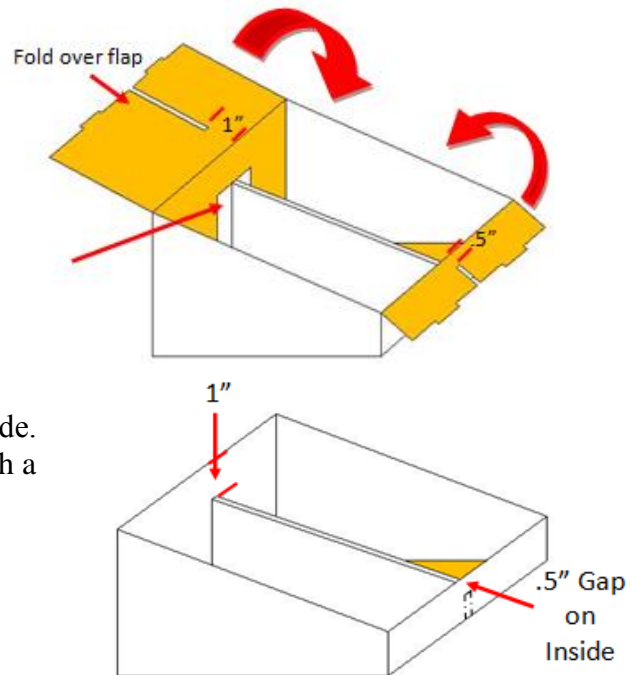
ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Display Section Dividers

Please follow the guidelines below, for displays with product spacing dividers, to ensure structural integrity of the packaging display, PDQ, or tray.

To reduce display tearing on shelf, leave
AT LEAST 1" of space on back panel and
AT LEAST .5" of space on the front panel.

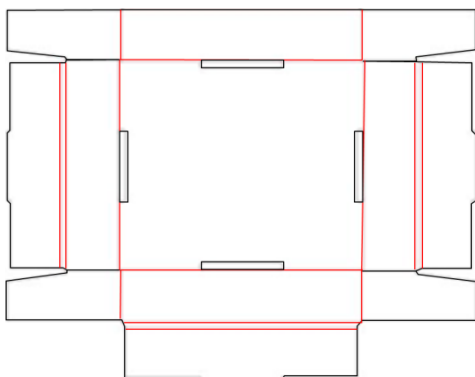
"Wings" of divider should be at least .75" wide.
Wings may be glued but must be secured with a
tabbed fold over flap as well.



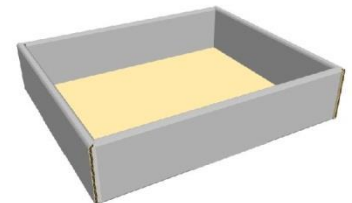
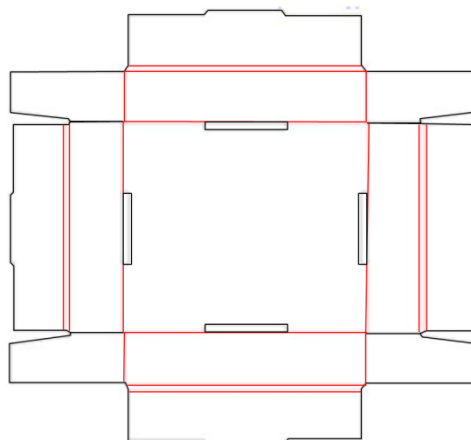
Straight Trays

All counter trays must have fully overlapped sides so that no raw corrugated edges are showing.

DISPLAY # 3 - No Back wall

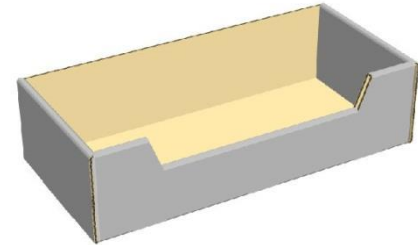
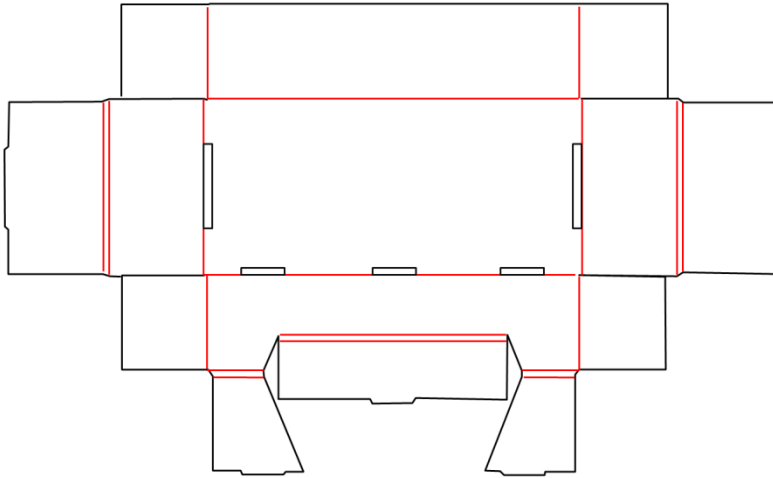


