

# DOLLAR GENERAL®

## Domestic Vendor Guide

**Always the  
Right Product**



**On Time  
Every Time!**



**Always the  
Right Quality  
Right Quantity**



**Compliance  
Equals  
Supply Chain  
Efficiency**



**Product that is  
Packed, Loaded  
& Shipped Right**



**Supply Chain  
Efficiency  
Benefits  
Everyone**



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## **BASIC REQUIREMENTS**

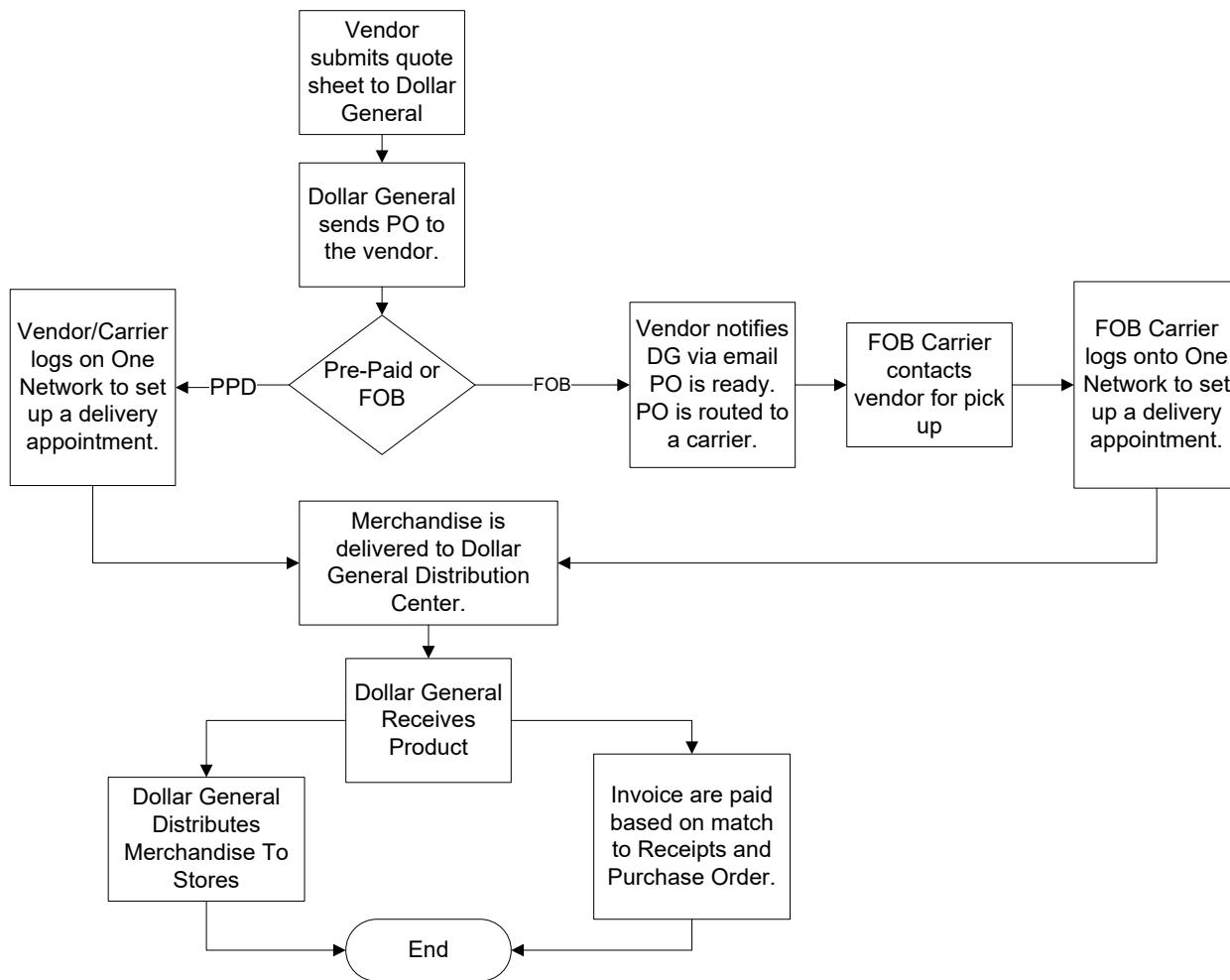
### **Minimum Requirements**

Included in this guide are Dollar General's policies and procedures for all domestic purchase orders. It is Dollar General's goal to provide our customers with high-quality merchandise at the lowest possible price. In order to achieve this goal, it is imperative that all vendors adhere to the policies and procedures included in this guide.

### **Minimum Electronic Requirements**

All domestic core vendors for Dollar General must utilize EDI for communication of purchase orders and invoices. Please refer to the sections titled EDI and EDI Programming Guide for Dollar General's electronic requirements.

### **Chart of Typical Supply Chain**



**Supported Programs****Vendor Managed Inventory (VMI)**

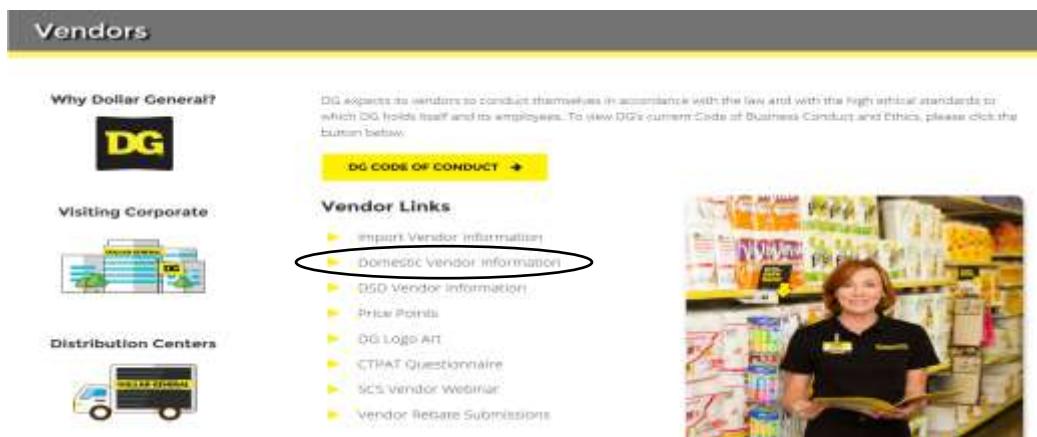
Dollar General's Vendor Managed Inventory Program was implemented to strengthen relationships with our top vendors and to leverage Dollar General's volume with our Vendor Partners' knowledge of inventory flow management.

- **Requirements:** All VMI vendors should be EDI compliant and have a forecast tool. They are required to keep perpetual inventory and have experience with a continuous replenishment model currently online.
- **Goals:** VMI partners are to maintain Dollar General's DC service levels at agreed upon levels by item. These service level targets will be accompanied with day of supply targets by item as well.

If a vendor has the capabilities and would like to investigate the potential of becoming a VMI Vendor, please contact the Director of Core Replenishment, VMI (Refer to the Retailer Contacts section).

**HOW TO USE THE WEB AND MANUAL**

Vendors may access Dollar General's website by logging onto [www.dgpartners.com](http://www.dgpartners.com).



Only sections located under the tab titled Vendors are accessible by Dollar General vendors. Each section has its own username and password.

**Domestic Vendor Information**

If you have any questions or concerns about any of the information listed in Domestic Vendor Information Section, please contact your Dollar General Buyer (reference the Retailer Contacts Section).

If you have any questions regarding where to locate information within the Domestic Vendor Information Section, or to acquire the username and password, please contact Beth Smith, Process Improvement Specialist, by email: [besmith@dollargeneral.com](mailto:besmith@dollargeneral.com).

**Price Points or DG Private Label Artwork**

For access to this section, please contact your Dollar General Buyer (reference the Retailer Contacts Section).

**Domestic Vendor Guide Updates**

Updates to the guide are made as needed. It is the vendors' responsibility to log on periodically to check for updates. Dollar General recommends this be done at least once a month to ensure the vendor stays current with procedures. There is a date next to each section link in the Table of Contents indicating when the section was last updated. It is also the vendors' responsibility to share the information in the guide with all departments within their organization. The Domestic Vendor Guide should always be viewed online to ensure the vendor is viewing the most current procedures.

**SUMMARY OF BUSINESS PROCESSES****Distribution**

Distribution in the Dollar General environment includes the processes in which merchandise is received and unloaded from the vendor into our warehouse, handled through the warehouse and shipped out to our stores for sale to our customers.

**Accounts Payable**

Accounts Payable processes all vendor invoices for payment and handles any exceptions that occur during the EDI invoice/receipt match process.

**Merchandising**

Dollar General's Merchandising Department handles all negotiations for purchasing goods from vendors for sale in our stores. They write all non-core/seasonal/closeout purchase orders.

**Global Inventory Management Department**

Dollar General's Global Inventory Management Department ensures the inventory is maintained in all distribution centers for all core merchandise sold in our stores.

**Transportation**

Dollar General's Transportation Department routes and tracks all FOB (collect) purchase orders based on the ready dates given by the vendor. The vendor is responsible for the delivery and cost of freight for all PPD purchase orders.

**SET EXPECTATIONS FOR TRADING PARTNER RELATIONSHIP**

Dollar General expects all domestic vendors to comply with all aspects of the purchase order. Vendors should deliver the quantity specified for each item. Each item should match the description of what is ordered, example: if the purchase order calls for size 6 boys red fleece pants, the vendor should deliver size 6 boys red fleece pants. The vendor should follow Dollar General's FOB or PPD call-in procedures (whichever is applicable) to ensure the purchase order is delivered on time. The merchandise should be received free of damages and the correct price and UPC should be affixed to the merchandise.

**DOLLAR GENERAL MISSION STATEMENT**Save time. Save money. **Every day!**\***OUR MISSION*****Serving Others***

For Customers...

Convenience, Quality, and Great Prices

For Employees...

Respect and Opportunity

For Shareholders...

A Superior Return

For Communities...

A Better Life

**WHO WE ARE**

Today's neighborhood general store,  
serving the needs of our customers  
by providing convenience, value,  
and service – **Every day!**

Save time. Save money. **Every day!**\***OUR VALUES****We believe in:**

- Demonstrating integrity in everything we do
- Providing employees the opportunity for growth and development, in a friendly and fun environment
- Delivering results through hard work and a shared commitment to excellence
- Celebrating success and recognizing the contribution of others
- Owning our actions and decisions and learning from our mistakes
- Respecting the dignity and differences of others

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**PRODUCT SAMPLES**

All vendors are expected to provide live samples of seasonal or promotional Monthly Activity Guide (MAG) to the Dollar General Buyer. These samples should meet the size, weight and pricing requirements as negotiated with the Buyer. For example, if the Buyer negotiates with a vendor to purchase 12-ounce cans of peaches priced 2 for a dollar, the sample should be a 12-ounce can of peaches priced 2 for a dollar, not a 6-ounce can of peaches priced fifty cents. If you have any questions regarding product samples, please contact your Buyer (see the section titled Retailer Contacts).

**PRODUCT IMAGES**

By selling and/or transmitting products to Dollar General for retail sale, Vendors grant Dollar General a non-exclusive license to use, for the purposes of selling and promoting the products, any trade mark, trade name, service mark and/or copyright on the products, as well as all related packaging, labeling and other printed or digital materials, including without limitation any product images.

All vendors are expected to provide live samples of a seasonal or promotional Monthly Activity Guide (MAG) product to our chosen image-processing vendor, SMSB Consulting Group, Inc. (SMSB). These samples should reflect the exact dimensions and packaging of the final production product. Products that are typically displayed in tray packs or cut cases should be submitted in tray or case quantities. These samples are to be submitted to SMSB directly and at the same time samples are sent to the DDC or MAG sets. All items submitted for imaging must include UPC code and the Dollar General SKU number clearly identified on the bottom of the sample.

It is particularly important that samples submitted to SMSB reflect the packaging that is planned to be shipped to Dollar General stores. If packaging is being designed for a product for Dollar General, the samples should reflect this packaging, not a "generic" package. Additionally, if packaging is being redesigned for existing product, it is the vendor's responsibility to forward samples reflecting the updated packaging to SMSB within 7 days of approval of the revised packaging.

If, due to production lead times, etc. production samples cannot be submitted in a timely fashion, product mock-ups are permissible if the following guidelines are followed:

- ⇒ Mock-ups must be identical in size to the production product;
- ⇒ Mock-ups must reflect the packaging look of the production product;
- ⇒ Production product must be sent to SMSB to replace the mock-up as soon as feasible.

**Please note there is no charge from SMSB Consulting Group for this service.**

**Please send product to:** SMSB Consulting Group  
Attn: Dollar General Project  
740 Old Willets Path Suite 100  
Hauppauge, NY 11788  
(631) 755-5800

**Shipping Instructions:**

Please ensure that product(s) are shipped in sturdy boxes to maintain product and packaging integrity.

**If the products are perishable:**

- ⇒ Package all products in dry ice for shipping.

**If the products are breakable:**

- ⇒ Package all products in bubble wrap, peanuts, shredded paper, etc.

**When to send packaging with actual product:**

- ⇒ Product is visible through any type of packaging/container, or cut-out in packaging.
- ⇒ Clear and frosted jugs of animal foods and litters.
- ⇒ All types of bags, soft containers, shrink wraps and outer wrapper sleeves.

**When to send empty packaging:**

- ⇒ Packaging holds its shape without the product and the product is not visible.
- ⇒ Boxes, bottles, can, jugs where product is not visible.

**The Dollar General Product Submission Form must be included with your shipment.** (Please reference the section titled Form Examples for an example copy of this form. The form is included as an example only and is not a printable on-line form.) Unless requested these items will not be returned. If you wish your samples shipped back, please indicate this on the form and include either a pre-paid shipping form or shipping account information with your products. Please contact your Dollar General Buyer or Assistant Buyer to obtain the Dollar General Product Submission Form (see the section titled Retailer Contacts).

If you have any questions or need information regarding SMSB Consulting Group, contact Rich Brown at [rbrown@smsb.com](mailto:rbrown@smsb.com), (631) 755-5800 ext 555, Fax (631) 755-1003.

**PRODUCT SAFETY AND REGULATORY COMPLIANCE**

Dollar General is committed to providing safe, quality products to our customers and their families. As such we require our vendors to provide Dollar General with products that meet all applicable local, state and federal safety requirements, including but not limited to, Commission the Consumer Product Safety Act, the Federal Hazardous Substances Act, Flammable Fabrics Act, ASTM F963 07, FDA regulations, EPA regulations and more. As a vendor, it is your responsibility to understand, test, and certify that your products comply with all appropriate government standards and regulations.

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## **PRODUCT DEVELOPMENT**

### **Sample Submission**

#### Sample Size & Quantity:

- Three samples of each proposed product or sample quantity equivalent to the weight/volume of three sellable units
- If comparing to a national brand, include three samples of the national brand product
- Samples should be labeled with:
  - Product Name
  - Supplier name
  - Date of sample manufacture and expiration date
  - Formula number or designation

#### Packaging:

- Send samples in the proposed finished package if possible
- Send an empty package along with product samples if not able to fill with product
- We evaluate proposed finished package components, including flexible film, cartons, lids and closures

### **Technical Data Sheet**

#### Nonfood products:

##### Information on each formula submitted (as applicable):

- Ingredient Statement – including active ingredients
- Shelf Life including storage requirements
- Country of origin
- Key analytical quality measures
- Any applicable claims
- Consumer usage instructions

#### Food Products:

##### Information on each formula submitted:

- Ingredient Statement – including allergen statement
- Nutrition Facts – can be calculated
- Preparation instructions if applicable
- Shelf Life including storage requirements
- Country of origin
- Kosher Certification if applicable
- Key analytical quality measures – pH, color, weight, etc.
- Any applicable nutrition claims
- Component breakdown if a multi-component product
- Product grade standards if applicable

**Third-Party Testing for Non-Food Products**

- Submit third-party testing report for each formula to the Director of Product Development (Reference the Retailer Contacts section for contact information.)
- Testing protocol subject to approval by Dollar General
- Formula tested against the national brand or on its own merits if Smart & Simple or other value tier
- Testing must have been within the past 12 months
- Acceptable third-party testing labs include Bureau Veritas (BV), Shuster/STR and SGS
- Dollar General has a preferred program with Bureau Veritas if testing needs to be conducted. Contact your Dollar General Brand Manager for assistance. (Reference the Retailer Contacts section for contact information.)

**Sample Submission**

Samples should be sent to:

Brian Parson  
Dollar General Corporation  
100 Mission Ridge  
Goodlettsville, TN 37072

**Finished Product Specifications**

- Need to be completed by supplier and sent to the Dollar General Director of Product Development prior to First Production (Reference the Retailer Contacts section for contact information.)
- Supplier will receive template with instructions for submission once formula is approved and business is awarded
- *Completeness and accuracy is essential*
- Include acceptability ranges of key attributes, such as count of finished product

**First Production Review**

- Send one finished case, including shipper case, of product from first production run to the Dollar General Director of Product Development (Reference the Retailer Contacts section for contact information.)
- Include manufacturing facility quality assurance or Certificate of Analysis records for the entire production run
- Product will be evaluated by the Dollar General Technical Team (Product Development, Quality Assurance, Packaging) against agreed-upon finished product specifications and retain samples
- Dollar General Senior Management gives final approval to all new items
- Product will not be released for shipment until it is approved through this process.

**QUALITY ASSURANCE****Supplier Pre-Qualification Report**

The Supplier Pre-Qualification Report (Exhibit 1) **MUST BE** filled out completely and include a copy of an audit report from a recognized third party. This includes AIB, SQF, ASI, Silliker, Cook & Thurber, SGS, STR/Shuster and NSF. Other third-party audit reports will be handled on an exception basis by Dollar General Quality Assurance. Facility audit reports cannot be more than twelve months old. These must be submitted via email or fax to the Senior Quality Assurance Manager (reference the Retailer Contacts Section).

- Dollar General retains the right to conduct an onsite audit of all supplier facilities that are either being considered for or are currently manufacturing any Dollar General Private Brand products. The cost of these audits will be the responsibility of the vendor.
- Yearly questionnaires and third-party audits of manufacturing facilities are required and updated audit reports need to be sent to Dollar General Quality Assurance Manager as needed.
- Any personnel changes in the roles of Plant Manager, Quality Assurance Manager or Customer Service must be relayed to Dollar General Quality Manager via email as soon as possible.
- Facility audits for foreign facilities are required. Social compliance audits will not suffice as a replacement for facility audits. For information regarding requirements pertaining to foreign auditing agencies, please contact the Quality Assurance Manager.

### **Continuous Quality Monitoring Program**

Once an item has been accepted for a Dollar General Private Brand Program, it must adhere to the following guidelines to maintain its private brand status:

- Annual Testing  
All private brand products will be tested by Dollar General annually based upon a schedule determined by Dollar General. All products are tested against applicable Finished Product Specifications and National Brand target. Testing will be conducted per item per facility in which it is manufactured.
- Below Standard Test Results Guidelines  
If an item receives any rating below the “acceptable” standard, the Quality Assurance Manager, Product Development Director or Packaging Manager will notify the vendor about the results and will provide him/her with an email stating the issue(s) of nonconformity. Any product that receives a rating of “unacceptable” will be asked to correct the deficiency(ies) and resubmit for testing. This resubmission will result in an additional testing charge.

In this situation, the vendor must:

- Work with the contacting manager to understand and address the product issue.
- Submit corrected/reformulated samples to Dollar General ***within the timeline specified by the contacting manager*** for retesting. Note: Orders for the product may be suspended or canceled if the corrected/reformulated samples are not received within the timeline specified by the contacting Manager for retesting.

The contacting manager will notify the vendor of the retest results. If the product fails the retest, or consistently has product quality issues, it may be dropped from the Private Brand Program.

Testing costs are the sole responsibility of the supplier. Current suppliers will receive a deduction of \$600.00 per item per facility per year for this testing.

### **Packaging Brief**

Once an item has been accepted for a Dollar General Private Brand Program, the vendor must complete and submit to the Packaging Coordinator a Dollar General Packaging Brief. The Packaging Brief may be obtained from the DG Packaging Coordinator (reference the Retailer Contacts Section for contact information). Because packaging development cannot commence until a completed Packaging Brief is received by Dollar General, it is critical that vendors submit an accurate Brief in a timely manner to avoid unnecessary delays and costs.

Because Packaging Brief accuracy of information is critical to each SKU's success, vendors who provide inaccurate or incomplete information will be subject to penalties which will be assessed as a deduction after the vendor and/or its printer representative receives final art files. The following schedule of chargeback outlines these penalties:

CHARGEBACK PENALTY DESCRIPTIONS	CHARGE PER OCCURANCE
Failure to provide <b>10 PRINT SAMPLES</b> (without product) to the Private Brand Packaging Coordinator <b>TWO WEEKS PRIOR</b> to submitted FIRST PRODUCTION SAMPLES (This gives Dollar General packaging department the opportunity to review, make necessary edits to your print run in time to make adjustments for your production samples). Vendor may not proceed to production samples until print samples have been approved in writing by DG's Private Brand Packaging Coordinator. <b>THIS APPLIES TO ALL NEW SKUS AS WELL AS ALL MAINTENANCE PROJECTS</b> (Maintenance SKUs do not have to go back thru First Production.)	\$500
Failure to provide <b>FIRST PRODUCTION SAMPLES</b> (with product) to Dollar General. Note: you must allow for a minimum of 7 working days to receive approval (note: failure to provide 7 working days will result in fines up \$250/per day per SKU unless you receive written waiver from authorized DG personnel) <i>This includes all products EXCEPT Packaging Graphic Redesign and Graphics Maintenance projects, which are permitted to ship once print samples are approved in writing by DG. (While we require suppliers to submit First Production Samples packaging &amp; product of all Graphics Redesign &amp; Maintenance Projects to DG for our records, vendors may proceed with on-going PO Shipments prior to approval on these projects.)</i>	\$1,000 per SKU per DC, plus expenses related to recall or detention of product (up to and including related expenses of 3rd party handlers to remove product at DCs and/or stores). It is the vendor's responsibility to ensure First Production process compliance prior to shipping POs.
Incorrect and/or late die-lines (per occurrence)	\$250
Incorrect/ Incomplete product descriptions (examples include: active/inactive ingredients, size/counts, net wt, flavor(s), SKU, UPC etc, per occurrence)	\$150
Incorrect/ Incomplete PDP or Back/Side Panel information (examples include: usage information, warnings, romance copy errors, per occurrence)	\$200
Incorrect/ Incomplete PDP information (per occurrence)	\$150
Exceeding the time allotted for reviews and approvals of artwork in BLUE: Approval Time Allotted: <b>(as specified in the Packaging Brief)</b>	\$150/per day
Changing artwork after it has been approved in BLUE	\$1,000 + potential destruction of labels/packaging at vendor's expense

#### Packaging and Art Files

Dollar General provides vendors with press-ready files for all its private brands to ensure accuracy, consistency and integrity of its packaging brand standards. Dollar General contracts with outside design firms to develop press-ready files that meet each SKU's specific die-lines requirements and information provided in the Packaging Briefs (submitted by the vendor).

Vendors will reimburse Dollar General for the costs of pre-press package production by deducting a flat rate from the vendor's invoice. The costs include press-ready files and any applicable production art, illustrations and/or photography; assembly to printer specifications; final proof; and download to the printer (or vendor per vendor direction). The chargeback(s) will be deducted from vendor's invoice after the vendor and/or printer has received the finished artwork files.

**Private Brand Packaging Deduction Schedule****1. New SKU Packaging**

When a new item is added to our mix, the item will be evaluated to determine if it falls under an existing "family" or lead SKU. If so, then a current style guide provides either the design agency or vendor with the necessary direction needed to design the new SKU and the only charges applied to the vendor will be the Film Chargeback Fee (\$4,055).

If, however, no current lead SKU or style guide exists for the new SKU, then a Style Guide needs to be developed, and a Lead SKU Design Fee (\$3,845) must be charged, in addition to the base charge of the FILM Chargeback Fee (\$4,055).

**Note:** If there are more than one vendor supplying the new Lead SKU, the Lead SKU Design Fee will be shared equally among the new vendors. (For example, if there are two vendors supplying a new PB Window Cleaner, each vendor will be charged \$1,923: or half of the \$3,845 Lead SKU Design Fee, plus the \$4,055 Film Chargeback Fee cost each).

	<b>AMOUNT PER SKU</b>
<b>NEW SKU FILM CHARGEBACK FEE</b>	\$ 4,055

*Includes: Production art, applicable illustration/art, assembly to printer specifications, two rounds of revisions, final proof, and press-ready files to printer (or vendor)*

	<b>AMOUNT PER SKU</b>
<b>2<sup>nd</sup> PRINTER CHARGEBACK FEE (1/2 of full \$4,055)</b>	\$ 2,028

*Includes: Production art, applicable illustration/art, assembly to printer specifications, two rounds of revisions, final proof, and press-ready files to printer (or vendor)*

	<b>AMOUNT PER SKU</b>
<b>BRAND CONVERSION CHARGEBACK FEE (1/2 of full \$4,055)</b>	\$ 2,028

*Includes: Production art, applicable illustration/art, assembly to printer specifications, two rounds of revisions, final proof, and press-ready files to printer (or vendor)*

	AMOUNT PER SKU
PDQ / FLOOR STAND	\$ 725

*Includes: Production art, applicable illustration/art, assembly to printer specifications, two rounds of revisions, final proof, and press-ready files to printer (or vendor)*

	AMOUNT PER SKU
LEAD SKU DESIGN FEE	\$ 3,845

*Includes: Design fees plus style guide – note: this is NOT applied to all new SKUs*

If you have any questions about packaging payment, please contact your Private Brand Manager.

## 2. Maintenance Packaging

EXISTING SKU MAINTENANCE MENU CHARGEBACK BILLING (per SKU cost)	DESCRIPTION *	AMOUNT PER SKU
Simple Edits*	<p>Includes:</p> <ul style="list-style-type: none"> <li>• UPC Change</li> <li>• Product name revision</li> <li>• Romance Copy</li> <li>• Minor Copy Changes</li> <li>• PDQ / Shipper for item</li> </ul>	\$ 725
Moderate Edits*	<p>Includes :</p> <ul style="list-style-type: none"> <li>• NLEA/Drug Fact revisions</li> <li>• Addition of icon or graphic element</li> <li>• Repositioning of existing graphic elements</li> <li>• Major copy changes</li> </ul>	\$ 1,000
Complex Edits*	<p>Includes:</p> <ul style="list-style-type: none"> <li>• Deline change for the same printer (if different printer then new SKU pricing will be used)</li> <li>• Major design changes</li> <li>• Add/delete/image or illustration</li> <li>• New product name requiring custom type</li> <li>• Bonus size of a current item</li> </ul>	\$ 1,600
New Photography – INITIAL shot	Per Shot fee for Initial Shot: Includes conceiving, photographer, studio fee, stylist fees, prop shopping, production work, retouch work – <i>(if applicable, in addition to Edit* costs)</i>	\$ 850
New Photography – per shot fee for SUBSEQUENT shots within family of products after initial shot cost is applied	Per shot fee – SUBSEQUENT TO INITIAL SHOT fee <i>(if applicable, in addition to Edit* costs)</i>	\$ 350
Simple Illustration	<i>(if applicable, in addition to Edit* costs)</i>	\$ 94
Medium Illustration	<i>(if applicable, in addition to Edit* costs)</i>	\$ 625
Complex Illustration	<i>(if applicable, in addition to Edit* costs)</i>	\$ 850
2nd Round Copy Changes	<i>(if applicable, in addition to Edit* costs)</i>	\$ 313

\*Includes: Assembly to printer specifications, final proof, and press-ready files to printer (or vendor)

MISCELLANEOUS ADD-ONS / SPECIAL REQUESTS		AMOUNT PER SKU
1) TIFF Files and / or Stepping	•Not typical, but available	\$ Varies
2) Printer Plates	•Not typical, but available	\$ Varies
3) File Download and Delivery	•Not typical, but available	\$ Varies

If you have any questions about packaging payment, please contact your Private Brand Manager.

**Customer Issues**

Dollar General has partnered with a third-party call center to handle any calls utilizing the Dollar General Satisfaction Guarantee number (888-309-9030)

- Call details will be documented on the Call Detail Report (Exhibit 2)
- Reports pertaining to Foreign Object, Injury, or Damage **MUST** be addressed by the supplier within one business day. The supplier must attempt to contact the customer within one business day.
- Reports for all other issues must be addressed within five business days. The supplier must attempt to contact the customer within seven days.
- Dollar General Quality Assurance Manager and Product Development Coordinator/ QA Associate must be notified of supplier's response and details of all calls using the Call Detail Report. (Reference the Retailer Contacts Section for contact information.)

**Written Customer Issues**

- Written customer complaints are answered with a return letter and a gift card (minimum \$5.00).
- Suppliers will be notified of the details pertaining to the complaint and will be given direction on customer contact expectations.
- A chargeback for the cost of the gift card will be applied to the suppliers account.

**Withdrawals and Recalls**

In the event of a product withdrawal or recall, the following information will be needed from the supplier within 12 hours. **If the withdrawal or recall is deemed a Health Hazard, this information will be needed within four hours.** (Reference the Retailer Contacts section for the Food Recall Calling Tree.)

- Plant key personnel contact information
- Quantity of the product produced
- Distribution Centers that are impacted
- All quality assurance and production records pertaining to the affected item
- Disposition of affected product

**Additional Dollar General Quality Assurance Requirements**

Open Code Dating – Any item that is considered perishable (product expiration in two years) **MUST** have an open code date that can be easily read by the consumer.

- Examples are: Best if used by:

Best By:

BB:

- It is highly recommended that all non-perishable items be labeled with a production date code or other designated code. This is important for traceability purposes.

**Manufacturing Facility Location Changes**

Suppliers will not manufacture any Dollar General Private Branded products in a facility that has not been approved by Dollar General. Supplier will provide written notification to the Dollar General Quality Assurance Manager of any facility additions or changes along with a copy of the proposed facility's latest third-party audit. Production may begin at the proposed facility **ONLY** after the Dollar General Quality Assurance Manager has approved the facility. (Reference the Retailer Contacts Section for contact information.)

**EXHIBIT 1****DOLLAR GENERAL  
VENDOR PRE-QUALIFICATION  
REPORT**

In an effort to better understand the Management, Process, and Quality capabilities of Dollar General Corporation vendors, we are requesting that you complete this one-page questionnaire for the relevant facilities to Private Label Brands and return it to the Senior Quality Assurance Manager, either by fax or email (reference the Retailer Contacts Section).

Thank you for your time and attention to this portion of our Vendor Pre-Qualification Process.

