

FAMILY DOLLAR

Major Contractor (Less Sign Manufacturers) List of Instructions & Service Level Expectations

Note that additional or different requirements may be detailed in a signed Contract or Service Level Agreement. Those always take precedence over this general document.

Work Authorization:

I. Monday through Friday (less major holidays) from 8:30 AM – 6:00 PM eastern time:

All service & repair requests except floor repairs, lock repairs, EAS repairs, security alarm repairs, baler repairs, compactor repairs, interior lighting repairs, and fire extinguisher repairs are to originate from the Family Dollar Corporate Store Maintenance Department (FDSM). Should a store operator call Contractor directly to request a repair that is generally dispatched through FDSM, please redirect them to contact their Corporate Store Maintenance Department at extension 5522.

When a request is dispatched by FDSM, Contractor will receive, often times following a phone call, an emailed or faxed work order that contains a work authorization number. This provides Contractor with authorization to proceed with sending one technician to complete the work noted, or to troubleshoot and remedy the problem noted. All work is to be completed on a time and material (T&M) basis, at previously negotiated labor, trip/travel, and materials rates, with a not to exceed (NTE) amount.

If Contractor has been authorized to accept specific service directly from store operators during these hours, Contractor is limited to the T&M NTE that was established by letter agreement or signed Service Level Agreement (SLA).

While on a job, should Contractor find that additional authorization is required, Contractor is to immediately call the FDSM “vendor hotline” at 704-849-7424 for direction. (To keep this line clear for this use, please only use it for this purpose.) Under no circumstances is a technician to leave that store without that job being 100% completed, or to get parts and return same day for repairs, without having called the vendor hotline for a NTE increase, to advise why they can't finish (parts needed, believe problem to be with the energy management system,, etc.) and to discuss next steps. If the job was large enough that a verbal quote can't be given and parts acquired and installed same day, the phone is required before leaving the store and that quote is to be submitted within 24 business hours.

If a job requiring additional authorization is approved, and under \$5,000, Family Dollar will advise and update the original work order with the additional scope of work and increase the T&M NTE. A copy of that work order will then be faxed or emailed to Contractor's office as documentation of the verbal approval given. If the job is approved and over \$5,000, FDSM will provide a purchase order # and a copy of that will then be faxed or emailed to the Contractor as documentation of the verbal approval given. FDSM understands that when time lags between the diagnostic visit (or temporary repair) and the quote approval with increased NTE, that multiple invoices may result against that work order.

If a written quote was requested, it is to be emailed to the Family Dollar employee that originated that request with a copy sent to storemaintenance@familydollar.com. The quote must include the store #, division #, and address of the store the quote was written for. It must also include the model # and serial # of any equipment being proposed for repair or replacement as well as the model # and a description of the equipment being proposed for installation.

II. Evening, weekend, or holiday emergency call:

Family Dollar defines an after hours store emergency as a store with temperature below 65 degrees or above 80 degrees, a situation that is posing the immediate possibility of personal harm, a situation that would leave a building unsecured or would cause a large capital loss if not immediately remedied, and water leaks that can't be managed by buckets, moving or covering merchandise, roping off an area, etc.

HVAC and Refrigeration service calls will be called in by the Family Dollar Enterprise Technology Center. A "Magic Ticket" number will be issued as the work authorization number. Other repairs may be received from the on-call Corporate Store Maintenance Operations Manager or directly from a store operator. Contractor is to respond to emergencies only. If clarification is needed after hours on what constitutes an emergency, call 704-847-6961 and follow the prompts to go to the after-hours security guard. Explain to the guard that you need to speak with the on-call Store Maintenance Manager and leave a callback number. In the event that a Contractor ran a call originating from somewhere other than the Family Dollar Enterprise Technology Center, Contractor is to call FDSM at 704-847-6961, extension #5522 the next FDSM business day to report the situation and to obtain a work order authorization number for the after-hours work already performed. In the event that the emergency repair was only temporary in nature, or additional work is required, Contractor is to call FDSM at 704-847-6961, extension #5522 for approval to continue.

