



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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**10/29/2020**

**Controlled Document**

**Please use online version for most up to date requirements.**



# ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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# ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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## **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.

#### **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](http://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  
500 Volvo Parkway  
Chesapeake, VA 23320

## 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)** (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 Vendor Tender Notification (VTN).
  - 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**).
  - l. Mark Freight terms: Collect – **C**, Prepaid – **P**, or Prepaid to Consolidator - **PC**



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- 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 48 hours in advance to schedule pickup.
  4. If instructed to ship via LTL – the carrier noted on the Vendor tender notification will reach out to schedule a pickup. In the event the carrier has not 2 days prior to the orders' cancel date, the supplier should contact the carrier.
  5. If notified that PO's are part of a multi-stop shipment on the VTN, it is the responsibility of the supplier to load freight high and tight on the carriers' trailer to ensure sufficient empty trailer space for remaining pickups.
  6. During the loading process suppliers will be given 2 hours of free time. Detention will begin accruing after those 2 free hours have expired regardless of load type.
  7. 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 – 549 Mill Road, Edison, NJ 08837. The telephone number is 800-935-6320 ext. 205. You must call Avrio Logistics 24 hours prior to delivery or to schedule a pickup.
  8. 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

WOOD PALLETS: 0

END OF ORDER

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



# ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

SHIPPER COPY

**STRAIGHT BILL OF LADING**  
ORIGINAL - NOT NEGOTIABLE

PAGE 1 OF 1

BOL NBR: 84138  
 DATE: 3/31/2011  
 TERMS: 3RD PARTY COLLE  
 CARRIER: LIPS FREIGHT  
 PICK UP TIME:  
 PU DATE: 4/15/2011

**Freight Charge Terms:** (freight charges are collect unless marked otherwise)

Prepaid \_\_\_\_\_ Collect \_\_\_\_\_  
 3rd Party Prepaid \_\_\_\_\_ 3rd Party Collect

SHIPPED FROM  
 [REDACTED]

SHP TO  
 9560 DUNCAN  
 201 EAST CHEROKEE ROAD  
 DUNCAN OK 73533

SHIPPER  
 FAMILY DOLLAR STORES  
 500 VOLVO PKWY  
 CHESAPEAKE, VA 23320

THIRD PARTY FREIGHT CHARGES BILL TO / REMIT TO:  
 SAME AS LEFT

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	8LB/152P-AMERICANA TABLE TOP 1	3424	ITEM#:2901236	70
***** 428 CASES (----- TOTAL -----)		3424	LBS	
152 X 29CT + 124 X 19CT				
LIMITATIONS OF LIABILITY APPLY. SUBJECT TO LIMITS OF LIABILITY OF THE CARRIER'S RIDER TARIFF. CUSTOMER SERVICE 1-800-333-7460				

REMIT COD TO: ADDRESS: 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: \$ \_\_\_\_\_ per

COD AMT: \$ \_\_\_\_\_

COD FEE: PREPAID  COLLECT  \$ \_\_\_\_\_

TOTAL CHARGES: \$ \_\_\_\_\_

FREIGHT CHARGES ARE PREPAID UNLESS MARKED COLLECT

CHECK BOX IF COLLECT

(Signature of Consignor)

RECEIVED subject to the National Motor Freight Classification, the ATA Handbook, Material Rules, Title 49 CFR 171.111 Series, the Hazardous Goods Mitigation Guide 9-422-106 Series, the carrier's tariff, pricing schedule, 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, stored, transported, delivered, and conditions of carriage of packages unbranded, marked, consigned, and delivered as indicated above which said carrier shall be understood throughout this contract as including any person or organization in possession of the property under the contract, agrees to carry to its usual place of delivery at said destination, if on its route, or nearest to delivery to another carrier in the route to said destination. It is hereby 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 if any involved in all or any of said property, that every device to be portland thereunder shall be subject to the bill of lading terms and conditions in the governing classification on file at the time of shipment. Carrier shall in no event be liable for loss of profit, income, attorney fees, or any special, incidental or consequential damages. Shipper hereby certifies that he is familiar with all the terms and conditions in the bill of lading, governing tariffs, pricing schedule, rules, and classifications, and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.

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.

Trailer Loaded:  By Shipper  By Driver  
 Freight Counted:  By Shipper  By Driver/pallets said to contain  By Driver/Pieces

SHIPPER SIGNATURE/DATE: [REDACTED]

CARRIER SIGNATURE, PICKUP DATE: [REDACTED]

Mark with "X" or "TD" if appropriate 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 173.261(a)(1) (B) of Title 49, Code of Federal Regulations. Also, when Regulations 173.261(a)(1) (B) of Title 49, Code of Federal Regulations apply, the shipper's certification statement prescribed in Section 173.261(a)(1) of the Federal Regulations must be indicated on the bill of lading, unless a specific exception from this requirement is provided in the Regulations for a particular material.



# ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

Fax from :

11-18-11 12:22

Date: 10/05/11		<b>BILL OF LADING</b>		Page 1									
SHIP FROM USA SID#: <b>4193739</b>		SHIP TO FAMILY-DUNCAN OK DC# 009660 201 EAST CHEROKEE ROAD DUNCAN OK 00073533 USA		Bill of Lading Number: 00530050000815575 									
THIRD PARTY FREIGHT CHARGES BILL TO:		CARRIER NAME: UPS GROUND FREIGHT Trailer number: 254693... Seal number(s): na		SCAC Pro n LIMITATIONS OF LIABILITY APPLY. SUBJECT TO LIMITS OF LIABILITY OF THE CARRIER'S RULES TARIFF. CUSTOMER SERVICE 1-800-333-7400									
SPECIAL INSTRUCTIONS: <b>Vendor# 98654 P.O. 8648404</b>		Freight <b>UPS Freight 845 985 243 CHS</b>		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">811</td> <td style="text-align: center;">450</td> <td style="text-align: center;">DEPART</td> <td style="text-align: center;">DESTINATION</td> </tr> <tr> <td style="text-align: center;">ODOMETER</td> <td style="text-align: center;">ARRIVE</td> <td></td> <td></td> </tr> </table>		811	450	DEPART	DESTINATION	ODOMETER	ARRIVE		
811	450	DEPART	DESTINATION										
ODOMETER	ARRIVE												
Prepaid <input type="checkbox"/> Collect <input checked="" type="checkbox"/> 3rd Party <input type="checkbox"/>		Master Bill of Lading with attached underlying Bills of Lading <input type="checkbox"/>											
CUSTOMER ORDER INFORMATION													
CUSTOMER ORDER NUMBER	# PKGS	WEIGHT	PALLET/SLIP (CIRCLE ONE)		ADDITIONAL SHIPPER INFO								
8648404	16	393.12	<input checked="" type="checkbox"/> Y	<input type="checkbox"/> N	<b>124 cubic feet</b>								
<b>GRAND TOTAL</b>			<input checked="" type="checkbox"/> Y	<input type="checkbox"/> N									
CARRIER INFORMATION													
HANDLING UNIT		PACKAGE		WEIGHT	H.M. (X)	COMMODITY DESCRIPTION	LTL ONLY						
QTY	TYPE	QTY	TYPE				NMFC #	SUB	CLASS				
1	SS	16	Ctn	393.12		Hosiery	049940	04	100				
<b>GRAND TOTAL</b>			<b>16</b>	<b>393.12</b>									
<small>Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: *The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ of _____</small>						<b>COD Amount: \$</b> <b>Fee Terms: Collect: <input type="checkbox"/> Prepaid: <input type="checkbox"/></b> <b>Customer check acceptable: <input type="checkbox"/></b>							
NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. 14706(c)(1)(A) and (B).													
<small>RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.</small>													
SHIPPER SIGNATURE / DATE <b>[Signature] 10/5/11</b>			Trailer Loaded: <input checked="" type="checkbox"/> By Shipper <input type="checkbox"/> By Driver		Freight Counted: <input checked="" type="checkbox"/> By Shipper <input type="checkbox"/> By Driver/Pieces <input type="checkbox"/> By Driver/Pallets said to contain								
<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 DOT.</small> vbl00033999			Arrival Date/Time: <b>10/5/11 4:50 PM</b> Appointment Date/Time: <b>10/5/11 9:30 AM</b> Departure Date/Time: <b>10/5/11 5:10 PM</b>		CARRIER SIGNATURE / PICKUP DATE <b>[Signature] 10/5/11</b> <small>Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.</small>								



# ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

[Redacted]  
[Redacted]  
[Redacted]  
USA

Ship Number: SID4193139

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  
500 VOLVO PKWY  
CHESAPEAKE, VA 23320

### SHIP TO:

FAMILY-DUNCAN OK DC# 009560  
201 EAST CHEROKEE ROAD  
DUNCAN, OK 00073533  
USA

Carton#:		Cust.Store#:	9560
Customer#:	00045099	Customer Order date:	09 /23/ 11
Customer Order#:	8648404	Date of order:	09 /27/ 11
Salesman:		Dept. #:	
DUN#:		Routing & FOB:	UPGF CC

Line#	Customer Sku#	Description	UPC	Gildan Sku Item	Total Ctn	Total Unit	Client UOM
1	700150	700150/10-01Ladies LowCtPinkHTSock W	400700189713	95237	16	480	EA
<b>GRAND TOTAL</b>					<b>16</b>	<b>480</b>	

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  
[Redacted]

**COLLECT**

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

Customer Purchase Order 5664936 ✓	Ship Date 01/12/10	Customer Arrival Date	Carrier SCHN [Redacted]	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 refusal. Contract Carriers - Trailer MUST be sealed upon delivery or subject to refusal.		Distribution Center Trailer Inspector [Redacted] 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 ✓	

1092 PCS IN APPARENT GOOD ORDER EXCEPT AS NOTED PENDING INSPECTION

JAN 12 2010

FAMILY DOLLAR STORES-DIST. CENTER

FAMILY DOLLAR - IOWA DC  
DROPPED ON YARD  
SUBJECT TO INSPECTION

Date: 1-12-10  
Carrier: Sncy 528  
Trailer No: 700205 CG  
SID No: 3274066  
Conf. No: 483768

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

Subject to the provisions of the contract, and no contract, Section 1 of Conditions of applicable bill of lading, this shipment to be delivered to the consignee without recourse to the consignor, for consignor that ships the following statement:  
The carrier shall not be liable for any loss or damage to the goods, except as noted on the bill of lading, and shall not be liable for any loss or damage to the goods, except as noted on the bill of lading, and shall not be liable for any loss or damage to the goods, except as noted on the bill of lading.

(Signature of Consignor)

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

If properly described above, in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned and destined as indicated hereon, which said carrier (the 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 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 thereon in full 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 Domestic 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 in its handling with all the terms and conditions of the said bill of lading, including those on the back hereof, set forth 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 the carrier as set forth.

SHIPPER, Per [Signature] Date 1/12/10

CARRIER Agent Signature [Signature]

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

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



# ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

## Part 3: 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 CVP. A USER ID is required to access the CVP. You can contact TMS Customer Service at:

[OTMQUESTIONS@DOLLARTREE.COM](mailto:OTMQUESTIONS@DOLLARTREE.COM)

### 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.

### 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 7 days 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 48 hours prior to the ship 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 <sup>th</sup> , product cannot be released after the 19 <sup>th</sup> . 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, SHIPPING AND PACKAGING INSTRUCTIONS

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### Routing & Release Procedures

#### Release Procedure

1. 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. Prepaid suppliers will also be required to input their orders into the CVP. All orders must be ready to ship complete by the "Cancel if not shipped by" date. Failure to meet the expectations listed herein may result in noncompliance charges.
2. Failure to utilize the Family Dollar Transportation Management System in routing Collect or Prepaid to Consolidator Purchase Orders will result in full freight chargeback in addition to administrative expenses. To access CVP – Direct link: <https://cvp.dollartree.com>
3. 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 [OTMQUESTIONS@DOLLARTREE.COM](mailto:OTMQUESTIONS@DOLLARTREE.COM)
4. If you are an existing Supplier – Please read the Family Dollar Supplier CVP (Custom Vendor Portal) Web Interface instructions before entering data into the system. You can download the instructions in the TMS link. Direct Link: <http://cvp.dollartree.com/>

#### Creating Purchase Orders Releases in the CVP:

When you are ready to enter your PO Information, please access <https://cvp.dollartree.com/> via the internet. User ID and Password assigned by Family Dollar are required. A supplier shipping both prepaid and collect will have a different User ID for POs associated with prepaid supplier numbers and those written to collect supplier numbers

#### 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 not required for entering data.
2. Enter your User Name and Password. (password is case sensitive)
3. Click Ok.
4. Your location will need to be set up. In order to do so, click on new location. This will present a screen with several boxes outlined in green. Each field will need to be filled out. Once all the required information is entered, click on the button labeled validate.



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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5. After selecting validate, a screen will pop up asking you to confirm the address. Select the correct address. This field is powered by Google Maps. If your address is not valid on Google Maps, it will not appear.
6. Once you have selected the correct address, you will be taken back to the previous screen. It will now show you 3 boxes asking for contact information. Populate that information and click Finished. (In order to find a location, click on the button titled find location. You may edit the information in this screen.)
7. To release a Purchase Order, click on Find Purchase Order. Input the PO and click Find. The next screen will show you that PO. Select it. A screen will then show up asking for the release information. Input all data and select the Recalc ShipUnits button. All releases must be in the quantity of pieces equal to a carton. (Ex. There are 10 blow pops per carton and you are shipping 10 cartons. You will need to release 100 pieces in the ship quantity field.)
8. Select your load method (pallets, slip sheet, floor loaded). Input the quantities and select finished.
9. 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.
10. To input information for another order release, click the Home Icon on the left to start again.
11. A. For collect suppliers, when a carrier has been assigned to your shipment, you will receive an e-mail Vendor Tender Notification (VTN) from the OTM system along with a shipment ID number (SID). You will also receive a BOL for your use. If you use your own BOL, 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.  
B. Prepaid suppliers will receive an email with the shipment ID. Please note: **this shipment ID, not the PO, will be needed to make your delivery appointment**

### Routing for Collect Suppliers

12. Supplier's must ship the purchase order or purchase orders as noted on the VTN. 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 within OTM. Suppliers who ship cartons, weight, and/or cube not previously released will be subject to incremental freight charges.
13. 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.
14. 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.





## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

15. 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
16. The Shipper is responsible to block and brace the freight to make it safe for transit, in order to prevent damage.

### 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.

### Prepaid Suppliers

Prepaid suppliers are responsible for delivery to our distribution centers and pay 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.