- 1) Name of Company supplying product to Dollar General.
- 2) Do you own your own facilities, or do you have some other ownership agreement?
- 3) What is the physical address of the manufacturing facility or facilities?
- 4) Provide names and all contact information (phone, fax, and email) of the Plant Manager and Quality Assurance Manager at the above locations.
- 5) Please provide Customer Service Contact information. This will be used to contact your company in the event of a customer complaint. Please provide name, address, telephone number, email address, and fax number.
- 6) What products are you producing or proposing to produce for Dollar General? Please indicate which products are produced at which facility (if multiple facilities and products are listed)
- 7) What percentage of your current production is currently represented by products similar-to or exactly-like Dollar General's Private Label Brands?
- 8) With the introduction of Dollar General Private Label products to your business, what percentage increase will each facility realize in its relevant production?
- 9) Will any facility be required to hire additional staff, construct additional space, or expand production lines (purchase or in-house fabrication) to meet expected production increases?
- 10) Will the introduction of Dollar General Private Label products to your business require you to outsource production capacity or seek assistance from a co-packing facility?

- 11) Do you have dedicated staffing for each of the following functions at all of your facilities, or do you partner-with, contract-for, or otherwise seek consulting for any of the following positions?
  - a. Research and Development (R&D)
  - b. Product Formulation
  - c. Information Technology (IT)
  - d. Receiving Management
  - e. Production management
  - f. Quality Assurance and/or Quality Control Management
  - g. Shipping / Warehouse / Distribution Management
  - h. Marketing Management
  - i. Food Security
  - j. HACCP Manager
  - k. Pest Control
  - l. Sanitation Manager
  - m. Maintenance Manager
- 12) Do your facilities maintain an Approved Vendor List?
- 13) Do your facilities have approved HACCP or other product evaluation and/or safety plans?
- 14) Are you currently in the process of, or in the last two years, have you been purchased or reorganized your business under new management?
- 15) What third-party groups or vendors have audited your facilities in the last five years?
  - a) Please provide a copy of the latest third party audit report for all facilities that are producing or may produce Dollar General products.
- 16) Have you had any recalls in the past five years?
  - a) Please provide specifics regarding recalls.
- 17) Do you currently practice a Mock Recall system?
  - a) Frequency of Mock Recall Practices.
- 18) For whom do you currently produce or enter into business with?
- 19) In the past 5 years, has any Industry, State, or Federal regulatory agency proceeded with charges or fines against your business entity, partners in ownership, or any facility you own?
- 20) Are any raw materials or finished products stored or maintained at a facility other than the manufacturing facility or at an offsite warehouse?

## EDI GUIDELINES

### **Adherence To EDI Standards**

Lack of adherence to EDI standards and incorrect information results in lost time for Dollar General and delayed payment of invoices for our Vendors. Dollar General requires EDI Vendors to comply with the EDI guidelines set forth in the EDI section of this manual to ensure timely and accurate payment of invoices by Accounts Payable.

The following transmission errors will be considered deterioration in vendor performance and may result in a chargeback.

- ⇒ Duplicates (EDI and/or Hard Copy)
- ⇒ Incorrect or no DC
- ⇒ Incorrect invoice number
- ⇒ Incorrect purchase order number
- ⇒ Incorrect or no SKU/UPC

**Important Notice:** All core vendors for Dollar General must utilize EDI for the receipt of Purchase Orders within 30 days of first shipment or be subject to replacement as a vendor.

Please see section titled **Retailer Contacts** for a complete listing of EDI contacts.

Please refer to the section titled **Form Examples** for an example of the EDI ISA Trading Partner Information form.

### **Trading Partner Specifications**

Suppliers trading with Dollar General Corp. through EDI are expected to meet certain requirements.

#### **General Specifications**

- 1) Trading Partners will comply with X12 Standards for approved transactions and will adopt all Dollar General transaction set specifications.
- 2) Trading Partners will trade business information with Dollar General using direct AS2 connectivity or a Value Added Network that is capable of direct AS2. All costs associated with the transmission of data are the sole responsibility of the vendor.
- 3) Trading Partner will utilize Functional Acknowledgments as required by Dollar General. All Functional Acknowledgments (FA-997) must be sent within 24 hours of the transmission of the originating Purchase Order. Dollar General will monitor missing acknowledgments and contact vendors whenever the FA-997's are missing. Failure to send the FA-997 in a timely fashion may result in penalties.
- 4) Trading Partner will reconcile transmissions and acknowledgments to facilitate problem solving.
- 5) Trading Partner agrees to test with Dollar General on data transmissions until an agreement is reached by both parties on a successful transmission.
- 6) Trading Partner will agree that, in the ISA15, a "T" for test and "P" for production will be the only flag Dollar General will change.

**Domestic Vendor Guide (Non-Import)**

- 7) All Dollar General Purchase Orders will be transmitted using the UNIT measure for order quantities. One UNIT represents one sellable item. Quantities must not be misinterpreted as CASE quantities.
- 8) Invoices submitted to Dollar General may be submitted at either the case level or the item level.
- 9) The dates transmitted on the DTM segments indicate the Scheduled Arrival Date (this is the date the order should arrive at the designated DC), the Estimated Ship Date (this is the date the order should ship from your facility based on the shipping criteria provided by your company), and the Cancel After Date (this is the date your order will be canceled from our system based on shipping and appointment scheduling data).

**To Provide for Continuous and Trouble Free Operations:**

- 1) Trading Partner agrees to retrieve Dollar General documents multiple times each day. Dollar General will transmit to either the Trading Partner's Third Party Network or directly to the Trading Partner at 5:00am, 12:00am, and 4:00pm Central Time Saturday thru Friday.
- 2) Dollar General data will be treated as confidential by Trading Partner.
- 3) Each Trading Partner must maintain the appropriate back-ups of their EDI systems for recovery purposes.
- 4) Each Trading Partner must maintain current versions of their EDI software. New version installations should be tested in a non-production environment to avoid disruption of normal business transmissions.
- 5) Cross training of personnel on the functions of EDI and the use of the EDI software should be maintained to avoid interruption during illness or vacation of normal EDI staff. The network must be checked each day for orders with Functional Acknowledgments returned within 24 hours. No exceptions.
- 6) Changes to the EDI contact name/fax/phone numbers must be communicated to the Dollar General EDI staff to insure continued communication of important EDI updates.

An example of the Electronic Data Interchange Trading Partner Agreement is located in the section titled **Legal**.

Please reference the **EDI Programming Guide** for all EDI specifications. This document is located in the Domestic Vendor Section of DGpartners.com.

**Required Mandatory/Transaction Sets**

The following forms are required in order to trade with Dollar General.

For DC deliveries:

- 850 purchase order
- 810 invoice
- Corresponding 997 acknowledgments

For Direct Store deliveries:

- 810 invoice with a corresponding 997 acknowledgment

**Testing, Certification, and Implementation**

***\*\*Please open source addresses 208.23.227.251 & 252 on your firewall***

**Dollar General's Production Information:** (This information will be used to test purchase orders (our outbound) and will be the set up used once the trading partner is ready for production status)

**DG Production AS2 URL:**

<https://b2b.dolgen.net/msgsrv/as2>

http is also acceptable for a limited time

**Encryption Information:**

- a. PKI -S/MIME encrypted/signed
- b. Encryption Algorithm: RC2 128
- c. Hashing Algorithm: SHA2
- d. Receipt Type: Request signed receipt
- e. Receipt Algorithm: SHA2

**DG Production AS2 Identifier:** [ediprod@dollargeneral.com](mailto:ediprod@dollargeneral.com)

**DG Production ISA/GS ID and Qualifier:** 01/069331990INET

**DG Software and Version:** IPNet BizManager, v. 2.3.4.237

**Dollar General's Test Information:** (This information will be used to test your inbound documents to us only)

**DG Test AS2 URL:**

<https://b2btest.dolgen.net/msgsrv/as2>

http is also acceptable for a limited time

**Encryption Information Same As Production Above**

**DG Test AS2 Identifier:** edidev@dollargeneral.com

**DG Test ISA/GS ID and Qualifier:** 01/069331990TEST

**For http connections use default port 80 and for https use default port 443**

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**PURCHASE ORDER**

An example copy of the Dollar General Purchase Order, including the PO Terms and Conditions, is located at the end of this section. The Dollar General PO Terms and Conditions are substantively the same as the terms set forth in Dollar General's Quote Sheet Terms and Conditions, an example copy of which is located in the Legal section of this Domestic Vendor Guide. Refer to the section in this Vendor Guide titled "Glossary" for definitions applicable to the Purchase Order, including dates.

As a result of partnering with Dollar General in the electronic transmission of orders, Vendor will not see the Purchase Order Terms and Conditions with each EDI order. THE PURCHASE ORDER TERMS AND CONDITIONS WILL APPLY TO ALL EDI ORDERS TRANSMITTED TO VENDOR, REGARDLESS OF WHETHER SUCH TERMS ARE ATTACHED TO THE EDI ORDER. BY VENDOR'S ACCEPTANCE OF AN ORDER, VENDOR AGREES TO BE BOUND BY AND FOLLOW ALL SUCH TERMS AND CONDITIONS. DO NOT ACCEPT AN ORDER IF VENDOR DOES NOT AGREE TO THESE TERMS AND CONDITIONS.

Dollar General performs quality checks on every item. To maintain product flow and accurate payment of invoices, all products must conform to purchase order agreements and the requirements listed below. Failure to do so will result in a chargeback to the vendor.

**CORRECT DISTRIBUTION CENTER**

Dollar General has many distribution centers. Failure to send the product to the appropriate distribution center results in lost sales, decreased turns, increased labor, and increased transportation costs. It is imperative that purchase orders are shipped to the correct distribution center.

**CORRECT MERCHANDISE**

The merchandise received must be the same merchandise described on the purchase order. When the merchandise is not the same, the receiving process stops. If the purchase order description is for size 8, the product should not be size small. If the purchase order description is for green, the product should not be aqua. A Dollar General Buyer must approve all substitutions prior to shipping.

**CORRECT PRICE**

Pricing must conform to Dollar General's specifications as detailed in the Product Pricing/Ticketing Section. Product must be priced accurately for the amount specified on the purchase order.

**CORRECT ASSORTMENTS**

The assortment of merchandise in the carton and/or inner pack must match the assortment listed on the purchase order.

**CHANGES TO ORDERS**

Vendors are required to ship all purchase orders as written with exact quantities requested. Incorrect quantities slow down, and in some cases, stop the receiving process, and cause delays in payment. In addition, incorrect quantities make it difficult to maintain proper in-stock levels for our customers. Failure to ship the quantity stated on the purchase order will result in a vendor chargeback. Below you will find the procedures for proper notification of shortages.

***Core Merchandise Shortages:***

- ⇒ Notification of shortage should be sent via e-mail to the person that originated the purchase order giving explanation of shortage.
- ⇒ In addition, all FOB orders require the Dollar General Call-In Form be sent to [poconfrm@dollargeneral.com](mailto:poconfrm@dollargeneral.com) advising of shipment ready date along with shipment information. For further information regarding the FOB Call-In process, refer to the Routing Guide Section.

***Non-Core Merchandise Shortages:***

- ⇒ Notification of shortage should be sent to the Dollar General Buyer via e-mail or voice/phone that originated the purchase order giving explanation of the shortage (see Retailer Contacts Section of the guide).
- ⇒ In addition to notifying the Dollar General Buyer, all FOB orders require the Dollar General Call-In Form be sent to [poconfrm@dollargeneral.com](mailto:poconfrm@dollargeneral.com) advising of shipment ready date along with shipment information. For further information regarding the FOB Call-In process, refer to the Routing Guide Section.

Communication of shortages is expected to be made to Dollar General as soon as possible and prior to shipment. Notification to Dollar General of shortages does not excuse the vendor performance chargeback for not shipping the purchase order as ordered by Dollar General.

**RECEIVING PROBLEMS**

When problems arise that prevent receipt of merchandise (i.e. incorrect purchase order number, overages, incorrect case pack, etc.), Dollar General receiving personnel may log a problem with the Global Inventory Management or Merchandising Departments. Sometimes it is necessary for vendors to be contacted in order to resolve these receiving issues.

- ⇒ Dollar General requires vendors to respond to these requests within **three hours** after the first contact has been made. Untimely responses from vendors cause delays in the receipt process that in turn cause delays in delivery of the merchandise to our stores.
- ⇒ Dollar General understands it is often necessary for the vendor to obtain PODs and other such documentation in order to resolve the issue. Vendors are required to keep Dollar General updated on the status until resolution has been made.
- ⇒ Failure to respond timely or update Dollar General on status will be considered deterioration in vendor performance and may result in a chargeback.

## **GOLD SYSTEM PURCHASE ORDER INFORMATION**

### **Purchase Order Communication**

New Core vendors in the process of implementing EDI with Dollar General will receive Purchase Orders via email in PDF format instead of paper copies mailed by a courier service.

- ⇒ Vendors will acknowledge receipt of PO by responding with “Rec” in the subject line of the email within 48 business hours of receipt.
- ⇒ Dollar General will monitor to ensure all POs are acknowledged as received by vendors
- ⇒ Dollar General will have the capability to resend, forward or print POs

POs will be created dynamically based on inventory need, lead time and vendor requirement instead of static order cycles that dictate a particular day of the week for placing orders. If you have specific PO needs based on production schedules, please contact the appropriate Dollar General Global Inventory Analyst (reference the Retailer Contacts Section).

### **Purchase Order Shipments**

- ⇒ Communication must be sent to the Global Inventory Analyst via email in advance for shipments that deviate from the original PO.
  - This communication includes changes to item, quantity and dates of the PO.
- ⇒ In order to improve shipment tracking, each PO will not exceed one physical truck load.
- ⇒ Vendors are expected to ship each PO complete in one delivery.
  - Subsequent shipments against the same PO will be rejected.
  - LTL Carriers must deliver all cartons for POs at the same time. There should be no split shipments.

### **Purchase Order Process with GOLD for Non-EDI Vendors**

Vendors will receive orders via email from [purchaseorders@dollargeneral.com](mailto:purchaseorders@dollargeneral.com). This initial email will contain relevant information for the PO. The heading will include the following: “Dollar General PO#<003224>, Email Transmission Reference# <2790>”.

- ⇒ A PDF version of the PO and a copy of the vendor PO guidelines will be included in the email. Carefully read the guidelines and contact the Global Inventory Analyst if you have questions (reference the Retailer Contacts Section).
- ⇒ To acknowledge the PO, type “REC” in the beginning or end of the subject line. All prior subject line information must be included in the reply. This information includes PO number and Email Transmission Reference number.
- ⇒ Purchase Orders should be acknowledged within 48 hours.

### **Modified Purchase Order for EDI and Non-EDI Vendors**

Vendors will be notified by email of PO modifications. The email will include a PDF version of the PO along with a copy of the vendor guidelines. Changes will be noted with an asterisk (\*). For additional information, reference the PO modifications slides in the SCS Vendor Webinar located on DGpartners.com. To acknowledge the PO, you must type “REC” in the beginning or end of the subject line. You must include all prior subject line information in your reply. This information includes PO number and Email Transmission Reference number.

**NOTE:** You must acknowledge a PO each time it is modified.

EXAMPLES OF PURCHASE ORDERS

## GOLD Purchase Order

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03/15/13 08:54AM

## DOLLAR GENERAL

DOLLAR GENERAL	The following subsidiaries of Dollar General Corporation: DG eCommerce, LLC; DG Retail, LLC; DG Strategic VII, LLC; Dolgen California, LLC; Dolgen Midwest, LLC; Dolgencorp, LLC; Dolgencorp of Texas, Inc and Dollar General Partners.	Purchase Order No	008988
Save Time Save Money, Everyday!	100 Mission Ridge Goodlettsville, TN 37072-2170 Phone 615-855-4000	Analyst Name	
Order Date	Ship Date	Arrival Date	
03/14/13	05/24/13	06/01/13	

Vendor : 608428 Vendor ABC 1234 Main Street New York, NY 10016	Ship To: 96700 FULTON DC 1900 CARDINAL DRIVE CALLAWAY FULTON, MO 65251-7250	Bill To:Dolgencorp LLC P.O. BOX 2128 GOODLETTSVILLE, TN 37072
Ship Point 8765 Uncommon Ave St. Louis, MO 65251		FREIGHT TERMS :FOB DOMESTIC Payment Terms :NET 75 DAYS

Please refer to the Dollar General Vendor Guides at [www.dgpartners.com](http://www.dgpartners.com) for shipping instructions.

This purchase order is subject to Dollar General's terms and conditions, a copy of which accompanied this purchase order and which is available in the vendor guide.

SKU	Description	Style	Dept	Qty	UOM	Case Pack	Ship Unit	Cost	Retail	Send Tickets	Hang Tag	Gum Label	Assorted Size	Assorted Colors	Assorted styles
19050000*	Item 1		210	2220	Ea	12	12	1.27	5.79	N	N	N	N	N	N
18012345	Item 2		210	2220	Ea	12	12	1.28	5.79	N	N	N	N	N	N
79400000	Item 3		210	2220	Ea	12	12	4.50	8.00	N	N	N	N	N	N

\* indicates that the line has been modified.

Total Cost :		Total Retail :	
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**PURCHASE ORDER TERMS AND CONDITIONS**

THIS PURCHASE ORDER ("ORDER") IS AN OFFER BY DOLLAR GENERAL TO THE VENDOR TO WHICH IT IS ISSUED ("VENDOR"), BUT IT IS NOT A FIXED OFFER AND MAY BE CHANGED OR REVOKED AT ANY TIME. BY ACCEPTING THIS ORDER, VENDOR AGREES TO BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS. DO NOT ACCEPT THIS ORDER IF VENDOR DOES NOT AGREE TO THESE TERMS AND CONDITIONS.

**1. Purchase of Products.** This Order shall be deemed accepted by Vendor upon the occurrence of the earliest of: (i) Vendor's acknowledgement of receipt of such Order, either electronically or otherwise in writing with no changes, exceptions or additions to the Order by Vendor; (ii) Vendor's acknowledgment of receipt of such Order, either electronically or otherwise in writing with changes, exceptions or additions accepted in writing by an authorized representative of Dollar General; (iii) Vendor's failure to reject such Order in writing within three (3) business days following receipt of such Order; or (iv) Vendor's commencement of manufacture and/or shipment of the Products described in such Order ("Products"). No oral agreement or other understanding shall in any way modify, amend or extend an Order or any terms and conditions thereof. Acceptance of this Order by Vendor is expressly limited to the terms and conditions set forth in this Order and shall be without qualification. **Any terms and conditions set forth in Vendor's acceptance that add to, alter or conflict with the terms or conditions of this Order which are not accepted in writing by an authorized representative of Dollar General shall be construed as proposals for addition to the contract and are hereby rejected by Dollar General. Any such proposals shall not become part of the contract, and Vendor's acceptance of this Order shall be deemed to be Vendor's assent solely to the terms and conditions of this Order. This Order does not constitute an acceptance of any proposal or offer to sell. Any reference to a proposal or offer to sell is solely for the purpose of incorporating the specifications contained therein to the extent they do not add to, alter, or conflict with any specifications provided with this Order.**

**2. Product Testing and Inspections.** Vendor, at its sole cost and expense, shall perform, or cause to be performed, all tests on the Products (i) required by the United States Consumer Product Safety Commission, Food and Drug Administration, Department of Agriculture or any other federal, state or local governmental agency or authority having jurisdiction, and (ii) any other testing necessary or appropriate to demonstrate compliance with any applicable Laws (which, for purposes of this Section, includes any pending law that would reasonably be expected to become applicable to the Products) and any applicable industry voluntary standards. Such tests shall be conducted by laboratories acceptable to Dollar General and, if applicable, to the agency or authority requiring the same. Vendor acknowledges and agrees that: (i) Dollar General and/or its designee shall have the right to inspect and/or test Vendor's facilities (and the facilities of Vendor's third party manufacturers) and/or Products at any stage of manufacture or delivery to verify: (i) that such Products are of appropriate quality and otherwise meet the requirements of this Order; (ii) that such facilities meet Dollar General's safety and social accountability standards, as amended and published to Dollar General's vendors from time to time via the Vendor Guide (defined in Section 5 below); (iii) Dollar General shall be under no obligation to purchase or otherwise accept any Product that is produced (whether in whole or in part) in a facility that does not meet applicable standards or the terms of this Order; and (iv) Vendor shall be responsible for ensuring that factories/subcontractors are aware of, and only produce products for Dollar General in compliance with, the requirements in this Agreement and any applicable Laws. Vendor shall cooperate at all times with such inspections. Further, Vendor agrees to keep and maintain books and records, in accordance with generally accepted accounting principles, that include, without limitation, all documentation necessary or desirable to verify its compliance with the terms and conditions of this Order and shall make such books and records available for inspection by Dollar General or its designee upon request. Vendor shall maintain such books and records for such period of time as required by Law, but in no event less than a period of three years following delivery of Products pursuant to this Order. Inspection or testing shall not serve to relieve Vendor of its responsibilities, shall not affect any other rights or remedies of Dollar General, and shall not constitute acceptance or waiver of any breach.

**3. Invoicing/Payment Terms.** Vendor shall issue to Dollar General an invoice and, if applicable, the proper and acceptable import/customs documentation for Products meeting the requirements of this Agreement no later than fourteen (14) days after (but not before) the date of delivery of such Products to the point of shipment. Dollar General shall pay, or, if applicable, release payment for, each undisputed invoice in compliance with Dollar General's then current Minimum Acceptable Payment Terms Policy, or the payment terms set forth in the applicable purchase order and/or EDI.

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850. Any charges for Products, expenses or taxes not invoiced and submitted to Dollar General within ninety (90) days after the date of delivery of such Products to the point of shipment are hereby waived by Vendor. Vendor also agrees that any charges invoiced that are not correctly addressed and are not re-submitted to the proper address or contact within one hundred twenty (120) days after the date of delivery of such Products to the point of shipment are hereby waived by Vendor with no late payment penalties to Dollar General. In the event that Dollar General in good faith disputes any invoice, it shall so notify Vendor of the nature of such dispute and shall pay any undisputed portion of such invoice in accordance with Dollar General's minimum acceptable payment terms Policy, or the payment terms set forth in the applicable purchase order and/or EDI 850. Any disputed invoice or portion of invoice unresolved by Vendor within forty-five (45) days after the expiration of Vendor's current payment terms are hereby waived by Vendor. Vendor acknowledges that, unless Vendor provides Dollar General with appropriate tax documentation that is acceptable to Dollar General, payments to Vendor are subject to tax withholding as Dollar General determines is required by Law.

**4. Allowances, Rebates, and Chargebacks.** Dollar General's obligations to make payments to Vendor pursuant to this Order shall be subject to: (i) any markdown, return or damaged goods allowance, new/remodeled/relocated store allowance, advertising allowance, trade discount, new distribution center or distribution center expansion allowance, product pickup and delivery allowance, or any other allowance, discount or reserve noted in the Vendor Guide or normally set by Dollar General in the course of Dollar General's business and applicable to merchandise vendors, (ii) full credit for any Products that do not meet the requirements of this Order or that are defective or damaged prior to arriving at the applicable retail store as a result of improper packaging or handling by Vendor, (iii) any administrative fees incurred by Dollar General related to Product cost increases or any handling or administrative fee charged by Dollar General for the handling of non-conforming Products or shipments, and (iv) any applicable flat rate vendor performance chargebacks as described in the "Schedule of Chargebacks" Section of the Vendor Guide, including, without limitation, any late shipment chargebacks. Allowances, rebates, and chargebacks shall be deducted from Vendor's current or future business on account, or, at Dollar General's option, Dollar General may request and receive payment from Vendor by check/ACH/wire. In addition, Dollar General reserves the right to deduct from Vendor's current or future business on account any amount Vendor owes Dollar General with respect to any claims of any nature, whether or not related to this Agreement and whether now existing or hereafter arising. Any assignee of Vendor's right to payment hereunder shall be subject to Dollar General's chargeback rights under this Section. Receipt by Vendor of a payment that reflects the taking by Dollar General of offsetting credits and/or deductions is an acknowledgment by Vendor of the validity of the setoffs or credits taken unless Vendor contests the setoffs or credits in writing or through EDI and, in either event, within the earlier to occur of (i) thirty (30) days of Vendor's receipt of such payment or (ii) thirty (30) days of Vendor's receipt of notice of Dollar General's intent to take such setoffs or credits.

**5. Product Representations and Warranties.** Vendor hereby represents and warrants that each Product, including any related packaging and packaging content, shall: (i) be manufactured, packaged, tagged, and sold in compliance in all respects with all federal, state and local laws, codes, ordinances, rules, permits, registrations, orders, and regulations in any way governing, addressing, impacting, or relating to the Products or the operation and conduct of Dollar General's or Vendor's business, including, without limitation, consumer protection laws, the United States Consumer Product Safety Improvement Act, California's Proposition 65, the Food Safety Modernization Act and Toxic Substances Control Act (collectively, "Laws"), (ii) be merchantable, fit for its intended purpose, and suitable for its end use, (iii) be free from any defects in design, materials or workmanship and of good and merchantable quality, (iv) conform to any pre-production samples approved by Dollar General and all applicable specifications and standards, including those set forth in the Vendor Guide (defined below), and shall match the description, assortment, shipping unit, case pack, and quantity prescribed in this Order, (v) be manufactured following current good manufacturing practice that is at least consistent with industry standards, (vi) not be adulterated, mislabeled or misbranded within the meaning of any Law or otherwise, (vii) accurately represent in its packaging the weights, measures and sizes of the Product, (viii) be packed in cartons that have complete and accurate descriptive information on the outside of the carton as outlined in Dollar General's Vendor Guide, (ix) be legal for retail re-sale in each Dollar General® store, (x) not infringe or misappropriate or contribute to the infringement of any domestic or foreign patent, copyright, trademark, trade secret, trade dress or other proprietary rights, or be considered a counterfeit of the product of a third party, and (xi) be manufactured throughout its supply chain (including, without limitation, its own organization, any subcontractors, and suppliers) and provided to Dollar General in accordance with Dollar General's standards, including: (a) **the Vendor Guide**, as amended from time to time, which is available through

**Domestic Vendor Guide (Non-Import)**

dgpartners.com and Cleartrack.com (the "Vendor Guide"); (b) **Human Rights Policy**, including providing safe housing for employees, if applicable, and appropriate work hours; (c) **Chemical Policy**, including Restricted Chemical List; (d) **Palm Oil Policy**; and (e) **Blacklisted/Suspended Facilities List**. The current versions of Dollar General's Human Rights, Chemical, and Palm Oil policies are available at: <http://www.dollargeneral.com> under About Us/Corporate Social Responsibility. The foregoing representations and warranties shall survive inspection, delivery and payment for Products.

**6. Packaging and Labeling.** Vendor shall package and label all Products in accordance with all applicable Laws. Labeling shall include, without limitation, any required warnings, statements or other product information, coding necessary to identify the Vendor, production location, line, production date, lot number, and open code expiration date. Dollar General's approval of Product packaging and labeling shall not be construed as confirmation that the packaging or labeling conforms with all Laws, which shall be the sole responsibility of the Vendor.

**6.1 Branded Product Packaging and Labeling.** All costs associated with Vendor's packaging artwork arrangements shall be wholly borne by Vendor. Vendor grants Dollar General a non- exclusive license to use any trademark, trade name, service mark, and/or copyright on the Products, as well as all related packaging, labeling and other printed or digital materials, including without limitation any Product images, for purposes of promoting and selling the Products.

**6.2 Private Label Product Packaging and Labeling.** All Private Label Products shall be packaged using artwork accepted in writing by Dollar General before production. Vendor's packaging shall be of sufficient quality to ensure that Products arrive at the applicable retail location without damage. Vendor shall arrange for the preparation of all packaging artwork, including design and labeling and color cylinders to print the artwork, using one of Dollar General's approved artwork vendors (as designated by Dollar General) no later than fourteen (14) days after Dollar General has approved artwork. Dollar General's approval is strictly limited to the style and/or appearance of the artwork on the packaging. All costs associated with Vendor's packaging artwork arrangements shall be wholly borne by Vendor.

**7. Compliance with Laws governing the sale of Products in the United States.** Vendor recognizes that Dollar General's business and the sale of its Products are in the United States. Vendor will not supply any Product(s) or take any act on behalf of Dollar General that in any way violates any Law of the United States or any state where Dollar General operates.

**8. Insurance.** Vendor agrees that it will keep in force and effect at its sole cost and expense (and shall cause each of its agents, independent contractors and subcontractors performing any services or providing any Products hereunder to maintain) insurance with the following minimum policy limits:

- (i) Commercial General Liability (including product and contractual liability) insurance of at least one million dollars (\$1,000,000) per occurrence; and
- (ii) Excess or Umbrella Liability insurance of at least four million dollars (\$4,000,000) per occurrence insuring against personal injury, bodily injury and property damage; provided, however, that in the event that Vendor supplies Products that are designed to be introduced into the human body (including, without limitation, food, over-the-counter drugs or supplements, eye drops, etc.), such excess or umbrella policy shall have limits of not less than nine million dollars (\$9,000,000) per occurrence.

Additional limits may be required for certain Products. Vendors based in the US/Canada shall utilize insurers whom are admitted carriers in the United States and licensed to do business in each state in which Dollar General and/or its affiliates operate stores. Vendors based outside of the US/Canada shall have policies covering lawsuits or claims on a worldwide or North America basis. All insurers shall have an A.M. Best rating of at least an A-VIII. Dollar General and its subsidiaries and affiliates shall be named as additional insureds under all such policies, and the policies shall contain a provision that there will be no cancellation, reduction, or non-renewal in coverage without first giving Dollar General thirty (30) days' prior written notice. Coverage for the additional insured(s) shall apply on a primary basis irrespective of any other insurance coverages, whether collectable or not. Such policies must be in effect prior to the first Product(s) being delivered to Dollar General and remain in effect for no less than five (5) years after the date on which the last Product is provided to Dollar General. The comprehensive general liability policy must include a broad-form Vendor's endorsement, which must be referenced on the certificate of insurance. Vendor's insurance shall in no way limit Vendor's obligations or liability under this Agreement. Failure of Vendor to require, verify and monitor its agents, independent contractors and subcontractors' compliance with insurance requirements will be considered a breach. Vendor's failure to obtain a certificate of insurance

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may risk interruption of orders or result in withholding of payments by Dollar General or discontinuation as a Dollar General Vendor.