DISPLAY # 4 - Back Wall roll over



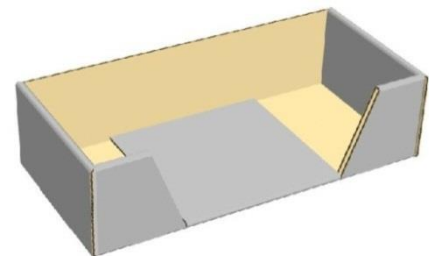
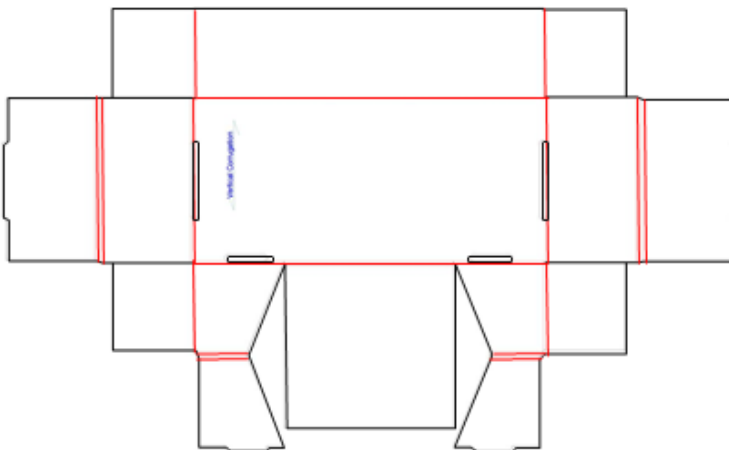
ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Straight Tray with Half Front Lip



DISPLAY #5

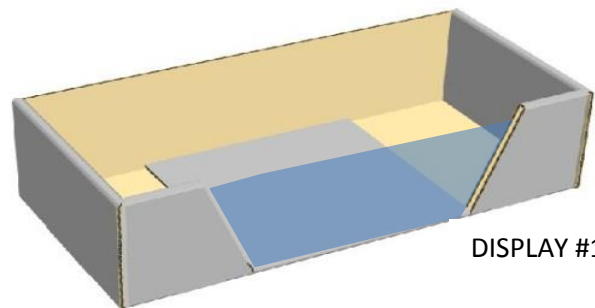
Straight Tray with No Front Lip



DISPLAY #6

Straight Tray with No Front Lip – Clear poly panel

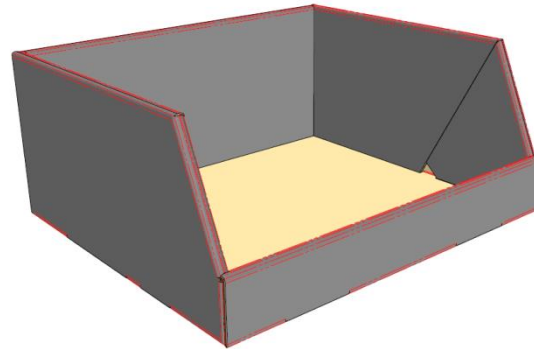
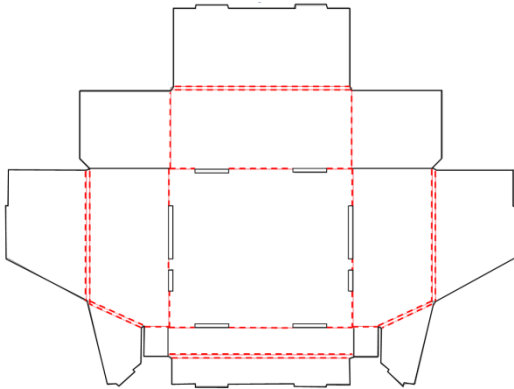
Use diecut found directly above.
Clear PVC sheet at least 16mil or .0016" thick
Do not use glue or double sided tape to adhere plastic,
unless instructed. Please use the display style below.