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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.
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### Prepaid Supplier Instructions

1. Family Dollar appointments are made by the supplier or carrier assigned by the supplier in C3 Solutions system: <https://www.c3reservations.com/dollartree>  
  
User guides for both suppliers and carriers may be found on the FamilyDollar.com website at <https://www.familydollar.com/corporate/our-company/businesspartners/transportation>
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, Old Dominion Freight Lines, YRC Freight, and Unyson (for freight originating in Los Angeles, CA area).
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 carriers Central Transport or Vitran Express for any shipments to Family Dollar.**

### Prepaid Supplier Carrier Instructions

Should there be a delay (e.g., an accident, inclement weather, road work, or loading delay) that requires the appointment to be rescheduled it may not be rescheduled the same day without permission of the DC.

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.



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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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 is made. The DC is not required to accept same day reschedules
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

Family Dollar appointments are made by the supplier or carrier in C3 Solutions system: <https://www.c3reservations.com/dollartree> using the **Shipment ID** generated by releasing the PO in the CVP (see Page 15 *Creating Purchase Orders Releases in the CVP*). C3 user guides for both suppliers and carriers may be found on the FamilyDollar.com website at:

<https://www.familydollar.com/corporate/our-company/businesspartners/transportation>

For help with issues making or rescheduling appointments please email the appropriate email box for that DC as shown below. **Please note if an appointment already exists for a SID an additional appointment cannot be made, the original appointment should be amended.** If the carrier on SID changes the new carrier will not be able to change or book an additional appointment for that SID. The supplier of Family Dollar will need to change the carrier on the appointment.

**Only suppliers or carriers on our approved drop list will be allowed to make drop appointments. All other prepaid deliveries will be “Live” unload.**



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### DC Hours and Contact Information

DC Code	Distribution Center Name Address Phone	Appointment Hours Email Address
9510	Indiana Distribution Center 500 Family Dollar Parkway Ashley, IN 46705 <i>Ph 260-587-3230</i>	Monday – Friday 8 a.m. – 5 p.m. (Eastern) <a href="mailto:apptrequestashley@familydollar.com">apptrequestashley@familydollar.com</a>
9515	Utah Distribution Center 4815 S River Rd. St George, UT 84790 <i>Ph 435-688-6600</i>	Monday – Friday 8:00am – 5:00pm (Eastern) <a href="mailto:apprequeststgeorge@familydollar.com">apprequeststgeorge@familydollar.com</a>
9520	Arkansas Distribution Center 1800 Family Dollar Parkway West Memphis, AR 72301 <i>Ph 870-732-3264</i>	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestWMemphis@familydollar.com">apptrequestWMemphis@familydollar.com</a>
9530	Texas Distribution Center 3101 East I-20 Odessa, TX 79766 <i>Ph 432-367-1300</i>	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestOdessa@familydollar.com">apptrequestOdessa@familydollar.com</a>
9540	Virginia Distribution Center 155 Fairground Road Front Royal, VA 22630 <i>Ph 540-622-6600</i>	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestFrontRoyal@familydollar.com">apptrequestFrontRoyal@familydollar.com</a>
9550	Florida Distribution Center 3985 DISTRIBUTION DR Marianna, FL 32448 <i>Ph 850-526-6500</i>	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestMarianna@familydollar.com">apptrequestMarianna@familydollar.com</a>
9560	Oklahoma Distribution Center 201 East Cherokee Road Duncan, OK 73533 <i>Ph 580-470-1700</i>	Monday - Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestDuncan@familydollar.com">apptrequestDuncan@familydollar.com</a>
9570	New York Distribution Center 847 Ellsworth Road Rome, NY 13441 <i>Ph 315-838-2500</i>	Monday – Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestRome@familydollar.com">apptrequestRome@familydollar.com</a>
9580	Kentucky Distribution Center 1000 Industry Road Morehead, KY 40351 <i>Ph 606-780-7960</i>	Monday – Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestMorehead@familydollar.com">apptrequestMorehead@familydollar.com</a>
9590	Iowa Distribution Center 302 Family Dollar Parkway Maquoketa, IA 52060 <i>Ph 563-652-7300</i>	Monday – Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestMaquoketa@familydollar.com">apptrequestMaquoketa@familydollar.com</a>
9990	North Carolina Distribution Center 10401 Monroe Road Matthews, NC 28105 <i>Ph 704-847-6931</i>	Monday – Friday 8:00 a.m. – 5:00 p.m. (Eastern) <a href="mailto:apptrequestMatthews@familydollar.com">apptrequestMatthews@familydollar.com</a>

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Shipping on Pallets

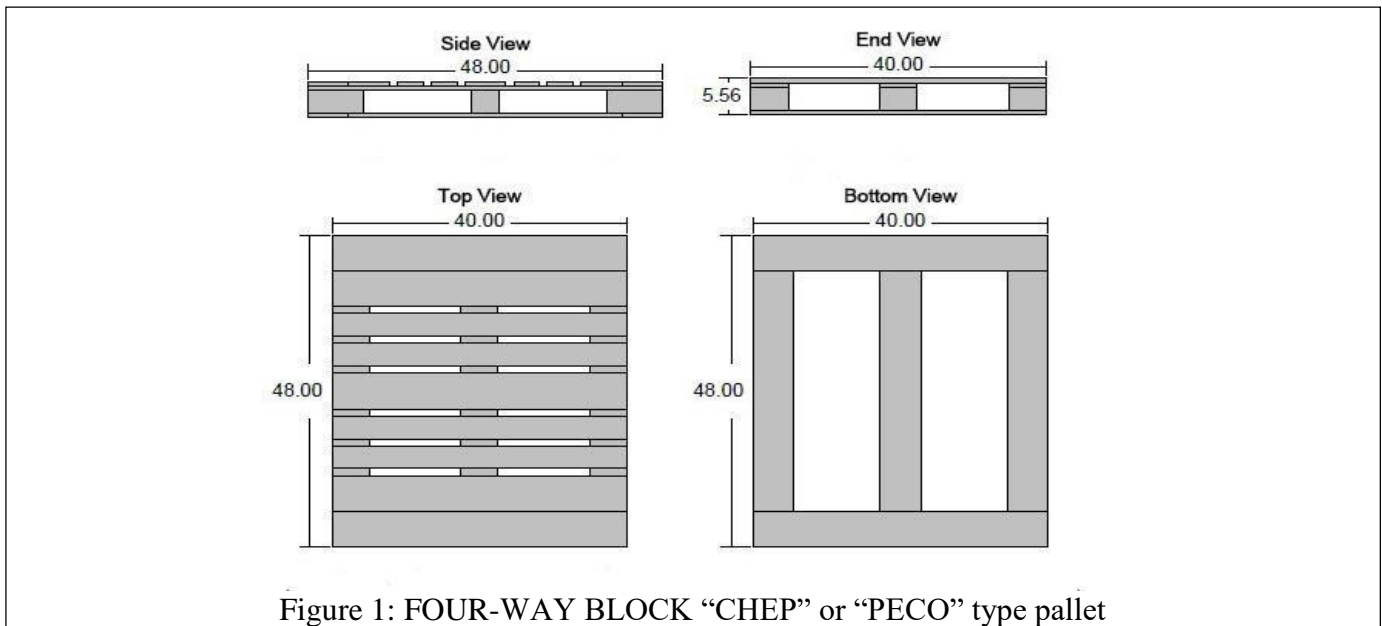
Pallets used by supplier/shipper shall conform to these specifications:

#### 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.





## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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### 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, LLC. 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

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### **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 28 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, LLC. 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 style="text-align: center;"><b>PO#:1234567</b> <b>FD SKU #: 2121212</b> <b>CASE QTY: 36</b> <b>BEST BY: 08/04/2013</b></p>
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PALLET LABEL EXAMPLE



# ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

## Pallet Configurations

1. All deliveries that are driver unload or lumper services will be charged if Family Dollar Stores, LLC. 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, LLC. 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.
6. 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
<b>*ALL</b>	<b>*ALL</b>	<b>63</b>	<b>39</b>

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

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



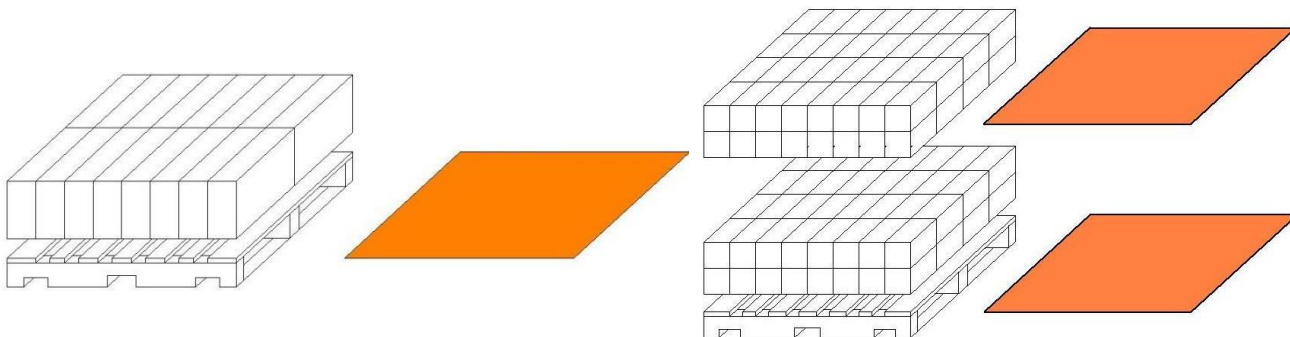
## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Pallet Sheet Recommendations

1. Recommendations to use pallet sheets depend 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-Flue” 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.

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
<b>Shortest Edge Recommendations for Pallet Sheets</b>		
If any edge is less than 2" long	Yes	3 Layers
If any edge is less than 4" long	Yes	4 Layers

- 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 3<sup>rd</sup> and 4<sup>th</sup> layer/tier of product.





## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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### 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) Any collect freight with a second or additional release for an individual distribution center that is not related to overflow is subject to be charged back for any incremental freight charges plus a \$75 administrative fee.
- 3) Vendors will be subject to a charge back for any incremental freight charges plus a \$75 administrative fee for collect releases from locations not specified on the original purchase order. As freight charges vary by origin location, it is imperative that collect vendors ship from the location outlined on their purchase orders.
- 4) Detention : Carriers are given a 30 minute grace period for on-time arrival with power detention being charged back to the vendor at a rate of \$60 per hour plus a \$75 administrative fee for loading time that exceeds 2 hours
- 5) Truck ordered not used (TONU): Vendors will be charged back the cost of a TONU (\$300) in the event they cancel or are unable to load a driver after the driver has been dispatched by the carrier.
- 6) All handling charges shall be at a rate of \$82.50 per hour, plus a \$75.00 administrative fee.
- 7) 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.
- 8) 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.
- 9) 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.
- 10) 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

## Part 4: 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. Please review Inner Requirements [here](#).
  - 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. Note: Family Dollar does accept non-conveyable products
  - b. Boxes must weigh a minimum of 3 pounds for boxes up to 15 inches in length, and 5 pounds for boxes over 15 inches.
  
  - c. 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

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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 6: Transportation, [Carton Marking Requirements](#), to ensure that you are compliant with Domestic, Import, 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

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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 "[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

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### Part 5: Required Corporate Policies

#### Family Dollar Freshness Policy

Family Dollar requires that product has full “GSL” (Guaranteed Shelf Life) when it is received at one of our facilities. The GSL is negotiated with your Family Dollar buyer.

Example: An item has a total shelf life of 12 months from the manufacture 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. Family Dollar will not accept short-dated product delivered to its facilities. Our system setting will be 9 months in this example, no exceptions.

Important – Warehouse personnel are authorized to execute the policy without merchandising approval. Our buyers will not 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/Packaging requirements of open-dated product:

- A. We accept multiple expiration dates for the same SKU as long as the item is shipped on a separate pallet for each expiration date. Our lot control system requires entry and tracking at the pallet level.
- B. All shipment documents (Bill of Lading, Pallet Sheets, and/or Packaging Lists) must be detailed by expiration date or best if used by date.
- C. All Private Brand and Control Brand packaging must include an open date code. The desired format = BEST BY MMDDYY for both the package and the carton.

Charges for shipping short-dated product to Family Dollar

- A. Short-Dated product discovered at delivery will be 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.
  - a. Standard costs:
    - i. DC handling is 10% of the return invoice
    - ii. Cost for transportation is 6% of the return invoice
    - iii. Cost for the short-dated penalty is 20% of the return invoice
    - iv. **Total charges will be 36% of the return invoice**

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

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### **Private Brands Packaging Commitment**

Family Dollar's policy regarding all Private Brand packaging.

Family Dollar grants a 12-week transition period to cycle-out of discontinued merchandise and old packaging. Following the 12<sup>th</sup> week, any merchandise with outdated packaging should not be shipped to Family Dollar.

#### Example #1: Changing Art

- Family Dollar initiates a Private Brand packaging art change for an October 1<sup>st</sup> reset for Product "X"
- Supplier receives "new" packaging art files on July 1<sup>st</sup> from Family Dollar for Product "X"
- Family Dollar is willing to accept old packaging until October 1<sup>st</sup> (12 weeks from July 1<sup>st</sup>) for Product "X"
- Family Dollar will only accept new packaging after October 1<sup>st</sup> for Product "X"

#### Example #2: Dropped Item Excess Packaging

- Vendor is notified of the item dropped from buyer on July 1<sup>st</sup>
- Family Dollar will buy up to 12 weeks of additional product
- October 1<sup>st</sup> is the last day to receive discontinued item
- Additional packaging will be suppliers responsibility

For additional questions involving Private Brand packaging commitments please email:  
Steve Biehl (Director of Business Development - Our Brands)  
[sbiehl@familydollar.com](mailto:sbiehl@familydollar.com)

\*Family Dollar Proprietary Brand products and packaging may not be sold to any party other than Family Dollar Stores, Inc. without expressed written approval from the Director of Private Brands.



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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### Part 6: Carton Marking Requirements

#### Carton Marking Requirements:

Suppliers shipping product from their facility must adhere to the Import and Domestic 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.

Suppliers may have automatic printing or labeling formats that differ from our standard. Please obtain approval for these exceptions from your Family Dollar buyer.