**9. Confidentiality.** Vendor acknowledges that, in the course of performing its obligations under this Order, it may have access to the Confidential Information (as defined below) of Dollar General or its affiliates. Vendor shall use the Confidential Information only in furtherance of this Order and shall not transfer or otherwise disclose the Confidential Information to any third party (including, without limitation, any affiliate of Vendor, any research company, analyst, member of the media, any direct or indirect competitor of Dollar General, and any employees of Vendor that do not have a need to know). Vendor shall: (i) give access to such Confidential Information solely to those employees with a need to have access thereto for purposes of this Order, (ii) take all necessary steps to ensure that its employees comply with the confidentiality restrictions and obligations of this Order, (iii) take the same security precautions to protect against disclosure or unauthorized use of such Confidential Information as Vendor takes with its own confidential information but, in no event, shall Vendor apply less than a reasonable standard of care to prevent such disclosure or unauthorized use, and (iv) be responsible for any breach of this Section by Vendor or its employees. Vendor shall promptly return or destroy all Confidential Information upon the termination of this Order or as requested by Dollar General. For purposes of this Order, "Confidential Information" shall mean confidential or other proprietary information that is disclosed or available to Vendor in connection with the performance of this Order including, without limitation, strategies, research, methodologies, techniques, technical data, transportation data, sales data, business and financial information, designs, drawings, models, prototypes, product specifications and documentation, business, marketing and promotional documentation and information, merchandising changes, product plans and data, inventory management data, Dollar General's current or future initiatives, information related to debt or equity offerings, pricing, vendor lists, customer lists, flow charts, non-public information observed while at the facilities of Dollar General or in the course of meetings between Dollar General and Vendor, the fact that Vendor has furnished or contracted to furnish to Dollar General Products, and any other information that under the circumstances surrounding disclosure or given the nature of the information would reasonably be believed to be confidential. Confidential Information shall not include information which: (a) is or becomes public knowledge without any action by, or involvement of, Vendor; or (b) is already known to Vendor at the time of disclosure without restriction of confidentiality, as evidenced in writing.

**10. Documentation.** Vendor agrees that it shall obtain and maintain, at its sole cost and expense, all permits, licenses, certifications and registrations which Vendor is required by Law to obtain to provide the Products contemplated herein. Vendor must register Product formulations (if applicable) in the UL-WERCSMART database and provide Dollar General access to such data. Additionally, upon request of Dollar General, Vendor agrees to provide Dollar General at no charge with copies of any and all: (i) certificates of insurance evidencing insurance coverage as required by this Order, (ii) Material Safety Data Sheets applicable to the Products, (iii) certificates evidencing passing test results applicable to any Product(s) and/or any additional certificates as required by applicable Laws, including, but not limited to any General Conformity Certificate (GCC) or Children's Products Certification (GPC), (iv) Product test results, (v) Toxics in Packaging Certification (vi) licenses and permits necessary or appropriate for compliance with all applicable Laws, and (vii) such other information as Dollar General may request. Vendor shall upload all required documentation to the dgpartners website or provide to Dollar General through other means specified by Dollar General.

**11. Compliance with Code of Conduct.** Vendor acknowledges that Dollar General: (i) desires to conduct business only with vendors that are committed to Dollar General's ethical values, and (ii) has adopted a Code of Business Conduct and Ethics which, as amended from time to time, addresses many important ethical issues, such as gifts, entertainment, business courtesies, vendor paid travel expenses, conflicts of interest, and anti-corruption Laws (the "Code"). The current version of the Code is available at: <http://www.dollargeneral.com> under Investor Information/Corporate Governance. These standards extend to all of Dollar General's business dealings, transactions and other interactions with vendors in all countries in which it or its affiliates or associates work, operate or interact with vendor or third parties. Vendor hereby covenants, represents and warrants that: (i) it has read and understands the Code; and (ii) it will not engage in any conduct that (a) violates the Code, or (b) encourages or tempts an employee or agent of Dollar General to violate the Code. In the event Vendor or its employees identifies a violation, or potential violation, of the Code, the aforementioned Dollar General standards set forth in Section 5, or other applicable standards (whether by an employee of Dollar General or otherwise), Vendor must immediately report such violation or potential violation to <http://dghotline.com> or Dollar General's Whistleblower hotline at 1 (800) 334-9338 (US).

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**12. Title, Risk of Loss and Shipping.** Title and risk of loss to Products shall pass to Dollar General free and clear from any liens, security interests, encumbrances or defects in title, and not otherwise be subject to claims of third parties at the time such Products are delivered to Dollar General or its designee. Dollar General shall have the right to refuse, without liability or obligation, any shipment that is not a complete order or that is not delivered in accordance with the requirements of this Order. Please refer to the Vendor Guide (referenced above) for specific instructions on shipping and invoicing.

**13. Ownership of Marks.** Any use by Vendor of trademarks, trade names, service marks or other intellectual property of Dollar General (whether as part of a private label product or otherwise) shall be subject to Dollar General's prior written approval, which shall be granted or denied in Dollar General's sole discretion. Any goodwill arising from the use thereof shall inure to the benefit of Dollar General. Under no circumstances shall Vendor provide any item that includes or displays any Dollar General intellectual property to any third party without the prior written permission of Dollar General.

**14. Order Cancellation.** Dollar General shall have the right to cancel all or any part of the undelivered portion of this Order, effective upon written notice to Vendor. Upon receipt of such notice, Vendor shall stop work and take action to protect any property in which Dollar General has or may acquire an interest. In such event, Dollar General shall pay to Vendor the amounts due for conforming Products shipped and accepted in accordance with this Order prior to the effective date of cancellation to the extent that such Products meet the requirements of this Order. VENDOR SHALL CONTINUE PERFORMANCE OF THIS ORDER TO THE EXTENT NOT CANCELED.

**15. Indemnification.**

**15.1 By Vendor.** Vendor agrees to, and shall, indemnify, defend and hold harmless, at no cost to Dollar General, Dollar General Corporation, any affiliated or subsidiary entities, and their respective directors, associates, officers, employees, agents, shareholders, partners and members and other representatives (each a "Dollar General Indemnified Party", collectively, the "Dollar General Indemnified Parties") from and against any and all claims, allegations, actions, demands, liabilities, losses, damages, injuries, illnesses, judgments, settlements, costs and expenses, including, but not limited to, costs of investigation/settlement and reasonable attorneys' fees (collectively, a "Loss"), regardless of the merits of such claims or allegations, that may be based in whole or in part, or otherwise arise from or relate to any Product, contractual obligations related to the purchase or sale of Products, or breach of Vendor's obligations under this Agreement. This indemnification is one of first defense and payment. In the event of a Loss subject to indemnification hereunder, the Dollar General Indemnified Party will provide the Vendor with reasonable notice of such indemnified Loss. Thereafter, the Dollar General Indemnified Party shall choose the legal counsel to represent it in defense of the Loss; provided, however, that the Dollar General Indemnified Party gives advance notice to Vendor of the choice of legal counsel and the attorneys' fee arrangement for the representation. Within two business days of receipt of notice from the Dollar General Indemnified Party, Vendor shall provide written notice to the Dollar General Indemnified Party of its approval of the fee structure. No response within the allotted time period shall be taken as approval of the fee structure. Once the fee structure is approved by Vendor, the Dollar General Indemnified Party shall instruct the legal counsel to bill Vendor directly. Vendor will not enter into any settlement or compromise of any such claim without the Dollar General Indemnified Party's prior written approval, which approval will not be unreasonably withheld or delayed. In addition to any other legal remedies available to Dollar General, if Vendor elects not to indemnify and/or defend the Loss, or fails to take any action set forth herein, Dollar General shall be entitled to engage its own counsel for such defense and entitled to full indemnification and reimbursement for the Loss. Vendor shall promptly notify Dollar General in the event that Vendor learns any product: (a) violates any Law, order or decree; (b) has, or is likely to, cause personal injury or property damage; or (c) infringes the rights of a third party.

**15.2 By Dollar General.** Dollar General agrees to, and shall, indemnify, defend and hold harmless, at no cost to Vendor and its directors, officers, employees, agents, shareholders, partners and members and other representatives (each a "Vendor Indemnified Party", collectively, the "Vendor Indemnified Parties") from and against any and all claims, allegations, actions, demands, liabilities, losses, damages, injuries, illnesses, judgments, settlements, costs and expenses (including reasonable attorneys' fees), regardless of the merits of such claims, that Dollar General's trademarks or other proprietary indicia infringe the patent, copyright, trademark or other intellectual property right of a third party. In the event a claim is filed against any Vendor Indemnified Party that is subject to indemnification, Vendor and the applicable Vendor Indemnified Party may be represented and actively participate through its own counsel, at its own cost and

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expense, in any such claim. This indemnification is one of first defense and payment, not of reimbursement or surety, and shall survive the expiration or termination of this Agreement.

**16. Remedies.** In the event of any voluntary or mandatory recall or withdrawal of a Product (regardless of who initiates the recall or withdrawal), (i) Dollar General reserves the right to use any reasonable means necessary to remove the applicable Products from sale, and (ii) Vendor agrees to reimburse Dollar General for all losses, costs and expenses associated with the recall or withdrawal, including, but not limited to, attorneys' fees, allocable portions of administrative overhead, Product retail price, handling cost, transportation, destruction/disposal costs, and any lost profits in connection with the recall. Vendor shall provide Dollar General with no less than 24-hours written notice prior to the public announcement of any recall, withdrawal, or safety-related issues in connection with the Products. Such notification shall include (without limitation) all of Dollar General's SKUs affected by the recall, expected inventory levels affected, and a detailed description of the nature of the public announcement. In the event an applicable Law changes after shipment of a Product such that the retail sale of such Product would no longer be compliant with the changed Law, Vendor shall, at its expense, accept return of the applicable Product and promptly refund the purchase price paid therefor. In the event that, subsequent to the provision of any Product, a Law becomes effective that prohibits the legal sale of such Product (or unreasonably burdens the sale of such Product) in any jurisdiction in which Dollar General and/or its affiliates operate retail stores, Vendor agrees to accept the return of such Products at its expense (including, without limitation, transportation costs, labor costs and allocable overhead) and shall promptly refund to Dollar General the purchase price paid therefor. In the event Vendor does not accept the return of such Products, Vendor shall also be responsible for Dollar General's costs of disposal or other disposition of such Products. Dollar General's failure to insist on performance of any of the terms or conditions herein or to exercise any right or privilege shall not thereafter waive any other terms, conditions or privileges, whether of the same or similar type. Dollar General shall be entitled to all rights and remedies available at law or equity for Vendor's breach hereof, and all available remedies shall be cumulative and not exclusive.

DOLLAR GENERAL'S LIABILITY ARISING FROM OR RELATING TO THIS AGREEMENT SHALL NOT EXCEED, IN THE AGGREGATE, THE PURCHASE PRICE FOR THE PRODUCTS ORDERED DURING THE THREE (3) MONTH PERIOD ENDING ON THE DATE THAT A CLAIM OR DEMAND IS FIRST ASSERTED. UNDER NO CIRCUMSTANCES SHALL DOLLAR GENERAL OR ITS AFFILIATES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES, LOSS OF BUSINESS PROFITS OR REVENUE, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION OR OTHER PECUNIARY LOSS ARISING FROM OR RELATED TO THIS AGREEMENT OR ANY ORDERS AND/OR PRODUCTS, WHETHER SUCH LIABILITY IS BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**17. Independent Contractor.** Vendor and Dollar General are independent contractors, and under no circumstances shall the contractual relationship between the parties be deemed or construed as one of agency, partnership, joint venture, employment or other than the relationship of independent contractors, nor does either party have any authority to act on behalf of or bind or commit the other in any manner. Each party shall be solely responsible for the conduct and any omissions of its employees and other representatives.

**18. Miscellaneous.** Unless Dollar General and Vendor have executed a Master Supply Agreement or Scan Based Trading Agreement, this Order and the applicable quote sheet (collectively, this "Agreement") constitute the complete and exclusive understanding and agreement of the parties and supersede all prior understandings and agreements, whether written or oral, with respect to the subject matter hereof. To the extent the terms of this Agreement conflict with the parties' Master Supply Agreement or Scan Based Trading Agreement, the Master Supply Agreement or Scan Based Trading Agreement shall control. Any disputes arising out of or related to this Agreement or any purchase of Products shall be governed exclusively by the laws of the State of Tennessee, U.S.A., without regard to principles of conflicts of laws that would cause the laws of another jurisdiction to apply. The state and federal courts sitting in Davidson County, Tennessee shall have proper and exclusive jurisdiction and venue over any disputes concerning or relating to the subject matter of this Agreement, and Vendor and Dollar General consent to the exclusive jurisdiction of such courts and venue. The United Nations Convention on the International Sale of Goods shall not apply to this Agreement or any purchases made pursuant to its terms. No modification, amendment, or waiver of any of the provisions contained in this Agreement, or any future representation, promise or condition in connection with the subject matter of this Agreement, shall be binding or effective unless made in writing and signed by a duly authorized representative or agent of the party to be charged. All notices and

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other communications hereunder shall be in writing and shall be deemed effective upon personal delivery or upon receipt when mailed by registered or certified mail (postage prepaid with return receipt requested) or by overnight courier (return receipt requested) to the address for Dollar General or Vendor listed in this Order. Either party may change its contact upon notice to the other party in accordance with this Section. Vendor and Dollar General acknowledge and agree that service of process may be effectuated by the procedures set forth in this Section, and they waive any additional or different requirements with respect to service of process. If any provision of this Agreement is deemed to be invalid, illegal or unenforceable in any jurisdiction, such provision shall be deemed amended to conform to applicable Laws so as to be valid and enforceable. Vendor shall not assign, transfer, or subcontract this Order, in whole or in part, without the prior written consent of Dollar General. Vendor shall not use Dollar General's name in any publicity, advertising, or similar activity except with Dollar General's prior written consent.

## Island Pacific Purchase Order

**DOLLAR GENERAL**

**Dolgencorp, LLC.**  
100 Mission Ridge • Goodlettsville, TN 37072-2170  
Phone 615-855-4000 • FAX 615-855-4530  
Save time. Save money. Every day!™

PURCHASE ORDER #

ORDER DATE	REQUESTED SHIP DATE	ARRIVAL DATE	CORE REVISION# 1	PAGE	Buyer: DEPARTMENT

VENDOR:

SHIP TO:

BILL TO LOCATION:  
ADDRESS:

ADDRESS:

FREIGHT TERMS:

SHIP PC

## PAYMENT TERMS:

- \* Merchandise must be shipped to correct Distribution Center.
- \* Correct case pack and shipping unit quantities as defined on Purchase Order.
- \* Accurate pricing and proper placement of pricing on packaging.
- \* Arrival date on the Purchase Order must be met.
- \* Shipments must not be in excess of quantity ordered.

- \* Correct quantity, Purchase Order number, product description and Vendor style number printed on the outside of the case.
- \* Valid 12 digit UPC printed on each item.
- \* Each shipment for this Purchase Order must have a separate Bill of Lading and Packing Slip.
- \* The Purchase Order number must appear on all Bills of Lading and Packing Slips.
- \* One SKU per pallet.

- \* If shipped on a 40 x 48 pallet, merchandise must stay within pallet boundaries.
- \* Merchandise quality should be of equal or higher quality as samples provided to the original Customer Representative.
- \* Please E-LECT orders by calling Data General Purchasing Department by electronic mail to [pocomm@dollargeneral.com](mailto:pocomm@dollargeneral.com) with shipment information including POM, pieces, weight, cube and shipment origin upon receipt of Purchase Order and no later than 5 days prior to the ship date given on the purchase order.

- \* Contact each Dollar General Receiving Appointment Scheduling Department to schedule appointment day and time for all PFD (Prepaid) orders.

(Distribution Center numbers available on back page)

SKU	DESCRIPTION	STYLE	QUANTITY	U/M	CASE PACK	SHIPPING UNIT	COST	RETAIL	CUBE	WEIGHT	PRPRICE	SEND TICKETS	HANG TAG	GUM LABEL	ASSORTED SIZE	ASSORTED COLORS	ASSORTED STYLES	ATTACHMENT
Comments:																		
Comments:																		

TOTAL COST:  
TOTAL RETAIL:Markup  
ORIGINAL BLOCKOUT:

VENDOR COPY

**PRODUCT PRICING/TICKETING GUIDELINES**

Core vendors are no longer required to pre-price merchandise.

Dollar General requires most non-core vendors to price merchandise prior to shipping to our distribution centers using either removable or permanent pricing. Removable pricing consists of stickers or price tickets. The vendor may choose to have Dollar General produce stickers for them. Softlines only may have Dollar General produce "price tickets".

**However, Dollar General must produce stickers or price tickets at the expense of the vendor.** Permanent pricing is actually printed into the packaging itself using artwork provided by Dollar General. The Dollar General Buyer decides whether the vendor will pre-price and which type of pricing the vendor will provide. The vendor is required to submit a sample of the product including pricing to the Dollar General Buyer for approval prior to production and within two weeks after receiving the purchase order. The sample must meet all size, weight and pricing requirements as negotiated with the Buyer. Failure to comply may result in a chargeback.

The vendor may obtain the artwork for all of the Dollar General price points in **PDF format only** by logging onto [www.dgpartners.com](http://www.dgpartners.com) and accessing the section titled Price Points. The username is *pricepoint* and the password is *global*. By right clicking, the price point can be downloaded in .pdf format. The files may be imported into Illustrator, Freehand and saved as vector files or in Photoshop and saved as bitmap files. The artwork is not available on disk or electronic mail. If you experience problems accessing the site or if you have any questions concerning the artwork, please contact your Buyer (see the section titled Retailer Contacts).

- ⇒ The price point must be placed in the top, right-hand corner of the front of the package without covering any wording.
- ⇒ Elements of the price point are artwork and must not be reproduced by typesetting. Vendors should never recreate the price points. **Failure to use the art files provided may result in a chargeback or cancellation of the order.**
- ⇒ There is no standard size. You may proportionally enlarge or reduce the price point art to fit your package as needed. However, Dollar General is proud of our prices, and we want the price to be clearly visible to the customer. Listed below are the STANDARD sizes for the price points.
  - \$1 Price Point – 1" x 1" –**SAME AS OTHERS**
  - Yellow (**100% YELLOW**) Price Points – 1" x 1"

The smallest preferred size is 5/8". Very small packages may be exempted.

There are clearance price points for Seasonal and Home. Your Buyer will instruct you if you use the regular or the clearance art. The clearance price points are also available at [www.dgpartners.com](http://www.dgpartners.com).

**Approval Procedure**

All pre-priced packaging and merchandise must be reviewed and approved by the Dollar General Buyer prior to production. The vendor must send a sample proof of the product with the pricing to the Buyer (see the section titled Retailer Contacts). The Buyer will obtain approval. The product sample may be approved with changes. In this case, the vendor is required to make the necessary changes and resubmit the product sample to Dollar General for final approval.

**The vendor must not begin production on the product until final approval has been received from Dollar General.** Failure to comply may result in a chargeback.

All removable pricing ordered through Dollar General will be delivered to the vendor with a Domestic Removable Pricing Order Form included (see the following page for an example of the form). The vendor should verify what is on the form is what they have actually received. If the order does not match the order form, the vendor should contact the Dollar General Buyer.

**Exceptions to Black/Yellow Price Points**

Dollar General uses unique Holiday (Christmas), Valentine's Day, and Easter artwork. There are Style Guides created each year (typically 1 year ahead) and are given to the US and Asia buying teams to share with vendor partners.

The price points for these holiday packages/PDQs/shippers are typically different than the standard black and yellow. For Holiday, the price points might be red and white; for Valentine's Day, a hot pink; and for Easter, a purple or blue. The Dollar General Buyer or DGGS should be aware of these requirements and share the guide(s) with your design team.

If you have questions or need a seasonal Style Guide (Halloween\*, Perfect Harvest\*, Holiday Style, Valentine's Day, or Easter), direct those requests to the Dollar General On-Site Seasonal Artwork Contact (reference the Retailer Contacts Section). The Dollar General Buyer will advise if your product(s) should be in unique holiday packaging.

\*Note: The Halloween and Perfect Harvest (Fall) packaging/PDQs/shippers use black and yellow price points.

**ELECTRONIC ARTICLE SURVEILLANCE**

Shrink affects retailers, suppliers and consumers. Dollar General has taken a significant step to reduce shrink by implementing Electronic Article Surveillance (EAS) in its retail stores. EAS source-tagging provides a level of protection proven to deter theft, improve on-shelf availability, enhance the customer experience and increase sales. Items designated as high-shrink by Dollar General and delivered on or after January 31, 2019, must be source-tagged. Vendors may either: (1) source-tag items at their own cost and expense, according to Dollar General's then current specifications; or (2) reimburse Dollar General in full for the costs it incurs to source-tag these items.

## DOLLAR GENERAL®

## DOMESTIC REMOVAL PRICING ORDER FORM

## VENDOR INFORMATION (to be completed by buyer)

Company: \_\_\_\_\_ Date Order is Written: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Vendor P.O. # \_\_\_\_\_ Buyer's Name: \_\_\_\_\_ Ext. \_\_\_\_\_

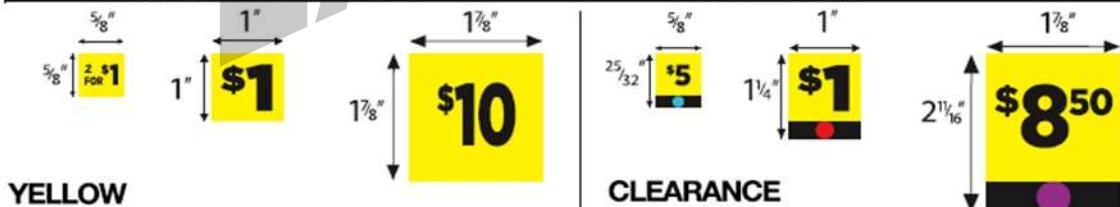
## ADHESIVE YELLOW LABELS (to be completed by buyer)

	Label Copy Position (check one)	Retail	Dept. #	Label Size (check one)	Quantity
1	1 2 3 4			5/8" x 5/8" 1" x 1" 1 7/8" x 1 7/8"	Custom Size ____ x ____
2	1 2 3 4			5/8" x 5/8" 1" x 1" 1 7/8" x 1 7/8"	Custom Size ____ x ____
3	1 2 3 4			5/8" x 5/8" 1" x 1" 1 7/8" x 1 7/8"	Custom Size ____ x ____

## ADHESIVE CLEARANCE LABELS (to be completed by buyer)

	Label Copy Position (check one)	Retail	Dept. #	Label Size (check one)	Quantity
1	1 2 3 4			5/8" w x 25/32" 1" w x 1" 1 7/8" w x 2 11/16"	Custom Size ____ x ____
2	1 2 3 4			5/8" w x 25/32" 1" w x 1" 1 7/8" w x 2 11/16"	Custom Size ____ x ____
3	1 2 3 4			5/8" w x 25/32" 1" w x 1" 1 7/8" w x 2 11/16"	Custom Size ____ x ____

**Color**  AQUA Noncore Toys  BROWN Fall Home/Food/Holiday  PINK Spring Apparel  GRAY Winter Apparel/Accessories  
 GREEN Spr/Sum Seasonal & Spr/Sum Home  PURPLE Winter Home  YELLOW Summer Apparel  WHITE 2010 Holiday Apparel  
 RED Fall Seasonal & Back-To-School  BLUE Fall Apparel



YELLOW

CLEARANCE

## 1" x 1 3/8" PRICE TICKETS (to be completed by buyer)

Retail	Dept. #	Rack #	Style #	SKU#	UPC#	Date Code	Size	Quantity	Clearance Dot Y/N	Color
1										
2										
3										

## SPECIAL REQUESTS

Note: If the vendor requests that the materials be shipped overnight, please include their FedEx or UPS number in this space provided. If the vendor is located in Canada, please include their Canada number. (You may also use this space to indicate special requests.)

FedEx #:

UPS #:

Canada #:

## SUPPLY OFFICE USE ONLY

Printer	Date of Order Confirmation	Method of Shipment to Vendor (check one)	Date Shipped to Vendor
Resource Label Group		<input type="checkbox"/> UPS <input type="checkbox"/> UPS Overnight <input type="checkbox"/> FedEx	
In-House			
Other			

1. Send to: John Doe  
 or, Resource Label Group, Najla Terry, [Najla.Terry@resourcelabel.com](mailto:Najla.Terry@resourcelabel.com)  
 or, Other

Company Address 1: Dollar General, Scottsville, KY  
 427 Beech St. Scottsville, KY 42164  
 Phone: (270) 237-2000 Fax: (270) 237-2012

2. cc: Jane Doe

Company Address 2: Resource Label Group,  
 147 Seaboard Lane, Franklin, TN 37067  
 Phone: (615) 661-5900 Fax: (615) 661-5950

**OBJECTIVES**

Dollar General is focused on eliminating waste and operating at the best cost to maximize retail sales. The benefits of this can be passed on to our mutual customer. To this end we require vendors to properly package and mark all goods destined for Dollar General's retail stores.

This section of the Domestic Vendor Guide establishes **minimum** packaging and marking standards. Exceptions must be reviewed and approved by the Dollar General Buyer.

This guide is not all inclusive so not every situation will be covered. If your company has questions or requests for exceptions, please contact your Dollar General Buyer.

Dollar General appreciates your understanding and efforts in support of our domestic vendor compliance program.

**PACKAGING SPECIFICATIONS****General**

Dollar General receives a wide variety of products which it then distributes in mixed formats to each of its stores. It is not possible to specify every possible circumstance. Therefore, we are requesting that packaging be engineered to comply with **ISTA Series 3** procedures as a universal standard. The particular Series 3 procedure that applies will be determined by your shipping method or, when exceptions apply, as agreed to by the Dollar General Buyer. If you are unsure whether your packaging meets or exceeds Dollar General's requirements, ask! Refer to [www.ista.org](http://www.ista.org).

All packaging must be securely sealed and strong enough to protect the inner consumer pack from damage or wear due to shocks, compression, drops, and vibration while being transported or handled in an automated warehousing/distribution system.

Vendors should take reasonable measures to ensure the physical integrity and security of all shipments to Dollar General against the unauthorized introduction of harmful or dangerous materials.

The following are **minimum** standards to follow:

**Primary Packaging (what the consumer purchases)**

Primary packaging must be of sufficient strength to protect the product or other products from damage when repacked into a break pack (repack) carton or tote. The size of each sell unit must be consistent in size if the product is the same, and the count is the same. Selling units must also be able to withstand the supply chain as a single shippable item. Selling units must also pass the ISTA test.

The packaging quantity must be securely packed according to the quantity specified on the purchase order. Inner packs must be separated per specifications; not just tossed into the packaging. Inner packs must also be packed according to the quantity specified on the purchase order.

When multiple selling units are being picked and shipped through break pack (repack), the package should also hold the correct number of selling units together as a single ship unit so it can be pulled and placed in a repack tote or carton. The packing that holds the units together for break pack (repack) selecting must protect the product from soil or damage. Therefore, packing, like rubber bands, that leaves the product exposed should not be used if the product is inclined to soiling or damage when exposed. (Example: If there are three selling units that will be shipped as one repack ship unit, the three selling units must be packaged together.) The size of the packaging is expected to be consistent.

Package should be designed to prevent “glass on glass” contact within the container. All packaging containing glass must have separators within the packaging that prevent the glass units from impacting and breaking one another.

**Secondary Packaging (shipping packaging)**

Shippers should be sized to hold contents securely. Void filler and inserts should be used to protect product from shifting and damage when necessary. Product should be packed in shipper consistently, or in a pattern, and must not be randomly packed.

Shippers cannot have the same product and same count in two different shipper sizes. This gives the appearance of two different SKU's, does not palletize well, and restricts our ability to project storage and shipping requirements. In this example, the same product and product quantity is in two different sizes of packaging making cubing standardization impossible.

Example of mismatched cases:



Packaging/containers should be designed to hold the contents in place to avoid shifting of product during handling and shipping. If necessary, packing material should be added to fill void space. Packaging and packing material should be able to withstand temperature and humidity changes while maintaining strength. The exterior packaging must be strong enough to withstand the stress and pressure exerted through supply chain processes to prevent crushing of the packaging. Even if the product is not damaged, crushed packaging creates processing problems throughout the supply chain.

Half boxes, bags, and bands create more work and can produce a safety hazard. Therefore, they should be avoided. Bands also cause confusion at check-in and possibly damage to the conveyor systems in the distribution centers. Therefore, do not band packaging together. (This should not be confused with pallet bands mentioned in the Transportation Section.)

Merchandise including but not limited to loose flaps, crushed packaging, poor packaging, poor load quality, etc. will be considered insufficient for our processing systems and will result in a chargeback. Shippers cannot have open tops. Gapped flaps are acceptable, but completely open tops are not.

Loose Flaps not glued sufficiently and had to be taped closed at the DC



Crushed packaging may contain damaged product and/or make stacking of the packaging dangerous.



Poor packaging is not durable enough to sustain shipping and handling.



Product shippers shall be designed to provide a center of gravity and footprint size that provides a stable load. For information on pallet and slip-sheet loads, refer to the Transportation Section of this guide. Dollar General uses cube and weight information in the supply chain process, and therefore, the master, inner carton, selling units, and their weights must not vary for the same SKU.

**For maximum efficiency the following shipper is desired:**

	<b>Maximum</b>	<b>Minimum</b>
<b>Weight:</b>	100 LBS*	2 LBS.
<b>Length:</b>	42 in.	9 in.
<b>Width:</b>	24 in.	6 in.
<b>Height:</b>	30 in.	2 in.

\* Shippers greater than 40 LBS must be approved by the Dollar General Buyer.

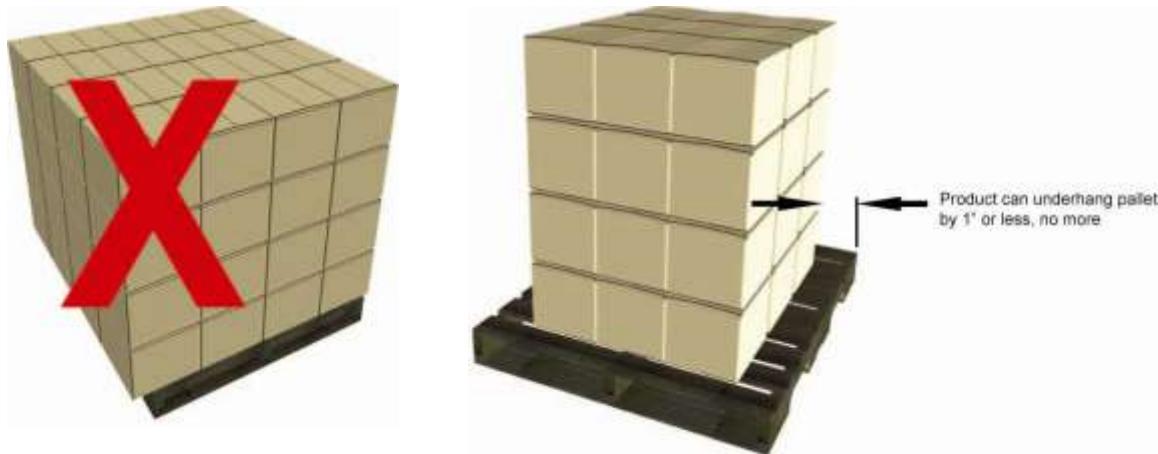
We realize that certain products will not conform to the specifications. However, to obtain the optimum distribution efficiencies and safer working environments, these specifications should be used.