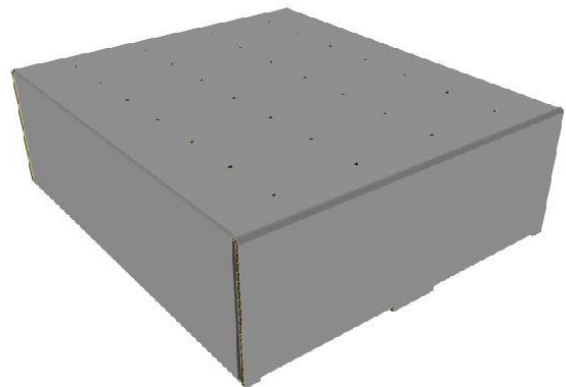
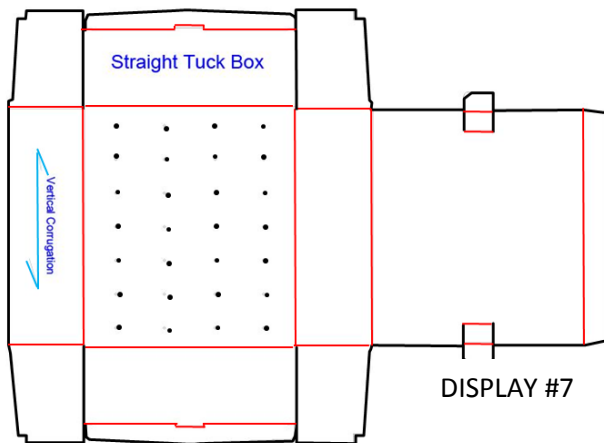
DISPLAY #15

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Double Angle PDQ Tray



Straight Tuck Box with Foam Insert



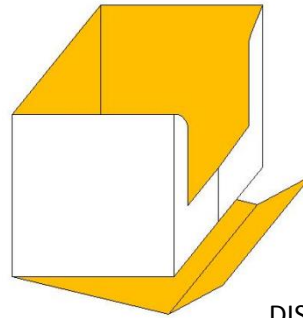
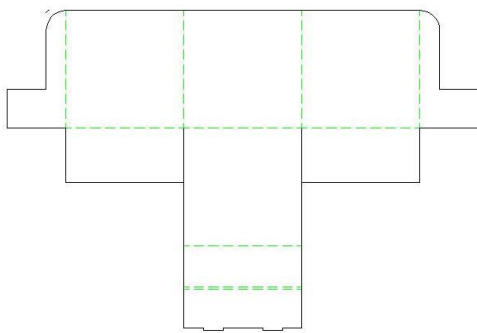
For displays that require the product to stand on a narrow stick use this style. Completely filling, with foam the inside of the fully enclosed display box is the approved way to complete this style display.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Tall Wall Displays

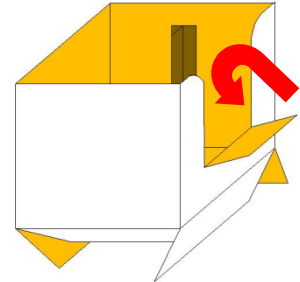
Use this display style with sidewalls to help product stay upright. If the total weight of the product is less than 20 lbs. and the display is not intended to be double stacked, raw corrugated edges are acceptable.

Full roll over solid bottom
(PREFERRED Style)

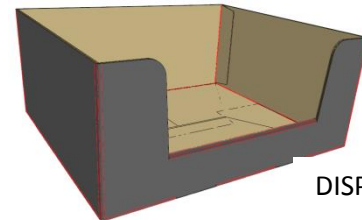
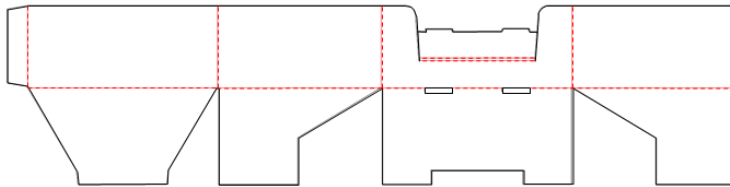


DISPLAY #16

Display Front Lip
MUST Roll Over



1-2-3 Style Bottom for PDQ Tray



DISPLAY #19

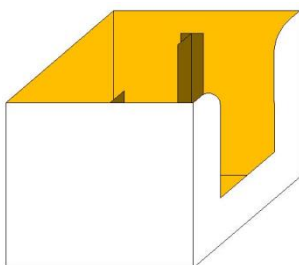
* This style of display must have a taped bottom.

Keeping product upright

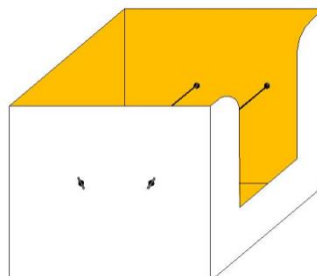
Displays holding tall product should have corrugated "fins" or elastic bands with barbs to hold product upright.