Service Response:

All service requests faxed or emailed to Contractors will be given a Priority Level when sent. This priority level determines when a service call must be completed by and if emergency service and overtime are approved. In the event that a Contractor is unable to meet the requirements established for the response priority, Contractor must call FDSM at 704-847-6961, extension #5522 immediately. A Maintenance Assistant will forward Contractor to the originating manager or coordinator, and if not available, to another team member.

- Now/Emergency calls are emergencies that will be ran immediately and no later than within 4 hours.
- Within 24 hours calls will need to be responded to within that window. Calls within this status given before 12-noon are to be ran that same day without any overtime charged. Calls that come in after the noon cutoff may be run the first thing the next business day.
- Within 48 hours calls are related to calls that are non-emergency in nature (manageable leaks, a unit is running but starting to make a noise and we are concerned it will fail, etc.)
- Within 72 hours calls are generally used for a Friday dispatch when we can wait to run the call on Monday versus running on overtime.
- Others - There are many others. Special priorities apply for cosmetic work, seasonal items, preventative maintenance and surveys. Work is to be completed by, or surveys returned by, the time specified. Preventative Maintenance is generally set with a priority of "This Month" and are to be completed during the month issued

General Statement of Work & Documentation:

Immediately upon arrival at a store:

1. A uniformed technician is to arrive at the store, introduce himself to the manager on-duty, provide identification representing the name of the service company, state why they are there, and ask that manager to describe the problem that they have been experiencing.
2. At this time the technician is to note, on his work order, his time of arrival as well as the number of men on the job (if more than one man was approved in advance by the Corporate Store Maintenance Department) and ask that manager to circle and initial that information.

Note that it is Family Dollar's policy to accompany all service/repair persons that must have access to the office, stockroom, or any other back rooms. If you must access these areas, notify the store manager. When the Contractor leaves that location for any reason (to run for parts, go to lunch, job is completed, etc.), he is to

- a. ensure that all areas he was working in have been cleaned up.
 - b. return to see the manager on duty and explain what the next step in this process is.
 - c. note the time out on his work ticket and ask the manager on duty to circle and initial that information.
 - d. show any old parts, filters, or other materials that were replaced as part of that service call, to the manager, prior to removing them from the job-site.
3. Each time a technician returns to a job-site, the technician is to repeat steps 1-2 above.
 4. When a job has been completed the Contractor must have his invoice, or field service ticket or work order, store stamped and signed by the manager on-duty.

HVAC Contractors:

Please review to Attachment A for special instructions as they pertain to HVAC equipment replacement and refrigeration repairs.

Reporting:

All reporting is to be in Microsoft Excel format. All reports are to be emailed to Heather Cross, Store Maintenance Sr. Business Process Improvement Analyst at hcross@familydollar.com with copy to rharris@familydollar.com. "WinZip all monthly and quarterly reports before emailing them. Note that reporting in addition the following may be requested at a later date.

All reporting must include Store Number, Division Number, City, and State.

Daily Reporting – Due by noon each day:

- *Emergency Service Report* to include:
 - Any emergency service requested the previous night, weekend, or holiday from outside the FDSM Department.

Weekly Reporting – Due by noon Thursdays:

- *Weekly Status Report* to include:
 - Original work authorization number (or "Magic Ticket" number).
 - Original work authorization receipt date
 - Purchase order number associated with original work order number (if applicable)
 - Job Classification (PLUMBING, HVAC REPAIR, HVAC PM, REFRIGERATION, etc.)
 - Job Sub-classification (STOPPAGE, LEAK, NO HEAT, etc.)
 - Current job status if other than BILLED. These should be consistent in all reporting and limited to 1-3 words such as (DISPATCHED, COMPLETED, AWAITING DIRECTION, AWAITING AUTHORIZATION, AWAITING PARTS, etc.)
 - Estimated completion date (changed to reflect the actual completion date when completed but not yet billed).
 - Notes

Monthly Reporting – Due by the ninth of each month:

- *Response Time Report* to include:
 - All the information reported in *Weekly Status Report* but only the jobs with a status of BILLED.
 - The date of arrival to diagnose or attempt repairs.
 - The number of days to arrival
 - The date a quote was called or sent in (if applicable)
 - The number of days to quote delivery (if applicable)
 - The date a quote was approved (if applicable)
 - The number of days from quote delivery to date approval received (if applicable)
 - The date the repairs were completed.
 - The number of days from quote approval to completion of repairs (if applicable)
 - The number of days from original job request to completion.