Shippers outside of this range shall be approved by the Dollar General Buyer. Vendors are encouraged to design packaging with lifting aids for heavy and/or bulky items to enhance safe lifting of cases.

**Unit Specifications (Pallet or multiple case assemblies)**

Containers with square footprints should be avoided. Packaging should be designed with dimension that will fit on a 48"(L) x 40"(W) pallet with no overhang and minimal under hang while providing a center of gravity and footprint size that will provide for a stable load for handling. For information on pallet and slip-sheet loads, refer to the Transportation section of the guide.

Product that overhangs the pallet is prohibited. Product cannot under hang the pallet greater than one inch unless approved by the Dollar General Buyer.



All unit loads must arrive intact and be able to be easily taken from the trailer without unit failure. Unstable loads must be secured with airbags, dunnage, etc. to prevent unit shifting during transit. Refer to the Transportation Section for more details about securing the load.

In this example, the load shifted and had to be re-handled at the distribution center.



## **PACKAGING MARKINGS**

### **Purchase Orders**

All pallets must be labeled with the Dollar General Purchase Order number and Dollar General destination distribution center. If cartons are floor loaded, the PO should be listed on each carton.

### **SKU**

Dollar General does not require the Dollar General Stock Keeping Unit (SKU) to appear on the packaging.

### **Style/Description**

Dollar General requires all packaging to have the correct product style and description. Soft line items must have the size and color breakdown on the outside of the case to aid in receiving the product on the correct Dollar General SKU. Cosmetics must have the product description, style, and color. Perishable or date coded items must have the expiration date on the outside of the packaging.

### **Packaging and Inner Quantity Markings**

Dollar General requires all packaging to indicate the quantity in the packaging. If there are inners, those should be indicated as well. For example: A packaging without inners that contain 72 selling units should indicate there is a packaging quantity of 72. A packaging with inners that contain 72 selling units packed 12 to an inner should indicate 72/12, 72 selling units packed 12, 12 units per box with 6 boxes per packaging, or some similar description.

### **Assortment/Quantity**

The word "Assortment" must appear on packaging that contains assortments. Packaging must have a complete and accurate description of the merchandise on the outside of the packaging. The packaging quantity must also be indicated on the outside of the packaging.

### **Perishable / Date Sensitive Items**

Perishable or date sensitive items should have the expiration date indicated on the outside of the packaging. The expiration date on the packaging should be the same as the expiration date on the product. It is acceptable to use alternative wording such as Best By, Best If Used By, BBD, etc. If your product has been approved for closed dating, an example of the closed date code must be approved by the Dollar General Buyer and the interpretation of the closed date code must be provided to Dollar General's Process Improvement Department prior to shipment of the product (reference Retailer Contacts Section). The closed date code must be consistent in length. Example: Julian Date Code should be 3 digits (Jan 1 should be 001 instead of 1.)

### **Inner Packaging Markings**

If the inner is **not** fragile or is **not** a shippable inner, Dollar General does not require information to be printed on the inner packaging. However, it is helpful in identification of the merchandise in the Repack (break pack) process if the inner packaging includes the Dollar General purchase order number, item number, and product description. **NOTE:** If the inner is fragile and is a shippable inner, "FRAGILE" must be indicated on the shippable inner. Consult your Dollar General Buyer to determine if your product will be shipped as shippable inners. If the buyer is unsure, the buyer will contact the appropriate DC to determine the manner the product will ship. If there are governmental markings required on the outside of the packaging, the same markings are required on the inner packaging if the product is going to be shipped to a Dollar General store as an inner.

### **Special Markings to Prevent Damage or Injury**

Some products need special handling. A few examples are: fragile contents, contents that require storage in a certain direction, packaging that need to be opened in a certain manner, heavy or bulky product, etc.

Packaging containing merchandise manufactured from or containing “delicate” or “breakable” materials must be marked FRAGILE on all four sides, preferably in red ink. The size of the information will vary upon the packaging size. However, it should be the most prominent (largest) graphic on the packaging.

If the packaging needs to be oriented in a certain direction, the arrows should indicate the appropriate direction. Reference the Marking and Label Diagrams section of the Domestic Vendor Guide for examples of packaging markings. The shipping container should always be designed to sustain normal warehouse handling in an automated distribution environment.

Packages greater than 40 LBS must be approved by the Dollar General Buyer. Packaging should be marked with the appropriate information such as Requires Team Lifting, Heavy Product, etc, for safety purposes. Vendors are encouraged to design packaging with lifting aids for heavy and/or bulky items to enhance safe lifting of cases.

### **Other Special Markings**

In addition to products that require special markings to prevent damages, there are other products that require special markings for unique handling or storage. To provide material handlers with information, product with special characteristics should be indicated on the packaging. For example, product that is flammable, combustible, or aerosol should have packaging markings indicating the specific characteristics. Reference the Marking and Label Diagrams section of the Domestic Vendor Guide for examples of packaging markings.

Examples of other products that may require special markings for handling and storage may include, but not be limited to, seasonal products, perishable or date sensitive products, etc. The following page displays examples of packaging markings that help identify your product throughout our supply chain. Reference the Marking and Label Diagrams section of the Domestic Vendor Guide for examples of packaging markings.

### **General**

All packaging markings must be readable through over wrap. All packaging markings must be consistent, legible, and in English. Information that is written over other words or graphics on the packaging is considered as not being legible.

Deliveries that do not meet Dollar General’s packaging marking requirements will be subject to a chargeback.

Please reference the section titled Private Brands for packaging information for the Private Label Program.

**Packaging Marking Examples**

Dollar General realizes not all packaging will have or require the same information. However, the following pictures provide some information many vendors include on packing labels that assist with the receiving and shipping processing at Dollar General. These pictures are intended to offer a **general idea** of helpful information and are not intended to exclude any specific requirements listed in the Domestic Vendor Guide. Vendor names and numbers have been removed from the pictures.



## **HANGERS**

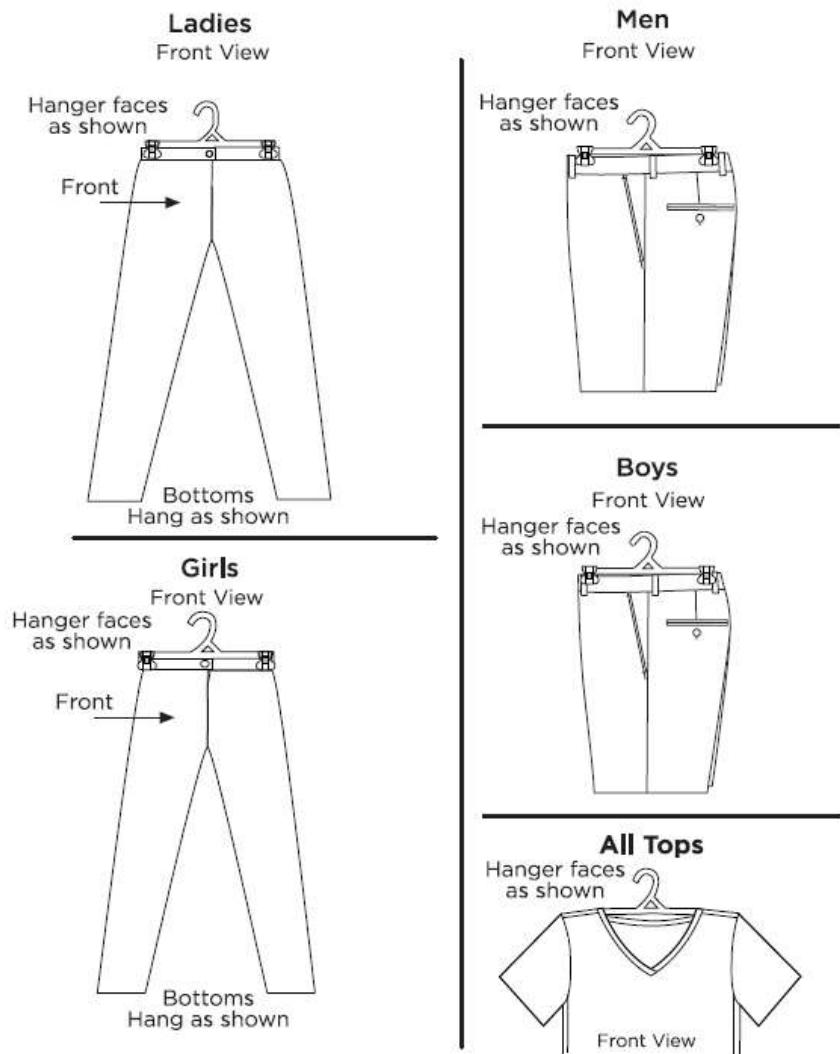
Dollar General requires consistency in the physical properties of hangers. All hangers must be made of 100% Polypropylene and the color must be natural/clear. All hangers must conform to VICS (Voluntary Inter-Industry Commerce Solutions) standards and have the appropriate recycle symbol on the hanger.

Example:



For your convenience, reference the Brands Guidelines and Order Forms link in the Domestic Vendor Information section of DGPartners.com under the Documents and Policies section. Below are examples of how to hang merchandise.

## **Hanging Instructions**



- Below are examples of Label Positions.

## Label Position



**DATE CODING**

In order to provide our customers with fresh, top-quality products that are date sensitive, Dollar General requires date coding on all items that may expire over time. Quality checks will be performed on every receipt. Products with an expiration date too short to allow for distribution, sale, and consumption of the product will be rejected and a chargeback will be issued.

- ⇒ If the product is date sensitive, the product shelf life days must be listed on the quote sheet. **The product shelf life days are the number of days from when the product was manufactured to the date of expiration.** Dollar General provides a downloadable Quote Sheet available in the Domestic Vendor Information Section of DGpartners.com.
- ⇒ Dollar General requires a minimum acceptable amount of remaining shelf life at DC receipt based on thresholds set by item class. These thresholds will ensure we have a consistent approach across the similar products and provide our customers with the freshest product possible at shelf. The thresholds by item class may be obtained from the Dollar General Buyer or Global Inventory Analyst (reference the Retailer Contacts Section). The shelf life remaining at the point of receipt is compared to the DC minimum days to determine if sufficient days are left on the product when it is received at the DC. If the number of days from the date of receipt to the date of expiration is less than DC minimum requirement, the product will be held for corrective action.
- ⇒ Dollar General requires open date codes.
- ⇒ Multiple lot numbers or expiration dates per SKU per purchase order are allowed, but cannot be mixed on a pallet.
- ⇒ See Packaging and Marking section for important information regarding perishable or date sensitive packaging markings.
- ⇒ NOTE: In the event your product has been approved by Dollar General for closed date coding, you must ensure that Dollar General has the appropriate information that is necessary to maintain Dollar General's date-code information. Any changes to vendors' format or interpretation of the date codes must be communicated to the Dollar General Buyer and Dollar General's Process Improvement Department prior to shipment of the product (reference Retailer Contacts Section). See the following as an example of interpretation of closed date coding.

## Product: Nuts, Shelled

Product	Brand	Item Number	Pack / Size	
Pecan Bag	ABC Brand	1-234-5678	18 / 8 oz.	
DC			Supplier	UPC
SCOTTSVILLE, SOUTH BOSTON, INDIANOLA, ALACHUA, JONESVILLE	ABC Vendor	5 12345 67890 1	6 Months	
Ardmore, Fulton, Zanesville	XYZ Vendor	9 54321 09876 2	One Year	

Product	Brand	Item Number	Pack / Size	
Walnut Bag	XYZ Brand	0-123-4567	18 / 8 oz.	
DC			Supplier	UPC
SCOTTSVILLE, SOUTH BOSTON, INDIANOLA, ALACHUA, JONESVILLE	ABC Vendor	5 12345 67890 1	6 Months	
Ardmore, Fulton, Zanesville	XYZ Vendor	9 54321 09876 2	One Year	

## Date Code Overview

ABC VENDOR USES CLOSED DATE JULIAN CODING WITH LETTERS REPRESENTING NUMBERS, INFORMING THE

RETAILER WHEN THE PRODUCT WAS MANUFACTURED.

For example “FLFOOO” is interpreted the following way: (S = 1, O = 2, U = 3, T = 4, H = 5, L = 6, A = 7, N = 8, D = 9, F = 0)

“FL” = first two letters are the year - 2006

“FO” = second two letters are the month - February

“OO” = remaining letters are the day - 22

This product was manufactured on February 22, 2006 and has a shelf life of 6 months.

XYZ VENDOR USES OPEN DATE CODING, INFORMING THE RETAILER WHEN TO SELL THE PRODUCT BY.

For example, “Sell by 012306 095” means to sell the product by January 23, 2006.

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**TRANSPORTATION COMPLIANCE**

This section of the Domestic Vendor Guide contains **KEY** information regarding Transportation Compliance. This chapter highlights key processes and fundamental guidelines to successfully route and ship product into Dollar General Distribution Centers (DCs) and ultimately to store shelves for Dollar General customers. Since Transportation costs are a significant consideration in total product cost, it is imperative that vendors comply with these instructions. Only the Transportation Contacts listed in the Retailer Contacts Section are authorized to approve any departure from these instructions. Vendors must contact Dollar General Transportation prior to deviation from these instructions. Dollar General Buyers must approve changes to the purchase order's quantity, case-pack, ship from location, or labeling. Any violation of or deviation from Dollar General's shipping instructions resulting in additional expense or unrecoverable loss (i.e. release value rates, higher freight costs, or inability to collect loss or damage claims) to Dollar General will result in a chargeback to the vendor.

**General Guidelines (Applies to FOB – all modes)**

- ⇒ All purchase orders must be shipped complete as ordered by Dollar General. Dollar General will chargeback vendors when additional transportation expense is incurred for FOB shipments where vendors make an incomplete order call-in, ship partials, and create balances without written approval from a Dollar General Buyer. Vendors may be asked to ship balances and backordered quantities on FOB orders prepaid.
- ⇒ Vendors are to send one call-in per FOB PO with one ship location and one product ready date. If the entire purchase order is not ready at the required time of call-in, the vendor is to contact the appropriate Dollar General Global Inventory Analyst for notification of and authority for short call-in. If the entire purchase order is not ready after previously sending a complete call-in, the vendor is to contact the appropriate Dollar General Global Inventory Analyst for notification of and authority for short-shipment. Vendors are also required to submit a revised call-in and notify Dollar General Transportation Operations at [transops@dollargeneral.com](mailto:transops@dollargeneral.com) as soon as possible if the order ready date changes after the call-in process has been completed. This will ensure that Transportation Operations does not send equipment to pick up unavailable product which will result in a Truck Order Not Used chargeback.
- ⇒ The use of pickup numbers is strongly discouraged. If used, the pickup number must be provided on the call-in form or in Compass.
- ⇒ Prior to changing the origin ship point of any order, vendors must receive approval from the Merchandising Department and the quote sheet must be updated by Master Data Management (MDM). The order will not be picked up and cannot be confirmed if the ship point on the order is incorrect. If a call-in has already been completed and the origin ship point is changing the vendor must submit a revised call-in. If the PO was confirmed in Compass, the vendor must contact the appropriate Dollar General Global Inventory Analyst to request a new PO. Any additional transportation charges incurred due to the ship point change will result in a chargeback to the vendor.
- ⇒ If the carrier Dollar General selects fails to contact the vendor for pick-up within 3 business days of the arrival date, please contact Transportation Operations at [transops@dollargeneral.com](mailto:transops@dollargeneral.com) or at the corporate number noted in the Retailer Contacts section.
- ⇒ The purchase order number, carton count, pallet count (if palletized) and weight must appear on the bill of lading.
- ⇒ All bills of lading must be typed. Hand written bills of lading will not be accepted.
- ⇒ You must ship collect purchase orders as requested via the carrier Dollar General assigned to that order. Any deviation will result in a chargeback including truckload quantities shipped via less-than-truckload or vice versa. Dollar General Carriers are asked to provide 24-hour advance notification to vendors for pickup appointments and should provide the PO numbers and case counts for the pickups.
- ⇒ All pallets must be labeled with the Dollar General Purchase Order number and Dollar General destination distribution center. If cartons are floor loaded, the PO should be listed on each carton.

**DOLLAR GENERAL BACKHAUL PROCESS**

When possible, Dollar General arranges pickup of FOB shipments via Dollar General trailers. Dollar General has fitted its trailer fleet with slider lift gates to support a more efficient store delivery process. These lift-gate trailers will also have E-Track devices installed inside the trailers, which should not interfere with loading. Dollar General will be using these Dollar General lift-gate trailers for vendor pickups via both live load and drop trailer. The maximum load weight for the lift-gate trailers is 42,400 pounds. Dollar General is adjusting core orders to support this weight limit. Due to the lift gate, please adjust loading of product in the following manner: heavy up front and light in the rear of the trailer in order to prevent overweight axles. Dollar General lift-gate trailers cannot be secured to vendor docks with a dock lock, as lift gates may be damaged and vendor may be held accountable for repair costs.

**Truckload (TL) Mode – FOB Shipments**

- ⇒ If shipping pallets, the product must conform to the requirements listed under the heading Pallet and Slip Sheet Loads in this section.
- ⇒ Product will need to be loaded by the vendor in a manner to secure the load to prevent shifting and damages during transit by using clear shrink wrap, cardboard, air bags, pallet bands, and/or other packing material to brace the product securely inside the carrier's trailer. Any product damage will result in a claim with the vendor unless carrier negligence is determined. Refer to the heading Pallet and Slip Sheet Loads in this section.
- ⇒ Shipments must be loaded as they are called in. If a shipment is called in double stack then vendor must load double stack and brace freight appropriately. Carriers will do their best to inform the vendor if there is a 2<sup>nd</sup> stop. If the vendor does not comply they will be asked to rework the freight at vendor's expense and pay for any additional transportation charges incurred as a result.
- ⇒ "Shipper Load, Count, & Seal" must be documented on all bills of lading. Load, count, and seal trailer with the seal number and trailer number identified on the bill of lading. Vendors should not use padlocks for the seal. Failure to do so could result in the carrier refusing to pick up.
- ⇒ Gate In, Dock Out and Appointment times should be listed on the bill of lading. This information is needed for detention disputes.
- ⇒ All prepaid truckload shipments will require distribution center delivery appointments. Refer to the Routing Guide Section, under the heading PPD (prepaid) Vendors, for complete instructions for scheduling prepaid delivery appointments.
- ⇒ A signed Dollar General Guard House stamp is an acknowledgement a trailer entered a Dollar General facility and is **not** acknowledgement of receipt of the trailer's contents.

**Less Than Truckload (LTL) Mode – FOB Shipments**

- ⇒ FOB (Collect) LTL purchase orders will be moved via a carrier selected by Dollar General Transportation. The carriers should contact the vendor and advise when the pick-up will be made.
- ⇒ All merchandise being shipped to the same DC destination within two days should be combined on a single bill of lading with the carrier. Notate each purchase order on the bill of lading. If multiple FOB orders are able to be combined into a full truckload vendors must coordinate with DG Transportation Operations at [transops@dollargeneral.com](mailto:transops@dollargeneral.com) prior to consolidating shipments so the appropriate carrier can be assigned. Vendor should not load a full TL on an LTL carrier. There may be instances when this consolidation is not possible related to order dates or other shipping constraints. For additional clarification and specific shipping instructions, contact DG Transportation Operations as mentioned above.

- ⇒ The carrier's pro number, purchase order, product description, carton count, pallet count, weight, product classification and the complete and accurate NMFC number including Sub and Class for each commodity type are required to be on the bill of lading. For more NMFC information, please reference their website, <http://www.nmfta.org/>.
- ⇒ All LTL shipments must be palletized. Slip sheets on LTL orders are not allowed due to LTL carriers not having proper equipment to handle slip sheets. Freight could be refused upon pick up if on slip sheets.
- ⇒ Vendor is required to load all product onto LTL carrier's trailer. The driver is not responsible for loading the trailer.
- ⇒ "Shipment said to contain" must be listed on the bill of lading as drivers are not required to verify carton count, only pallet count.
  - When notified by USF Holland, USF Reddaway, Saia LTL Freight, Averitt LTL, CH Robinson Consolidation, YRC Worldwide, Old Dominion, Central Transport or Estes Express of a pick-up, a separate bill of lading must accompany each shipment for each destination distribution center. Please ensure all freight is properly labeled with PO number and DC information. Contact Dollar General Transportation at [transops@dollargeneral.com](mailto:transops@dollargeneral.com) for clarification on how to ship LTL orders. Please see lane specific information below using the appropriate LTL Consolidation Matrix.
    - If shipping from the Southeast via a carrier on behalf of Averitt LTL, it must be consigned to Dollar General c/o Averitt Express 1156 Old Norcross Rd., Lawrenceville, GA 30046.
      - Consolidation States: GA, MS, AL, TN, SC, FL, NC

DC	DC ID	GA	MS	AL	TN	SC	FL	NC
Scottsville, KY	96000	X					X	X
Bethel, PA	96100	X	X	X	X		X	
San Antonio, TX	96120	X		X	X	X	X	X
Janesville, WI	96130	X		X		X	X	X
Jackson, GA	96140							
Amsterdam, NY	96150							
Longview, TX	96160	X		X		X	X	X
Ardmore, OK	96300	X		X		X	X	X
South Boston, VA	96500	X	X	X			X	
Indianola, MS	96600	X				X	X	X
Fulton, MO	96700	X		X		X	X	X
Alachua, FL	96800	X	X	X	X	X		X
Zanesville, OH	96900	X		X			X	
Jonesville, SC	96910	X	X	X	X		X	
Marion, IN	96920	X		X			X	
Bessemer, AL	96930	X					X	X
Lebec, CA	96970	X	X	X	X	X	X	X

- If shipping from the Southwest via a carrier on behalf of CH Robinson Consolidation, the CH Robinson Consolidation team will reach out with instructions. If CH Robinson is moving via common carrier, the LTL carrier will arrange the pickup appointment directly and CH Robinson will provide the required BOL. For all other shipments, please create 1 BOL per PO.
  - Consolidation States:** TX (excluding Laredo), LA, AR, OK, NM

DC Name	DC ID	TX	LA	AR	OK
Scottsville, KY	96000	X	X	X	X
Bethel, PA	96100	X	X	X	X
San Antonio, TX	96120	X	X	X	X
Janesville, WI	96130	X	X	X	X
Jackson, GA	96140	X	X	X	X
Amsterdam, NY	96150	X	X	X	X
Longview, TX	96160	X	X	X	X
Ardmore, OK	96300	X	X	X	X
South Boston, VA	96500	X	X	X	X
Indianola, MS	96600	X	X	X	X
Fulton, MO	96700	X	X	X	X
Alachua, FL	96800	X	X	X	X
Zanesville, OH	96900	X	X	X	X
Jonesville, SC	96910	X	X	X	X
Marion, IN	96920	X	X	X	X
Bessemer, AL	96930	X	X	X	X
Lebec, CA	96970	X	X	X	X

- If shipping from the Northeast via a carrier on behalf of Saia LTL freight, it must be consigned to Dollar General c/o Saia NWK, 580 Delancy St., Newark, NJ 07105
  - Consolidation States:** NJ, PA, RI, CT, MA, MD, VA

DC Name	DC ID	NY	NJ	PA	RI	CT	MA	MD	VA
Scottsville, KY	96000	X	X	X	X	X	X	X	
Bethel, PA	96100		X		X		X		
San Antonio, TX	96120	X	X	X	X	X	X		X
Janesville, WI	96130		X		X	X	X	X	X
Jackson, GA	96140		X	X	X	X	X		
Amsterdam, NY	96150								
Longview, TX	96160	X	X	X	X	X	X	X	X
Ardmore, OK	96300	X	X	X	X	X	X		X
South Boston, VA	96500	X	X	X	X		X		
Indianola, MS	96600	X	X	X	X	X	X		X
Fulton, MO	96700	X	X	X	X	X	X		X
Alachua, FL	96800		X	X	X	X	X		X
Zanesville, OH	96900	X	X	X	X	X	X		
Jonesville, SC	96910	X	X		X	X	X		
Marion, IN	96920		X		X	X	X		
Bessemer, AL	96930	X	X		X	X	X		X
Lebec, CA	96970	X	X	X	X	X	X	X	X

- If shipping from the Midwest via a carrier on behalf of USF Holland, it must be consigned to the final Dollar General DC destination with full address
  - **Consolidation States:** IL, IN, MI, OH, WI, IA, KY, MO

DC Name	DC	IL	IN	MI	OH	WI	IA	KY	MO
Scottsville, KY	96000	X	X	X	X	X	X		
Bethel, PA	96100	X	X	X		X		X	
San Antonio, TX	96120	X	X	X	X	X	X	X	
Janesville, WI	96130	X	X	X	X			X	X
Jackson, GA	96140	X		X	X	X	X		
Amsterdam, NY	96150								
Longview, TX	96160	X	X	X	X	X	X		
Ardmore, OK	96300								
South Boston, VA	96500	X	X	X		X	X		X
Indianola, MS	96600	X	X	X	X	X	X		
Fulton, MO	96700	X	X	X	X	X			
Alachua, FL	96800	X		X	X	X	X		
Zanesville, OH	96900	X				X			
Jonesville, SC	96910	X		X		X	X		
Marion, IN	96920								
Bessemer, AL	96930	X	X	X	X	X	X	X	
Lebec, CA	96970	X	X	X	X	X		X	X

- If shipping from the Pacific Southwest via a carrier on behalf of USF Reddaway, it must be consigned to DG DC Code - City, State c/o Reddaway Dock, 575 East Weber Ave., Compton, CA 90222
  - **Consolidation States:** CA, AZ, NV

DC Name	DC ID	CA	AZ	NV
Scottsville, KY	96000	X	X	X
Bethel, PA	96100	X	X	X
San Antonio, TX	96120	X	X	X
Janesville, WI	96130	X	X	X
Jackson, GA	96140	X	X	X
Amsterdam, NY	96150			
Longview, TX	96160	X	X	X
Ardmore, OK	96300	X	X	X
South Boston, VA	96500	X	X	X
Indianola, MS	96600	X	X	X
Fulton, MO	96700	X	X	X
Alachua, FL	96800	X	X	X
Zanesville, OH	96900	X	X	X
Jonesville, SC	96910	X	X	X
Marion, IN	96920	X	X	X
Bessemer, AL	96930	X	X	X
Lebec, CA	96970	X	X	X

- When LTL carriers arrive for pick up, shippers must verify the PO numbers the carrier should be picking up. If the shipper is advised by the driver that they are there to pick up Dollar General product and do not have specific PO numbers, direct the driver to their dispatch for the PO numbers.
- If vendor gives a shipment to any carrier other than the one Dollar General has assigned the vendor will be expected to pay the transportation charges for that shipment.

**Seal Numbers**

All seals are expected to be intact and match the bill of lading. Dollar General will verify that all seals are intact, and match the seals to the bill of lading. Vendors should not use padlocks for the seal.

**Drop Trailers**

All container drop trailer drivers are required to stop at the gate to confirm location of the dropped trailer.

**Trailer Condition**

Trailer should not have any holes. Floor should be able to handle the weight of powered equipment. If the trailer has been repaired, the repairs should be secure with no jagged edges and should be able to support powered equipment. Trailers must not have foreign debris and should be clean.

**Pallet And Slip Sheet Loads**

All pallets must be 48"(L) x 40"(W), four-way, block or stringer, hardwood pallets with no indentations or protrusions (such as nails or splinters) that may cause product damage or inhibit handling. Pallets must have both the front and rear deck boards on top and bottom. Additionally, deck boards cannot be missing and must be consistent in size, spacing and thickness. Pallet must not have been repaired more than once.

**Non-Standard Pallets Should Not Be Used** – This merchandise had to be removed from these pallets and placed on good-quality, 48"(L) x 40"(W), four-way pallets.



**Excessive Slip Sheet Overhang** – Slip Sheets should be designed so that minimum overhang is achieved. Slip sheets should also be placed on the pallet to minimize overhang. The load should be braced so that products and slip sheets will stay in place during transit. Slip sheet overhang should not exceed 4 inches. Overhang results in damaged merchandise, safety hazards, increased labor, and housekeeping problems. Slip sheet overhang greater than four inches must be cut off at the distribution center so the product can be stored and processed.



Dollar General prefers a stacking height of 68 inches (including the pallet) unless it prevents cubing out the trailer. Product should not extend over the edge of the pallet and should have only one SKU per pallet unless accompanied by a "Mixed Skid Sheet" documenting the items contained on the pallet. Pallet loads should not exceed 2500 pounds. Purchase orders and lots must not be mixed on a pallet or slip-sheet.

To ensure load stability and eliminate confusion at check-in, consistent interlocking pallet patterns are preferred. Column stacked loads should be stabilized with clear shrink-wrap and have consistent layers. The use of bands to stabilize loads is discouraged due to the increased work and safety hazards they present in the distribution centers. If there is void space on the trailer, fill void space with air bags and/or secure load locks to secure the load.

Slip-sheet loads must have a 48"(L) x 40"(W) footprint with adequate strength to pull a load stacked two unit loads high for a least four handlings and 3 to 4 inch lips. Slip-sheet loads must be secured by clear shrink-wrap or tape to maintain load stability when product is slipped off. Protective sheets should be placed on the pallet for bagged or baled products and on top when products are doubled stacked.

Dollar General participates in the Chep Pallet program. However, Dollar General does not participate in vendor pallet exchange programs.

#### **Floor Loads**

Floor stacked product must be tied in, or column stacked and secured to prevent movement and damage. Loads must be neatly stacked. Loads that are in a mess or disarray may be refused and/or vendor will receive a chargeback. Bent or crushed cartons resulting from improperly loaded product often results in damages and/or loss of sales. Bent or crushed cartons may be refused and/or vendor will receive a chargeback. **Palletized product is preferred for all loads and required for LTL sized shipments.**

#### **One Truck Per Purchase Order**

To ensure timely closure of purchase orders, Dollar General requires orders to be shipped complete on a truck. For core merchandise, if more than one truck is required for the quantity, a separate purchase order should be written for each truck.

### **EXAMPLES OF TRANSPORTATION VIOLATIONS**

The following will be considered deterioration in vendor performance and will result in chargebacks. A 5% administrative fee will be added to all chargeback violations.

