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1 INTRODUCTION

1.1 TARGETED AUDIENCE AND OBJECTIVES

This document is intended for Suppliers having prepaid shipments. Its objectives are to:
- Overview system navigation
- Define process for scheduling and editing appointments.

1.2 TECHNICAL REQUIREMENTS

**Browsers**: C3 Reservations can be used from any browser supporting Flash Player 12 and above (e.g. Internet Explorer 8 or later, Firefox 17 or later, Chrome, Opera 11, Safari 5 or later)

**Screen resolution**: 1280x1024 minimum for Business users

**Flash Player**: version 12.0 or higher is required (must be installed from each browser used)
  - Use this link to verify which version is installed, if any: [http://www.adobe.com/software/flash/about/](http://www.adobe.com/software/flash/about/)

1.3 LOGIN PROCESS

1. To receive a username and password, email C3_Appointments@FAMILYDOLLAR.com and provide the below:
   - Current Shipment ID
   - First and last name of the person responsible for creating the appointments
   - Email address for the person listed above
   - If multiple usernames are needed, please list the information above for each user

2. Go to: [https://www.c3reservations.com/dollartree](https://www.c3reservations.com/dollartree)

3. Enter the **Username** and **Password** you were provided.
   - (Note: passwords are case-sensitive.) You will be required to change your password upon initial login.

4. Click the **Login** button. You will access the home page shown below.
   - (Note: First time users will need to click 'Accept' on the Acceptable Use Policy generated upon first login to C3.)

If you have forgotten your password you can retrieve it here.
2 Dashboard

This section provides a visual overview of the supplier’s home screen view, which lists all your existing reservations on the top half of the screen and unbooked shipments on the bottom half. This is the first page you will see when you log into the system.

- Click the plus sign to create a new reservation.
- Quick search bar - Enter Shipment ID (SID), Reservation # (if already scheduled).
- Use the search engine to search by Reservation OR Shipment ID (Purchase Order).
- Click to show filters.

List of all reservations associated with the supplier including any made by a carrier with the supplier’s name

List of all Shipment IDs (POs)
3 CREATING A RESERVATION

This section shows how to create a new reservation in C3 from a Shipment ID.

Step 1: Click the ‘Plus’ sign from the top left corner as indicated in Section 2.1 to create a new reservation.

Step 2: In ‘What’ Screen, enter Shipment ID (SID) in the PO# field. If entering multiple SIDs on one truck continue the below process until all Shipment IDs entered.

- Click ADD PO
  
  If a reservation already exists for the SID an error box will appear and you will not be allowed to make a reservation. To reschedule the existing reservation see section 4.1

- Click on + to show Load Type, Cases and number of SKUs being shipped

- Click the pencil on the right to edit. When complete click the check save changes or the X to exit without changing Note: if shipment is palletized the units field refers to the number of pallets

- To Delete a SID (if not part of this reservation), click on trash can icon on the right.

- Fill out the remaining fields under Reservation Details. Fields bordered in red are mandatory and must be filled out.

Please note: if this is a prepaid shipment for Family Dollar the supplier must be on the approved drop list to book a drop appointment.

Step 3: Click the Where button lower right corner or upper left.
The DC associated with the shipment ID is pre-populated.

Step 4: Click on ‘When’ button lower right or upper left

Step 5: Select Delivery Date from Calendar

Note: This system does not prevent you from scheduling or rescheduling same day appointments. However, Dollar Tree and Family Dollar Distribution Centers WILL NOT accommodate same day appointments. Drivers will be turned away at the guard shack if the appointment was not scheduled or rescheduled at least 1 day prior to delivery.

Step 10: Select available time desired.

Step 11: Click ‘Request’ button (lower right) to confirm appointment.

Step 12: C3 sends confirmation email to creating user with Reservation #. This Reservation # MUST be presented to the guard for entry to the DC.
4.1 EDITING or RESCHEDULING RESERVATIONS

To edit OR reschedule a current reservation click the search engine box at the top right corner of the screen. You can search by purchase order number or by reservation number.

Amend by SID (PO) number:

Click the magnifying glass. Then click the shopping cart. Type the Shipment ID in the space next to the words Purchase Order and press enter.

Double click in the yellow box to open the “PO”

In the “reservations” section at the bottom, double click in the white box to open the reservation.

Amend by Reservation:

Click the magnifying glass, then click the clock. Type the Reservation number or the Shipment ID in the space next to the words Reservation and press enter.

Double click in the yellow box to open the reservation.

Click the drop down underneath the reservation details and select amend and the WHAT screen will open
Note: the “Amend” process can also be initiated from the dashboard screen. Clicking the reservation will bring up Cancel and Amend buttons. Click amend and follow the process below.

To add a SID, enter the SID # in the box and click the ADD PO button. The PO is added and highlighted in yellow, click the + sign on the left to show shipment info. The pencil will show at the right. Click the pencil to change the number of units, cases or SKUs and then click the check mark to save. (see section 3 step 2).

To remove a PO: click on the trash can at the far right of the PO. A pop up message will appear for you to confirm if you would like to remove the PO, click YES.

Click the WHEN tab on the left. The AMEND button will appear at the bottom if not rescheduling click AMEND.

Review the changes and select a reason code.

Select AMEND to save the changes.

C3 sends confirmation email to the creating user.
Step 6: To reschedule the appointment: on the WHEN screen change the toggle next to “Reschedule this appointment?” from NO to YES.

The calendar and times will come up with the current appointment date and time highlighted. Select the new date and time and click the amend button at the lower right.

Review the changes and select a reason code.

Select AMEND to save the changes.

C3 sends email to creating user.
4.2 CANCELLING RESERVATIONS

**Step 1:** You can cancel OR amend PO numbers visible on the dashboard:

- Click in the PO box, it will turn yellow and the cancel and amend buttons will appear for you to select.
- Select Reason code and click the cancel button.

**Step 2:** C3 sends confirmation email to creating user.