If any information doesn't apply to a particular column, that cell is not to be left empty; rather it should be notes as "NA".

Quarterly Reporting – Due by the fifteenth of the month following quarter end:

- Quarterly roll-up of monthly *Response Time Report*
- *Material Usage Report*
- *High Service Volume by Location Report*
- *Cost & Root Cause Report* to include:

- Original work authorization number (or “Magic Ticket” number).
- Total of all invoices associated with the job
- Model number of the equipment repaired or replaced
- Serial number of the equipment repaired or replaced
- The root cause of the initial problem. This is to be limited to specific pull down items as relevant by trade so as to provide data that may be sorted. These details will be worked out individually with each Contractor and templates provided.

Annual Reporting – Due by the fifteenth of the month following year end:

- Annual roll-up of all quarterly reporting
- Year-over-year reporting

Invoice & Document Submission (for Warranty Refrigeration Invoices, See Attachment A):

Family Dollar will pay only from an original invoice with all pertinent back-up information. Family Dollar asks that invoices be submitted within 30 days of date of service. ***Any invoices submitted for payment after 120 days will be considered invalid and will not be paid.*** FDSM processes invoices in the order in which they are received and Contractor should expect payment within 30 days of our receipt of the invoice ***and all required back-up documentation.*** Due to the volume of calls and invoices handled by this office, do not call requesting that we research the status of an invoice submitted for payment unless it is over 45 days old.

Invoices that are incorrect, missing required back-up, or are questionable will be returned. Contractor is to resolve all issues and return it within 30 days. Contractor is to credit any invoices not resolved in that time frame. Note that issues will be noted on within FDSM and are considered when reviewing Contractor performance.

All invoices, or an attached service ticket, must:

1. Note the work order authorization number issued by FDSM. If an after hours “magic ticket number” was issued note that work authorization number preceded by the letters MT. If the service was the result of a direct call from a store, note in this area of you invoice, DC (for direct call) – the 4 digit store # - the eight digit date of that request. For example, a call received from store #21 on 7/26/2007 would be notes at DC-0021-07262007.
2. If applicable, note the purchase order number issued (for all jobs over \$5,000).
3. Be store stamped.
4. Have a manager’s signature.
5. Have a manager’s initials beside all documented arrival and departure times.
6. Reflect the labor hours (beginning at the door), the number of men on the job, as well as the rate charged for each man.
7. Note total trip/travel charge as a separate line item, if applicable (total cost to arrive at store)
8. Include a line itemized listing with pricing for all materials charged.
9. Note permit cost as a separate line item (attach a copy).
10. Include a line itemized listing for all subcontracted work as applicable (rigging, hauling, traffic cop, electricians, etc.). Note your cost + the agreed upon mark-up and the final extension price.
11. Show, as a separate line item, the sales tax charged. If sales tax is not applicable, it must be indicated as N/A on that tax line.
12. Reflect the job location to include store number, division number, city, and state.
13. Give a full description of the service performed.
14. Reflect the model and serial number(s) of any equipment serviced or replaced. If equipment was replaced it must note the model and serial number of the equipment removed a well as the model and serial number of the new equipment installed.
15. Attachments (as applicable)
 - a. Before and after repair photos for all roof and equipment replacement work.
 - b. A copy of any billed surveys.
 - c. A copy of any billed engineering, lab, or other reports.
 - d. A copy of any permitting pulled for the job.
 - e. A copy of subcontractor invoices.
 - f. A copy of subcontractor lien waivers

- g. Any other documentation as directed by FDSM as a condition of the work order or purchase order that was provided and accepted.