- Fins should be at least 24PT Paperboard or 29 ECT E-Flute material

Paperboard/ Corrugated
Product Holders "Fins"



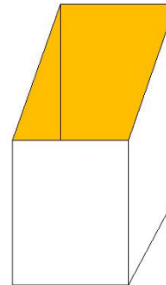
Elastic with Metal Barbs



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Stadium Style Tall Wall PDQ Tray

For Light Items Only! Max display weight less than 7 lbs.
Display Bottoms MUST be taped
Approval to use this style must be obtained before shipping



DISPLAY #18

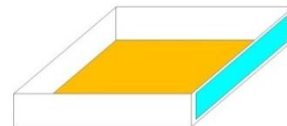
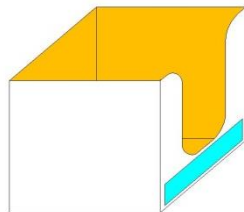
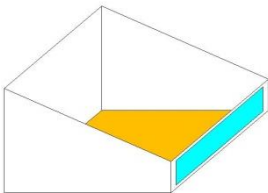
- For tall displays with thin product use an ELASTIC CORD WITH METAL TABS to hold the product in place.
- Utilize stair steps made from corrugated to separate different size or different graphic products.

Display Front Lip Graphics

Program style guides must be followed for specific graphic needs.

If display graphics material or application are not defined in a seasonal Brand Style Guide or Private Brand Style Guide please follow the following instructions for graphics.

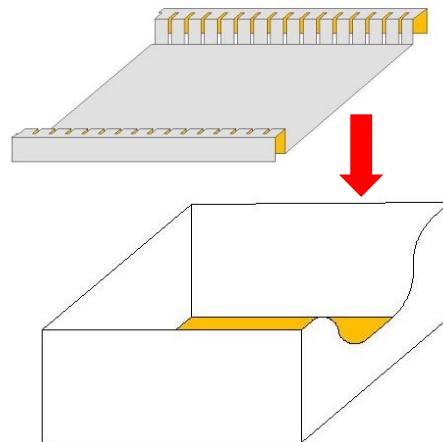
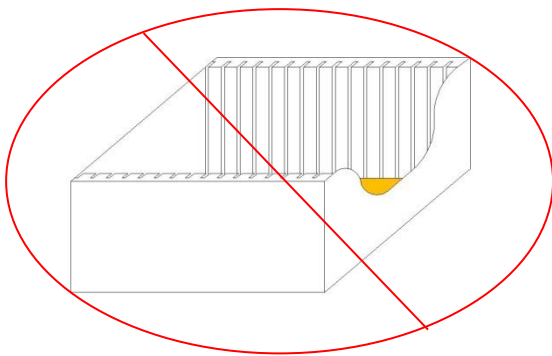
Adhesive, machine and hand applied labels, litho labels, and litho laminate labels are acceptable.
Both paper and poly label stock are acceptable if they have a glossy UV (ultraviolet) coating.
Labels Must be centered on front panel of display.
Label size Must be .5" less than the width of the front face and 2" tall.
Follow appropriate pricing and graphic standards.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Shipping Dividers and Fillers

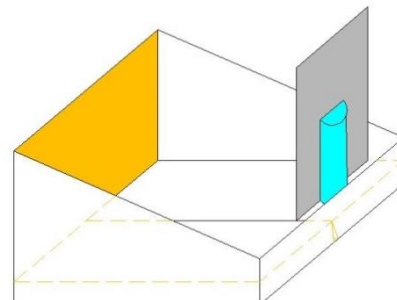
- If product is intended to be displayed in rows and columns it must be held place during shipping. Fragile product that may break must not be allowed to move freely.
- Corrugated or paper board dividers are acceptable.
- Corrugated or paper board dividers, fillers, or spacers that are intended to be removed by store associates can be **NATURAL BROWN** color.
- Corrugated or paperboard dividers, fillers, or spacers that are intended keep the product upright and are not removed until the display is empty must be **WHITE**
- PVC or PET spacers/dividers that are intended to keep the product spaced correctly and are not removed until the display is empty must be **CLEAR**. Black is not accepted.
- Foam is an acceptable way to protect the product while shipping, however paperboard or corrugated is preferred.
- Foam that stays in the display to hold product while it is on display must be white.
- Foam that is removed by the store associates may be any color.
- Shopping experience for the customer is very important. Products that may fall forward or are not visible while displayed must be supported by slotted trays, dividers, and wedges to lean the products back.
- Family Dollar discourages the use of built in slotting intended to align product. This can severely reduce the strength of the display. We prefer that a slotted tray or divider is used.



False Bottoms

False bottoms are acceptable.