#### 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 BLUE 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](mailto: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) For UPC Code use "Mixed" for deal packs or cartons with multiple UPC skus.
- 5) Cartons that have inners do not need Seasonal Label, Printed Details Labels, Department Icons, or Color Image Labels





# ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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## 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 reuseable 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. Each inner pack must be labeled with, at minimum, **SKU#, Department, and QTY**. Shippable Inners should be marked as if it were a master carton. An additional label requirement would be to use the required DOT hazmat recognized labels since we would have to identify those items in the reuseable totes.

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

Master Cartons that contain **non shippable** inners DO NOT need the following elements: Seasonal Carton Labels, Printed Details Labels, Graphic Non-Seasonal Labels, Impulse Labels, and Icons

## 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 provided 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.

Please review Import guidelines here:

<https://www.familydollar.com/content/dam/familydollarcorporate/pdfs/THT%2520Import%2520Guidelines%2520and%2520Packaging%2520Guidelines.pdf>

## Source and Season Specific Marking Requirements

The next few pages detail Family Dollar's carton marking requirements based on type, season, and source.

- GLOSSARY
- KEY COMPONENTS
- SEASONAL CARTON LABELS
- NON SEASONAL CARTON LABELS
- SHIPPABLE AND NON SHIPPABLE INNERS
- DEPARTMENT ICONS
- LAYOUTS
  - DOMESTIC or DOMESTIC IMPORT Marking Requirements
    - For these items Family Dollar is not the importer of record.
    - SEASONAL REQUIREMENTS – DOMESTIC
    - BASIC and FASHION DOMESTIC
  - IMPORT Marking Requirements
    - For all imported items to Family Dollar
    - SEASONAL REQUIREMENTS – IMPORT PAGE:
    - BASIC and FASHION IMPORTS

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Carton Marking Glossary

**SELLING UNIT UPC NO:** The actual UPC code 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.

If multiple SKUs, use the Deal SKU

**DESCRIPTION:** Accurate description of the retail unit.

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

**INNER 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.) (If no inners, this number will match the Master QTY)

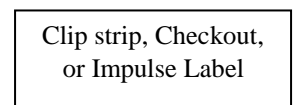
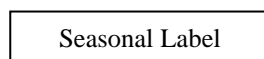
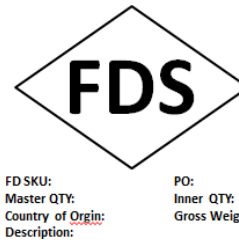
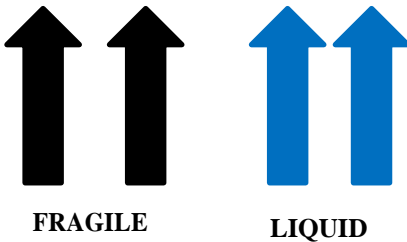
**SEASONAL MARKING:** This preprinted label or carton label graphic is required on seasonal items and items that set in seasonal areas. The label area is 4”x6” but may be scaled, with approval, proportionally on cartons that do not have space to fit.

**ITEM PICTURE LABEL:** This label has a color picture of the product inside the carton.

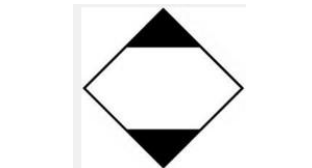
**ICON:** The icon represents the department in which the item belongs.

**PRINTED DETAILS:** The printed details include the category, seasonal aisle, schematic location, and set date

### Key Carton Marking Components



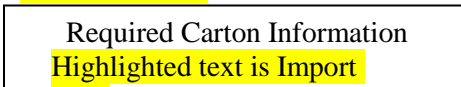
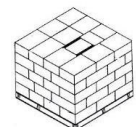
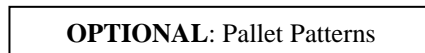
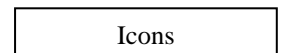
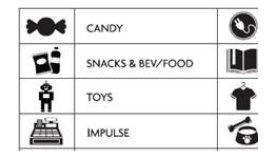
**FD SKU:**  
**Description:**  
**Master QTY:**  
**Inner QTY:**  
**UPC#:**  
**Country of Origin:**  
**PO:**  
**Gross Weight:**



Limited Quantities  
 HAZMAT marking for  
 flammable goods  
 Use as required by law.



Non – Seasonal Label  
 4x6 Preferred  
 3x5 if Needed



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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### IMPORTANT – PLEASE READ

#### Master Carton with Inners

Master Cartons, Over Cartons, or Shipping Cartons that contain inners  
**DO NOT NEED!!**

**Seasonal Label**

**Color Item Label**

**Department Icon**

**Black Impulse Label** (still required on inner packaging)

**Printed Details Label**

Please review [Inner Marking Requirements](#) for required **Inner** packaging markings

If you have ANY inners (shippable inners or non-shippable inners) your cartons only need to look like this.

- Additional supplier markings are OK as long as they don't interfere with the marks below.
- UPC barcodes that are the same as the saleable unit found inside the carton are NOT ALLOWED



IMPORT



DOMESTIC

#### Master Carton with NO Inners

Follow the following Domestic, Domestic Seasonal, Import, and Import Seasonal requirements

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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### Other exceptions to carton labeling requirements

- Product visible through the shipping packaging
  - Example: Stretch wrapped trays
  - **Do not need** department icon, **do not need** color item label
  - MAY need seasonal label and printed details label, please verify with FD representative
- Graphic shipping cartons
  - When the shipping carton is also the display carton and a picture of the product is in art on the package:
  - **Do not need** department icon, **do not need** color item label
  - MAY need seasonal label and printed details label, please verify with FD representative
- Carton Level Bar Codes
  - Suppliers may use these but FD does not assign, create, use, or review them

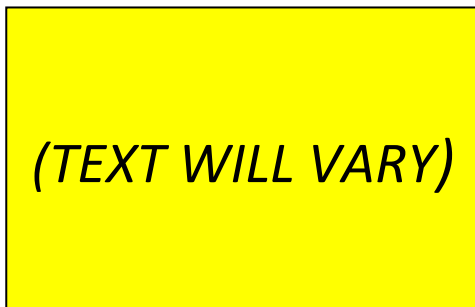


- Supplier markings
  - Supplier marks are acceptable as long as they don't interfere with FD required marks
- Merchant directed labels
  - Your buyer may require additional labels to aid in store execution
- Hanging apparel in garment bags DO NOT need inner labels

### MERCHANT DIRECTED LABELS

Labels specified by merchants in addition to normal carton markings

Bright Yellow 4x6 Label



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Seasonal Carton Labels

Seasonal items set in store in the Seasonal Aisle, Front End Seasonal Display, Seasonal Gondola, or Seasonal Endcaps. In most cases you will receive this label from FD, if you don't, it may not be needed.

\*Requirements apply to direct import and Private Brand, and all basic, fashion, and seasonal products

\*This label is **NOT needed** if master contains individually packaged **inners**.

**Color and Text for all seasonal items:**

Private Brands Graphic Manager

**Color product image:**

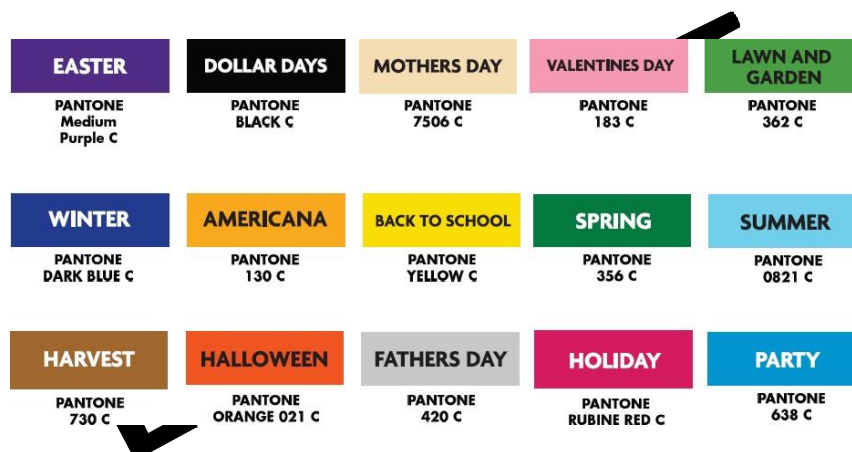
Supplier must provide product image

Each season will have specific color, icon, and text



### SEASONAL LABEL COLORS

Seasonal label text and color will be provided by Family Dollar Private Brand team or merchant



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### SEASONAL CARTON LABELS

\*Requirements apply to direct import and Private Brand, and all fashion, basic, and seasonal products. Cartons containing seasonal product must be marked, with color label, according to the season.

1. Color label must be a 4"x6" Label or Sticker
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 may provide specific information for the variable fields.
6. A color image of the product is now required and is the supplier's responsibility to provide.
7. Pre Printing on cartons is NOT allowed without FD approval

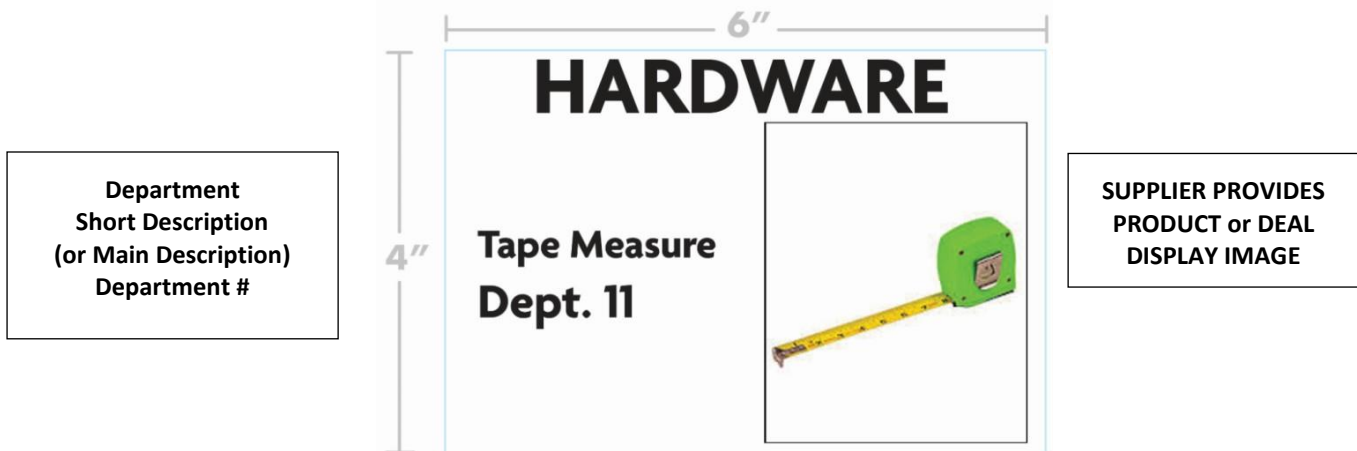
DO NOT label your cartons with seasonal labels or printed details labels unless you are part of a seasonal set. Your product will be held up and reduce your selling time. VERIFY with your buyer that you are a seasonal item.

### NON SEASONAL Carton Labels

\*Requirements apply to direct import and Private Brand, and all basic, fashion, and seasonal products

NON inner Shipping Carton must have a color image printed on a label applied to the shipping carton.

- Label size 4"x6" (if carton panel is too small use 3"x5" label)
- Pre Printing on cartons is NOT allowed without FD approval



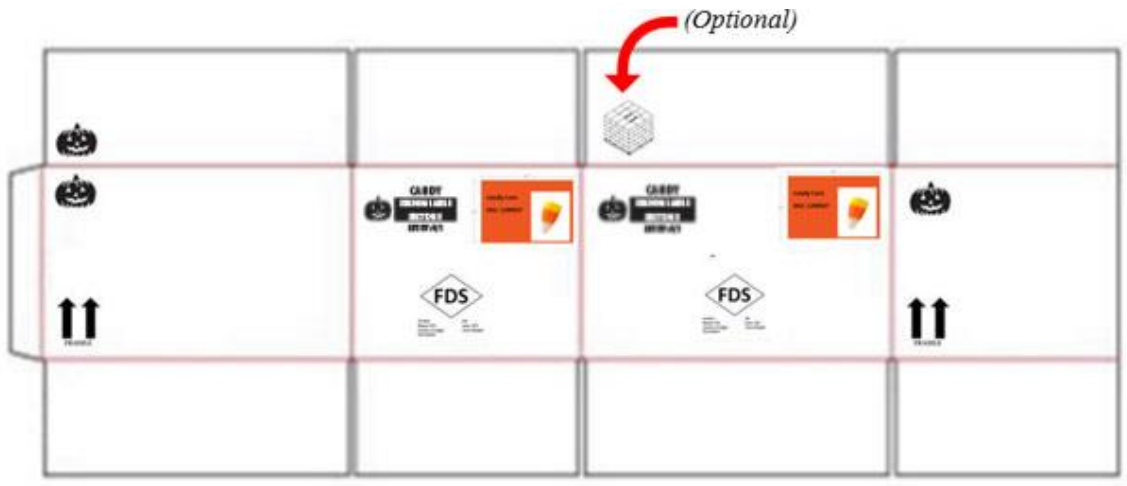
Review the following layout examples for cartons with **NO INNERS**

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### IMPORT SEASONAL CARTON MARKING LAYOUTS

**REQUIRED**  
 ICON  
 COLOR LABEL/STICKER  
 COLOR IMAGE  
 FDS DIAMOND  
 CARTON INFORMATION  
 FRAGILE/LIQUID ARROWS

**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.  
 \*Cartons with no inners (Master QTY and Inner QTY are the same)  
 \*UPC is just the numbers not a barcode