- ⇒ Vendor billed Dollar General for transportation at a higher rate than carrier was paid (Prepaid vendors only)
- ⇒ Vendor shipped collect but should have shipped prepaid
- ⇒ Vendor loaded wrong carrier for FOB shipment (not assigned by Dollar General)
- ⇒ Freight terms were collect, but order was shipped prepaid with charges added to the invoice. (\$100 minimum)
- ⇒ Two or more LTL shipments sent to the same destination via the same carrier on the same day
- ⇒ Failure to ship a purchase order full and complete as written without undue splitting.
- ⇒ Driver detained at your facility beyond 2 hours for loading. (\$100 minimum)
- ⇒ Failure to contact the Dollar General Buyer for authorization prior to shipping from a new location other than originally written. Even if approved chargebacks could apply.
- ⇒ Failure to have product ready on the date given via the Receipt Notification to Dollar General resulting in "Truck Ordered-Not Used", or additional freight expense (assessorial) incurred at your facility
- ⇒ Carton or pallets mislabeled or not labeled causing Dollar General additional labor, administrative, or freight charges to re-label cases or inner packs
- ⇒ Shipping a purchase order other than the one Dollar General assigned to the Dollar General designated carrier
- ⇒ Failure to honor delivery appointment – "No Show Appointments"
- ⇒ Vendor shipped order collect without first making a complete call-in to Dollar General.
- ⇒ Failure to properly secure and load the product may cause a PO to be refused. If refused, a chargeback will apply for any additional transportation costs. If not refused, a chargeback will apply for additional labor and DC resources required to rework the merchandise.

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- ⇒ Vendor requested **expedited or other premium service** on the BOL (FOB-collect). DG does not request or pay for these services.
- ⇒ Vendor requested “Protect from Freeze” on LTL FOB shipments.
- ⇒ Late ready date resulting in expedited transportation being needed to meet arrival date
- ⇒ Overweight loads
- ⇒ Missing or incorrect information on the bill of lading to include, product description, NMFC, class, or weight by commodity shipped.
- ⇒ Failure to load purchase order as called in (i.e. Vendor called in double-stacked pallets and loads single stacked)
- ⇒ FOB loading delays resulting in layover fees due to missed delivery appointment.

**BOL PREPARATION****Bills Of Lading And Packing Lists**

Dollar General requires the carrier or vendor to provide a legible bill of lading consigning a shipment to the proper Dollar General destination for each shipment. Complete and accurate bill of lading and packing list information is critical for productive and accurate receipt of product at the Distribution Center and timely payment of invoices by Accounts Payable. Vendors that do not supply a complete and accurate bill of lading and packing list will be subject to a chargeback.

The bill of lading must list the following information:

- ⇒ Vendor Name and Address
- ⇒ The complete Dollar General Destination Address
- ⇒ The Dollar General Destination Identifying number, e.g. Scottsville = 96000
- ⇒ The NMFC (National Motor Freight Classification) and Class for each commodity being shipped
  
- ⇒ Freight Terms must be clearly marked on the bill of lading, e.g. “Freight Collect” or “Prepaid”
- ⇒ Total weight and carton count by commodity
- ⇒ Dollar General Purchase Order Number with the associated
  - Description/Item and UPC
  - Number of cases and/or selling units shipped per SKU per P.O.
- ⇒ Ship Date
- ⇒ Total number of pallets (if palletized)
- ⇒ Total Number of Cartons on Trailer
- ⇒ Bills of lading should be printed and not hand written

**Note:** If it is not possible to indicate all of this information on the bill of lading, vendors must attach a copy of the packing list with this information to the bill of lading. However, your bill of lading must include the Dollar General department and purchase order numbers.

Vendors must ensure two copies of either the packing list and/or original bill of lading is delivered to Dollar General. The Vendor must list the packing list as one item on the carrier's bill of lading. Dollar General suggests these documents be placed in an envelope and that this envelope is listed on the bill of lading. The message “Must Deliver Envelope With Freight Bills” should be written on the original bill of lading also. ***Do not add this envelope to the carton count.***

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The SKU detail, style number and UPC are necessary to communicate the merchandise shipped from a Vendor to a specific Dollar General Distribution Facility. ***Failure to provide complete and accurate BOL and packing list information will be considered deterioration in vendor performance and will result in a vendor chargeback for purchase order issues such as incorrect purchase order or no purchase order.***

**Bills Of Lading For LTL Shipments**

If shipping through an LTL carrier, the vendor must ensure a copy of the packing list/original bill of lading is delivered to Dollar General. The vendor must provide one bill of lading per destination DC that references all purchase orders, SKU detail, and shipped quantities. The vendor must list the packing list as one item on the carrier's bill of lading. Dollar General requires these documents be placed in an envelope and that this envelope is listed as one item on the bill of lading. The message "Must Deliver Envelope With Freight Bills" should be written on the original bill of lading also. ***Do not add this envelope to the carton count.*** Failure to comply with these requirements may result in a chargeback.

Bills of Lading for LTL shipments made on pallets must reflect the number of pallets shipped and the total number of cartons. For example, "12 pallets said to contain 480 cartons."

**Correct Purchase Order Number**

Reference Bill Of Lading and Packing List & Bills of Lading for LTL Shipments located in this section.

**Proof Of Delivery**

The stamp below indicates proof of delivery. ***THE DECIDING PROOF OF DELIVERY IS ALWAYS THE RECEIVED AMOUNT REGARDLESS OF WHETHER THE OVER, SHORT, OR DAMAGED IS FILLED OUT.***

Dollar General Corporation	
NUMBER OF CASES	
RECEIVED:	OVER:
SHORT:	DAMAGED:
HELD NOT RECEIVED:	
CHECKER:	
DATE: ____ / ____ / ____	

← This stamp when  
properly documented  
**is proof of delivery.**

For PPD shipments, it is the vendor's responsibility to ensure the carrier they hire obtains and provides to them the bill containing the completed DG POD stamp and completed DG guard stamp.

RECEIVED indicates the actual quantity received. The over, short, or damaged quantities indicates the amount over, short, or damaged compared to the bill of lading.

- ⇒ If the bill of lading indicates 100 cartons but 110 were received, the quantities 110 should appear in RECEIVED and 10 should appear in OVER.
- ⇒ If the bill of lading indicates 100 but only 90 were received, the quantities 90 should appear in RECEIVED and 10 should appear in SHORT.
- ⇒ If the bill of lading indicates 100 and 100 were received but 5 were damaged, 100 should appear in RECEIVED and 5 should appear in DAMAGED.

***NOTE: Claims against Dollar General must be made within nine (9) months of the shipment in question.***

The stamp below **IS NOT** proof of delivery. This stamp only shows the truck has arrived on the indicated Dollar General lot. It also points out if the seal was accurate and intact, who signed the trailer into the lot, the Dollar General yard location (Slot), the date and time the carrier arrived for the scheduled delivery appointment and whether the trailer was empty. At this point, detailed receiving has not begun.

Dollar General DC - DC City Name, ST	
TRAILER #	DATE
SEAL#	INTACT? YES / NO
ARRIVE _____ AM / PM	DEPART _____ AM / PM
SLOT _____	LOT _____
CIRCLE ONE: EMPTY	LOADED
RT	
SIGNATURE _____	

This stamp **is not**  
proof of delivery.

### **Prepaid Shipments**

- ⇒ It is the vendor's responsibility to secure transportation on any purchase orders with prepaid terms.
- ⇒ All prepaid shipments will require distribution center delivery appointments. Refer to the Routing Guide Section; under the heading PPD (prepaid) Vendors, for complete instructions for scheduling a prepaid delivery appointment.
- ⇒ Dollar General requires carriers to provide a confirmation number and appointment time to the Dollar General Guard House upon arrival. The Guard House employee will verify the appointment. If the driver does not have a confirmation number and appointment time or if the confirmation number and appointment time are invalid, the driver will be directed to call his or her dispatcher.
- ⇒ All prepaid loads are expected to be scheduled as live unloads unless special permission has been granted by the distribution center. The only exception is prepaid LTL shipments that are delivering on a Dollar General core LTL carrier for that specific distribution center.
- ⇒ Failure to meet the appointment time assigned/requested or failure to obtain an appointment prior to delivery creates additional administrative work and can deteriorate receiving performance. Due to this, failure to meet the appointment time assigned/requested or failure to obtain an appointment prior to delivery will result in a chargeback.

### **FRESH**

#### **Compliance With Laws and Regulations**

Dollar General expects all Suppliers to comply with all applicable federal, state, and local laws and regulations.

#### **Dollar General Fresh Product Transportation Specifications**

Products will be transported in compliance with FDA's "Sanitary Transportation of Human and Animal Food" (81 Fed. Reg. 20092 (Apr. 6, 2016)), Guidance for Industry: Sanitary Transportation of Food (April 2010), Guidance for Industry: Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance (revised October 2007) and any future guidance issued by FDA regarding industry standards for transportation of food and, if applicable, FSIS regulations.

#### **Vehicle and equipment sanitary specifications**

To promote cleanliness and prevent bacterial, chemical, and odor contamination of food product loads. Trailer interiors should be routinely inspected for cleanliness, and any damage to trailer linings or door seals which could harbor or allow the infiltration of insects or compromise the ability of the refrigeration unit to maintain a uniform temperature within

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the trailer must be repaired. Trailers shall meet the below sanitary specifications to ensure cleanliness and prevent food from becoming unsafe during transportation:

- ⇒ Floor free of rubbish, accumulated product residue, and insects
- ⇒ Floor grooves free of debris for proper drainage
- ⇒ Walls free of product residue and tape
- ⇒ Drains open and unobstructed
- ⇒ Trailer box free of objectionable odors
- ⇒ Trailer box free of pests
- ⇒ Floor, walls and ceiling are undamaged
- ⇒ Air delivery chute intact and functional
- ⇒ Door can securely close and in good repair
- ⇒ Walls and wall insulation undamaged
- ⇒ Floors in good repair
- ⇒ Refrigeration condensation lines in good repair, unobstructed, and no evidence of dripping
- ⇒ Product shall be palletized to ensure proper conditioned air flow and according to Dollar General's pallet policy
- ⇒ No food product shall be the floor

**Vehicles and equipment design specifications**

The interiors of refrigerated trailers should be lined with materials compatible with the transportation of both raw and processed food products that allow for ease of cleaning and sanitation. Vehicle and transportation equipment shall meet the design specifications listed below:

Constructed of materials that are:

- ⇒ Durable
  - Corrosion-resistant (i.e., maintains acceptable surface cleanability characteristics under prolonged influence)
  - Nonabsorbent
  - Smooth (i.e., level surface with no roughness or projections that render it difficult to clean)
- ⇒ Easily cleanable (i.e., surfaces allow for the effective removal of soil by typical cleaning methods)
- ⇒ Sufficient in weight and thickness to withstand repeated cleaning
- ⇒ In good repair
- ⇒ No temporary repairs using tape, cardboard, string, or plastic
- ⇒ Trailer floor, walls and ceiling insulated to adequately minimize heat transfer

**Refrigeration Unit Equipment:**

- ⇒ Equipment shall be sufficient in number and capacity to provide transit temperatures specified in the Product Time and Temperature Control section
- ⇒ Equipped with an electronic system that continuously monitors time and temperature
- ⇒ Equipped with verifiable electronic monitoring devices to ensure that times and temperatures are monitored during transportation

Products ordered frozen by Dollar General or product packaging labeled to keep frozen shall be, at all times from the date of shipment to the date of delivery to Dollar General, frozen at an internal temperature of 0°F or colder (as specified by Dollar General and/or Shipper).

Products ordered refrigerated by Dollar General or product packaging labeled to keep refrigerated shall be, at all times from the date of shipment to the date of delivery to Dollar General, refrigerated at an internal temperature of 40°F or colder (as specified by Dollar General and/or Shipper).

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If Product requiring temperature control is received with evidence of temperature abuse (e.g., product or ambient air temperature registering at above required temperature limit, visible ice cycles or product sweetening, data logger shows temperature abuse), Dollar General may reject the entire load. Dollar General may also request from the carrier temperature monitoring records, such as the refrigeration unit data, data logger record, temperature entry data maintained by driver or temperature abuse monitors, as carrier shall provide these to Dollar General.

All vehicles and equipment used to transport product to Dollar General must be clean and in such sanitary condition so as to prevent food from becoming unsafe during transportation operations.

For less than full load vehicles with Dollar General product on board, carrier will not allow non-Dollar General product to be placed above Dollar General product, and Dollar General product must be separated from non-Dollar General product by packaging or a physical barrier.

Additional requirements apply to bulk shipments and other shipments intended for Dollar General manufacturing facilities.

**Fresh Warehouse Delivery Guidelines****Product Time And Temperature Control**

Proper temperature management is critical to food safety and to the overall quality of foods that can support the rapid growth of undesirable microorganisms in the absence of temperature control during transportation and refrigerated foods subject to spoilage, (together “**Refrigerated Products**”) and frozen Products. Refrigerated Products and frozen Products supplied to Dollar General must be maintained at or below the temperatures specified in the Dollar General Product Transportation Specifications, unless other temperatures are specified by Dollar General for the specific Product type. The Supplier must ensure that the Carrier has developed and implemented written procedures for pre-cooling mechanically refrigerated cold storage compartments or containers and for conducting in-transit temperature monitoring with respect to Refrigerated and frozen Product shipments. Dollar General may reject any product not maintained at the specified temperatures in the product specifications and/or Dollar General Product Transportation Specifications.

Dollar General has implemented the following guidelines to ensure the proper handling of certain Refrigerated Products:

- ⇒ Dollar General requires the use of electronic temperature data loggers on every shipment of the following Products:
  - refrigerated Branded Products
  - refrigerated fresh meat Products
  - refrigerated fresh seafood Products
  - refrigerated fresh produce Products
  - refrigerated fresh deli Products and
  - refrigerated fresh bakery Products.
- ⇒ Any truckload containing any of the Products identified in the list above must be monitored by an electronic time and temperature recorder, regardless of whether or not any other types of products are included on the load.
- ⇒ In addition to the Products listed above, Dollar General may require any Supplier of Refrigerated or frozen Products to use electronic data loggers on all shipments of these Products if the Supplier has failed in the past to properly control Product temperature.

Thermostat set points are determined by industry best practices. The set points may be different based on the products. The below table lists recommended transportation temperatures by commodity. If no commodity is listed, then use the default "Frozen, Not Specified" temperatures for frozen product and "Refrigerate Food, Not Specified" temperatures for refrigerated product.

Commodity	Temp. °F	Temp. °C	Relative Humidity %
Frozen Food, Not Specified	0	-18.0	
Refrigerated Food, Not Specified	35 to 38	1.7 to 3.3	
<b>Cured and processed meats:</b>			
Bacon, Cured, packer style	34 to 39	1.0 to 4.0	85
Frankfurters	32	0	85
Hams, Light cure	37 to 41	3.0 to 5.0	80 to 85
Pork sausages (links or bulk country and Polish)	32	0	85
<b>Dairy Products:</b>			
Fresh Butter	39	3.9	75 to 85
Frozen Butter	-10	-23.3	
Margarine	35	1.7	60 to 70
Milk (whole)	32 to 34	0.0 to 1.1	
Cheese	34 to 40	1.0 to 4.0	65 to 70
Ice Cream	-20 to -15	-29 to -26	
<b>Fresh meats:</b>			
Beef	32 to 34	0.0 to 1.1	88 to 92
Lamb	32 to 34	0.0 to 1.1	85 to 90
Pork	32 to 34	0.0 to 1.1	85 to 90
<b>Poultry and Eggs:</b>			
Fresh poultry	26 to 34	-3.0 to 1.1	90 to 95
Hard-chilled poultry	0 to 26	-18 to -3	90 to 95
Shell eggs	40 to 45	4.4 to 7.2	80 to 85

Source: ASHRAE Refrigeration Handbook and Univ. of Florida, IFAS Extension, Protecting Perishable Foods During Transport by Truck and Rail

It is the responsibility of the carriers to demonstrate they have maintained the specified temperature conditions listed above upon Dollar General's request, rather than as a requirement for every shipment. Dollar General and vendor can agree to a temperature monitoring mechanism equipped with a thermometer, temperature measuring device, or temperature recording device.

## Delivering to Fresh Distribution Facilities

### Delivery Requirements For Refrigerated & Frozen Food Distribution Centers

Dollar General's Frozen Food Distribution Centers operate differently than our other Distribution Centers and therefore have additional expectations for Product deliveries. All Products delivered to a Dollar General Refrigerated & Frozen Food Distribution Center must be on pallets which meet our pallet specifications. In addition, the following additional requirements must be met for frozen food deliveries.

- ⇒ Product must not be stacked on pallets with uneven bottoms, soft bottoms or bottoms with banding or strapping.
- ⇒ All pallets should conform to the specifications outlined in the Pallet Policy section of this document.

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- ⇒ Product must not be stacked on pallets with sides or bottoms that have concave or convex distortion.
- ⇒ Product must not be stacked on pallets with protrusions on the sides or bottoms.
- ⇒ Product must not be stacked with an uneven weight distribution or shifting center of gravity.

**Fresh Product Recalls or Product Withdrawal**

In the event that a Product is recalled, Supplier agrees to pay the list cost of the Product plus the following processing fee due to the additional labor and documentation associated with recalls:

Recalls from our Stores	Disposition Method	
	Sent to DRC	Disposed/Picked up at Store
Ambient Temp. Product	Cost of product + \$0.70	Cost of product + \$0.70 (Allowed for DSD product only)
Refrigerated or Frozen Product	N/A	Cost of product + \$0.70

Recalls from our Distribution Centers	Disposition Method	
	Sent to DRC	Disposed/Picked up at Distribution Center
Ambient Temp. Product	Cost of product + \$0.42	Cost of product + \$0.42
Refrigerated or Frozen Product	N/A	Cost of product + \$0.42

In the event that the Product is to be destroyed, the Supplier agrees that additional fees and reclamation center cost (i.e., landfill cost) may be applied by Dollar General at Dollar General's full and sole discretion.

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**DSD GUIDELINES**

Please reference the DSD Vendor Information link on DGPartners.com.

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**PAYMENTS TO DOLLAR GENERAL**

Dollar General Corporation has a strict policy that all checks from vendors of whatever type or purpose must be sent directly to our Accounts Payable Department. Therefore, please submit all check payments to the following address:

Accounts Payable  
Dollar General Corporation  
P.O. Box 1087  
Goodlettsville, TN 37072-1087

**Checks Mailed overnight:**

Accounts Payable  
Dollar General Corporation  
100 Mission Ridge  
Goodlettsville, TN 37072

There can be no exceptions to this policy without written approval from the EVP & CFO, or the VP & Controller. As clarification, this request relates only to check payments paid to the order of Dollar General Corporation by your company. It does not relate to invoices or credit authorizations submitted by your company for payment or deduction by Dollar General Corporation.

**INVOICING – MERCHANDISE SHIPPED TO DISTRIBUTION CENTERS (DCs)****Core Purchases**

Dollar General requires vendors to comply with the invoicing guidelines set forth below to ensure timely and accurate payment.

All core vendors and non-core vendors that receive purchase orders via the EDI 850 are required to transmit invoices via Electronic Data Interchange (EDI) using the 810 document. On the rare occasion a paper invoice is submitted, it must be approved by Accounts Payable, provide data outlined for non-core invoices, and accompanied with a cover letter outlining the reason the invoice cannot be transmitted.

Paper invoices received in lieu of EDI without prior approval and a cover letter will be discarded. Please note, a compliance fee of up to \$250 may be added to each invoice manually processed.

**Non-Core Purchases / Invoice**

Non-core vendors that receive purchase orders via email are not required to transmit invoices via EDI however EDI is the most efficient method to submit invoices. Accounts Payable does not have a dedicated Data Entry Team and paper invoices are entered on a first in basis. Non-core paper invoices do not require a cover letter.

EDI contacts are listed in this document under Retailer Contacts.

Non-core paper invoices must be mailed via USPS to:

Dollar General Corporation  
PO Box 2128  
Goodlettsville, TN 37070-2128

Dollar General does not accept invoices via email.

The following data is required on all paper invoices. Invoices omitting any of the following may be delayed, returned or discarded.

- ⇒ Vendor name and address
- ⇒ Invoice number
- ⇒ Invoice date
- ⇒ Dollar General Purchase Order Number (PO)
- ⇒ Ship to - Dollar General Warehouse
- ⇒ Terms (PO terms) and due date
- ⇒ Cash discount on invoice gross
- ⇒ Invoice amount detail
  - DG SKU number (SKU is required on all paper copy invoices)
  - Item description
  - Quantity shipped in selling units
  - Cost per selling unit
  - Extension of cost times quantity
- ⇒ Total invoice amount
- ⇒ Net total with applied discounts and allowances where applicable
- ⇒ Remit To address

Whether invoices are electronic or paper, provide one invoice per shipment, per purchase order. Invoices combining shipments or POs will be rejected.

To ensure prompt and accurate payment, it is imperative the information on the purchase order is verified prior to the shipment of product. Payment is based on a match between the PO, DC Receipt, and invoice and is driven from the terms and conditions of the PO. Contact the Dollar General Buyer for resolution of any purchase order discrepancies prior to shipment.

#### **DSD Purchases**

Please refer to the DSD Vendor Guide.

#### **PAYMENT DISPUTES / INQUIRIES**

##### **Shortages**

Inquiries must be addressed timely. Inquiries will be addressed in the order they are received, regardless of how the documentation is delivered (U.S. mail, overnight mail, or email). Email is preferred however a maximum of 5 emails per day with one issue per email is allowed. The subject line of a dispute should include, in this order: Vendor # / Invoice # / PO #, and amount of dispute. In the body of the email, the content of the dispute should be short and include only two attachments: a copy of the invoice and appropriately stamped BOL.

BOL for Prepaid Shipments - It is the vendor's responsibility to provide a BOL with the DC stamp including case counts if an invoice paid less than billed is disputed due to shipping / receiving discrepancies. BOLs for dropped trailers are staged at the DC once the load is counted. It is the responsibility of the vendor's carrier to obtain those BOLs. The initial BOL provided at the time the trailer is dropped is proof of a shipment not the number of cases received and is not acceptable when disputing receipted product.

BOL for Collect Shipments - It is the vendor's responsibility to obtain and provide proof of shipment (BOL signed by DG carrier) if an invoice paid less than billed is disputed due to shipping / receiving discrepancies.

To ensure efficiencies, quantity disputes > \$100 are addressed on a first in, first out basis. (Quantity discrepancies < \$100.00 will not be addressed.) It is important efficiencies throughout the shipping / receiving cycle are maintained. In the event there are numerous or nominal discrepancies, please reach out to the Accounts Payable Manager to establish a plan to determine the root cause of such discrepancies.

**Price Discrepancies**

Invoices must be submitted with the negotiated item cost, as the cost appears on the purchase order. It is the vendor's responsibility to verify the cost on the purchase order. If an error occurs, it must be rectified prior to the shipment of product otherwise the vendor is responsible for identifying cost disputes occurring between a purchase order and invoice payment.

In the case of VMI vendors, reporting is distributed monthly.

**General Information**

Any disputed invoice or portion of invoice unresolved or submitted for dispute after 90 days from the payment date are waived by vendor.

Every effort is made by Accounts Payable to respond to vendor submitted inquiries within 60 days. Inquiries exceeding that goal may be escalated to the Accounts Payable Manager. (Please reference the section titled Retailer Contacts.)

While there may be others, standard suffixes that may be added to an invoice include:

S	Shortage
C	Cost variance
SC	Shortage & cost variance
A	Adjustment to an invoice
X	Merchandise received on a reference PO
RCA	DC receiving correction
ZO	DC receiving correction

Dollar General distributes remittance advises and claim documentation within 24 hours of distributing payment, whether EFT or paper checks.

- Backup Documentation – documentation for compliance claims, rebates, and post audit claims are sent via email from [mpenclse@dollargeneral.com](mailto:mpenclse@dollargeneral.com)
- Remittance Advice Detail – paper check remittances are sent via email from [noreply@dollargeneral.com](mailto:noreply@dollargeneral.com). Remittances for EFT payment are transmitted via the 820.
- Shortage and cost variance information for invoices paid less than billed is provided through comments on the check remittance. Hardcopy backup is not provided.

The payable system allows for one email address per vendor for both backup documentation and check remittances. Vendors are required to maintain a general email address that allows zip files, up to 5MB, and whitelist [mpenclse@dollargeneral.com](mailto:mpenclse@dollargeneral.com) and [noreply@dollargeneral.com](mailto:noreply@dollargeneral.com) to avoid spam filters. By utilizing a general email address, vendors may grant access for multiple contacts, business is not interrupted as employees are on vacation or may be otherwise out, and resources are not taxed with changes to addresses.

**Note:** Please review spam folders even if the address has been cleared as non-spam prior to sending inquiries to Dollar General.

For dispute resolution of claims created outside of an invoice, contact information is provided on the face of the claim/deduction notice. Sending disputes to contacts outside the appointed contact will delay responses. Sending disputes to multiple contacts will be addressed only by the appointed contact.

The Accounts Payable Team will work with one vendor contact. Receivables that are decentralized or managed by a third party or factor require one appointed contact representing the vendor. This ensures efficiencies for both the vendor and Dollar General while reducing risks of fraud.

Accounts Payable does not provide shipping documentation to freight carriers or vendors.

**Inquiries (Also see below Grid)**

Disputes for short paid invoices should be forwarded to the following email addresses based on vendor name:

A-J - [apvendor-a-j@dollargeneral.com](mailto:apvendor-a-j@dollargeneral.com)

K-Z - [apvendor-k-z@dollargeneral.com](mailto:apvendor-k-z@dollargeneral.com)

Unpaid Invoices – invoices 10 days or more past the due date, please email a list including the Purchase Order Number to [mppaymentstatus@dollargeneral.com](mailto:mppaymentstatus@dollargeneral.com). EDI partners should ensure successful EDI transmission of the 810 document, correct any errors provided via nightly rejection notifications to vendor's EDI contact, and successfully retransmit invoices prior to inquiring on past due invoices. Please do not email invoice copies.

**Accounts Payable Inquiries at a Glance**

Inquiry	Description of Inquiry	Contact
Invoice Payment Status	Inquiries 10 days or greater past the invoice due date to allow for mail time and cash application.  Response to inquiries will be provided within 48 hours.	<a href="mailto:mppaymentstatus@dollargeneral.com">mppaymentstatus@dollargeneral.com</a>
EDI Invoice Rejections/Questions	Notification of EDI invoice rejections are sent daily. The notification includes the error and requires an action on the part of the vendor.	<a href="mailto:ap-merchandisepayables@dollargeneral.com">ap-merchandisepayables@dollargeneral.com</a>
Invoice Short Paid	Invoice paid less than billed.  Supporting documentation required includes a copy of the invoice and proof of delivery: <u>Prepaid Shipments</u> – BOL must include the DC receiving stamp notating case counts. <u>Collect Shipments</u> – BOL signed by the carrier.  Response to inquiries will be made within 60 days.	Vendors beginning alpha:  A-J - <a href="mailto:apvendor-a-j@dollargeneral.com">apvendor-a-j@dollargeneral.com</a> K-Z - <a href="mailto:apvendor-k-z@dollargeneral.com">apvendor-k-z@dollargeneral.com</a>

Compliance Claims	Support documentation is provided via email as checks are issued. This email is sent from <a href="mailto:mpenclose@dollargeneral.com">mpenclose@dollargeneral.com</a> .	<a href="mailto:VNCDisputes@dollargeneral.com">VNCDisputes@dollargeneral.com</a>
Post Audit Claims	Support documentation is provided via email as checks are issued. This email is sent from <a href="mailto:mpenclose@dollargeneral.com">mpenclose@dollargeneral.com</a>	<a href="mailto:postaudit@dollargeneral.com">postaudit@dollargeneral.com</a>
Paper Check Remittance Advices	Remittance advices for check payments are provided via email. This email is sent from <a href="mailto:noreply@dollargeneral.com">noreply@dollargeneral.com</a>  The subject line of the email will include "Dollar General Remittance for (your company name), Check Date mm/dd/yyyy" and include an Excel attachment. The remittance information will be sent to your general email address. Additional copies will not be provided on a regular basis and may incur an administrative fee.	<a href="mailto:noreply@dollargeneral.com">noreply@dollargeneral.com</a>
Change of Address Notification	Reach out to the Vendor Relations Specialist.	Vendors beginning alpha;  A-J - <a href="mailto:apvendora-j@dollargeneral.com">apvendora-j@dollargeneral.com</a> K-Z - <a href="mailto:apvendork-z@dollargeneral.com">apvendork-z@dollargeneral.com</a>
Additional Requests (not covered above)		Vendors beginning alpha;  A-J - <a href="mailto:apvendora-j@dollargeneral.com">apvendora-j@dollargeneral.com</a> K-Z - <a href="mailto:apvendork-z@dollargeneral.com">apvendork-z@dollargeneral.com</a>

## **REBATES**

Communications regarding Dollar General's rebate programs are distributed from the VP, In Store Experience or merchandising teams.

Rebate fees and allowances are paid via deduction from the current business on account. Dollar General, at the company's discretion, may request payment via check/wire/ACH. An invoice or deduction notice is provided via email as transactions appear on a payment, as described in General Information, or upon Dollar General's request for payment via check/wire/ACH.

To ensure efficiencies, disputes greater than \$100 will be addressed on a first in, first out basis. Discrepancies less than \$100 will not be addressed.

## **POST AUDIT**

### **Post Audit Overview**

The process of conducting a post audit is the examination of transactions after the occurrence. Post Audit helps to determine that Dollar General's policies and procedures have been properly followed.

Post Audit reviews all transactions for a period of current fiscal year plus two prior years.

Post Audit deductions look like 24DGP0xxx (For example: A 2024 audit year post audit claim will be with the prefix 24DGP). All deduction related documentation is sent via email with check remittances to the contact, which the vendor provided to Dollar General. If your company does not receive deduction documentation, it is the vendor's responsibility for follow up with your AP contact to verify correct contact information.

Post Audit Department does not send duplicate or multiple copies of documentation for previously e-mailed correspondence. We do not provide Excel versions of deductions. If there are multiple vendor representatives that require a copy of a PA deduction, it is the vendor's responsibility to share and communicate the deduction detail.

### **Post Audit Claim Processing and Approval**

All reviews resulting in claims will be immediately deducted without prior vendor approval or notice, except for claims greater than \$100,000. Post audit will be submitting these claims to the vendor and/or buyer for examination prior to deduction.

All post audit deductions will include documentation to substantiate each claim. Support for post audit claims will be clear and concise with the intent of being transparent and understandable.