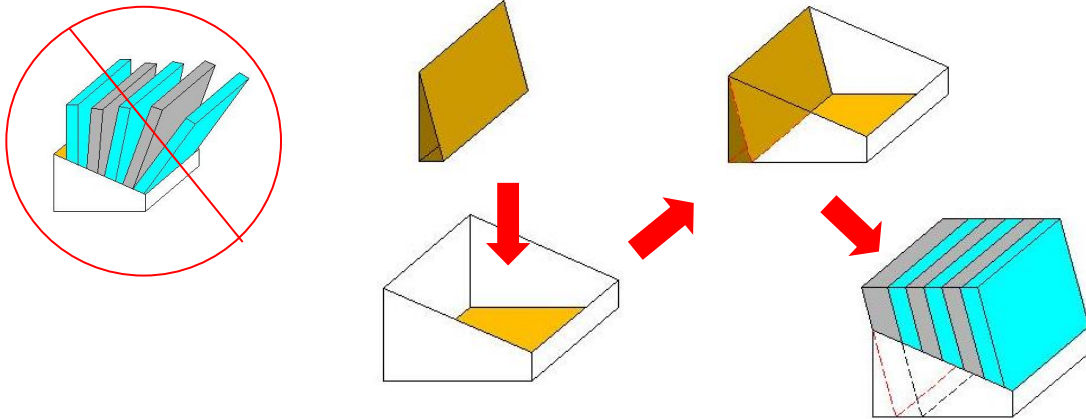
If the 2.5" front lip height covers important product information, it is ok to raise the product up with a "False Bottom". False bottoms are considered fillers or dividers and should follow the same material standards as the above "Shipping Dividers and Fillers" requirements.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

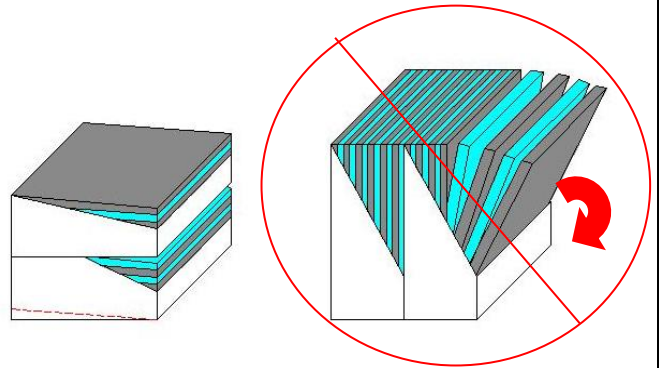
Product Orientation

Use angled dividers to direct product to lay backward in the display or PDQ.



Display Bottoms

Products like binders, notebooks and picture frames that may fall forward in a shallow display should be placed flat (WITH BUYERS APPROVAL) in a display that is designed to be stackable. It is acceptable to use an insert to tilt product slightly up and forward.



Family Dollar strongly discourages the use of displays that do not have solid bottoms. Heavier products may break through during handling and injure store associates or damage product.

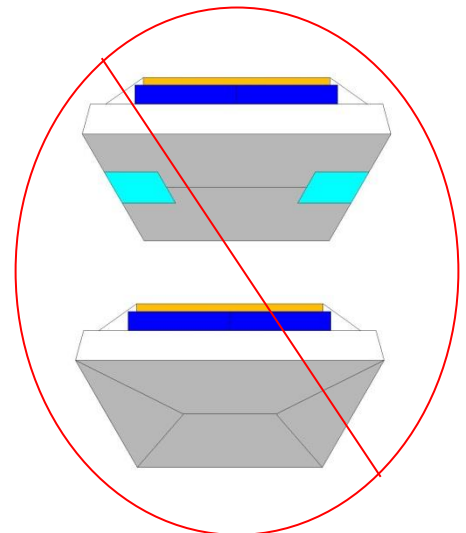
Solid Bottom



Approved

Taped Bottom

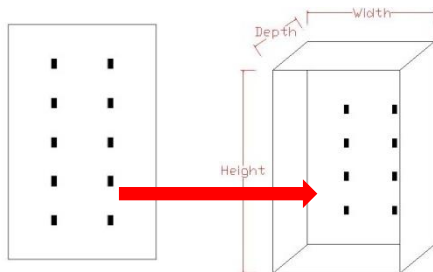
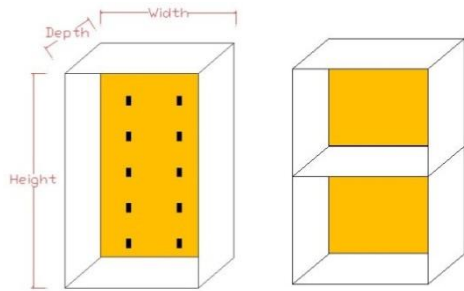
1-2-3 Bottom