All invoices are to be submitted in one weekly batch with an Excel spreadsheet report that has been saved to a disk and accompanies the individual invoices in that batch with all the required back-up. This spreadsheet is to list the individual invoices as a separate row with the following items in columns, in this order, for each row:

1. Invoice #
2. Invoice Date
3. Service Date
4. FDSM Work Order Authorization #
5. FDSM Purchase Order # (if applicable)
6. Store #
7. Division #
8. City
9. State
10. Address
11. Brief Job Description
12. Roof Cause
13. Trip/Travel Charge
14. # of Labor Hours – Tech
15. Labor Rate – Tech
16. Total Tech Labor Charged
17. Number of Labor Hours – Helper (if 2nd man approved)
18. Labor Rate – Helper
19. Total Helper Labor Charged
20. Total Labor Charged
21. Total for Non-Core Subcontracted Work
22. Total Material Charges
23. Total Freight Charges
24. Other Charges (Clarify in Comments)
25. State Sales Tax
26. District Tax
27. Invoice Total
28. Comments

Mail Invoices with required documentation to:

Family Dollar Stores, Inc.
Attn: Store Maintenance Department
PO Box 1017
Charlotte, NC 28201-1017

Family Dollar Contacts:

For directions or NTE increase while a technician is on-site:

- Call the Family Dollar Store Maintenance Vendor Hot Line @ 704-849-7424 & ask for the Coordinator or Manager that originated the request.

For specific job questions, directions, and approvals when a technician is NOT on-site:

- Call or email the Coordinator or Manager that originated the request.

If a written quote was requested:

- Email it to the Family Dollar employee that originated the request with a copy sent to storemaintenance@familydollar.com.

Invoice status (over 45 days old):

- A welcome letter is sent out from the Family Dollar Store Maintenance Department Invoice Analyst Supervisor, Linda Freeman, within 10 days of becoming an approved FDSM Contractor. This letter will identify the Family Dollar Invoice Analyst(s) that have been assigned to your account and provide you with their contact information.

For general procedural and reporting directions:

- Email sjohnson@familydollar.com

If an issues needs to be escalated to a Maintenance Manager, please call or email the Manager assigned to the division which that store is located in:

- Division 10 - Joya Wilmot – Extension 7833 – Email: JWILMOT@familydollar.com
- Division 20 - John Alexander – Extension 7843 – Email: JALEXANDER@familydollar.com
- Division 30 – Kat Washington - Extension 2175 - KWASHINGTON@familydollar.com
- Division 40 - Ruth White – Extension 3312 – Email: RuthWhite@familydollar.com
- Division 50 - Joy Moore – Extension 3380 – Email JMoore2@familiydollar.com

FAMILY DOLLAR STORES
Additional Instructions for HVAC/R Contractors

Refrigeration

Self contained reach-in True or Master-Bilt low and medium temperature coolers are utilized in most Family Dollar stores. Contractor must have ability to manage manufacturer material warranties. Contractor will invoice FDSM directly for all labor and approved overnight freight charges for warranty work. If parts must be ordered (see below for contact information), unless otherwise specified by FDSM for an individual job, have them shipped standard ground delivery. Install it no later than the following business day.

Master-Bilt:

Equipment: Most parts, including motors and compressors, are “generic” and can be obtained from local Distributors. There are a few parts that cannot be picked up on the street. Randy Jackson is the Technical Support contact at Master-Bilt. He can be reached Monday - Friday from 8:00 AM – 5:00 PM CST for parts (warranty or non-warranty) by calling 662-539-4264. His email address is rjackson@master-bilt.com.

FDS Warranty: 1 year labor and parts, 5 year compressor

True:

FDS Warranty: 1 year labor, 2 years all parts, 5 years compressor

Technicians MUST call 1-800-325-6152 True Manufacturing Technical Department with warranty diagnosis *and for all warranty parts*

HVAC Thermostats

In stores without energy management systems (EMS) Family Dollar specs Lights thermostats, Model # TMD and Model #TME. Please note that the TMD is not to be used on any equipment manufactured after 2000. Do not install any other thermostats in a Family Dollar Store without approval from the NC Corporate Store Maintenance Department. Lightstat can be contacted at 1-800-292-2444. When ordering a Lightstat for a Family Dollar Store, make certain that you advise that it is for Family Dollar Stores, Inc. so that you receive the Lightstat with the pre-set temperatures specified by Family Dollar Stores, Inc. as well as our national account pricing.