**FDS DIAMOND**  
 PRINT/ LABEL ON ANY  
 TWO (2) SIDES

	CANDY	
	SNACKS & BEV/FOOD	
	TOYS	
	IMPULSE	

**DEPARTMENT ICON**  
 PRINT/ LABEL IN TOP LEFT  
 CORNER ON FOUR (4) SIDES  
 AND ONCE (1) ON TOP

**FD SKU:**  
**Master QTY:**  
**Country of Origin:**  
**UPC #:**  
**Description:**

**PO:**  
**Inner QTY:**  
**Gross Weight:**



**SEASONAL LABEL**  
 LABEL or COLOR STICKER ON  
 ANY TWO (2) SIDES

**CANDY**  
**SEASONAL AISLE**  
**SECTION B**  
**SET BY: 9/1**

**PRINTED DETAILS LABEL**  
 PRINT/ LABEL ON ANY  
 TWO (2) SIDES

**CARTON INFORMATION**  
 PRINT/ LABEL ON  
 ANY TWO (2) SIDES

6/22/2018 11:00:20 AM

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### DOMESTIC SEASONAL CARTON MARKING LAYOUTS

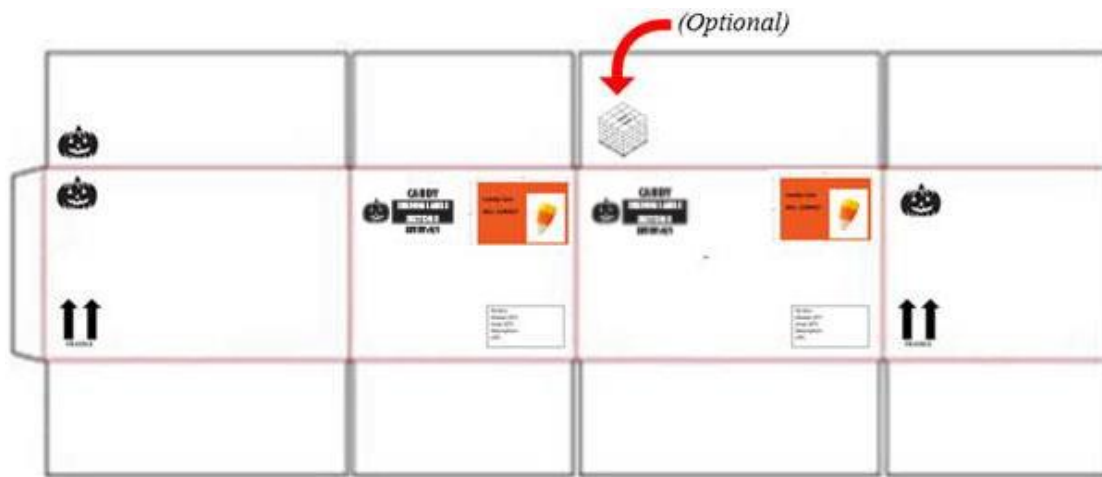
**REQUIRED**

- ICON
- PRINT DETAILS LABEL
- COLOR LABEL/STICKER
- COLOR IMAGE
- FDS DIAMOND
- CARTON INFORMATION
- FRAGILE/LIQUID ARROWS

**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.

\*Cartons with no inners (Master QTY and Inner QTY are the same)

\*UPC is just the numbers not a barcode



	CANDY	
	SNACKS & BEV/FOOD	
	TOYS	
	IMPULSE	

DEPARTMENT ICON  
PRINT/ LABEL IN TOP LEFT  
CORNER ON FOUR (4) SIDES

AND ONCE (1) ON TOP



SEASONAL LABEL  
LABEL or COLOR STICKER ON  
ANY TWO (2) SIDES

**CANDY**  
**SEASONAL AISLE**  
**SECTION B**  
**SET BY: 9/1**

PRINTED DETAILS LABEL  
PRINT/ LABEL ON ANY  
TWO (2) SIDES

**FD SKU:**  
**Master QTY:**  
**Inner QTY:**  
**Description:**  
**UPC:**

CARTON INFORMATION  
PRINT/ LABEL ON ANY  
TWO (2) SIDES



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### IMPORT NON-SEASONAL CARTON MARKING LAYOUTS

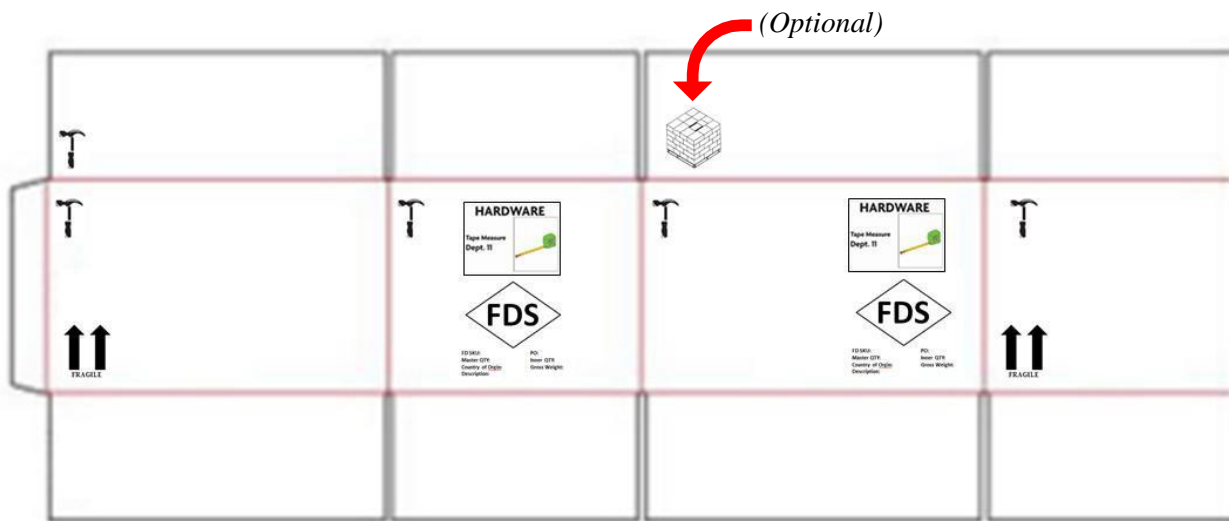
**REQUIRED**

ICON  
 COLOR IMAGE LABEL  
 CARTON INFORMATION  
 FRAGILE/LIQUID ARROWS

**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.

\*Cartons with no inners (Master QTY and Inner QTY are the same)

\*UPC is just the numbers not a barcode



**FDS DIAMOND**  
 PRINT/ LABEL ON ANY  
 TWO (2) SIDES

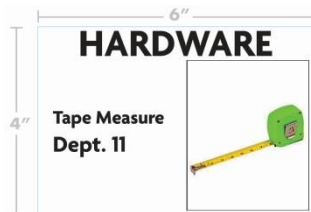
	CANDY	
	SNACKS & BEV/FOOD	
	TOYS	
	IMPULSE	

**DEPARTMENT ICON**  
 PRINT/ LABEL IN TOP LEFT  
 CORNER ON FOUR (4) SIDES  
 AND ONCE (1) ON TOP



**FD SKU:**  
**Master QTY:**  
**Country of Origin:**  
**UPC:**  
**Description:**

**PO:**  
**Inner QTY:**  
**Gross Weight:**



**ITEM PICTURE LABEL**  
 LABEL or COLOR STICKER ON  
 ANY TWO (2) SIDES

**CARTON INFORMATION**  
 PRINT/ LABEL ON ANY  
 TWO (2) SIDES

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

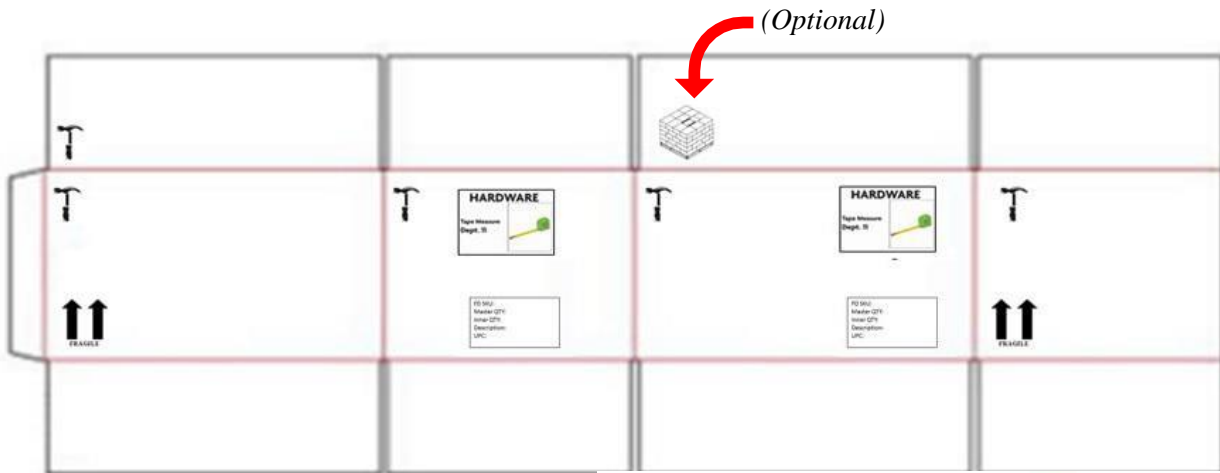
### DOMESTIC NON-SEASONAL CARTON MARKING LAYOUTS

**REQUIRED**

ICON  
 COLOR IMAGE LABEL  
 CARTON INFORMATION  
 FRAGILE/LIQUID ARROWS

**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.

\*Cartons with no inners (Master QTY and Inner QTY are the same)  
 \*UPC is just the numbers not a barcode



	CANDY	
	SNACKS & BEV/FOOD	
	TOYS	
	IMPULSE	

DEPARTMENT ICON  
 PRINT/ LABEL IN TOP LEFT  
 CORNER ON FOUR (4) SIDES  
 AND ONCE (1) ON TOP



ITEM PICTURE LABEL  
 LABEL or COLOR STICKER  
 ON ANY TWO (2) SIDES



**FD SKU:**  
**Master QTY:**  
**Inner QTY:**  
**Description:**  
**UPC:**

CARTON INFORMATION  
 PRINT/ LABEL ON ANY  
 TWO (2) SIDES

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS


































### DEPARTMENT ICONS

Department Icons must be placed in the top left corner cartons, printed in BLACK; minimum 1 ½ in. in height. See the list of Family Dollar Icons below. Your buyer can help you select the appropriate icon.

- \*Carton Icon requirements apply to direct import, and all Private Brand, fashion, and seasonal products
- \*Icons may change or be added please refer to link.

Icon art files may be found here:

<https://familydollar.app.boxcn.net/s/tbemaxvojidml6t8kh0o5j8ky5wu1h53>

	CANDY		BEAUTY
	SNACKS & BEV/ FOOD		HEALTHCARE
	TOYS		PERSONAL CARE
	DIAPERS		ELECTRONICS
	LAWN & GARDEN		BOOKS
	PARTY		APPAREL
	HOUSEHOLD PRODUCTS		PET SUPPLIES
	HOUSEHOLD CONSUMABLES		OFFICE/SCHOOL
	KITCHENWARE		HARDWARE
	TEXTILES		HOME DÉCOR
	FLORAL		BEDDING
FOR SEASONAL CARTONS: PLEASE USE THE ICON THAT MATCHES THE SEASONAL COLOR LABEL			
	WINTER		SUMMER
	VALENTINES		BACK TO SCHOOL
	ST. PATRICK'S		HALLOWEEN
	EASTER		HARVEST
	AMERICANA		HOLIDAY
			NEW YEARS

### PRINT DETAILS LABEL

Print Details Labels must be placed in the top left corner of the carton and to the right of the department icon, printed in BLACK; minimum 3 ½ in. in height. The Print Details Label should include the category, seasonal aisle, schematic location, and set date. Your buyer can help you fill out the correct information on the Print Details Label.

**CANDY**  
**SEASONAL AISLE**  
**SECTION B**  
**SET BY: 9/1**

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Clip Strip, Impulse Lane, and Power Panel Carton Labels

- Shipping cartons that contain a clip strip, Impulse Lane Item, Power Panel, or Power Panel Refill must be marked accordingly
- If a carton ships with inners, the outer carton does not need to be labeled. The inners will need to be labeled
- It is acceptable to use smaller labels on inners
- The family dollar merchant will supply location
- \*\*This label is in addition to all other master carton labeling requirements



4" x 6" Black

**CLIP STRIP**  
Location:  
Toy Aisle

Check with your buyer for location as "Toy Aisle" is an example location only!



4" x 6" Black

**POWER PANEL**  
Location:  
Toy Aisle

Check with your buyer for location as "Toy Aisle" is an example location only!

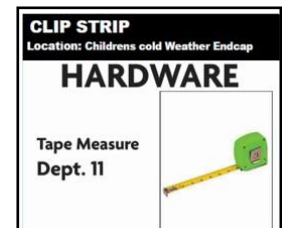


4" x 6" Black

Location:  
**CHECKOUT**

Also known as:  
CHECKOUT  
HOT ZONE  
IMPULSE

<b>CLIP STRIP</b>	
Location: Childrens cold Weather Endcap	
FD SKU #	_____
DESCRIPTION	_____
UPC #	_____
DEPT NO.	_____
INNER QTY	_____



- This exception is approved to combine the product label and Clipstrip, Impulse, Power Panel Labels
- You may also combine color image label with the black Impulse bar at the top.

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### For all cartons containing inners

The outer most carton may also be called: **Over Carton, Master Carton, or Shipping Carton**

The **over carton** only needs the carton information, FDS diamond (if import), applicable fragile and liquid arrows, and labels required by law.

**Icons, picture, seasonal labels, and printed details labels are not required on the shipping master carton that contains inners.**

### INNER CARTON MARKINGS - Shippable

## SHIPPABLE INNER CARTONS

- A shippable inner carton is an inner packaged in corrugated material sufficient to ship alone from DC to store. These standards can be found in the [Shipping Carton Strength Requirements](#)
- Shippable inner cartons are often packaged in an over carton for handling efficiencies to our Family Dollar DC. 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.
- Shippable Inner cartons must follow the exact same standard for labeling as standard DOMESTIC shipping cartons.
  - Your master will follow Import or Domestic shipping with inners markings
- Shippable inner packs must also have all additional labels that are required by law.
- Shippable inners **MUST** have clip strip, power panel, front end, or merchant directed labels



[NON-Seasonal Shippable Inner Carton Example](#)

#### **CARTON LABEL:**

FDS SKU#:  
DESCRIPTION:  
UPC#:  
INNER QTY:

Do not include MASTER QTY on shippable inner.



[Seasonal Shippable Inner Carton Example](#)

SHIPPABLE inner cartons should follow the marking requirements for DOMESTIC non-seasonal master cartons, EVEN if the shipping carton follows Import marking standards

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

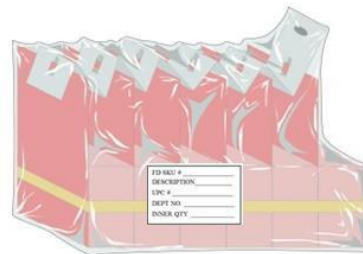
### INNER CARTON MARKINGS – NON-Shippable

## NON-Shippable Inners

1. Non-Shippable Inners are in packaging that cannot protect the product during normal distribution shipping. This includes packaging such as poly bags, film, bands, paperboard cartons, belly bands, etc. Rubber bands by themselves are not allowed.
2. The only marking requirement for non-shippable inners is that each inner needs to be printed or labeled with the following information
3. APPAREL: Plastic garment bag inners are exempt from this label.
4. Do not include MASTER QTY
5. **Hanging Apparel in clear garment bags is exempt from this label.**

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

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



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

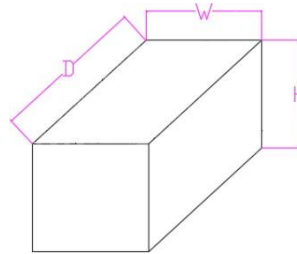
### Cartons with Inners Recommendations

\*Family Dollar prefers product ships cartons in proper packaging without inners.