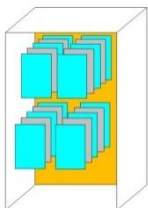
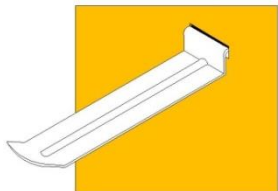
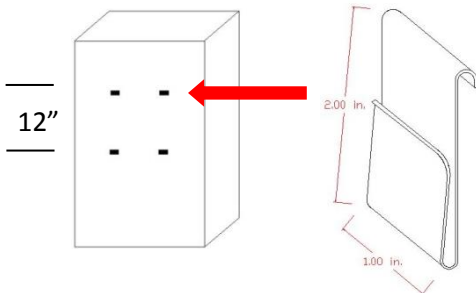
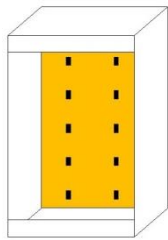
Not Approved

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Power Panel Displays



DISPLAY #11
Power Panels



Acceptable Outside Display Dimensions:

Width: 14" MAX **Height:** 12", 24", 36", 48" **Depth:** 4" to 5"

To utilize the full height of the racking it is acceptable to ship 2-12" or 2-24" displays in the same shipping carton.

Maximum weight of full display:

12" Height – 15lb

24" Height – 25lb

48" Height – 35lb

Backer Board

If weight load per hook is over 2 lbs a backer board must be used

Graphic Headers:

Top or bottom headers for graphics are acceptable

2in is the maximum header height

Headers must be pre-installed

Headers should not add to the total height of the display.

Quick Clips:

Must be pre-installed to the back of the display

2 clips are required per display

Displays over 15 Lbs OR 24" must have 4 clips

If using 4 the distance must be 12" between the 2 rows (center of hole to center of hole) or display will not fully engage rack.

Clip Specifications:

Galvanized Steel: 1" wide, .020" thick.

Plastic: 1" wide, .088" thick

Product Hooks

Metal hooks are not allowed

Butterfly Style Hooks are Preferred

Maximum weight per hook is 3lbs.

Hook length should match display depth.

(4" to 5")

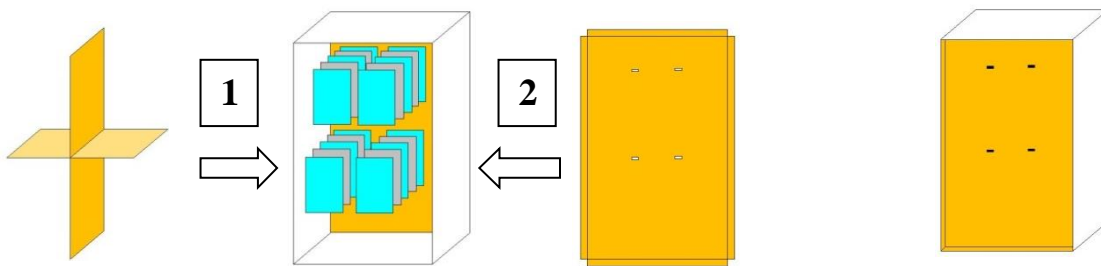
Product must be evenly spaced Left to Right and Top to Bottom
Peg hooks and product stack depth **must be less than 4"**

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Display Must have dividers, filler, or spacers to prevent product from swinging during shipment
All displays Must ship flat on their back in an “Endload Carton.” Please see “[Display Shipping Carton Styles](#)” for examples.

Family Dollar has found that the safest way to protect product is to lock peg hooks in place and reduce product swinging during shipment. Below is a recommended way to accomplish this.

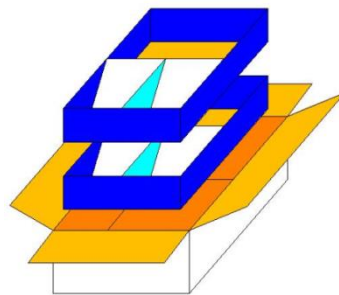
1. Place spacing divider between all rows of product.
2. Place corrugated headspace filler, with holes that correspond to peg locations, on top of product.



** Any deviation from this standard must receive approval from the appropriate Family Dollar Stores, Inc. representative.