HVAC Equipment Replacement Process

1. Contractor is dispatched by FDSM and determines there is an HVAC major repair or replacement need.
2. Contractor contacts FDSM via vendor hotline and reports same.
3. Contractor is advised whether FDSM wants quote to repair or replace.
4. Contractor collects the following information
 - a. Store #
 - b. Store Division #
 - c. Store Street Address, City, State & Zip
 - d. Existing unit manufacturer
 - e. Existing unit model #
 - f. Existing unit serial #
 - g. Approximate age of existing unit
 - h. Voltage
 - i. Phase
 - j. Type of unit (package unit, condensing unit, etc.)
 - k. Heat type (i.e. gas, electric, heat pump) and input/output
 - l. Unit configuration (On ground or roof, air handler horizontal or vertical, etc.)

- m. Accessories required (Manual outside air dampers, economizers disconnect, electric heat, etc.)
- n. Any additional information around special needs for the replacement (need to upsize, etc.)
- o. Local Distributor account contact name and number if have an existing account
5. Contractor calls Alison Hartman, Carrier Inside Sales Coordinator (800-690-1081) with the above information. If not available, her back-up is Bridgette Melfi (800-649-4639). Within 24 business hours Carrier will (1) Identify the appropriate Carrier replacement equipment by comparing the information provided by Contractor to the FDSM guidelines and preferred equipment. (2) Provide a quote to the Contractor that includes the recommended replacement product information and FDSM pricing. (3) Call the Distributor that handles the area where the store is located & share quote given to contractor and contractor name and contact information.
6. If the Contractor didn't provide a Distributor contact name and number for their account, Carrier will call the Contractor back and provide the Distributor contact information. Contractor will be responsible for setting up account with Distributor.
7. Contractor transfers the equipment data and pricing to his proposal. The equipment pricing is noted as a separate line item noting the FDSM x the agreed upon mark-up for providing the equipment labor warranty and material handling and forwards to FDSM.
8. If quote is approved by FDSM, Contractor is to make every effort expedite curb adapters, arrange for labor, cranes, and all other service and materials required to complete an installation with a 10 day or less installation time frame from date of receipt of new equipment purchase order.
9. Contractor to issue a purchase order for the equipment to the Distributor and forward a copy to alison.m.hartman@carrier.utc.com (Alison Hartman) so that FDSM received credit within Carrier toward rebate program.
10. Contractor is to verify whether or not the Distributor has the equipment in stock. If the Distributor does not have the requested unit in stock, Contractor is to advise the Distributor to contact Alison Hartman at Carrier to pull from stock held there.
11. If unit is obtained through Carrier's stock, then Alison Hartman will provide shipping information (shipping carrier, anticipated delivery date & time window, etc.) to Contractor and Distributor.

Reporting (in addition to requirements outlined in the general contractor instructions):

Monthly Reporting - Due by the ninth of each month:

- *HVAC Equipment Installation Report* to include:
 - Manufacturer of the equipment replaced
 - Model number of the equipment replaced
 - Serial number of the equipment replaced
 - Manufacturer of the new equipment
 - Model number of the new equipment
 - Serial number of the new equipment
 - New equipment start-up date.
 - Equipment Type (package unit, condensing unit, AHU, hanging heater, etc.)
 - Heat type (if applicable)
 - Tonnage (if applicable)

Quarterly Reporting – Due by the fifteenth of the month following quarter end:

- *High Service Volume by Refrigeration Unit Report*
- *High Service Volume by HVAC Unit Report*

Invoice & Document Submission (in addition to requirements outlined in the general contractor instructions):

1. Have attached to the invoice, if it is for HVAC equipment replacement, the manufacturer's warranty certificate filled out completely and noting the store # and location.
2. Have attached to the invoice, if it is for HVAC equipment replacement, a minimum of 4 pictures for each new unit installed. One shot should be taken from each corner at just close enough of a distance to get the entire unit centered in the picture.
3. Note on the invoice, if it is for HVAC equipment replacement, in addition to the model and serial number of the equipment being removed and being replaced as noted in the general contractor instructions for replacement equipment, but also the tonnage and the equipment type (AHU, condensing unit, package unit, hanging heater, etc.)