When to utilize a carton with inners?

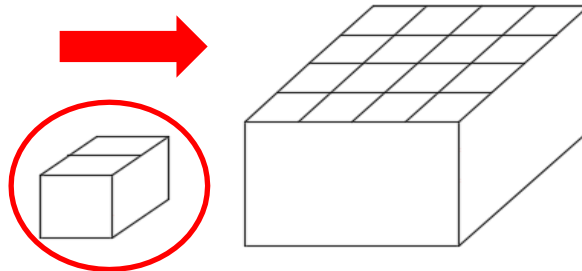
- If your carton fails one of these dimensions you should consider using a master with inners.
- When Family Dollar and supplier have agreed that non-shippable inners, as first cost savings, is acceptable

Dimension	Minimum
Length	9 inches
Width	6 inches
Height	4 inches
Weight	3 lbs.

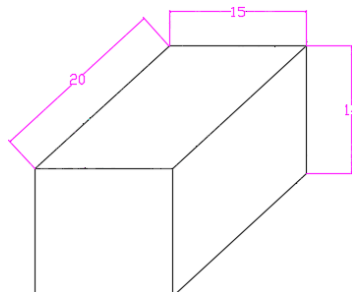


How should I configure a master with inners?

- Maximize number of inners per master carton
- 49 LB gross maximum master weight limit



- Maximum master carton dimension recommendations
  - Larger sizes can be approved please contact buyer, Tarheel Trading, or your global sourcing representative.
  - 15 W x 14 H x 20 D



## 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.

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.

The same requirements shall be used for display cartons.

Maximum Gross Weight	Bursting Test	Flute Size	Minimum Edge Crush Test
10 lbs	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.

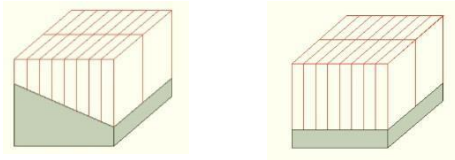


## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Display Shipping Carton Requirements

For display master carton strength please refer to [shipping carton strength requirements](#)

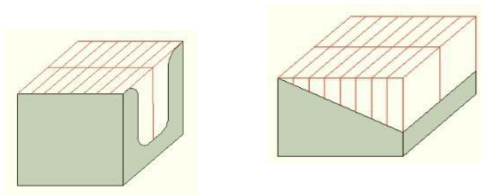
1. Display or PDQ tray is shorter than Product



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



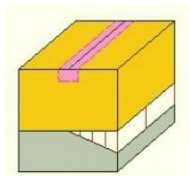
WT*	**Linear In.	Use Style
Up to 10 Lb	Under 64 In.	HSC
10 to 20 Lb	Over 64 In.	Endload
20 to 50 Lb	Over 64 In.	FOL Endload

\*Please refer to carton styles below

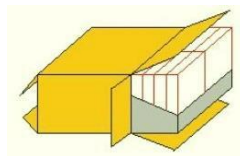
\*\* Linear Inches is calculated by adding the length of the 4 bottom sides together.

### Approved Shipping Carton Styles

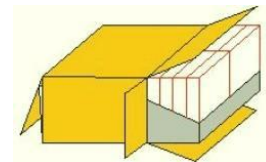
HSC Top Load Carton



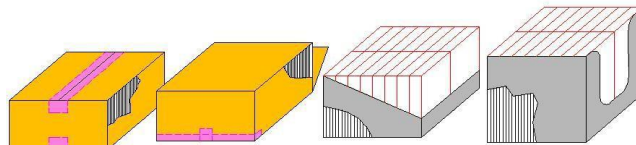
Endload Carton



Full OverLap Carton



Corrugated direction must be vertical to the display orientation.



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

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### Tear Away Carton Design Styles

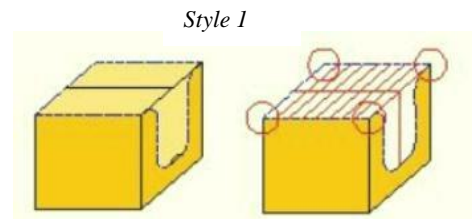
Tear away displays must be designed to tear cleanly.

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

### Approved Styles

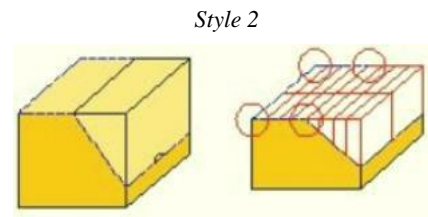
#### Style 1

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.



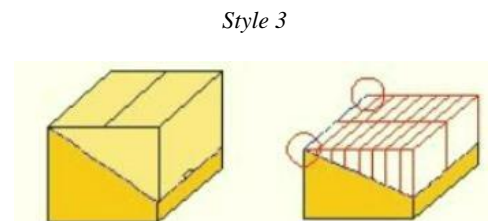
#### Style 2

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



#### Style 3

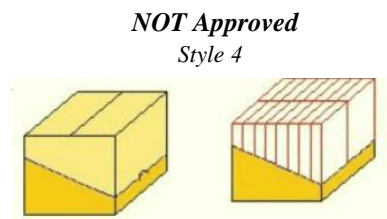
This style is approved but not preferred and has 2 corners that provide stacking support. Back of tray is the same height as product.



### 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

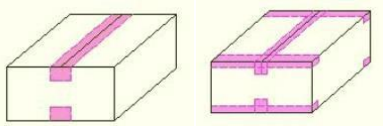
- Flaps must be taped or glued to keep the cartons tightly closed.
- Multiple cartons must not be glued, strapped, or taped together.
- Strapping must not be used on individual cartons or master packs

### Carton/ Carton Shippable Inner Taping

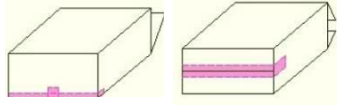
1. Tape should be at least 2 inches in width and have sufficient holding power to fiberboard to ensure a secure seal.
2. Tape thickness should be at least 2 mils.
3. Tape should be centered on the seal and extend down each side at least 2 inches.
4. Full taping of all flaps, seams, and seals is acceptable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

### Examples of recommended taping styles

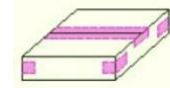
RSC Style Carton



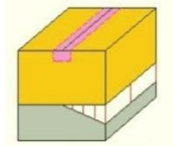
End Load Cartons Rolled End Tray



1 Piece Folder



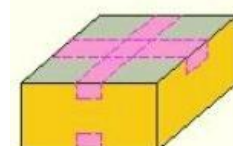
\*Acceptable shipping carton tape applications for top loaded PDQ displays. (Double Tape Bottom)



Carton



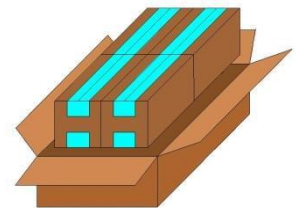
Top View



Bottom View

### Inner Packaging Requirements

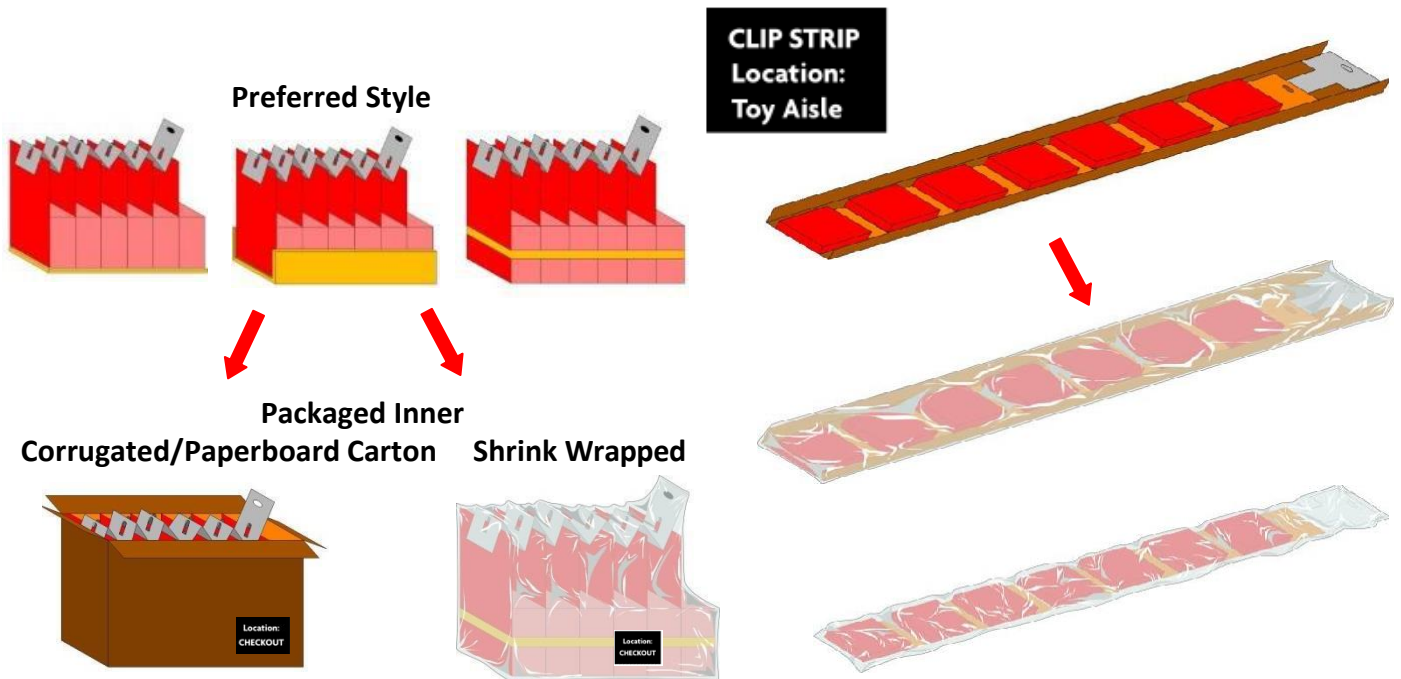
1. Inners in Shippable Packaging (Corrugated)
  - a. After inners, in corrugated packaging, are removed from the master they are considered shippable.
  - b. It is required that they survive the Family Dollar Distribution System and follow both the [Carton Marking Requirements](#) and [Carton Shipping 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 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 Store. 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 Originals
  - Kidgets
  - Pro Player
  - Indent
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

### Hanger Styles and Suppliers

APPROVED HANGER STYLES	
Hanger Style	Description
FDT10MED	10" med. Wt.
FDT12MED	12" med. Wt.
FDT15MED	15" med. Wt.
FDT17MED	17" med. Wt.
FDT19HVY	19" Hvy. Wt.
<b>Pinch Grip Hangers</b>	
FDB8PG	8" Pinch Grip
FDB10PG	10" Pinch Grip
FDB12PG	12" Pinch Grip
FDB14PG	14" Pinch Grip
FDB10SP	10" Pinch Grip Soft Pad
FDB12SP	12" Pinch Grip Soft Pad
<b>Coordinate Pinch Grip Hangers</b>	
FD4D8PG	8" Coordinate Pinch Grip 4" Drop
FD4D10PG	10" Coordinate Pinch Grip 4" Drop
FD4D12PG	12" Coordinate Pinch Grip 4" Drop
FD4D14PG	14" Coordinate Pinch Grip 4" Drop
<b>Coordinate Pinch Grip Hangers with Drop</b>	
FD9D8PG	8" Coordinate Pinch Grip 9.5" Drop
FD9D10PG	10" Coordinate Pinch Grip 9.5" Drop
<b>Rectangular Hangers</b>	
FD10x13S	10" x 13.375
FD12x16S	12" x 15.75
<b>Top with Drop Hangers</b>	
FD10T4D	10" top with 4" Drop
FD12T4D	12" top with 4" Drop
FD10T7D	10" top with 7" Drop
FD12T7D	12" top with 7" Drop
FDSizer	Various Colors

RECOMMENDED SUPPLIERS BY REGION/COUNTRY	
<b>North China</b>	
Alliance Far East	Alliance Far East
Mainetti	Mainetti
SSI	SSI
Hangers Plus	Hangers Plus
Uniplast	Uniplast
Capco	Capco
Prosperity	Prosperity
<b>Cambodia</b>	
Prosperity	Prosperity
SSI	Mainetti
Uniplast	Uniplast
<b>Indonesia</b>	
Prosperity	Prosperity
Mainetti	Mainetti
SSI	
<b>Vietnam</b>	
Prosperity	Prosperity
Capco	
Mainetti	Mainetti
Uniplast	
SSI	SSI
<b>India</b>	
<b>Thailand</b>	
<b>Unique Countries or Styles</b>	



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Additional Approved Packaging Suppliers

#### Additional Approved Packaging Suppliers

HANGERS	WEBSITE
ERA	<a href="http://www.erahanger.com/">http://www.erahanger.com/</a>
GOH Hangers	<a href="http://www.goh-intl.com/">http://www.goh-intl.com/</a>
CWS - Capco	<a href="http://www.cwshanger.com/">http://www.cwshanger.com/</a>
Mainetti	<a href="http://www.mainetti.com/">http://www.mainetti.com/</a>
Hangers Plus	<a href="http://www.hangersplus.us/">http://www.hangersplus.us/</a>
SSI -Sourcing Solutions	<a href="http://www.ss-intl.com/">http://www.ss-intl.com/</a>
B&G Plastics Inc.	<a href="http://www.bgintr.com/">http://www.bgintr.com/</a>
Uniplast Industries	<a href="http://uniplastindustries.com">http://uniplastindustries.com</a>
Terpac	<a href="http://www.terpac.com">http://www.terpac.com</a>
Visconti Hangers	<a href="http://www.viscontihangers.com">http://www.viscontihangers.com</a>
Prosperity Products	<a href="http://www.prosperityhanger.com/">http://www.prosperityhanger.com/</a>