Calendars and Planners

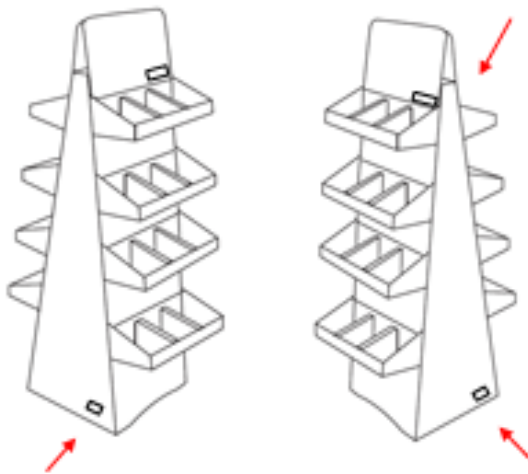
Displays should be split into 2 sections. 24” tall and stacked inside a single shipping carton.
Displays must be designed to keep product in place through shipping and selling season.
Family Dollar approval of a completely packed sample is necessary.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Floor Display Labeling

- All floor displays and shippers must be marked with a "Set Date" and a "Take Down Date."
- Preferred placement is on the bottom right base corners of 2 non adjacent sides
- If a display must be marked on its header, adhesive labels are not allowed.
 - Graphics must be pre-printed in bottom right corner of header



Acceptable Marking Applications for Header

Printed with Graphics "Litho"

SET <Date>
TAKE DOWN <Date>

"Knock-Out" Art "Flexo"

SET <Date>
TAKE DOWN <Date>

Acceptable Marking Applications for Base

SET <Date>
TAKE DOWN <Date>

LABEL – AT LEAST 1 x 2"

SET <Date>
TAKE DOWN <Date>

**"Knock-Out" Art
"Flexo"**

SET <Date>
TAKE DOWN <Date>

**Printed with Graphics
"Litho"**

* Background color Orange is just an example
Actual color will be color of display printing.



ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Giftable Products Easy Peel Labels

All giftable Family Dollar products must be pre-priced. Labels must be easy peel. Easy peel labels can be removed by customers and leave little to no adhesive residue. The following label material and adhesive has been approved for most Family Dollar products, including apparel. Always check your product and label for easy peel compatibility. Products that do not have easy peel labels or have labels fall off prematurely may receive chargebacks.

Easy Peel Labels Supplier:

Avery Dennison

Paper Labels: FASSON: 60#SG Elite/R5195/40#SCK - Spec# 18328

Poly Labels: FASSON: 2.3 White BOPP TC/R3500/40# - Spec# 78149

Hanging Blister Cards and Carded Product

CARD STOCK:

Single Layer Blister Card:

- 500 GSM (Grams Per Square Meter)

- Coated Two Sides and bright white on both sides (no gray backer cards)

- Printing process determined by artwork.

- Flood UV resistant varnish required.

Header Card/Double Layer Fold Over Card

- 400 GSM (Grams Per Square Meter)

- Coated One Side - Bright white both sides

- Printing process determined by artwork.

- Flood UV resistant varnish required.

Heavier card stock or additional plastic reinforcements may be necessary and required to support product weight.

ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Hanging Card Design

It is essential to Family Dollar that packages hang straight and hang holes resist tearing. The following guidelines will help you select the appropriate packaging style to ensure safe product hanging. Please use the following chart to determine a recommended hang hole distance.

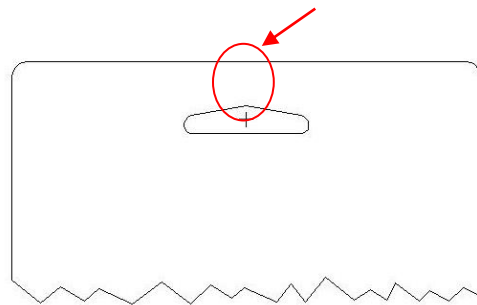
*Thickness for hanging cards should be at least 18PT, .016" thick.

Family Dollar Hang Hole

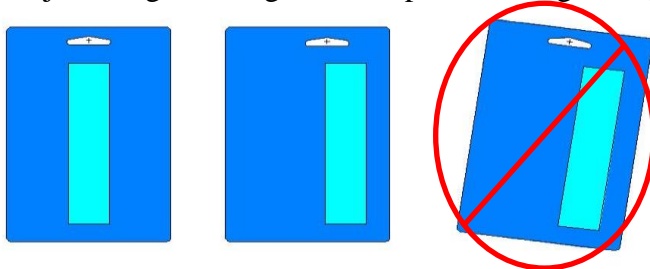
Hang Hole Distance

Packaging Material	Reinforcement Type	Hang Hole Distance
Plastic Pouch	None	0.50"
Pastic Pouch	Plastic	0.25"
Paperboard	None	0.375"
Paperboard	Fold over	0.25"
Paperboard	Plastic Sheet	0.25"
Plastic Sheet	None	0.25"
Corrugated	None	.0375"

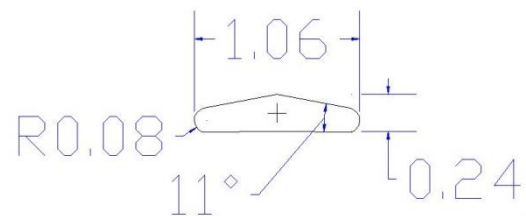
This is the "hang hole distance.



Adjust hang hole alignment so product hangs straight.