### **Post Audit Claim Disputes**

To dispute a Post Audit chargeback, you may do so by submitting an email to [postaudit@dollargeneral.com](mailto:postaudit@dollargeneral.com). The email should include only one chargeback and all backup to support the requested repayment. The Dollar General chargeback number should be referenced in the email subject. Upon receipt, the email will be placed in line for review and will be answered in the order in which it was received. The turnaround time for post audit disputes could be 60 days or more. Please do not send multiple disputes for a chargeback; this slows down the research and resolution process. If emails are used to support the dispute, please send original emails only, not PDF or TIF copies. **Disputes for post audits must be submitted within 90 days of the payment date on which the post audit chargeback appeared.**

**RECALLS**

In the event of a voluntary or government-mandated recall of (or the decision to recall) any product a vendor supplies to Dollar General, the vendor must notify the Dollar General Buyer immediately in writing, as well as by telephone, as to the product(s) and the nature of the recall. If the vendor is unable to reach the Dollar General Buyer, they should contact the Dollar General ERC at 1-888-237-4114. In case of an after-hours or weekend emergency involving the recall of product, the vendor should consult the Food Recall Calling Tree located in the Retailer Contacts section.

**MERCHANDISE RETURN PROCEDURES**

If Dollar General receives merchandise that does not comply with or was not part of the purchase order, is not configured to reflect the item setup, or is not in acceptable condition for shipment to our stores or sale to our customer, the vendor may be contacted for a return authorization. The vendor will have **24 hours** to comply with this request for a return authorization (RA) of the merchandise. The vendor will be required to pay all freight charges incurred for the return of the merchandise and will also be subject to a chargeback for administrative and handling costs associated with returning merchandise. In addition, the vendor will be issued a chargeback (including an administrative charge) for the freight cost of the initial shipment of merchandise into the distribution center.

Dollar General expects product to arrive at our distribution centers and to our customers, free of damage or the appearance of being damaged. If product arrives with crushed cartons, loose flaps on cartons, spilled pallets, leaking bottles, unacceptable packaging, unstable loads, etc., the product may appear to have been damaged. Also, the carton may not properly flow through our distribution system. Therefore, damaged product or product with carton/packaging damages may be returned to the vendor. All freight charges incurred for the delivery and/or return of the product will be charged back to the vendor. In addition, the vendor will be subject to an administrative chargeback for handling costs associated with processing the receipt and return of the merchandise.

- ⇒ Dollar General Distribution Centers will notify the appropriate Global Inventory Management or Merchandising contact when issues occur.
- ⇒ If recognized prior to carrier leaving the site, the BOL will be noted with the number of cases held and not received
- ⇒ If applicable, communication will be sent via email to the vendor contact notifying them of the issue
- ⇒ Vendor must provide authorization and direction for one of the following:
  - Return – vendor must provide PPD carrier information.
  - Donate – additional expense may be incurred and applied to vendor chargeback
  - Destroy – additional expense may be incurred and applied to vendor chargeback
- ⇒ After 10 days without instruction from vendor Dollar General will determine how merchandise is to be handled. Any additional expenses incurred may be applied to vendor chargeback.

**Damages/Unsaleables Policy**

Domestic distribution center vendors are required to participate in Dollar General's Damages/Unsaleables Allowance program. Dollar General's allowance rates are based on internal and external benchmarks on actual damage rates by product category (please see Dollar General's Damages/Unsaleables Allowance default rates by department below). The damages reimbursements will be calculated by applying the allowance rates to Dollar General's spend with the vendor by department; however, in the event that a vendor's actual Damages/Unsaleables rate is higher than the standard rates set forth below, Dollar General reserves the right to charge the actual rate. Vendors will be charged on a weekly basis via deduction of Accounts Payables balance.

Dollar General Damages/Unsaleables Allowance program:

Department No.	Department Name	Damage Allowance
100	HEALTH CARE	0.97%
102	BEAUTY CARE	1.15%
105	PET SUPPLIES	0.92%
110	CANDY SNACKS	0.76%
111	FOOD	0.82%
120	HOME CLEANING	0.50%
130	PAPER PRODUCTS	0.30%
140	STATIONERY	1.30%
150	SUNDRIES	1.30%
200	HOUSEWARE	1.19%
205	HOME DÉCOR	1.46%
210	DOMESTICS	0.50%
220	HARDWARE	0.50%
300	INF/TODD/GIRLS	0.75%
310	LADIES	0.50%
320	MENS/BOYS	0.75%
330	SLEEPWEAR/INTIMATES/SOCKS	0.93%
340	ACCESSORIES	1.30%
350	SHOES	0.92%
400	TOYS	1.51%
410	HOLIDAY EVENTS	1.05%
420	SUMMER/SPECIAL EVENTS	1.12%

**NOTE:** Should a vendor have a national unsalable program that differs from the damage allowance listed above, you should submit a copy of the policy to [unsaleable@dollargeneral.com](mailto:unsaleable@dollargeneral.com) and your Dollar General buyer for consideration prior to shipping.

**Customer Accommodation**

Dollar General does not have a Vendor Accommodations Program where product is returned from retail to the distribution center and then to the vendor. Vendors should work with the Dollar General buyer on programs and approaches to clear residue inventory at the end of seasons, special program and promotions.

**SPECIFIC REQUIREMENTS**

Please review all sections of the Domestic Vendor Guide for specific requirements for all Dollar General domestic vendors.

**ASSOCIATED PENALTIES FOR NON-COMPLIANCE**

Dollar General applies flat rate charges on vendor performance chargebacks. Each occurrence of non-compliance will carry the same chargeback with the exception of applicable reworking and re-handling charges. All orders should be shipped complete and meet all applicable call-in requirements and appointment schedules.

When applicable, Dollar General assesses additional rework charges at \$.133 per unit reworked at the unit level and \$.30 per case for re-handling at the case level.

The cost of damaged product will be recouped and the flat chargeback rate plus any applicable rework charges or disposal charges will be applied.

The vendor will be charged \$1,000 if merchandise is received that either has no UPC or has a UPC other than what is listed on the vendor quote sheet.

**SCHEDULE OF CHARGEBACKS**

The following is a schedule of the flat rate vendor performance chargebacks. Along with each violation listed is a brief example of the violation. Keep in mind that **the examples below will not cover every scenario**. Therefore, it is extremely important that you familiarize yourself with the particular sections of the guide dealing with each violation.

**SCHEDULE OF CHARGEBACKS**

DESCRIPTION	AMOUNT	EXAMPLE
Incorrect DC (*D)	\$250	Item should be sent to Alachua but was sent to Jonesville.
Incorrect Merchandise (*D)	\$250	PO indicates Red Pens but received Brown Pens.
Incorrect Inner Pack (*D)	\$250	PO indicates inner pack of 6 but received inner pack of 12.
Incorrect Case Pack (*D)	\$250	PO indicates case pack of 6 but received case pack of 12.
Incorrect Price (*D)	\$250	PO indicates price is \$2.00 but product is priced \$2.50.
No Price ( <i>If price is required</i> ) (*D)	\$250	PO indicates price is required, but product is not priced.
Incorrect Assortment (*D)	\$250	PO indicates assortment of Large, Medium, and Small, but received assortment of Medium and Small.
Incorrect Carton Information (*D)	\$250	Carton indicates Peanut Butter Crunchy, but product is Creamy.
Excess Quantity (*Q)	\$200	Excess: Original order qty for SKU on PO is 1000 units, but received 1030 units.
Short Quantity (*Q)	\$375	Short: Original order qty for SKU on PO is 1000 units, but received 970 units.
Incorrect Purchase Order (*D)	\$150	BOL indicates DW625, but it should be DWG25
Incorrect BOL (*D)	\$100	Bill is for different merchandise than what is delivered.
Closed PO/SKU (*D)	\$150	The PO or the SKU has been closed for a variety of reasons.
No Packing List (*D)	\$150	Packing List was not sent with the product.
No Purchase Order (*D)	\$150	Product comes in without a purchase order.
No BOL/Manifest (*D)	\$150	BOL/Manifest is missing.
No UPC/UPC Issues (*U)	\$1000	Product does not have UPC or UPC is not in Dollar General system.
Incorrect UPC (*U)	\$250	UPC comes up in Dollar General system, but for wrong SKU.
Date Code (*D)	\$150	Any problem with the date code.
Product Freshness (*D)	\$350	Product has insufficient shelf life remaining.
Infestation (*D)	\$150	Product is contaminated with pests.
**Poor Quality Pallets (*D)	\$50	Broken pallets or wrong size pallets.
**Slip Sheet (*D)	\$50	Slip Sheets that have too much overhang.
**Load Shifting (*D)	\$50	Load shifted requiring additional handling at the DC.
Merchandise Quality Issue (*D)	\$50	Loose flaps on cartons.
Damages/Pallet (*D)	\$10	Damages found during receipt.
***Warehouse Storage (*D)	\$0.50	Merchandise Returns or vendor requests to donate/destroy
Concealed Damages/Pallets (*D)	\$150	Damages found after receipt of product.
Missed Appointments (*A)	\$375	Carrier did not honor appointment.
PPD Call-in Violation (*CP, P)	\$350	Reference the Routing Guide for details.
Late Arrival for Appointment (*A)	\$350	Carrier 1 hour or more late for appointment.
No Appointment (*A)	\$375	Carrier shows up without an appointment.
Rescheduled W/O 24 Hr Notice (*A)	\$200	Carrier/vendor reschedules appointment without 24 hour advance notice of existing appointment
Appt Past PO Arrival Date (*A)	\$375	Carrier/vendor schedules an appointment date past the PO arrival date
FOB Call-in Violation (PO Confirm) (*CF, F)	\$350	Reference the Routing Guide for details.
No FOB Call-in (Compass) (*CF, F)	\$350	PO is closed without being confirmed in Compass
Vndr Not Ready On Time (Compass) (*CF, F)	\$350	Ready date provided in Compass is after the Ship Date on the PO.
Vndr Not Clid In On Time (Compass) (*CF, F)	\$350	Reference the Routing Guide for details.
Fresh – Trailer Refusal (*D)	\$500	Unacceptable temperature, missing/incorrect trailer seal or cleanliness of trailer.

**ADDITIONAL CHARGES THAT MAY APPLY:**

All Violations: Cost of goods will be deducted if applicable.

The charges listed above are not all-inclusive. While they cover most situations, the unique facts and details of particular circumstances may result in additional or different charges, including (for example) re-work charges, re-handling charges, etc.

\*Denotes beginning letter of chargeback number

\*\*An Additional \$10/Pallet will be charged for each pallet over 5 pallets.

\*\*\*Charge will be \$.50/Carton for 1st 15 Days then \$.25/Carton/Day (\$15 minimum)

**NOTE: Dollar General charges a minimum of \$25 on all vendor performance deductions.**

**TRANSPORTATION VIOLATION DESCRIPTIONS**

ERROR	DESCRIPTION
Truck Order Not Used	Driver arrives and is turned away without a load
Vendor - Shipment Issues	Shipping issues resulting from vendor error. i.e. Driver called back for mdse not loaded or loaded on inc truck.
Vendor Detention Charges	Driver is delayed more than 2 hours after arrival/appt time
Changed Pick-up Location	Vendor called-in one location but driver was sent to another location by vendor
Same Day Shipment Violation	Vendor ships more than one LTL, same day, to the same DC, on the same carrier
Driver Assist	Driver had to assist in loading trailer
Layover Charges	Driver had to stay over until next day to be loaded
Vendor - Merchandise Returns	On FOB PO, vendor must pay freight charges to/from DG
Vendor Incorrect Freight Terms	BOL marked incorrectly; charge is to have carrier change freight terms
Freight Term Adjustment Fee	Carrier Admin Fee for reverse billing for PPD shipment charged to DG in error.
Vendor Misroute	Vendor caused mdse to be delivered to inc DC (i.e. Inc DC on BOL, loaded on inc carrier, no marking on ctns)
PDD Charges Invoiced to DG	Vendor incorrectly fills out the BOL resulting in an FOB pick up charge to DG

**VENDOR DISPUTES**

If the vendor wishes to dispute a vendor performance chargeback beginning with the letters U, CF, CP, F, P, Q, A, D or M, they must do so by submitting an email to VNC Disputes ([VNCDisputes@dollargeneral.com](mailto:VNCDisputes@dollargeneral.com)). The email should include only one chargeback (unless there are multiple chargebacks for the same PO) and all backup to support the requested reason for repayment. If emails are included as support for repayment, the vendor should send original emails only, not PDF or TIF copies. The Dollar General chargeback number should also be referenced in the email subject. Upon receipt, the email will be placed in line for review and will be answered in the order in which it was received.

When additional documentation is requested by VNC Disputes, the vendor must respond within 3 business days to be processed upon receipt. If received outside of 3 business days, the dispute will be placed in line for review and will be answered in the order received.

**Important Note:** *Dollar General will not research or repay Vendor performance deductions older than 6 months (deductions that begin with letters U, CF, CP, F, P, Q, A, D or M).*

**Vendor performance chargeback disputes submitted outside the above process will not be reviewed.**

**REQUESTS FOR BACKUP**

All requests for backup for any type of chargeback or deduction should be directed to [mpenclose@dollargeneral.com](mailto:mpenclose@dollargeneral.com).

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**CERTIFICATE OF INSURANCE**

In the event that Dollar General elects to purchase any Products, Vendor agrees that it will keep in force and effect at its sole cost and expense (and shall cause each of its agents, independent contractors and subcontractors performing any services or providing any Products hereunder to maintain) insurance with the following minimum policy limits:

- (i) Commercial General Liability (including product and contractual liability) insurance of at least one million dollars (\$1,000,000) per occurrence; and
- (ii) Excess or Umbrella Liability insurance of at least four million dollars (\$4,000,000) per occurrence insuring against personal injury, bodily injury and property damage; provided, however, that in the event that Vendor supplies Products that are designed to be introduced into the human body (including, without limitation, food, over-the-counter drugs or supplements, eye drops, etc.), such excess or umbrella policy shall have limits of not less than nine million dollars (\$9,000,000) per occurrence.

Additional limits may be required for certain Products. Vendors based in the US/Canada shall utilize insurers whom are admitted carriers in the United States and licensed to do business in each state in which Dollar General and/or its affiliates operate stores. Vendors based outside of the US/Canada shall have policies covering lawsuits or claims on a worldwide or North America basis. All insurers shall have an A. M. Best rating of at least an A-VIII. Dollar General and its subsidiaries and affiliates shall be named as additional insureds under all such policies, and the policies shall contain a provision that there will be no cancellation, reduction, or non-renewal in coverage without first giving Dollar General thirty (30) days' prior written notice. Coverage for the additional insured(s) shall apply on a primary basis irrespective of any other insurance coverages, whether collectable or not. Such policies must be in effect prior to the first Product(s) being delivered to Dollar General and remain in effect for no less than five (5) years after the date on which the last Product is provided to Dollar General. The comprehensive general liability policy must include a broad-form Vendors' endorsement, which must be referenced on the certificate of insurance. Vendor's insurance shall in no way limit Vendor's obligations or liability. Failure of Vendor to require, verify and monitor its agents, independent contractors and subcontractors compliance with insurance requirements will be considered a breach. Vendor's failure to obtain a certificate of insurance may risk interruption of orders or result in withholding of payments by Dollar General or discontinuation as a Dollar General Vendor.

The certificate of insurance must be submitted (uploaded) to Dollar General through the ClearTrack System. First time users will need a username and password to gain access to the system. You can request a username and password through email at [dgcompliance@dollargeneral.com](mailto:dgcompliance@dollargeneral.com). A user manual and instructions will be provided along with the vendor's user information.

## Example of a Certificate of Insurance

ACORD. CERTIFICATE OF INSURANCE		ISSUE DATE (MM/DD/YY) 01/01/01			
<b>PRODUCER</b>		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERNS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.			
Enter Agent's Name Enter Agent's Address Enter City, State, Zip		COMPANIES AFFORDING COVERAGE			
CODE	SUB-CODE	COMPANY LETTER <b>A</b> COMPANY LETTER <b>B</b> COMPANY LETTER <b>C</b> COMPANY LETTER <b>D</b> COMPANY LETTER <b>E</b>	Enter Carrier Name		
<b>INSURED</b>		Any Vendor Any Street Anywhere, USA			
<b>COVERAGES</b> THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES, LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY) mm/dd/yy	POLICY EXPIRATION DATE (MM/DD/YY) mm/dd/yy	LIMITS
A 1234567	GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY A CLAIMS MADE X OCCUR. OWNER'S & CONTRACTOR'S PROT.				GENERAL AGGREGATE \$2,000,000. PRODUCTS-COMP/OP AGG. \$1,000,000. PERSONAL & ADV. INJURY \$1,000,000. EACH OCCURRENCE \$1,000,000. FIRE DAMAGE (Any one fire) \$ 100,000. MED. EXPENSE (Any one person) \$5,000.
AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS GARAGE LIABILITY					COMBINED SINGLE LIMIT BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE \$
EXCESS LIABILITY UMBRELLA FORM OTHER THAN UMBRELLA FORM					EACH OCCURRENCE AGGREGATE STATUTORY LIMITES
WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY					EACH ACCIDENT DISEASE-POLICY LIMIT DISEASE-EACH EMPLOYEE \$
OTHER					
DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS Certificate holder is additional insured as their interests may appear. Above policy includes Broad form Vendors Endorsement.					
CERTIFICATE HOLDER		CANCELLATION Except 10 days from non-payment  Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will endeavor to mail 30 days written notice to the certificate holder named to the left, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.			
Dollar General Corporation 100 Mission Ridge Goodlettsville, TN 37072		AUTHORIZED REPRESENTATIVE Agent signature 1990 © ACCORD CORPORATION			

**VENDOR AGREEMENT – EXAMPLE COPY ONLY****ELECTRONIC DATA INTERCHANGE TRADING PARTNER AGREEMENT**

**THIS ELECTRONIC DATA INTERCHANGE TRADING PARTNER AGREEMENT** ("Agreement") is made as of the date set forth on the signature page hereof by and between **Dollar General Corporation**, ("Buyer"), with offices at 100 Mission Ridge, Goodlettsville, Tennessee, 37072, and

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(“Vendor”)

**Background**

From time to time, Vendor and Buyer may enter into transactions pursuant to which Buyer procures certain goods and/or services from Vendor ("Transactions"). Subject to the terms and conditions of this Agreement, the parties desire to (i) facilitate Transactions by electronically transmitting and receiving data in agreed formats in substitution for conventional paper-based documents, and (ii) confirm their intention that such Transactions are not legally invalid or unenforceable as a result of the use of available electronic technologies rather than conventional paper-based documents.

**NOW, THEREFORE**, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, and intending to be legally bound, the parties agree as follows:

**1 Prerequisites.**

**1.1 Documents.** Each party may transmit to or receive from the other party any business transaction sets ("Documents") mutually agreed upon by the parties through electronic data interchange ("EDI"). Any electronic transmission of data which is not a Document shall have no force or effect between the parties. For purposes of EDI, Buyer shall include the affiliates and subsidiaries and affiliates of Buyer.

**1.2 Third Party Service Providers.** Documents may be transmitted electronically to each party through any third party service provider ("Provider") with which either party may contract. Either party may modify its election to use, not use or change a Provider upon thirty (30) days prior written notice to the other party. Unless otherwise specified by Buyer, Vendor shall conduct all transmissions via the [www.dgpartners.com](http://www.dgpartners.com) website. Provided that the Vendor conducts transmissions through such website, no transmission costs shall be assessed to Vendor by Buyer. Vendor shall be responsible for all third party transmission fees and Provider costs. Each party shall be liable for the acts or omissions of its Provider while transmitting, receiving, storing or handling Documents, or performing related activities, for such party; provided, that if both the parties use the same Provider to effect the transmission and receipt of a Document, the originating party shall be liable for the acts or omissions of such Provider as to such Document.

**1.3 System Operations.** Each party, at its own expense, shall provide and maintain the equipment, software, services and testing necessary to effectively and reliably transmit and receive Documents.

**1.4 Security Procedures.** Each party shall properly use those security procedures that are reasonably sufficient to ensure that all transmissions of Documents are authorized and to protect its business records and data from improper access.

**2      Transmissions.**

**2.1    Proper Receipt.** Documents shall not be deemed to have been properly received, and no Document shall give rise to any obligation, until accessible to the receiving party at such party's Receipt Computer.

**2.2    Verification.** Upon proper receipt of any Document other than a functional acknowledgment, the receiving party shall promptly and properly transmit a functional acknowledgment in return. A functional acknowledgment shall constitute conclusive evidence a Document has been properly received.

**2.3    Garbled Transmissions.** If any transmitted Document is received in an unintelligible or garbled form, the receiving party shall promptly notify the originating party (if identifiable from the received Document) in a reasonable manner. In the absence of such a notice, the originating party's records of the contents of such Document shall control.

**3      Transaction Terms.**

**3.1    Terms and Conditions.** This Agreement is intended to facilitate the exchange of Documents through EDI, and applies solely to the EDI exchange of Documents. The terms and conditions of the underlying Transaction shall be as set forth in the Quote Sheet Terms and Conditions or Master Supply Agreement. In the event of any conflict or inconsistency between this Agreement and the Quote Sheet Terms and Conditions or Master Supply Agreement, the Quote Sheet Terms and Conditions or Master Supply Agreement shall take precedence over this Agreement.

**3.2    Confidentiality.** All information contained in any Document or otherwise exchanged between the parties shall be considered confidential, except to the extent such confidentiality is affirmatively waived by the originating party or the information has been released to the public domain for public dissemination.

**3.3    Validity and Admissibility.** The parties agree not to contest the validity or enforceability of Documents under the provisions of any applicable law relating to whether certain agreements be in writing and signed by the party to be bound thereby. Documents, if introduced as evidence on paper in any judicial, arbitration, mediation or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of Documents under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Documents were not originated or maintained in documentary form.

**4.      Miscellaneous.**

**4.1    Termination.** This Agreement shall remain in effect until terminated by either party with not less than thirty (30) days prior written notice, which notice shall specify the effective date of termination; provided, however, that any termination shall not affect the respective obligations or rights of the parties arising under any Documents or otherwise under this Agreement prior to the effective date of termination.

**4.2    Severability.** Any provision of this Agreement which is determined to be invalid or unenforceable will be ineffective to the extent of such determination without invalidating the remaining provisions of this Agreement or affecting the validity or enforceability of such remaining provisions.

**4.3    Entire Agreement.** This Agreement constitutes the complete agreement of the parties relating to the matters specified in this Agreement and supersedes all prior representations or agreements whether oral or written, with respect to such matters. No oral modification or waiver of any of the provisions of this Agreement shall be binding on either party. No obligation to enter into any Transaction is to be implied from the execution or delivery of this Agreement. This Agreement is for the benefit of, and shall be binding upon, the parties and their respective successors.

and assigns. Nothing in this Agreement precludes Buyer and Vendor from entering into contracts or otherwise communicating by exchanging paper documents.

**4.4 Governing Law.** This Agreement shall be governed by and interpreted in accordance with the laws of the State of Tennessee.

**4.5 Force Majeure.** No party shall be liable for any failure to perform its obligations in connection with any Transaction or any Document, where such failure results from any act of God or other cause beyond such party's reasonable control (including, without limitation, any mechanical, electronic or communications failure) which prevents such party from transmitting or receiving any Documents.

**4.6 Limitation of Damages.** Neither party shall be liable to the other for any special, incidental, exemplary or consequential damages arising from or as a result of any delay, omission or error in the electronic transmission or receipt of any Documents pursuant to this Agreement, even if either party has been advised of the possibility of such damages.

**4.7 Acceptance of Facsimile and Scanned Signatures, Counterparts and Imaging.** The parties agree that any signatures of a party or parties delivered by facsimile transmission or by scanned image (e.g. pdf file) as an attachment to electronic mail (email) will be treated in all respects as having the same effect as an original signature. This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which taken together shall constitute one and the same instrument.

Each party has caused this Agreement to be properly executed on its behalf as of the date set forth below.

---

(Vendor)

BY: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

**Dollar General Corporation**  
(Buyer)

BY: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

**VENDOR ACKNOWLEDGEMENT**

Prior to accessing the Domestic Vendor Guide, vendors are required to complete the vendor acknowledgement form. When the vendor enters their username and password and logs into the Domestic Vendor Guide, they will be taken to the screen shown below in order to complete the form. The vendor cannot proceed until this form is completed.

The screenshot shows a Microsoft Internet Explorer window titled "DGPartners - Vendor Access Portal - Microsoft Internet Explorer". The address bar displays the URL <https://www.dgpartners.com/Vendors/PartnershipGuide/dlinfo.asp>. The main content area contains the following text and form fields:

Please complete the following form.  
You will then be able to download the Domestic Vendor Guide.

Dollar General Vendor Number   
Vendor Name   
Vendor Address   
  
Vendor City, State/Province, Postal Code     
Vendor Phone Number   -  Ext.   
Vendor Email Address   
Name   
Title   
  
  

\*If you experience problems accessing the Domestic Vendor Guide, click here to [click here](#)

**By downloading this Domestic Vendor Guide and subsequently submitting a quote sheet OR accepting a Dollar General purchase order(s), vendor acknowledges receipt of all of the guidelines included in this Domestic Vendor Guide and agrees to the terms of this Vendor Guide.**

**NON-DISCLOSURE AGREEMENT – EXAMPLE COPY ONLY**

The following is an example of the form of non-disclosure agreement that you will be expected to sign in connection with entering into a business relationship with Dollar General. The particular circumstances of the business relationship may require additional language or some other variation of this form.

**DOLLAR GENERAL CORPORATION  
NON-DISCLOSURE AGREEMENT**

This Non-Disclosure Agreement ("Agreement") is entered into as of the Effective Date set forth below by and between Dollar General Corporation and its affiliates (collectively, "Dollar General") and the party identified below ("Recipient").

**WITNESSETH:**

Dollar General and Recipient are interested in exploring the possibility of entering into a business transaction. In connection with the evaluation of such a transaction, Recipient may have access to confidential or proprietary information of Dollar General, which the parties desire to keep confidential. Accordingly, in consideration of the covenants and agreements herein contained, and intending to be legally bound hereby, Dollar General and Recipient agree as follows:

**1. DEFINITION.** "**Confidential Information**" shall mean all confidential or other proprietary information that is disclosed before, on or after the Effective Date, by or on behalf of Dollar General to Recipient in any form, including, without limitation, any strategies, research, methodologies, techniques, sales data, transportation data, business and financial data and plans, product plans and data, drawings, models, prototypes, product specifications and documentation, designs and documentation, pricing, information regarding debt or equity offerings, Dollar General current or future initiatives, inventory management data, business, marketing or promotional information, merchandising changes, flow charts, customer lists, vendor lists, and any other information that under the circumstances surrounding disclosure or given the nature of the information would reasonably be believed to be confidential or is designated as confidential. Confidential Information shall also include any information observed by Recipient while at the facilities of Dollar General or in the course of meetings between Dollar General and Recipient. Confidential Information shall not include any information that is or becomes a part of the public domain through no act or omission of Recipient.

**2. RESTRICTIONS.**

**2.1 General.** Recipient agrees that, as a condition to the receipt of Confidential Information from Dollar General, Recipient shall: (i) not disclose, directly or indirectly, to any third party (including, without limitation, any affiliate of Recipient, any research company, analyst, member of the media, any direct or indirect competitor of Dollar General, and any employees of Recipient that do not have a need to know) any portion of the Confidential Information without the prior written consent of Dollar General, which shall include email authorization; (ii) not use or exploit the Confidential Information in any way except for purpose of internal review of the Confidential Information for purposes of evaluating a business relationship with Dollar General; (iii) not copy the Confidential Information, in whole or in part; (iv) segregate such Confidential Information from its own proprietary information and information received from third parties; (v) promptly return or destroy, at Dollar General's option, all materials and documentation regarding the Confidential Information upon completion of Recipient's internal review or upon request of Dollar General; (vi) take all necessary precautions to protect the confidentiality of the Confidential Information received hereunder and exercise at least the same degree of care in safeguarding the Confidential Information as Recipient would with its own confidential information, but in no event less than a diligent standard of care; and, (vii) promptly advise Dollar General in writing upon learning of any unauthorized use or disclosure of the Confidential Information.

**2.2 Governmental Order.** If Recipient is required under a final judicial or governmental order to disclose any Confidential Information received from Dollar General, Recipient may disclose the Confidential Information provided that Recipient gives Dollar General sufficient prior notice to contest such order and that Recipient discloses only such portions of the Confidential Information as required by such order.

**2.3 Employees.** Recipient may disclose the Confidential Information to its employees on a need-to-know basis only and shall take all necessary steps to ensure that its employees comply with the confidentiality restrictions and obligations of this

Agreement. Recipient acknowledges and agrees that it shall be responsible for any breach of this Agreement by Recipient or its employees.

**2.4 Trading of Securities.** Recipient hereby acknowledges that it understands and is aware that federal securities laws prohibit any person who possesses material, non-public information about a company from purchasing or selling securities of such company while such information remains material and nonpublic or from communicating such information to any other person under circumstances in which it is reasonably foreseeable that such person is likely to purchase or sell such securities, and Recipient hereby agrees to comply with such laws.

**3. OWNERSHIP.**

**3.1 Ownership.** All Confidential Information furnished to Recipient by Dollar General shall, unless otherwise agreed to in writing by Dollar General, remain the property of Dollar General.

**3.2 No License.** Except for purposes of its internal evaluation of the Confidential Information as set forth herein, Dollar General does not grant Recipient any license, by implication or otherwise, to use the Confidential Information or any license rights in any patent, copyright or other intellectual property rights.

**4. DISCLAIMER.** The Confidential Information is disclosed by Dollar General to Recipient "AS-IS." Nothing contained in this Agreement or in any Confidential Information shall constitute any express or implied warranty of any kind, including, without limitation, any warranty of merchantability, accuracy, fitness for a particular purpose or non-infringement of any patent, copyright or other third party intellectual property right.

**5. MISCELLANEOUS.** Recipient recognizes that breach of this Agreement will cause irrevocable harm to Dollar General that is not adequately compensable in damages, and that Dollar General is entitled to injunctive relief for such breach without posting of bond. The invalidity or un-enforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision hereof. No provision of this Agreement may be amended or waived without a written agreement signed by Dollar General and Recipient. This Agreement shall be governed by the laws of the State of Tennessee and the United States of America, without giving effect to principles of conflicts of laws and the parties consent to the jurisdiction of the state and federal courts located in Tennessee. The parties agree that any signatures of a party or parties delivered by facsimile transmission or by scanned image (e.g. pdf file) as an attachment to electronic mail (email) will be treated in all respects as having the same effect as an original signature. This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which taken together shall constitute one and the same instrument.