PRINTED CORRUGATED	WEBSITE
R-Pac	<a href="http://www.r-pac.com">www.r-pac.com</a>
YFY / Jupiter	<a href="http://www.yfyjupiter.com">www.yfyjupiter.com</a>
PCA - Packaging Corp. of America (Asia)	<a href="http://www.packagingcorp.com">www.packagingcorp.com</a>
<b>DOMESTIC - Only</b>	
Menasha	<a href="http://www.menasha.com">www.menasha.com</a>
Packaging Unlimited	<a href="http://www.packagingunlimited.com">www.packagingunlimited.com</a>

LABELS & TRIM	WEBSITE
<b>APPROVED</b>	
R-Pac	<a href="http://www.r-pac.com">www.r-pac.com</a>
SSI -Sourcing Solutions	<a href="http://www.ss-intl.com/">www.ss-intl.com/</a>
Avery Dennison	<a href="http://www.averydennison.com/">www.averydennison.com/</a>
Natco Global	<a href="http://www.natcoglobal.com/">www.natcoglobal.com/</a>
Nexgen	<a href="http://www.nexgenpkg.com/">www.nexgenpkg.com/</a>
Pacific Packaging	<a href="http://www.pacpacworld.com">www.pacpacworld.com</a>
Quantum Packaging	<a href="http://www.quantumpkg.com/">www.quantumpkg.com/</a>
Artco Global	<a href="http://www.artcoglobalgroup.com">www.artcoglobalgroup.com</a>
CheckPoint	<a href="http://www.checkpointsystems.com">www.checkpointsystems.com</a>
<b>DOMESTIC</b>	



## 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.

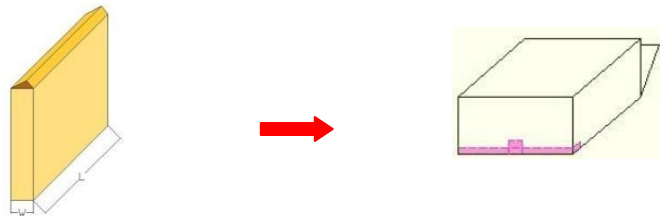
Total Length and Width of Bag	Size of Print
60 inches or more	At least 24 points
40 inches or more	At least 18 Points
25 Inches or more	At least 14 Points
Less than 25 inches	At least 10 Points
All Laundry Bags	At least 36 Points



## 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, LLC. 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, LLC. 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.
  - o 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.

- o If any slight crush is found on the carton, it will not be counted as defective. The Carton Drop Test result is passed.
- o 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)

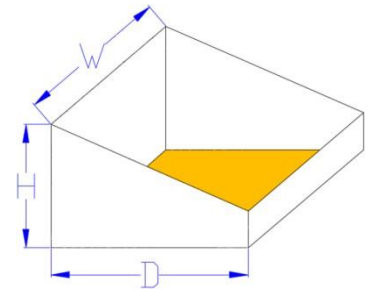
### Display Corrugated Strength Requirements

Maximum Gross Weight	Bursting Test	Flute Size	Minimum Edge Crush Test
2 bs	125 lbs/inch	E - Flute	26 linear foot lbs/inch (ECT)
5 lbs	150 lbs/inch	E - Flute	29 linear foot lbs/inch (ECT)
49 lbs	200 lbs/inch	B - Flute	32 linear foot lbs/inch (ECT)

### Shelf Display Dimensions

All shelf displays have maximum dimensions unless specifically approved.

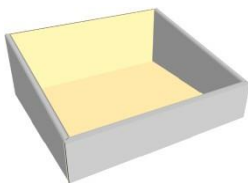
- Depth: 15"
  - Please make all efforts to keep displays at 5", 7.5", or 15" depths.
- Height: 12"
  - Gain approval from buyer for displays over 12" tall.
- Width: 36"



### Stadium Style Displays

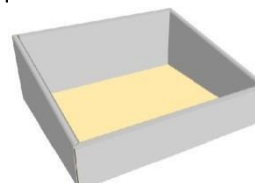
Stadium style displays have a front lip that is lower than the back wall. Sidewalls and front lip must fold all the way over so that natural corrugated color cannot be seen.

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

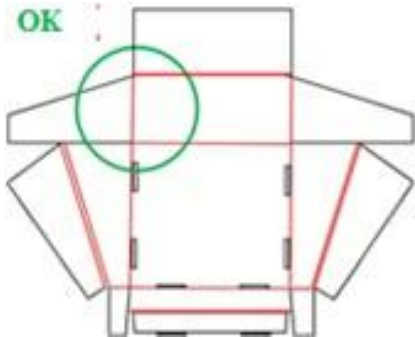
## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Stadium Tray Design Style (\*NEW\*)

Family Dollar Prefers the design styles Display #2A, B, D and Display #20 below.

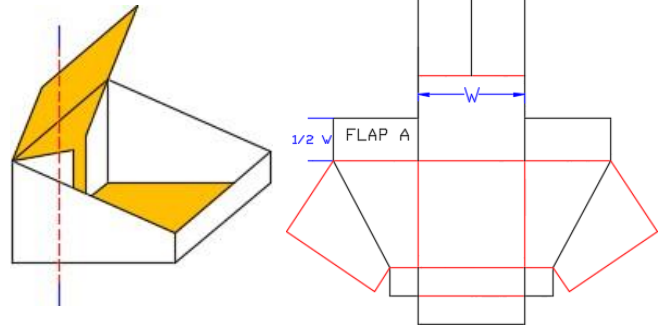
If selecting style B, no display will be approved with short side flaps. (See Drawing "Display 2B")

#### Display 2A



#### Display 2B:

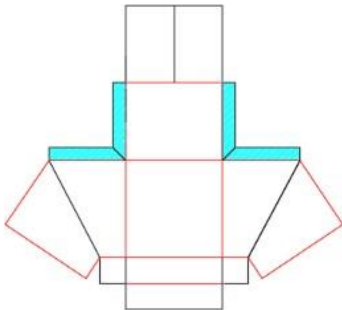
- Side Flaps (Flap A) must meet in middle of back (W). They must be  $1/2W$
- They must also be at least 5" wide



Side panel flaps meet in middle

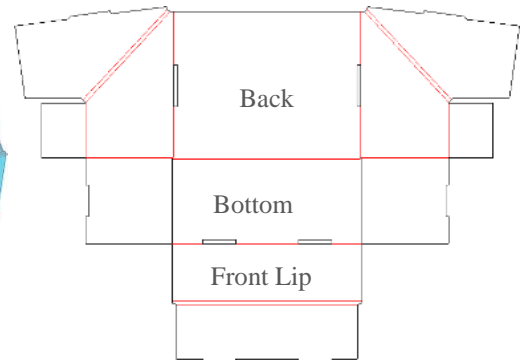
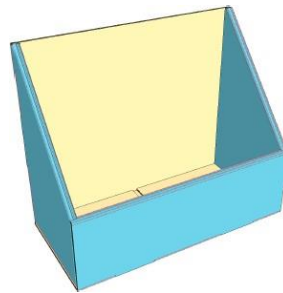
#### Display 2C:

- Short Side Flaps
- This display style is **NOT allowed** at Family Dollar



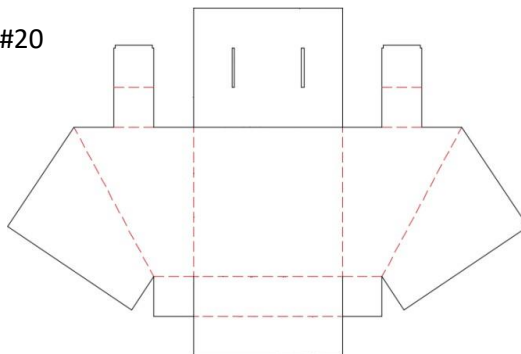
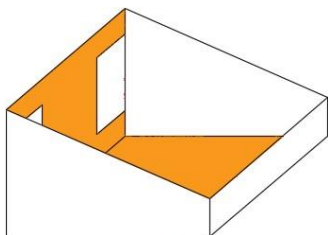
#### Display 2D (NEW):

- Double bottom no back
- Back can be added here
- Preferred Design



### Locked Back Stadium Style

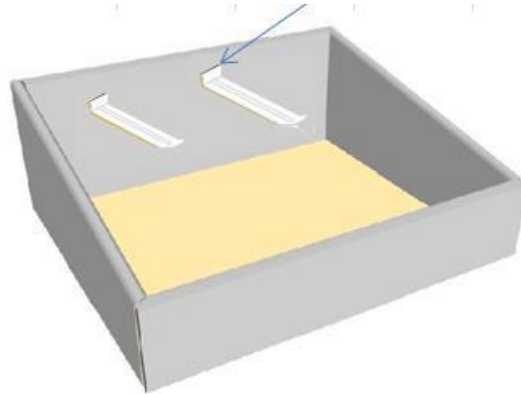
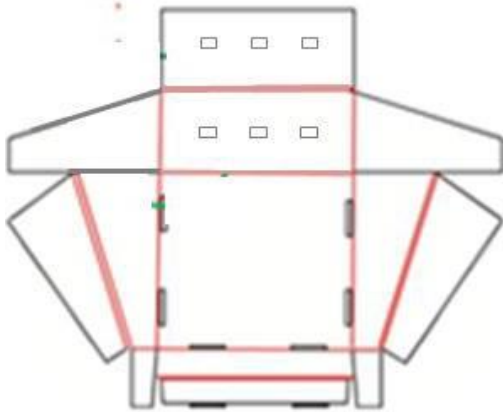
DISPLAY #20



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Pegged Stadium Style PDQ's (angled sides)

Should be at least 1" space



DISPLAY #12



#### Product Hooks

Metal hooks are not allowed

Butterfly Style Hooks are Preferred

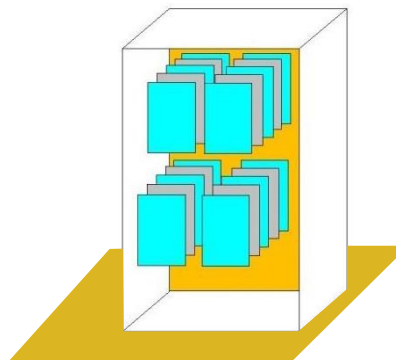
Maximum weight per hook is 3lbs.

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 70 for hanging power panels



DISPLAY #14

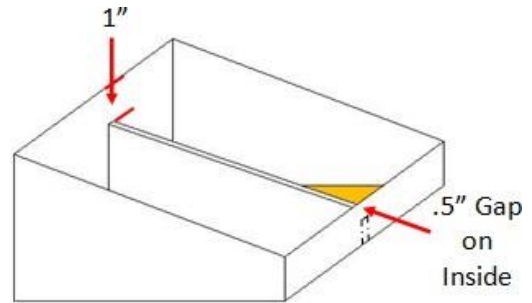
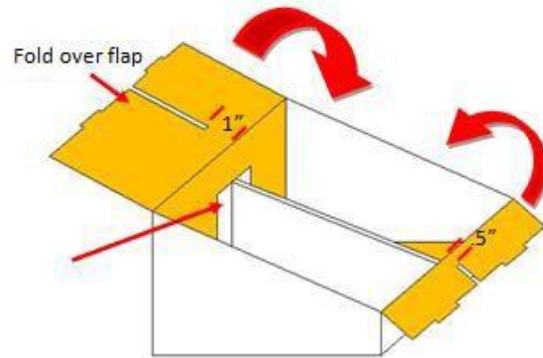
## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### 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.

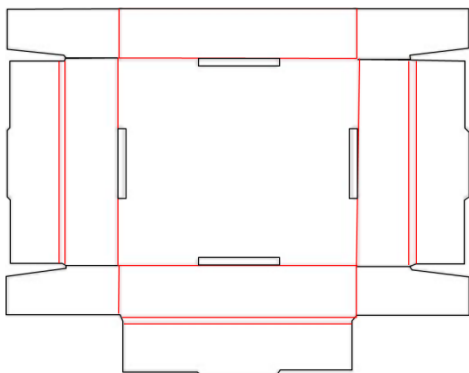
“Wings” of divider should be at least **.75"** wide. Wings may be glued but must be secured with a tabbed fold over flap as well.



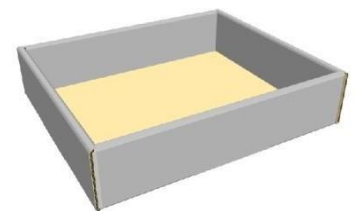
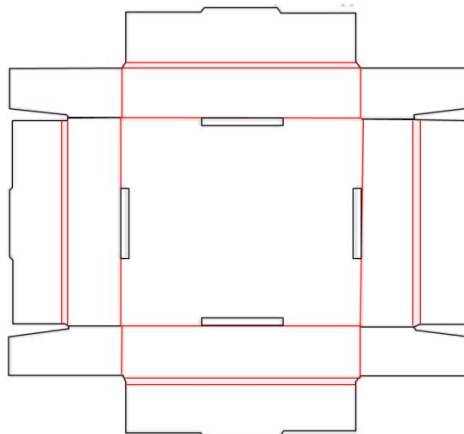
### Straight Trays

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

DISPLAY # 3 - No Back wall

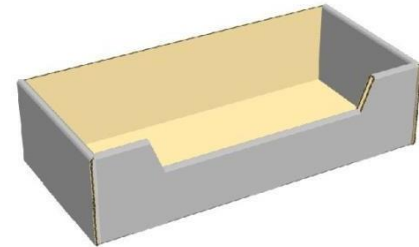
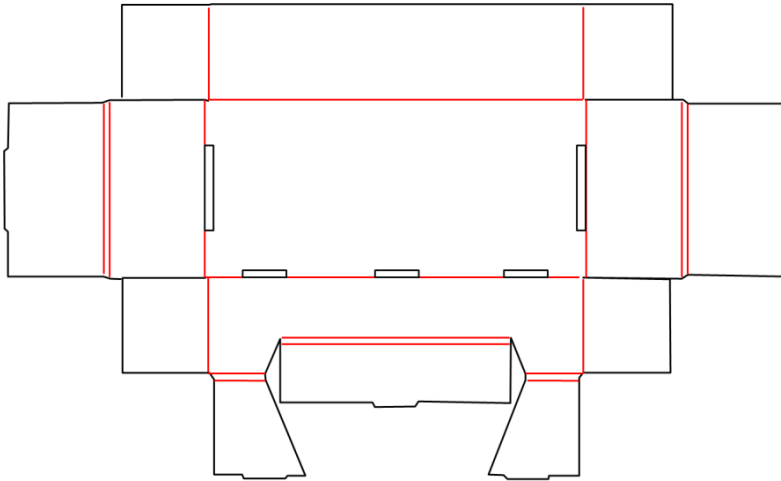