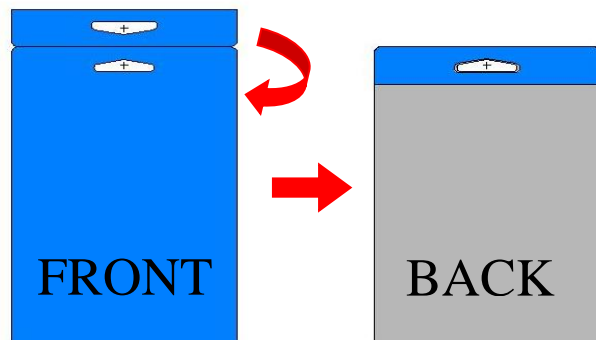


Approved Family Dollar Hang Hole

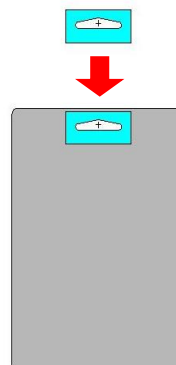


Hang Hole Reinforcement

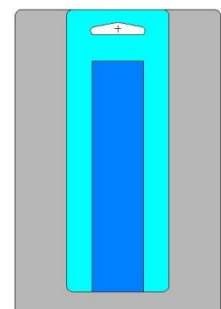
Glued Card Fold Over



Adhesive Plastic Reinforcement (.016" PVC)



Thermoform Extension



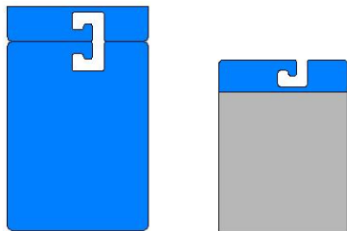
ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Hanging Packaging for products with multiple styles/colors

All carded HANGING product including thermoforms, bags or pouches with header cards, or clamshells MUST have a J-Style hang hole IF it has multiple colors, sizes, styles, or shapes. This allows the customer to easily evaluate different styles and select the appropriate one.

Carded J-Hook Style Hang Hole
Must have reinforcement

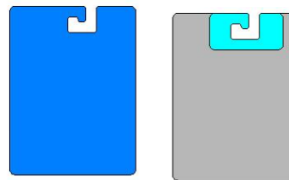
Glued Card Fold Over



Front Un-Glued

Back

Adhesive Plastic Reinforcement
Minimum 16 Gauge (.016") PVC



Front

Back

Hanging Pouches or Bags

These must have paperboard or poly coated paper hang holes.
Each graphic card must fold in half for double thickness.

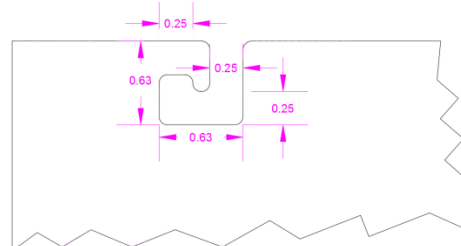


All items over 6oz / 170g must have a plastic reinforcement. The reinforcement may be affixed with adhesive or sandwiched between 2 layers of glued paperboard.

PVC or PET Clamshells with J-Style Hang Holes do not need reinforcement if plastic thickness is greater than .018in or .45mm thick

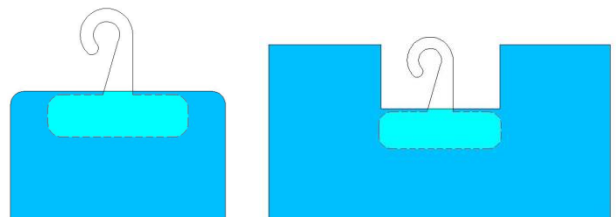
Suggested J-Hook Style Dimensions

Align so that packaged products hang level.



Plastic Hook Hanger

Various types of plastic hooks are acceptable. Please get Family Dollar approval. Hook must be thick enough so that it does not bend or break when hanging.





ROUTING, SHIPPING, AND PACKAGING INSTRUCTIONS

Display Numbers Quick Reference

Display #	Description	Page	Display #	Description	Page
1	Stadium Angle Side no Back Rollover	42	16	Tall Wall Solid Bottom	47
2	Stadium Angle Side WITH Back Rollover	42			
3	Straight Tray no Back Rollover	44			
4	Straight Tray WITH Back Rollover	44			
5	Straight Tray Half Front Lip	45			
6	Straight Tray with no Front Lip	45			
7	Straight Tuck Box - Foam Insert	46			
11	Power Panels	51-52			
12	Stadium Angle Walled PDQ with Pegs	43			
14	Shadow Box with Pegs	43			
15	Straight Tray with Clear Poly Panel	45			

END OF WRITTEN DOCUMENT