IN WITNESS WHEREOF, Dollar General and Recipient have entered into this Non-Disclosure Agreement as of the Effective Date set forth below.

**DOLLAR GENERAL CORPORATION**

(Dollar General)

(Recipient)

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Effective Date: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**QUOTE SHEET TERMS AND CONDITIONS**

BY SUBMITTING THIS QUOTE SHEET, VENDOR AGREES TO BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS IF DOLLAR GENERAL ISSUES A PURCHASE ORDER TO VENDOR PURSUANT TO THIS QUOTATION. **DO NOT SUBMIT THIS QUOTE SHEET IF VENDOR DOES NOT AGREE TO THESE TERMS AND CONDITIONS.**

This quote sheet ("Quotation") is an irrevocable offer by the vendor submitting this Quotation ("Vendor") to sell the products described on the face of this Quotation ("Products") at the quoted prices to Dollar General Corporation and its retail affiliates (collectively, "Dollar General") for a period of no less than one year from the date of the first shipment. Nothing herein shall prohibit Vendor from supplying Products, which term shall also include the Products' packaging, at prices lower than quoted prices to Dollar General at any time. By receiving this Quotation, Dollar General is not making any commitment, undertaking, or any obligation of liability whatsoever. In the event Dollar General elects in its sole discretion to purchase any Products, it will issue a purchase order via its EDI system or in writing. Vendor acknowledges that any forecast, projection, estimate, or other communication (other than a validly issued purchase order) that pertains to Products (such as an e-mail or letter) will not constitute a commitment or otherwise be binding on Dollar General.

**1. Purchase of Products.** The parties agree that the purchase of Products, if any, will be subject to the terms and conditions of this Quotation, together with any additional terms and conditions set forth in the applicable purchase order. Vendor shall promptly notify Dollar General in the event that Vendor learns of any information that indicates that any Product furnished to Dollar General may not comply with such terms and conditions. Vendor acknowledges and agrees that it will honor any commitment to provide Products following Vendor's selection as a qualified vendor during the vendor selection process and upon execution of a properly authorized definitive agreement and/or receipt of a validly issued purchase order from Dollar General. The purchase order shall be deemed accepted by Vendor upon the occurrence of the earliest of: (i) Vendor's acknowledgment of receipt of such purchase order, either electronically or otherwise in writing with no changes, exceptions or additions to the purchase order made by Vendor; (ii) Vendor's acknowledgment of receipt of the purchase order, either electronically or otherwise in writing with changes, exceptions or additions accepted in writing by an authorized representative of Dollar General; (iii) Vendor's failure to reject the purchase order in writing within three (3) business days following receipt of the purchase order; or (iv) Vendor's commencement of manufacture and/or shipment of the Products described in the purchase order.

**2. Product Testing and Inspections.** Vendor, at its sole cost and expense, shall perform, or cause to be performed, all tests on the Products (i) required by the United States Consumer Product Safety Commission, Food and Drug Administration, Department of Agriculture or any other federal, state or local governmental agency or authority having jurisdiction, and (ii) any other testing necessary or appropriate to demonstrate compliance with any applicable Laws (which, for purposes of this Section, includes any pending law that would reasonably be expected to become applicable to the Products) and any applicable industry voluntary standards. Such tests shall be conducted by laboratories acceptable to Dollar General and, if applicable, to the agency or authority requiring the same. Vendor acknowledges and agrees that: (i) Dollar General and/or its designee shall have the right to inspect and/or test Vendor's facilities (and the facilities of Vendor's third party manufacturers) and/or Products at any stage of manufacture or delivery to verify: (i) that such Products are of appropriate quality and otherwise meet the requirements of this Quotation and the applicable purchase order; (ii) that such facilities meet Dollar General's safety and social accountability standards, as amended and published to Dollar General's vendors from time to time via the Vendor Guide (defined in Section 5 below); (iii) Dollar General shall be under no obligation to purchase or otherwise accept any Product that is produced (whether in whole or in part) in a facility that does not meet applicable standards or the terms of this Quotation and the applicable purchase order; and (iv) Vendor shall be responsible for ensuring that factories/subcontractors are aware of, and only produce products for Dollar General in compliance with, the requirements of this Quotation, the applicable purchase order, and any applicable Laws. Vendor shall cooperate at all times with such inspections. Further, Vendor agrees to keep and maintain books and records, in accordance with generally accepted accounting principles, that include, without limitation, all documentation necessary or desirable to verify its compliance with the terms and conditions of this Quotation, and the applicable purchase order, and shall make such books and records

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available for inspection by Dollar General or its designee upon request. Vendor shall maintain such books and records for such period of time as required by Law, but in no event less than a period of three years following delivery of Products pursuant to the applicable purchase order. Inspection or testing shall not serve to relieve Vendor of its responsibilities, shall not affect any other rights or remedies of Dollar General, and shall not constitute acceptance or waiver of any breach.

**3. Invoicing/Payment Terms.** Vendor shall issue to Dollar General an invoice and, if applicable, the proper and acceptable import/customs documentation for Products meeting the requirements of this Agreement (defined below) no later than fourteen (14) days after (but not before) the date of delivery of such Products to the point of shipment. Dollar General shall pay, or, if applicable, release payment for, each undisputed invoice in compliance with Dollar General's then current Minimum Acceptable Payment Terms Policy, or the payment terms set forth in the applicable purchase order and/or EDI 850. Any charges for Products, expenses or taxes not invoiced and submitted to Dollar General within ninety (90) days after the date of delivery of such Products to the point of shipment are hereby waived by Vendor. Vendor also agrees that any charges invoiced that are not correctly addressed and are not re-submitted to the proper address or contact within one hundred twenty (120) days after the date of delivery of such Products to the point of shipment are hereby waived by Vendor with no late payment penalties to Dollar General. In the event that Dollar General in good faith disputes any invoice, it shall so notify Vendor of the nature of such dispute and shall pay any undisputed portion of such invoice in accordance with Dollar General's minimum acceptable payment terms Policy, or the payment terms set forth in the applicable purchase order and/or EDI 850. Any disputed invoice or portion of invoice unresolved by Vendor within forty-five (45) days after the expiration of Vendor's current payment terms are hereby waived by Vendor. Vendor acknowledges that, unless Vendor provides Dollar General with appropriate tax documentation that is acceptable to Dollar General, payments to Vendor are subject to tax withholding as Dollar General determines is required by Law.

**4. Allowances, Rebates, and Chargebacks.** Dollar General's obligations to make payments to Vendor pursuant to this Quotation and the applicable purchase order shall be subject to (i) any markdown, return or damaged goods allowance, new/remodeled/relocated store allowance, advertising allowance, trade discount, new distribution center or distribution center expansion allowance, product pickup and delivery allowance, or any other allowance, discount or reserve noted in the Vendor Guide or normally set by Dollar General in the course of Dollar General's business and applicable to merchandise vendors, (ii) full credit for any Products that do not meet the requirements of this Quotation and the applicable purchase order or that are defective or damaged prior to arriving at the applicable retail store as a result of improper packaging or handling by Vendor, (iii) any administrative fees incurred by Dollar General related to Product cost increases or any handling or administrative fee charged by Dollar General for the handling of non-conforming Products or shipments, and (iv) any applicable flat rate vendor performance chargebacks as described in the "Schedule of Chargebacks" Section of the Vendor Guide, including, without limitation, any late shipment chargebacks. Allowances, rebates, and chargebacks shall be deducted from Vendor's current or future business on account, or, at Dollar General's option, Dollar General may request and receive payment from Vendor by check/ACH/wire. In addition, Dollar General reserves the right to deduct from Vendor's current or future business on account any amount Vendor owes Dollar General with respect to any claims of any nature, whether or not related to this Agreement and whether now existing or hereafter arising. Any assignee of Vendor's right to payment under this Agreement shall be subject to Dollar General's chargeback rights under this Section. Receipt by Vendor of a payment that reflects the taking by Dollar General of offsetting credits and/or deductions is an acknowledgment by Vendor of the validity of the setoffs or credits taken unless Vendor contests the setoffs or credits in writing or through EDI and, in either event, within the earlier to occur of (i) thirty (30) days of Vendor's receipt of such payment or (ii) thirty (30) days of Vendor's receipt of notice of Dollar General's intent to take such setoffs or credits.

**5. Product Representations and Warranties.** Vendor hereby represents and warrants that each Product, including any related packaging and packaging content, shall: (i) be manufactured, packaged, tagged, and sold in compliance in all respects with all federal, state and local laws, codes, ordinances, rules, permits, registrations, orders, and regulations in any way governing, addressing, impacting, or relating to the Products or the operation and conduct of Dollar General's or Vendor's business, including, without limitation, consumer protection laws, the United States Consumer Product Safety Improvement Act, California's Proposition 65, the Food Safety Modernization Act and Toxic Substances Control Act (collectively, "Laws"), (ii) be merchantable, fit for its intended purpose, and suitable for its end use, (iii) be free from any defects in design, materials or

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workmanship and of good and merchantable quality, (iv) conform to any pre-production samples approved by Dollar General and all applicable specifications and standards, including those set forth in the Vendor Guide, and shall match the description, assortment, shipping unit, case pack, and quantity prescribed in the applicable purchase order, (v) be manufactured following current good manufacturing practice that is at least consistent with industry standards, (vi) not be adulterated, mislabeled or misbranded within the meaning of any Law or otherwise, (vii) accurately represent in its packaging the weights, measures and sizes of the Product, (viii) be packed in cartons that have complete and accurate descriptive information on the outside of the carton as outlined in Dollar General's Vendor Guide, (ix) be legal for retail re-sale in each Dollar General® store, (x) not infringe or misappropriate or contribute to the infringement of any domestic or foreign patent, copyright, trademark, trade secret, trade dress or other proprietary rights, or be considered a counterfeit of the product of a third party, and (xi) be manufactured throughout its supply chain (including, without limitation, its own organization, any subcontractors, and suppliers) and provided to Dollar General in accordance with Dollar General's standards, including: (a) the **Vendor Guide**, as amended from time to time, which is available through dgpartners.com and Cleartrack.com (the "Vendor Guide"); (b) **Human Rights Policy**, including providing safe housing for employees, if applicable, and appropriate work hours; (c) **Chemical Policy**, including Restricted Chemical List; (d) **Palm Oil Policy**; and (e) **Blacklisted/Suspended Facilities List**. The current versions of Dollar General's Human Rights, Chemical, and Palm Oil policies are available at: <http://www.dollargeneral.com> under About Us/Corporate Social Responsibility. The foregoing representations and warranties shall survive inspection, delivery and payment for Products.

**6. Packaging and Labeling.** Vendor shall package and label all Products in accordance with all applicable Laws. Labeling shall include, without limitation, any required warnings, statements or other product information, coding necessary to identify the Vendor, production location, line, production date, lot number, and open code expiration date. Dollar General's approval of Product packaging and labeling shall not be construed as confirmation that the packaging or labeling conforms with all Laws, which shall be the sole responsibility of the Vendor.

**6.1 Branded Product Packaging and Labeling.** All costs associated with Vendor's packaging artwork arrangements shall be wholly borne by Vendor. Vendor grants Dollar General a non-exclusive license to use any trademark, trade name, service mark, and/or copyright on the Products, as well as all related packaging, labeling and other printed or digital materials, including without limitation any Product images, for purposes of promoting and selling the Products.

**6.2 Private Label Product Packaging and Labeling.** All Private Label Products shall be packaged using artwork accepted in writing by Dollar General before production. Vendor's packaging shall be of sufficient quality to ensure that Products arrive at the applicable retail location without damage. Vendor shall arrange for the preparation of all packaging artwork, including design and labeling and color cylinders to print the artwork, using one of Dollar General's approved artwork vendors (as designated by Dollar General) no later than fourteen (14) days after Dollar General has approved artwork. Dollar General's approval is strictly limited to the style and/or appearance of the artwork on the packaging. All costs associated with Vendor's packaging artwork arrangements shall be wholly borne by Vendor.

**7. Compliance with Laws governing the sale of Products in the United States.** Vendor recognizes that Dollar General's business and the sale of its Products are in the United States. Vendor will not supply any Product(s) or take any act on behalf of Dollar General that in any way violates any Law of the United States or any state where Dollar General operates.

**8. Insurance.** In the event that Dollar General elects to purchase any Products, Vendor agrees that it will keep in force and effect at its sole cost and expense (and shall cause each of its agents, independent contractors and subcontractors performing any services or providing any Products hereunder to maintain) insurance with the following minimum policy limits:

- (i) Commercial General Liability (including product and contractual liability) insurance of at least one million dollars (\$1,000,000) per occurrence; and
- (ii) Excess or Umbrella Liability insurance of at least four million dollars (\$4,000,000) per occurrence insuring against personal injury, bodily injury and property damage; provided, however, that in the event that Vendor supplies Products that are designed to be introduced into the human body (including, without limitation, food, over-the-

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counter drugs or supplements, eye drops, etc.), such excess or umbrella policy shall have limits of not less than nine million dollars (\$9,000,000) per occurrence.

Additional limits may be required for certain Products. Vendors based in the US/Canada shall utilize insurers whom are admitted carriers in the United States and licensed to do business in each state in which Dollar General and/or its affiliates operate stores. Vendors based outside of the US/Canada shall have policies covering lawsuits or claims on a worldwide or North America basis. All insurers shall have an A.M. Best rating of at least an A-VIII. Dollar General and its subsidiaries and affiliates shall be named as additional insureds under all such policies, and the policies shall contain a provision that there will be no cancellation, reduction, or non-renewal in coverage without first giving Dollar General thirty (30) days' prior written notice. Coverage for the additional insured(s) shall apply on a primary basis irrespective of any other insurance coverages, whether collectable or not. Such policies must be in effect prior to the first Product(s) being delivered to Dollar General and remain in effect for no less than five (5) years after the date on which the last Product is provided to Dollar General. The comprehensive general liability policy must include a broad-form Vendor's endorsement, which must be referenced on the certificate of insurance. Vendor's insurance shall in no way limit Vendor's obligations or liability under this Agreement. Failure of Vendor to require, verify and monitor its agents, independent contractors and subcontractors' compliance with insurance requirements will be considered a breach. Vendor's failure to obtain a certificate of insurance may risk interruption of orders or result in withholding of payments by Dollar General or discontinuation as a Dollar General Vendor.

**9. Confidentiality.** Vendor acknowledges that, in the course of performing its obligations under this Quotation and the applicable purchase order, it may have access to the Confidential Information (as defined below) of Dollar General or its affiliates. Vendor shall use the Confidential Information only in furtherance of this Quotation and the applicable purchase order and shall not transfer or otherwise disclose the Confidential Information to any third party (including, without limitation, any affiliate of Vendor, any research company, analyst, member of the media, any direct or indirect competitor of Dollar General, and any employees of Vendor that do not have a need to know). Vendor shall: (i) give access to such Confidential Information solely to those employees with a need to have access thereto for purposes of this Quotation and the applicable purchase order, (ii) take all necessary steps to ensure that its employees comply with the confidentiality restrictions and obligations of this Quotation and the applicable purchase order, (iii) take the same security precautions to protect against disclosure or unauthorized use of such Confidential Information as Vendor takes with its own confidential information but, in no event, shall Vendor apply less than a reasonable standard of care to prevent such disclosure or unauthorized use, and (iv) be responsible for any breach of this Section by Vendor or its employees. Vendor shall promptly return or destroy all Confidential Information upon the termination of this Quotation and the applicable purchase order or as requested by Dollar General. For purposes of this Quotation and the applicable purchase order, "Confidential Information" shall mean confidential or other proprietary information that is disclosed or available to Vendor in connection with the performance of this Quotation and the applicable purchase order including, without limitation, strategies, research, methodologies, techniques, technical data, transportation data, sales data, business and financial information, designs, drawings, models, prototypes, product specifications and documentation, business, marketing and promotional documentation and information, merchandising changes, product plans and data, inventory management data, Dollar General's current or future initiatives, information related to debt or equity offerings, pricing, vendor lists, customer lists, flow charts, non-public information observed while at the facilities of Dollar General or in the course of meetings between Dollar General and Vendor, the fact that Vendor has furnished or contracted to furnish to Dollar General Products, and any other information that under the circumstances surrounding disclosure or given the nature of the information would reasonably be believed to be confidential. Confidential Information shall not include information which: (a) is or becomes public knowledge without any action by, or involvement of, Vendor; or (b) is already known to Vendor at the time of disclosure without restriction of confidentiality, as evidenced in writing.

**10. Documentation.** Vendor agrees that it shall obtain and maintain, at its sole cost and expense, all permits, licenses, certifications and registrations which Vendor is required by Law to obtain to provide the Products contemplated herein and in the applicable purchase order. Vendor must register Product formulations (if applicable) in the UL-WERCSMART database and provide Dollar General access to such data. Additionally, upon request of Dollar General, Vendor agrees to provide Dollar General at no charge with copies of any and all: (i) certificates of insurance evidencing insurance coverage as required by this

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Quotation and the applicable purchase order, (ii) Material Safety Data Sheets applicable to the Products, (iii) certificates evidencing passing test results applicable to any Product(s) and/or any additional certificates as required by applicable Laws, including, but not limited to any General Conformity Certificate (GCC) or Children's Products Certification (GPC), (iv) Product test results, (v) Toxics in Packaging Certification, (vi) licenses and permits necessary or appropriate for compliance with all applicable Laws, and (vii) such other information as Dollar General may request. Vendor shall upload all required documentation to the dgpartners website or provide to Dollar General through other means specified by Dollar General.

**11. Compliance with Code of Conduct.** Vendor acknowledges that Dollar General: (i) desires to conduct business only with vendors that are committed to Dollar General's ethical values, and (ii) has adopted a Code of Business Conduct and Ethics which, as amended from time to time, addresses many important ethical issues, such as gifts, entertainment, business courtesies, vendor paid travel expenses, conflicts of interest, and anti-corruption Laws (the "Code"). The current version of the Code is available at: <http://www.dollargeneral.com> under Investor Information/Corporate Governance. These standards extend to all of Dollar General's business dealings, transactions and other interactions with vendors in all countries in which it or its affiliates or associates work, operate or interact with vendor or third parties. Vendor hereby covenants, represents and warrants that: (i) it has read and understands the Code; and (ii) it will not engage in any conduct that (a) violates the Code, or (b) encourages or tempts an employee or agent of Dollar General to violate the Code. In the event Vendor or its employees identifies a violation, or potential violation, of the Code, the aforementioned Dollar General standards set forth in Section 5, or other applicable standards (whether by an employee of Dollar General or otherwise), Vendor must immediately report such violation or potential violation to <http://dghotline.com> or Dollar General's Whistleblower hotline at 1 (800) 334-9338 (US).

**12. Title, Risk of Loss and Shipping.** In the event that Dollar General elects to purchase Products, title and risk of loss to such Products shall pass to Dollar General free and clear from any liens, security interests, encumbrances or defects in title, and not otherwise be subject to claims of third parties at the time such Products are delivered to Dollar General or its designee. Dollar General shall have the right to refuse, without liability or obligation, any shipment that is not a complete order or that is not delivered in accordance with the requirements of this Quotation or the applicable purchase order. Please refer to the Vendor Guide (referenced above) for specific instructions on shipping and invoicing.

**13. Ownership of Marks.** Any use by Vendor of trademarks, trade names, service marks or other intellectual property of Dollar General (whether as part of a private label product or otherwise) shall be subject to Dollar General's prior written approval, which shall be granted or denied in Dollar General's sole discretion. Any goodwill arising from the use thereof shall inure to the benefit of Dollar General. Under no circumstances shall Vendor provide any item that includes or displays any Dollar General intellectual property to any third party without the prior written permission of Dollar General.

**14. Order Cancellation.** Dollar General shall have the right to cancel all or any part of the undelivered portion of an applicable purchase order, effective upon written notice to Vendor. Upon receipt of such notice, Vendor shall stop work and take action to protect any property in which Dollar General has or may acquire an interest. In such event, Dollar General shall pay to Vendor the amounts due for conforming Products shipped and accepted in accordance with this Quotation and the applicable purchase order prior to the effective date of cancellation to the extent that such Products meet the requirements of this Quotation and the applicable purchase order. VENDOR SHALL CONTINUE PERFORMANCE OF THE APPLICABLE ORDER TO THE EXTENT NOT CANCELED.

**15. Indemnification.**

**15.1 By Vendor.** Vendor agrees to, and shall, indemnify, defend and hold harmless, at no cost to Dollar General, Dollar General Corporation, any affiliated or subsidiary entities, and their respective directors, associates, officers, employees, agents, shareholders, partners and members and other representatives (each a "Dollar General Indemnified Party", collectively, the "Dollar General Indemnified Parties") from and against any and all claims, allegations, actions, demands, liabilities, losses, damages, injuries, illnesses, judgments, settlements, costs and expenses, including, but not limited to, costs of investigation/settlement and reasonable attorneys' fees (collectively, a "Loss"), regardless of the merits of such claims or allegations, that may be based in whole or in part, or otherwise arise from or relate to any Product, contractual obligations related to the purchase or sale of Products, or breach of Vendor's obligations under this Agreement. This indemnification is

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one of first defense and payment. In the event of a Loss subject to indemnification hereunder, the Dollar General Indemnified Party will provide the Vendor with reasonable notice of such indemnified Loss. Thereafter, the Dollar General Indemnified Party shall choose the legal counsel to represent it in defense of the Loss; provided, however, that the Dollar General Indemnified Party gives advance notice to Vendor of the choice of legal counsel and the attorneys' fee arrangement for the representation. Within two business days of receipt of notice from the Dollar General Indemnified Party, Vendor shall provide written notice to the Dollar General Indemnified Party of its approval of the fee structure. No response within the allotted time period shall be taken as approval of the fee structure. Once the fee structure is approved by Vendor, the Dollar General Indemnified Party shall instruct the legal counsel to bill Vendor directly. Vendor will not enter into any settlement or compromise of any such claim without the Dollar General Indemnified Party's prior written approval, which approval will not be unreasonably withheld or delayed. In addition to any other legal remedies available to Dollar General, if Vendor elects not to indemnify and/or defend the Loss, or fails to take any action set forth herein, Dollar General shall be entitled to engage its own counsel for such defense and entitled to full indemnification and reimbursement for the Loss. Vendor shall promptly notify Dollar General in the event that Vendor learns any product: (a) violates any Law, order or decree; (b) has, or is likely to, cause personal injury or property damage; or (c) infringes the rights of a third party.

**15.2 By Dollar General.** Dollar General agrees to, and shall, indemnify, defend and hold harmless, at no cost to Vendor and its directors, officers, employees, agents, shareholders, partners and members and other representatives (each a "Vendor Indemnified Party", collectively, the "Vendor Indemnified Parties") from and against any and all claims, allegations, actions, demands, liabilities, losses, damages, injuries, illnesses, judgments, settlements, costs and expenses (including reasonable attorneys' fees), regardless of the merits of such claims, that Dollar General's trademarks or other proprietary indicia infringe the patent, copyright, trademark or other intellectual property right of a third party. In the event a claim is filed against any Vendor Indemnified Party that is subject to indemnification, Vendor and the applicable Vendor Indemnified Party may be represented and actively participate through its own counsel, at its own cost and expense, in any such claim. This indemnification is one of first defense and payment, not of reimbursement or surety, and shall survive the expiration or termination of this Agreement.

**16. Remedies.** In the event of any voluntary or mandatory recall or withdrawal of a Product (regardless of who initiates the recall or withdrawal), (i) Dollar General reserves the right to use any reasonable means necessary to remove the applicable Products from sale, and (ii) Vendor agrees to reimburse Dollar General for all losses, costs and expenses associated with the recall or withdrawal, including, but not limited to, attorneys' fees, allocable portions of administrative overhead, Product retail price, handling cost, transportation, destruction/disposal costs, and any lost profits in connection with the recall. Vendor shall provide Dollar General with no less than 24-hours written notice prior to the public announcement of any recall, withdrawal, or safety-related issues in connection with the Products. Such notification shall include (without limitation) all of Dollar General's SKUs affected by the recall, expected inventory levels affected, and a detailed description of the nature of the public announcement. In the event an applicable Law changes after shipment of a Product such that the retail sale of such Product would no longer be compliant with the changed Law, Vendor shall, at its expense, accept return of the applicable Product and promptly refund the purchase price paid therefor. In the event that, subsequent to the provision of any Product, a Law becomes effective that prohibits the legal sale of such Product (or unreasonably burdens the sale of such Product) in any jurisdiction in which Dollar General and/or its affiliates operate retail stores, Vendor agrees to accept the return of such Products at its expense (including, without limitation, transportation costs, labor costs and allocable overhead) and shall promptly refund to Dollar General the purchase price paid therefor. In the event Vendor does not accept the return of such Products, Vendor shall also be responsible for Dollar General's costs of disposal or other disposition of such Products. Dollar General's failure to insist on performance of any of the terms or conditions herein or to exercise any right or privilege shall not thereafter waive any other terms, conditions or privileges, whether of the same or similar type. Dollar General shall be entitled to all rights and remedies available at law or equity for Vendor's breach hereof, and all available remedies shall be cumulative and not exclusive.

DOLLAR GENERAL'S LIABILITY ARISING FROM OR RELATING TO THIS AGREEMENT SHALL NOT EXCEED, IN THE AGGREGATE, THE PURCHASE PRICE FOR THE PRODUCTS ORDERED DURING THE THREE (3) MONTH PERIOD ENDING ON THE DATE THAT A CLAIM OR DEMAND IS FIRST ASSERTED. UNDER NO CIRCUMSTANCES SHALL DOLLAR GENERAL OR ITS AFFILIATES BE LIABLE FOR ANY

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CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES, LOSS OF BUSINESS PROFITS OR REVENUE, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION OR OTHER PECUNIARY LOSS ARISING FROM OR RELATED TO THIS AGREEMENT OR ANY ORDERS AND/OR PRODUCTS, WHETHER SUCH LIABILITY IS BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**17. Independent Contractor.** Vendor and Dollar General are independent contractors, and under no circumstances shall the contractual relationship between the parties be deemed or construed as one of agency, partnership, joint venture, employment or other than the relationship of independent contractors, nor does either party have any authority to act on behalf of or bind or commit the other in any manner. Each party shall be solely responsible for the conduct and any omissions of its employees and other representatives.

**18. Miscellaneous.** Unless Dollar General and Vendor have executed a Master Supply Agreement or Scan Based Trading Agreement, this Quotation and the applicable purchase order (collectively, this "Agreement") constitute the complete and exclusive understanding and agreement of the parties and supersede all prior understandings and agreements, whether written or oral, with respect to the subject matter hereof. To the extent the terms of this Agreement conflict with the parties' Master Supply Agreement or Scan Based Trading Agreement, the Master Supply Agreement or Scan Based Trading Agreement shall control. Any disputes arising out of or related to this Agreement or any purchase of Products shall be governed exclusively by the laws of the State of Tennessee, U.S.A., without regard to principles of conflicts of laws that would cause the laws of another jurisdiction to apply. The state and federal courts sitting in Davidson County, Tennessee shall have proper and exclusive jurisdiction and venue over any disputes concerning or relating to the subject matter of this Agreement, and Vendor and Dollar General consent to the exclusive jurisdiction of such courts and venue. The United Nations Convention on the International Sale of Goods shall not apply to this Agreement or any purchases made pursuant to its terms. No modification, amendment, or waiver of any of the provisions contained in this Agreement, or any future representation, promise or condition in connection with the subject matter of this Agreement, shall be binding or effective unless made in writing and signed by a duly authorized representative or agent of the party to be charged. All notices and other communications hereunder shall be in writing and shall be deemed effective upon personal delivery or upon receipt when mailed by registered or certified mail (postage prepaid with return receipt requested) or by overnight courier (return receipt requested) to the address for Dollar General or Vendor listed in this Quotation. Either party may change its contact upon notice to the other party in accordance with this Section. Vendor and Dollar General acknowledge and agree that service of process may be effectuated by the procedures set forth in this Section, and they waive any additional or different requirements with respect to service of process. If any provision of this Agreement is deemed to be invalid, illegal or unenforceable in any jurisdiction, such provision shall be deemed amended to conform to applicable Laws so as to be valid and enforceable. Vendor shall not assign, transfer, or subcontract this Quotation or related purchase order, in whole or in part, without the prior written consent of Dollar General. Vendor shall not use Dollar General's name in any publicity, advertising, or similar activity except with Dollar General's prior written consent.

**MATERIAL SAFETY DATA SHEET**

The Federal Hazard Communications Standard requires that we maintain a copy of all MSDS for chemical manufacturers, importers, and distributors. If your product requires a Material Safety Data Sheet (MSDS), you must send a copy of the MSDS that is suitable for scanning to the address below immediately upon Dollar General's approval of the purchase order.

On-Line MSDS – by K.H.A.  
6920 Hohman Avenue  
Hammond, IN 46324

Failure to provide the appropriate Material Safety Data Sheets (MSDS) may result in a chargeback.

**MASTER SUPPLIER AGREEMENT**

As a partner to Dollar General, we require our vendors to supply merchandise that complies with U.S. federal regulations as well as the regulations of all fifty states. It is your responsibility as a Dollar General vendor to understand all of these regulations and ensure the merchandise you provide is fully compliant with all of them.

We require that you review and execute a Master Supplier Agreement indicating products which you have sold or will sell Dollar General are compliant. A blank copy of the Master Supplier Agreement will be sent to you when you request access to the ClearTrack Data System. The signed Agreement needs to be submitted through the ClearTrack System.

First time users to the ClearTrack system will need a username and password to gain access to the system. You can request a username and password through email at [dgcompliance@dollargeneral.com](mailto:dgcompliance@dollargeneral.com). A user manual and instructions will be provided along with the vendor's user information.

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**QUOTE SHEET HIGHLIGHTS**

Dollar General has implemented an Excel quote sheet to decrease process time while making it easier to submit a quote. This is a downloadable form available in the Domestic Vendor Information Section of DGpartners.com under the heading Documents and Policies. The Quote Sheet Terms are located in the quote sheet as well as in the Legal Section of this Domestic Vendor Guide. It is imperative that the quote sheet be filled out completely as indicated in the instructions listed on the first sheet of the Excel spreadsheet. It is recommended that you print the instructions and read them carefully prior to completing the quote sheet.

If you need technical assistance with the Excel quote sheet, please contact the Dollar General Merchandise Support Team between the hours of 7:30 AM and 4:00 PM Central Time at MDMItem@dollargeneral.com. Please refer to the **Retailer Contacts Section** for contact names and numbers. If you need assistance completing the form, contact your Dollar General Buyer.