DISPLAY # 4 - Back Wall roll over



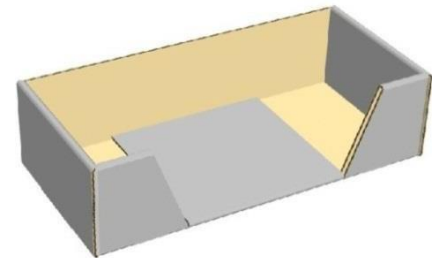
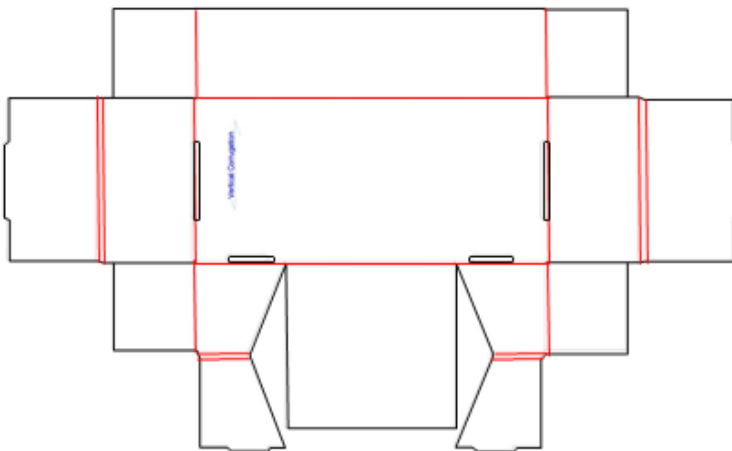
## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Straight Tray with Half Front Lip



DISPLAY #5

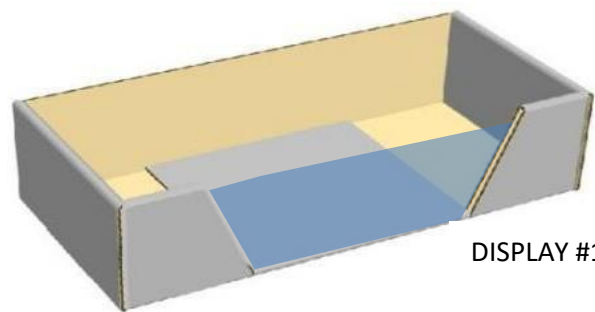
### Straight Tray with No Front Lip



DISPLAY #6

### Straight Tray with No Front Lip – Clear poly panel

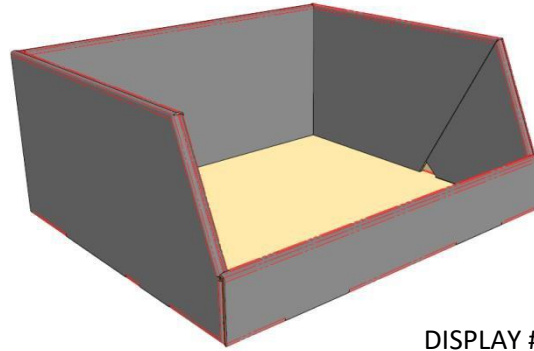
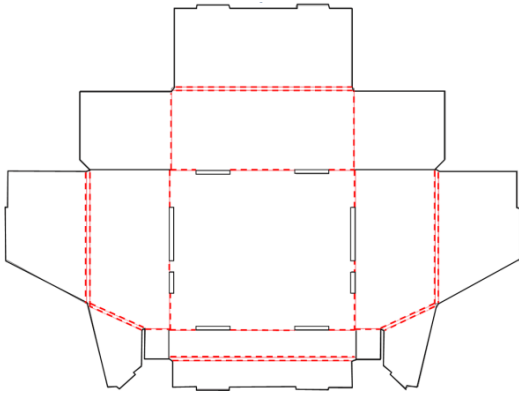
Use diecut found directly above.  
Clear PVC sheet at least 16mil or .0016" thick  
Do not use glue or double sided tape to adhere plastic,  
unless instructed. Please use the display style below.



DISPLAY #15

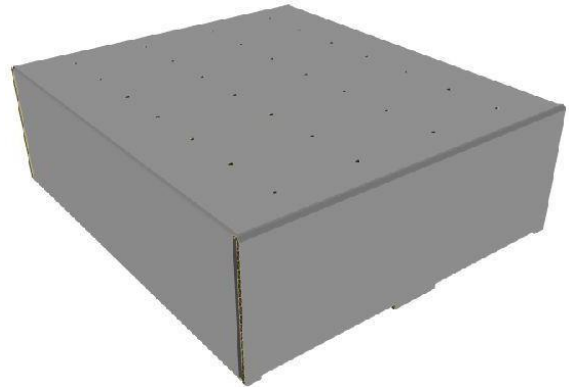
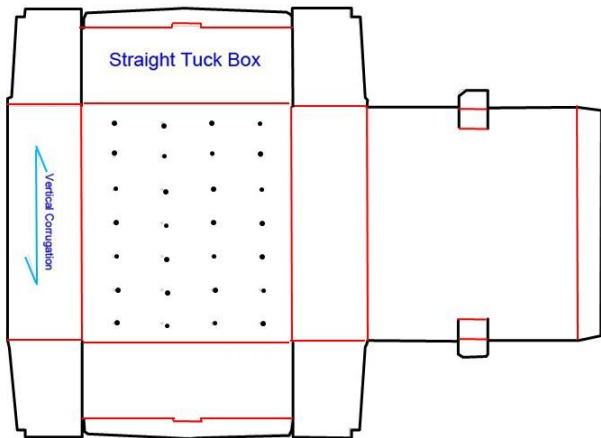
## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Double Angle PDQ Tray



DISPLAY #8

### Straight Tuck Box with Foam Insert



DISPLAY #7



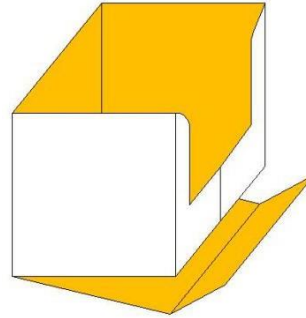
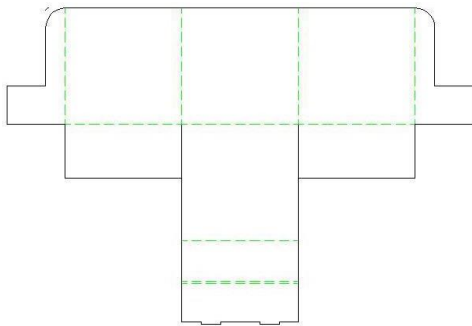
For displays that require the product to stand on a narrow stick use this style. Completely filling, with foam the inside of the fully enclosed display box is the approved way to complete this style display.

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

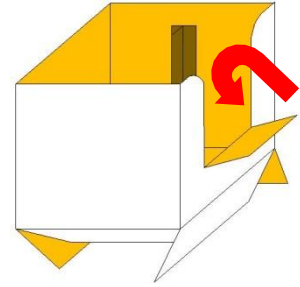
### Tall Wall Displays

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)

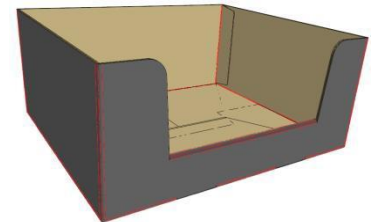
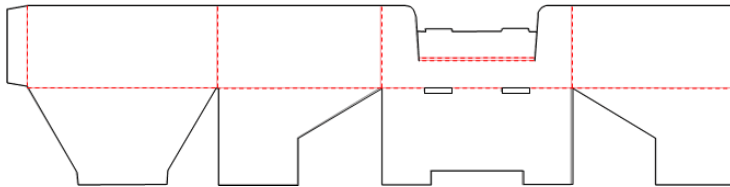


Display Front Lip  
MUST Roll Over



DISPLAY #16

1-2-3 Style Bottom for PDQ Tray



DISPLAY #17

- \* This style of display must have a taped bottom.
- \* Angled side versions of this display are also approved.



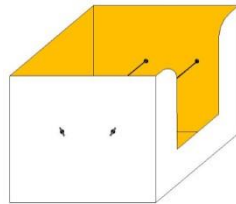
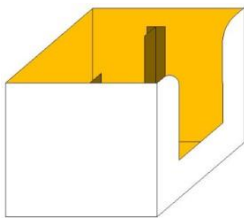
## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### 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”

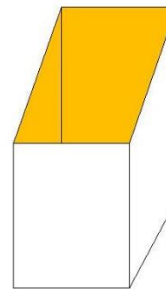


Elastic with Metal Barbs



### 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.

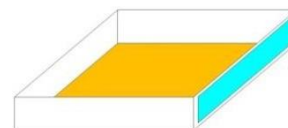
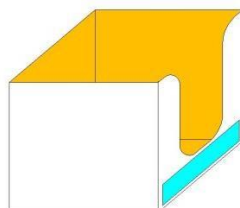
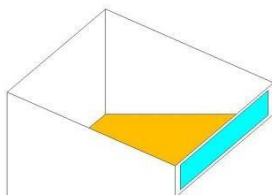
Adhesive, machine and hand applied labels, litho labels, and litho laminate labels are acceptable.

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.



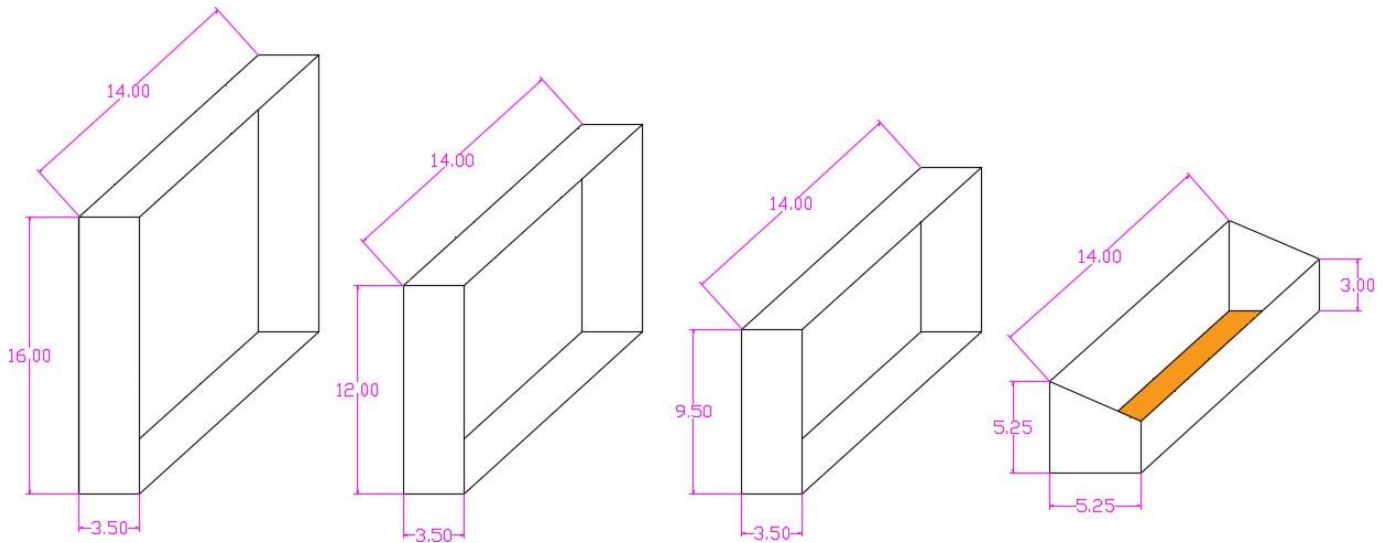
## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Spinner Rack PDQ's – Accessories

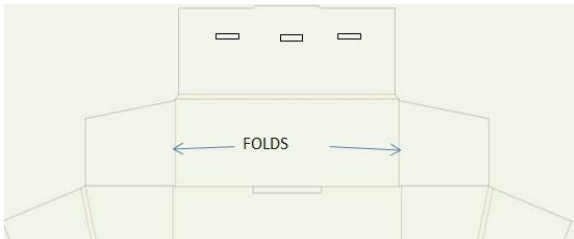
Below are the specifications for Accessory Products that set in our spinner racks.

Spinner rack PDQ's should have white backing and side walls

These are the approved sizes. Approval must be gained from Family Dollar buyer to use additional sizes.



Back walls must have 3 holes for corrugated wing clips



Pegs must be 3", rubber or foam stoppers must be applied to ensure product stays on hook.



#### Product Hooks

Metal hooks are not allowed

Butterfly Style Hooks are Preferred

Maximum weight per hook is 3lbs.

Hook length should match display depth.

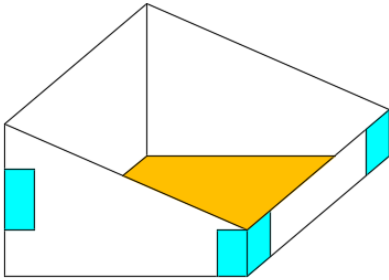
## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Footwear PDQ's

ALL Foot wear PDQ's

- TAPED EDGES: Foot Wear PDQ's MUST have taped edges to aid in stability at store level.
- BAGGED PDQS: Foot Wear displays must be in full cartons.
- PDQs must be poly bagged for easy removal.
- Please select from Display Styles: Display **2 A or B**, Display **20**
- Dimensions:
  - 4" Front Lip
  - 8" back wall height
  - 15" Depth

Suggested Facings by Footwear Type

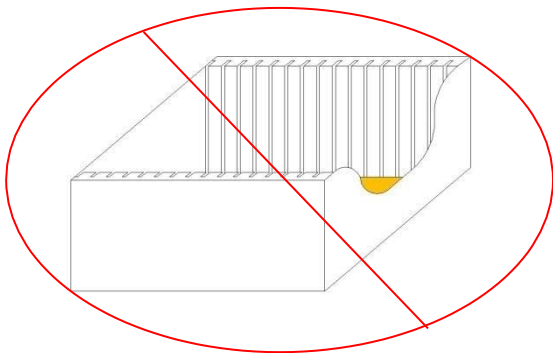


Range	Style	Wide	Deep
Toddler Sizes 5-10	Athletic	3	4
	Sandals	2	6
	Slippers	2	6
	Boots	3	4
Girls or Boys Sizes 11-3	Athletic	3	4
	Sandals	2	6
	Slippers	2	6
	Boots	3	4
	Tall Boots	2	3
Ladies Sizes 6-11	Athletic	3	4
	Sandals	2	6
	Slippers	3	4
	Flats	2	6
	Boots	3	4
	Tall Boots	2	3
Mens Sizes 8-12	Athletic	3	4
	Sandals	2	6
	Slippers	3	4
	Boots	2	3

## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

### Shipping Dividers and Fillers

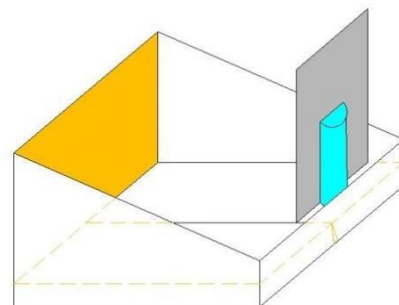
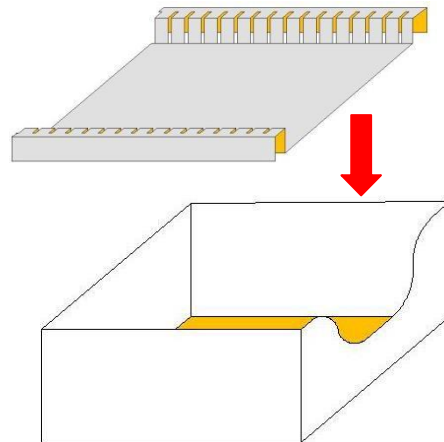
- If product is intended to be displayed in rows and columns it must be held place during shipping. Fragile product that may break must not be allowed to move freely.
- Corrugated or paper board dividers are acceptable.
- Corrugated or paper board dividers, fillers, or spacers that are intended to be 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.

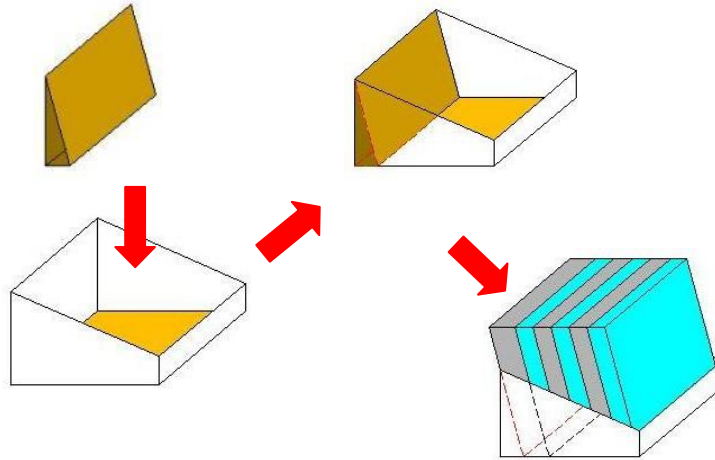
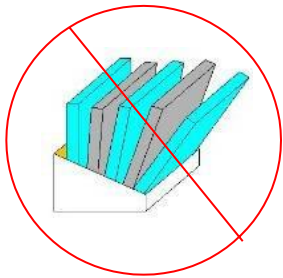
If the 2.5” front lip height covers important product information, it is ok to raise the product up with a “False Bottom”. False bottoms are considered fillers or dividers and should follow the same material standards as the above “Shipping Dividers and Fillers” requirements.



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

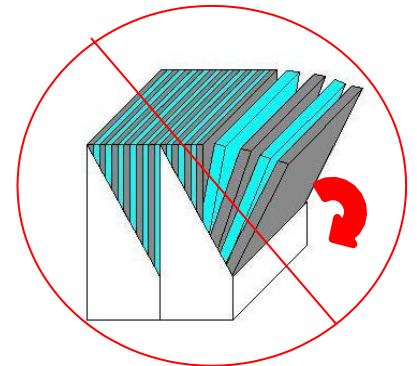
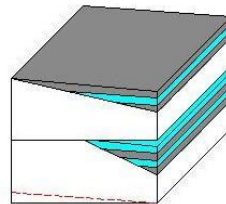
### Product Orientation

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.



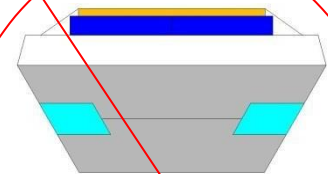
Family Dollar strongly discourages the use of displays that do not have solid bottoms. Heavier products may break through during handling and injure store associates or damage product.

Solid Bottom

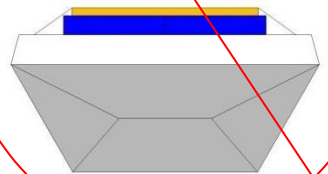


Approved

Taped Bottom



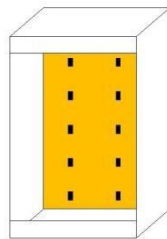
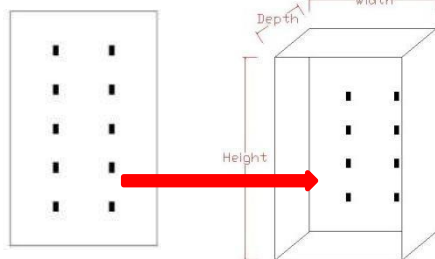
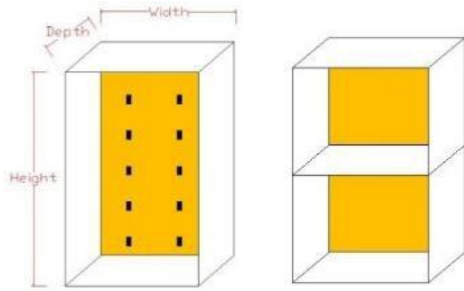
1-2-3 Bottom



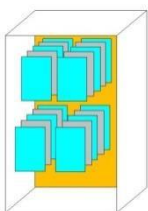
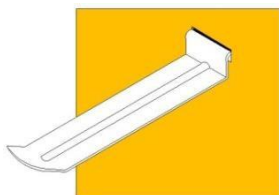
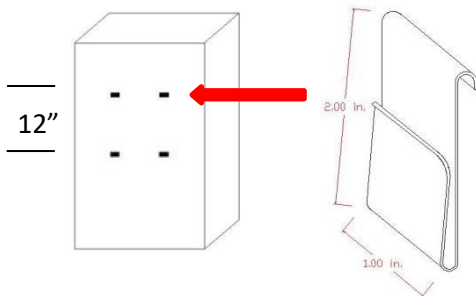
Not Approved

## 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")

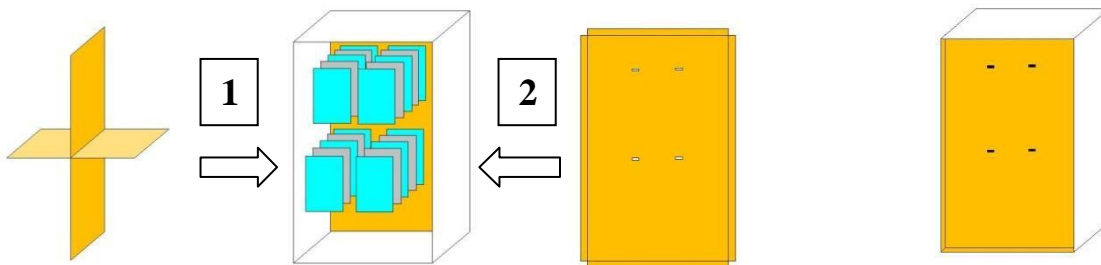
Product must be evenly spaced Left to Right and Top to Bottom  
Peg hooks and product stack depth **must be less than 4"**

## 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 Requirements](#)” 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.

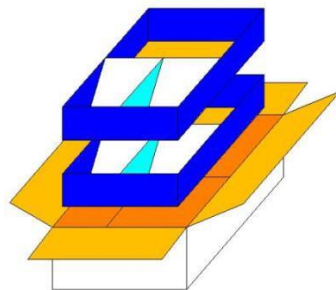
1. Place spacing divider between all rows of product.
2. Place corrugated headspace filler, with holes that correspond to peg locations, on top of product.



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

### Calendars and Planners

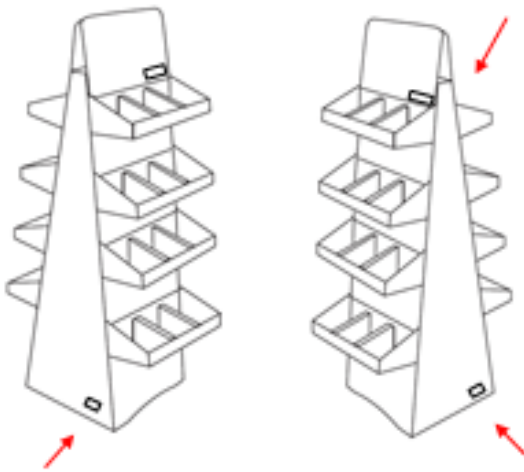
Displays should be split into 2 sections. 24” tall and stacked inside a single shipping carton.  
Displays must be designed to keep product in place through shipping and selling season.  
Family Dollar approval of a completely packed sample is necessary.



## 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

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### **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.

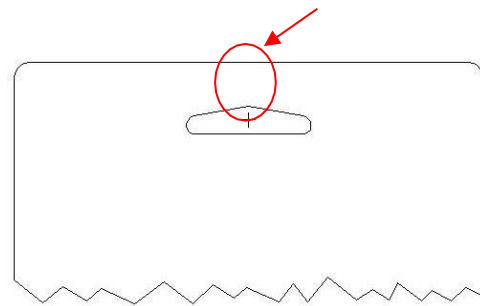
\*Thickness for hanging cards should be at least 18PT, .016" thick.

Family Dollar Hang Hole

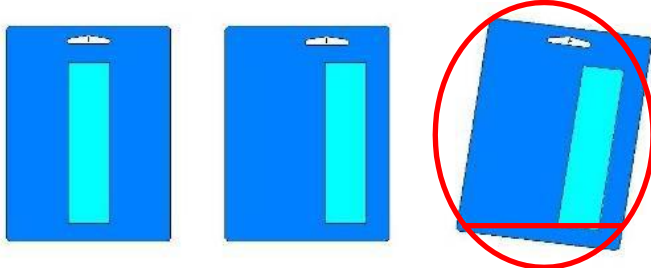
Hang Hole Distance

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"

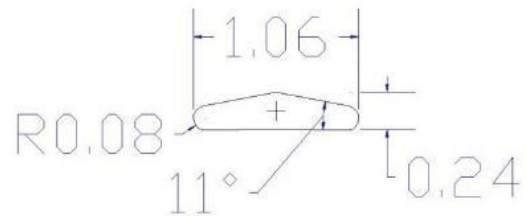
This is the "hang hole distance.



Adjust hang hole alignment so product hangs straight.



Approved Family Dollar Hang Hole

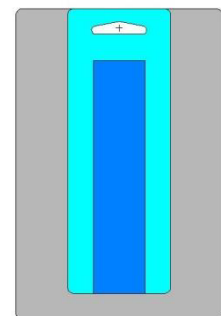
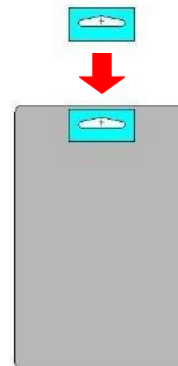
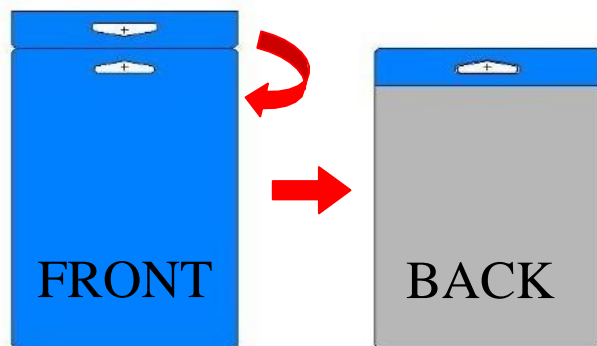


Hang Hole Reinforcement

Glued Card Fold Over

Adhesive Plastic Reinforcement (.016" PVC)

Thermoform Extension



## ROUTING, SHIPPING AND PACKAGING INSTRUCTIONS

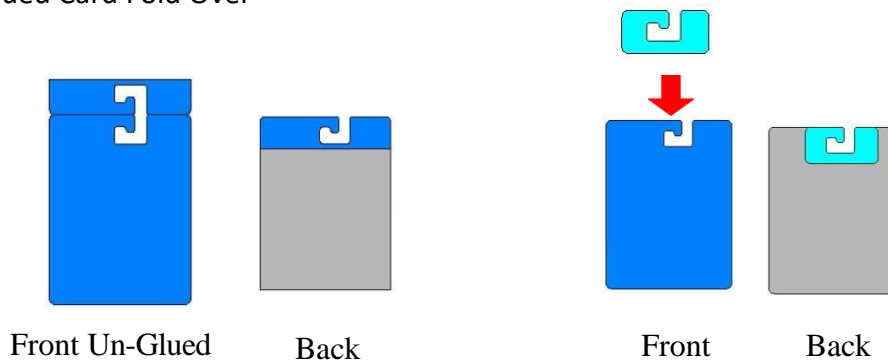
### Hanging Packaging for products with multiple styles/colors

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

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

Glued Card Fold Over



### 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.

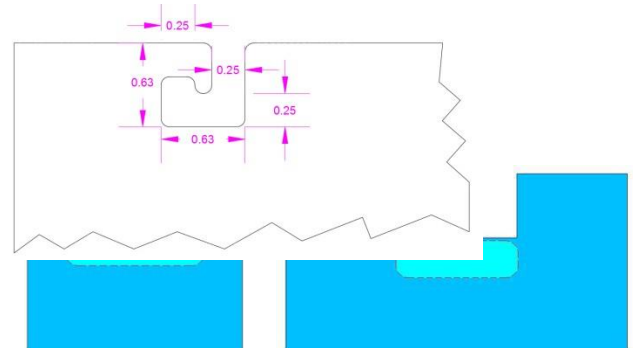
PVC or PET Clamshells with J-Style Hang Holes do not need reinforcement if plastic thickness is greater than .018in or .45mm thick

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.



**END OF WRITTEN DOCUMENT**