Carefully complete and review **all information** using Excel; and e-mail the spreadsheet to your Dollar General Buyer. All quote sheets must be electronically signed and dated. **Vendors will not be given a purchase order until a completed quote sheet has been submitted to Dollar General.**

**Important Note:** When shipping assortments, such as rugs, ALL UPCs must be included on the quote sheet.

All vendors will be expected to complete a new quote sheet each year prior to the line review process.

**UNIVERSAL PRODUCT CODE (UPC)**

Dollar General requires all vendors to apply the correct Universal Product Code (UPC) to all selling units. In situations where the selling quantity is in multiples, the correct multiples must be in the selling container and the correct UPC must appear on the selling container. A good example of this would be a 12 pack of chewing gum would have one UPC on the outside package rather than a UPC on each individual pack. The UPC must be scannable as well as human readable. Failure to apply the proper UPC will result in a chargeback.

The Dollar General UPC program is based on the Universal Product Code (UPC) standard numbering system administered by the GS1US in Dayton, OH. The UPC bar code must be applied in accordance with the standards and guidelines set forth by GS1US and must be scannable throughout the product flow life.

You will need to inform the Buyer whether the UPC is UPC-A (12 digits), UPC-E (8 digits) or EAN (13 digits). No UPC can begin with the number five (5). You can check the validity of your UPC at <http://gepir.prod.gs1us.org>.

For more information regarding the GS1 Standards or if you need to apply for a manufacturer's prefix, contact:

GS1US  
7887 Washington Village Drive  
Dayton, Ohio 45459  
(937) 435-3870

**NEW/RELOCATED/REMODEL STORE ALLOWANCE PROGRAM**

Vendor will pay an allowance for each new, relocated, and remodeled store. The allowance will be paid to Dollar General by monthly deduction from Vendor's current business on account, or at Dollar General's option, Dollar General may request and receive payment from Vendor by check/ACH/wire. The allowance rate and calculation are subject to change upon notification by Dollar General.

If you have any questions regarding this allowance, please contact Accounts Payable Vendor Relations (reference the Retailer Contacts Section).

**NEW DISTRIBUTION CENTER (DC) OR DC EXPANSION ALLOWANCE PROGRAM**

Vendor will be charged an allowance for the costs related to the opening and stocking of each new or expanded DC. The allowance will be paid to Dollar General by deduction from Vendor's current business on account upon the opening or expansion of a DC. At Dollar General's option, Dollar General may request and receive payment from Vendor by check/ACH/wire. The allowance rate and calculation are subject to change upon notification by Dollar General.

If you have any questions regarding this allowance, please contact Accounts Payable Vendor Relations (reference the Retailer Contacts Section).

**CUSTOMER DELIVERY PROGRAM ALLOWANCE**

Vendor will pay an allowance for their share of the costs related to operating the Customer Delivery programs. The allowance will be paid to Dollar General by monthly deduction from Vendor's current business on account, or at Dollar General's option, Dollar General may request and receive payment from Vendor by check/ACH/wire. The allowance rate and calculation are subject to change upon notification by Dollar General.

If you have any questions regarding this allowance, please contact Accounts Payable Vendor Relations (reference the Retailer Contacts Section).

**COST INCREASE ADMINISTRATION FEE**

Vendor will pay a fee to update price tags and cover shipping and labor expenses associated with any Product price increase that results in a retail price increase. This fee will be paid to Dollar General by deduction from Vendor's current business on account, or at Dollar General's option, Dollar General may request and receive payment from Vendor by check/ACH/wire. This fee is subject to change upon notification by Dollar General.

If you have any questions regarding this fee, please contact Accounts Payable Vendor Relations (reference the Retailer Contacts Section).

**COLLECT FREIGHT ALLOWANCE**

Vendor will be charged an allowance equal to three percent (3%) of PO cost of all receipts for which the purchase order freight terms are Collect. The allowance shall be paid to Dollar General by monthly deduction from Vendor's current business on account, or at Dollar General's option, Dollar General may request and receive payment from Vendor by check/ACH/wire.

If you have any questions regarding this fee, please contact Accounts Payable Vendor Relations (reference the Retailer Contacts Section).

**LOGISTICS VISIBILITY INTEGRATION REQUIREMENT (PROJECT44)**

Dollar General has partnered with project44 to achieve real-time visibility for all our freight, across all modes. Through this initiative, we anticipate reductions in manual efforts to track individual shipments (e.g., emails, phone calls), and more efficient exception management.

As part of this initiative, Dollar General is requiring that all prepaid vendors establish a data feed with project44 to share information on loads destined to the Dollar General network. Through this effort, both you and Dollar General will gain visibility into your loads destined to Dollar General facilities. There is no cost to you to receive this visibility through project44's Collaborative Visibility product. FOB vendors will also be provided with project44 visibility at no charge.

To start the process, please reach out to your Dollar General Global Inventory Management contact and request the onboarding documentation packet, survey link, and training video which highlights the onboarding documentation packet.

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**LISTING OF CONTACTS****FOOD RECALL CALLING TREE**

<u>Dept</u>	<u>Contact</u>	<u>Office Hours</u>	<u>After Hours</u>
All Food/Snacks	Brian Hartshorn	615-855-4561	
Private Brands	Paul Sahutske	615-855-4032	productissues@dollargeneral.com
Perishables/Bread	Nikki Hawkins	615-855-4584	615-559-3310
Beverages/DSD/ Snacks/Juice	Burt Wells	615-855-5091	615-681-0429
Food	Jeff Vaughn	615-855-5064	561-762-2176
DSD Sweet Goods/Pet Food	Tyler Hickman	615-855-5063	615-339-6163
Legal	Jason Bates	615-855-4302	

**REQUESTS FOR BACKUP FOR ALL TYPES OF DEDUCTIONS OR CHARGEBACKS*****Electronic Mail***[mpenclose@dollargeneral.com](mailto:mpenclose@dollargeneral.com)**VENDOR PERFORMANCE, CALL-IN AND UPC CHARGEBACKS**

**Important Note:** *Dollar General will not research or repay Vendor Performance deductions older than 6 months (deductions that begin with letters U, CF, CP, F, P, Q, A, D or M).*

<b>Name</b>	<b>Title</b>	<b>Electronic Mail</b>
VNC Disputes	<i>Deductions that begin with the letters U, CF, CP, F, P, Q, A, D or M</i>	<a href="mailto:VNCDisputes@dollargeneral.com">VNCDisputes@dollargeneral.com</a>

**TRANSPORTATION CHARGEBACKS**

**Important Note:** *Dollar General will not research or repay Transportation deductions older than 60 days.*

<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>Electronic Mail</b>
TransOps	Carrier Services Operations Team <i>(Deductions that begin with the letter T)</i>	Ph: (615) 855-8569	<a href="mailto:transops@dollargeneral.com">transops@dollargeneral.com</a>

**TRANSPORTATION****Hours of Operation 8:00 AM – 5:00 PM CST Mon-Fri****Domestic Vendor Guide Access**[besmith@dollargeneral.com](mailto:besmith@dollargeneral.com)**For Routing Instructions or FOB shipment questions call:**

Corporate Number	(615) 855-4485	Email address <a href="mailto:transops@dollargeneral.com">transops@dollargeneral.com</a>
Corporate Fax Number	(615) 855-4470	
Alternate Fax Number	(615) 855-4460	

**NOTIFICATION OF READY SHIPMENT (FOB Collect)**

**Note:** *Notification must be sent by electronic mail.*

**Hours of Operation 7:30 AM – 4:00 PM CST Mon-Fri**

***(The daily cut-off time for emailing ready dates for orders is 2:00 PM CST.)***

***Electronic Mail***[poconfrm@dollargeneral.com](mailto:poconfrm@dollargeneral.com)

<b>DISTRIBUTION CENTERS (Prepaid) – Delivery Addresses and Hours of Operation</b>		
<b>Location</b>	<b>Receiving Hours for Appointment Scheduling</b>	<b>Unloading Service</b>
<b>Alachua DC (96800)</b> Mail: 17815 Peggy Rd Deliveries: 12000 NW 173 ST Alachua, FL 32615	<b>Receiving Hours: (Eastern)</b> Mon-Fri 6:00 am – 2:00 pm Sun-Sat 6:00 pm – 2:00 am	Eclipse
<b>Amsterdam DC (96150)</b> 2041 State Hwy 5 S Amsterdam, NY 12010	<b>Receiving Hours: (Eastern)</b> Mon-Thurs 6:00 am – 4:45 pm Mon-Thurs 6:00 pm – 4:45 pm; Fri-Sun 6:00 am – 6:45 pm	Eclipse
<b>Ardmore DC (96300)</b> Ardmore Ind. Airpark 401 General Dr. Ardmore, OK 73401	<b>Receiving Hours: (Central)</b> Mon-Sat 6:30 am – 3:00 pm Sun-Thurs 6:00 pm– 2:30 am	Eclipse
<b>Ardmore Fresh DC (96520)</b> Mail: 401 General Drive Deliveries: 401 General Drive Ardmore OK 73401	<b>Receiving Hours: (Central)</b> Sun-Thu 6:00 am – 12:00 pm	Eclipse
<b>Atlanta FRESH DC (96440)</b> Mail: 3485 International Park Dr SE Deliveries: 3569 International Park Dr SE Atlanta GA 30316	<b>Receiving Hours: (Eastern)</b> Sun-Thu 6:00 am – 12:00 pm	Capstone Logistics
<b>Aurora DC (96590)</b> 6600 N Gun Club Road Aurora CO 80019	<b>Receiving Hours: (Mountain Standard)</b> Mon – Fri 6:00 am – 3:30 pm	Eclipse
<b>Berkeley FRESH DC (96450)</b> 7101 Hazelwood Ave Berkeley, MO 63134	<b>Receiving Hours: (Central)</b> Sun-Thurs 6:00 am – 2:00 pm	Capstone Logistics
<b>Bessemer DC (96930)</b> 4101 Lakeshore Parkway Bessemer, AL 35022	<b>Receiving Hours: (Central)</b> Mon-Fri 6:00 am – 2:00 pm Sun-Thurs 6:00 pm – 1:30 am	Eclipse
<b>Bethel DC (96100)</b> 30 Martha Drive Bethel, PA 19507	<b>Receiving Hours: (Eastern)</b> Mon-Fri 6:00 am – 2:30 pm Mon-Fri 6:00 pm – 2:30 am	Capstone Logistics
<b>Blair DC (96540)</b> 1200 S 10 <sup>th</sup> St Blair, NE 68008	<b>Receiving Hours: (Central)</b> Mon-Thur 6:00 am – 1:00 pm; Mon-Thurs 6:00 pm - 1 am; Fri- Sun 5 am – 1 pm	Eclipse
<b>Blair FRESH DC (96550)</b> 1200 S 10 <sup>th</sup> St Blair, NE 68008	<b>Receiving Hours: (Central)</b> Sun-Thurs 10 am – 6 pm	Eclipse
<b>Bowling Green FRESH DC (96530)</b> 208 Technology Way Bowling Green, KY 42101	<b>Receiving Hours: (Central)</b> Sun-Thurs. 6:00 AM – 1:00 PM	Capstone Logistics
<b>Clayton FRESH DC (96420)</b> 1053 Shotwell Road Clayton, NC 27520	<b>Receiving Hours: (Eastern)</b> Sun-Thurs 6:00 am – 2:30 pm	Capstone Logistics
<b>Fulton DC (96700)</b> 1900 Cardinal Drive Fulton, MO 65251	<b>Receiving Hours: (Central)</b> Mon-Fri 6:00 am – 2:00 pm Sun-Thurs 6:00 pm - 1:30 am	Capstone Logistics
<b>Indianola DC (96600)</b> 914 Hwy 82 W PO Box 710 Indianola, MS 38751	<b>Receiving Hours: (Central)</b> Mon-Fri 7:00 am – 2:30 pm Sun-Thurs 6:00 pm – 2:00 am	Capstone Logistics
<b>Jackson DC (96140)</b> 200 Jackson Road Jackson, GA 30233	<b>Receiving Hours: (Eastern)</b> Mon-Fri 6:00 am – 2:30 pm Sun-Thurs 6:00 pm – 2:30 am	Capstone Logistics

*Note:* Contacts for unloading services located at the end of this section.

<b>DISTRIBUTION CENTERS (Prepaid) – Delivery Addresses and Hours of Operation (continued)</b>		
<b>Location</b>	<b>Receiving Hours for Appointment Scheduling</b>	<b>Unloading Service</b>
<b>Janesville DC (96130)</b> 101 Innovation Drive Janesville, WI 53546	<b>Receiving Hours: (Central)</b> Mon-Fri 6:00 am – 2:30 pm Sun-Thurs 6:00 pm – 2:30 am	Capstone Logistics
<b>Jonesville DC (96910)</b> 1451 Spartanburg Hwy Jonesville, SC 29353	<b>Receiving Hours : (Eastern)</b> Mon-Fri 6:00 am – 2:00 pm; Sat 6:00 am – 12:00 pm Mon-Thurs 5:00 pm – 12:30 am	Capstone Logistics
<b>Lebec DC (96970)</b> 4193 Industrial Parkway Drive Lebec, CA 93243	<b>Receiving Hours: (Pacific)</b> Mon-Fri 5:00 am – 1:30 pm	Eclipse
<b>Longview DC (96160)</b> 3300 George Richey Rd Longview, TX 75605	<b>Receiving Hours: (Central)</b> Mon-Fri 6:00 am - 2:30 pm; Sat-Sun 6:00 am to 2:30 pm Mon-Thurs 6:00 pm to 4:30 am	Eclipse
<b>Marion DC (96920)</b> 5575 E. Dollar General Way Marion, IN 46952	<b>Receiving Hours: (Eastern)</b> Sun 5:00 pm – 11:00 pm; Mon-Fri 5:00 am – 3:30 pm Mon-Thurs 5:00 pm – 3:30 am; Sat 5:00 am – 11:00 am	Capstone Logistics
<b>McDonough DC (96650)</b> 165 Greenwood Industrial Parkway McDonough, GA 30253	<b>Receiving Hours: (Eastern)</b> Mon-Thurs 6:00 am – 2:00 pm Mon-Thurs 6:00 pm – 2:00 am	Capstone Logistics
<b>Montgomery FRESH DC (96470)</b> 6080 Mobile Hwy Montgomery, AL 36105	<b>Receiving Hours (Central)</b> Sun-Thurs 6:00 am – 2:00 pm	Capstone Logistics
<b>North Little Rock DC (96570)</b> 14001 Hwy 70 North Little Rock, AR 72117	<b>Receiving Hours (Central)</b> Sun-Weds 5 pm – Midnight Mon-Thurs 5 am – Noon	Capstone Logistics
<b>North Little Rock FRESH DC (96580)</b> 14001 Hwy 70 North Little Rock, AR 72117		Capstone Logistics
<b>Orlando FRESH DC (96480)</b> 6375 Emperor Drive Orlando, FL 32809	<b>Receiving Hours (Eastern)</b> Sun-Thurs 6:00 am – 11:00 pm	Eclipse
<b>Pottsville FRESH DC (96410)</b> 1044 Keystone Blvd Pottsville, PA 17901	<b>Receiving Hours: (Eastern)</b> Sun-Thurs 6:00 am – 2:00 pm	Capstone Logistics
<b>Sacramento Fresh DC (96510)</b> Mail: 3771 Channel Dr. Suite 150 West Sacramento, California 96591	<b>Receiving Hours: (Pacific)</b> Sun-Thurs 6:00 am – 10:00 am	Capstone Logistics
<b>San Antonio DC (96120)</b> 6601 Cal Turner Dr San Antonio, TX 78220	<b>Receiving Hours: (Central)</b> Mon-Fri 6:00 am – 2:00 pm Sun-Thu 5:00 pm – 1:00 am	Eclipse
<b>San Antonio FRESH DC (96460)</b> 5505 Kaepa Ct. San Antonio, TX 78128	<b>Receiving Hours: (Central)</b> Sun-Thu 6:00 am – 1:00 pm	Eclipse
<b>Scottsville DC (96000)</b> 427 Beech St. Scottsville, KY 42164	<b>Receiving Hours: (Central)</b> Mon-Fri 7:00 am – 1:00 pm Sun-Thu 4:00 pm – 11:00 pm	Capstone Logistics
<b>South Boston DC (96500)</b> 3207 Philpott Rd US Hwy 58/360 South Boston, VA 24592	<b>Receiving Hours: (Eastern)</b> Mon-Fri 5:00 am – 3:30 pm Sun-Thurs 5:00 pm – 1:30 am	Capstone Logistics
<b>Walton DC (96170)</b> 950 Wenstrup Lane Walton, KY 41094	<b>Receiving Hours: (Central)</b> Mon-Thurs 6 am – 4:30 pm; Mon-Thurs 6 pm – 4:30 pm Fri-Sun 6 am – 6:30 pm	Eclipse

*Note:* Contacts for unloading services located at the end of this section.

**DISTRIBUTION CENTERS (Prepaid) – Delivery Addresses and Hours of Operation (continued)**

<b>Location</b>	<b>Receiving Hours for Appointment Scheduling</b>	<b>Unloading Service</b>
<b>Westville FRESH DC (96430)</b> 6500 S US Highway 421 – Unit A Westville, IN 46391	<b>Receiving Hours : (Central)</b> Sun-Thurs 6:00 am – 2:00 pm	Capstone Logistics
<b>Zanesville DC (96900)</b> 2505 E. Pointe Dr Zanesville, OH 43701	<b>Receiving Hours : (Eastern)</b> Mon-Thurs 6:00 am – 2:30 pm; Fri 6:00 am – 9:00 am Sun-Thurs 6:00 pm – 1:30 am	Capstone Logistics
<b>Zanesville FRESH DC (96490)</b> 2505 E. Pointe Dr Zanesville, OH 43701	Sun-Thurs; 9AM-3:00 PM	Capstone Logistics

**Note:** Contacts for unloading services located at the end of this section.

**PROCESS IMPROVEMENT DEPARTMENT**

<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>Electronic Mail</b>
Shannon Jones	Director, Process Improvement	270-237-2133	<a href="mailto:sjones@dollargeneral.com">sjones@dollargeneral.com</a>
<b>CENTRALIZED APPOINTMENT TEAM (HOURS OF OPERATION: 7:00 AM – 4:00 PM CST, MON-FRI)</b>			
<b>Electronic Mail</b>			
<a href="mailto:DCapointments@dollargeneral.com">DCapointments@dollargeneral.com</a>			Ph: 270-237-2324

**EDI**

<b>Name</b>	<b>Title</b>	<b>Phone and Fax</b>	<b>Electronic Mail</b>
Donna Keen	EC Administrator	Ph: 615-855-4514 Fx: 615-855-4573	<a href="mailto:dkeen@dollargeneral.com">dkeen@dollargeneral.com</a>
Lori Reynolds	EDI Analyst Vendors K – Z	Ph: 615-855-4513 Fx: 615-855-4573	<a href="mailto:lreynold@dollargeneral.com">lreynold@dollargeneral.com</a>
Tricia McAdams	EDI Analyst Vendors A - J	Ph: 615-855-4517 Fx: 615-855-4573	<a href="mailto:tmcadams@dollargeneral.com">tmcadams@dollargeneral.com</a>

**GLOBAL INVENTORY MANAGEMENT**

<b>Name</b>	<b>Title</b>	<b>Electronic Mail</b>
Jeff Vaughan	Senior Vice President Inventory & Global Inventory Management	<a href="mailto:jvaugha@dollargeneral.com">jvaugha@dollargeneral.com</a>
Peggie Fort	Vice President Inventory Management; Non-Consumables & pOpshelf	<a href="mailto:pfort@dollargeneral.com">pfort@dollargeneral.com</a>
Ann McBride	Sr Director; Health & Beauty	<a href="mailto:amcbride@dollargeneral.com">amcbride@dollargeneral.com</a>
Brad Boll	Sr Director; Food, Candy & Snacks	<a href="mailto:bboll@dollargeneral.com">bboll@dollargeneral.com</a>
Araina Pierce	Sr Director; FRESH (Perishables, Tobacco, DSD)	<a href="mailto:arpierce@dollargeneral.com">arpierce@dollargeneral.com</a>
Heather Hinson	Sr Director; Stationery, Sundries, Housewares, Hardware, Home Décor, Domestics, Toys and CORE Seasonal	<a href="mailto:hhinson@dollargeneral.com">hhinson@dollargeneral.com</a>
Daniel Goin	Sr Director; pOpshelf	<a href="mailto:dgoin@dollargeneral.com">dgoin@dollargeneral.com</a>
Mason McGlamery	Director; Pet, Cleaning & Paper	<a href="mailto:mmcglame@dollargeneral.com">mmcglame@dollargeneral.com</a>
Lauren Snow	Director; Seasonal Allocations, NCI, Apparel	<a href="mailto:lsnow@dollargeneral.com">lsnow@dollargeneral.com</a>
Brandon Jeter	Sr Manager; Health	<a href="mailto:bjeter@dollargeneral.com">bjeter@dollargeneral.com</a>
Kurtis Smith	Sr Manager; Candy & Snacks	<a href="mailto:kusmith@dollargeneral.com">kusmith@dollargeneral.com</a>
Ryan Ossage	Sr Manager; Perishables Refrigerated	<a href="mailto:rossege@dollargeneral.com">rossege@dollargeneral.com</a>
Jaime Tracy	Sr Manager; Cleaning, Value Valley	<a href="mailto:jtracy@dollargeneral.com">jtracy@dollargeneral.com</a>
Tyler Johnson	Sr Manager; Home Décor, Housewares, Domestics, and Toys CORE	<a href="mailto:tjohnson@dollargeneral.com">tjohnson@dollargeneral.com</a>
Julia Richards	Sr Manager; pOpshelf	<a href="mailto:jrichard@dollargeneral.com">jrichard@dollargeneral.com</a>
Kyle Ballard	Sr Manager; NCI	<a href="mailto:kballard@dollargeneral.com">kballard@dollargeneral.com</a>
Destini Robinson	Manager; Beauty	<a href="mailto:desrobin@dollargeneral.com">desrobin@dollargeneral.com</a>
Lauren Bischoff	Manager; Food	<a href="mailto:lbischof@dollargeneral.com">lbischof@dollargeneral.com</a>
Michael Bernui	Manager; Food	<a href="mailto:mbernu@dollargeneral.com">mbernu@dollargeneral.com</a>
Matthew Eggert	Manager; Perishables Frozen	<a href="mailto:meggett@dollargeneral.com">meggett@dollargeneral.com</a>
Andrew Camp	Manager; Pet & Paper	<a href="mailto:ancamp@dollargeneral.com">ancamp@dollargeneral.com</a>
Aaron Watts	Manager; Stationary CORE	<a href="mailto:aawatts@dollargeneral.com">aawatts@dollargeneral.com</a>
Jordan Collins	Manager; Sundries, Hardware, Lawn & Garden CORE	<a href="mailto:jcollins@dollargeneral.com">jcollins@dollargeneral.com</a>
Angelinda Betts	Manager; Core Apparel	<a href="mailto:abetts@dollargeneral.com">abetts@dollargeneral.com</a>
Sarah Adams	Manager; pOpshelf	<a href="mailto:sadams@dollargeneral.com">sadams@dollargeneral.com</a>

<b>Global Inventory Management</b>			
<b>Name</b>	<b>Title</b>	<b>Electronic Mail</b>	
Kayli Vollrath	Manager; Seasonal/Hardware/Electronic Allocations	<a href="mailto:kvollrat@dollargeneral.com">kvollrat@dollargeneral.com</a>	
Megan Hock	Manager; Holiday Events/Toys Allocations	<a href="mailto:mhock@dollargeneral.com">mhock@dollargeneral.com</a>	
Taylor Valentine	Manager; pOpshelf Allocations	<a href="mailto:tvalenti@dollargeneral.com">tvalenti@dollargeneral.com</a>	
Marshall Nathan	Manager; Allocation systems	<a href="mailto:mnathan@dollargeneral.com">mnathan@dollargeneral.com</a>	

<b>QUOTE SHEET</b>					
<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>Electronic Mail</b>		
Angie McCracken	Manager Merchandise Support	Ph: 615-855-4479	<a href="mailto:amccrack@dollargeneral.com">amccrack@dollargeneral.com</a>		
<b>MERCHANDISING</b>					
To contact your Buyer, call the Corporate Office in Goodlettsville, TN at 615-855-4000.					
<b>Department</b>					
Foods, Health and Beauty Aids, Pet, Home Cleaning, Paper, Closeouts		615-855-4570			
Toys, Closeouts, Glasses, Cameras, Batteries, Phones, Stationery, Film, Backpacks, Hardware, Seasonal, Phone Cards, Jewelry, Rainwear, Watches, Special Events		615-855-4577			
Housewares, Home Furnishings, Giftware, Domestics		615-855-4550			
Apparel/Shoes		615-855-4531			
<b>ACCOUNTS PAYABLE VENDOR RELATIONS</b>					
<b>Contact</b>					
Questions regarding deductions <u>other than</u> Vendor Performance, UPC and Transportation (example: shortages, price discrepancies, etc.)			<b>Phone</b>		
Vendor names beginning with: A-J email: <a href="mailto:apvendora-j@dollargeneral.com">apvendora-j@dollargeneral.com</a> K-Z email: <a href="mailto:apvendork-z@dollargeneral.com">apvendork-z@dollargeneral.com</a>			Ph: 615-855-4946		
			Ph: 615-855-4932		
<b>POST AUDIT</b>					
<b>Electronic Mail</b>					
<a href="mailto:PostAudit@dollargeneral.com">PostAudit@dollargeneral.com</a>					

<b>PRIVATE BRANDS</b>			
<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>Electronic Mail</b>
Leslie Buckingham	Director, for Design	Ph: 615-239-7272	<a href="mailto:leslie.buckingham@sgkinc.com">leslie.buckingham@sgkinc.com</a>
Cheryl Adkins	DG Packaging Coordinator (Food)	Ph: 614-204-4598	<a href="mailto:cadkins@dollargeneral.com">cadkins@dollargeneral.com</a>
Lane Harper	DG Packaging Coordinator (Snacks, Beverage)	Ph: 904-718-3116	<a href="mailto:lharper@dollargeneral.com">lharper@dollargeneral.com</a>
Nick Roy	DG Packaging Coordinator (Health)	Ph: 603-504-5563	<a href="mailto:nroy@dollargeneral.com">nroy@dollargeneral.com</a>
Madeline Davis	DG Packaging Coordinator (HBC, Paper, Cleaning, Baby)	Ph: 615-715-7198	<a href="mailto:maddav@dollargeneral.com">maddav@dollargeneral.com</a>
Joy Seo	Business Manager (Beauty)	Ph: 615-855-5086	<a href="mailto:jseo@dollargeneral.com">jseo@dollargeneral.com</a>

<b>SEASONAL ARTWORK</b>			
<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>Electronic Mail</b>
Alicia Greer	Dollar General On-Site Seasonal Artwork Contact	615-855-5393	<a href="mailto:Alicia.Greer@Schawk.com">Alicia.Greer@Schawk.com</a>

<b>THIRD-PARTY TESTING FOR PRODUCTS</b>			
<b>Name</b>	<b>Title</b>	<b>Electronic Mail</b>	
<b>Food</b>			
Sean Trent	Sr. Business Manager	<a href="mailto:strent@dollargeneral.com">strent@dollargeneral.com</a>	
<b>Paper, Pet, Cleaning</b>		<a href="mailto:stemples@dollargeneral.com">stemples@dollargeneral.com</a>	
Scott Temples	Sr. Business Manager		
<b>Snacks, Beverage</b>			
Matt Brown	Sr. Business Manager	<a href="mailto:mattbrow@dollargeneral.com">mattbrow@dollargeneral.com</a>	
<b>Health, Baby</b>		<a href="mailto:dkenney@dollargeneral.com">dkenney@dollargeneral.com</a>	
Daniel Kenney	Sr. Business Manager		
<b>Beauty</b>		<a href="mailto:mdillon@dollargeneral.com">mdillon@dollargeneral.com</a>	
Matt Dillon	Sr. Business Manager		

THIRD-PARTY UNLOADING SERVICE PROVIDERS			
<i>Capstone Logistics</i>	<i>Phone</i>	<i>Electronic Mail</i>	<i>Locations Serviced</i>
Chris Bray, Executive Vice President	770-865-1577	<a href="mailto:Chris.Bray@capstonelogistics.com">Chris.Bray@capstonelogistics.com</a>	Atlanta, GA (F) Berkeley, MO (F)
Brandon Sullivan, VP of Operations	704-608-4670	<a href="mailto:Brandon.Sullivan@capstonelogistics.com">Brandon.Sullivan@capstonelogistics.com</a>	Bethel, PA Bowling Green, KY (F)
Ryan McAllister, VP of Partnership	573-228-7926	<a href="mailto:Ryan.McAllister@capstonelogistics.com">Ryan.McAllister@capstonelogistics.com</a>	Clayton, NC (F) Fulton, MO Indianola, MS Jackson, GA Janesville, WI
Jose Fernandez, Sr. Director of Partnership	813-767-6738	<a href="mailto:Jose.Fernandez@capstonelogistics.com">Jose.Fernandez@capstonelogistics.com</a>	Janesville, SC Marion, IN McDonough, GA (P) Montgomery, AL (F)
Stephanie Ritz, AR Manager	770-724-0576	<a href="mailto:Stephanie.Ritz@capstonelogistics.com">Stephanie.Ritz@capstonelogistics.com</a> <a href="mailto:customerservice@capstonelogistics.com">customerservice@capstonelogistics.com</a>	North Little Rock, AR North Little Rock, AR (F) Pottsville, PA (F) Sacramento, CA (F) Scottsville, KY South Boston, VA Westville, IN (F) Zanesville, OH Zanesville, OH (F)
Billing & Accounts			
<i>Eclipse</i>	<i>Phone</i>	<i>Electronic Mail</i>	<i>Locations Serviced</i>
Joe Curry, President CPU Operations	209-681-9119	<a href="mailto:joe.curry@eclipseadvantage.com">joe.curry@eclipseadvantage.com</a>	Corporate Contacts
Cody McSwain, SVP Customer Strategy	843-991-7977	<a href="mailto:cody.mcswain@eclipseadvantage.com">cody.mcswain@eclipseadvantage.com</a>	
Lane Ennis, Group VP	720-431-9774	<a href="mailto:lane.ennis@eclipseadvantage.com">lane.ennis@eclipseadvantage.com</a>	
Brandi Ruiz, Director of Billing & Payroll	720-625-1765	<a href="mailto:brandi.ruiz@eclipseadvantage.com">brandi.ruiz@eclipseadvantage.com</a>	
Nilda Quintana, AR Supervisor	720-480-8347	<a href="mailto:uc-ar@eclipseadvantage.com">uc-ar@eclipseadvantage.com</a>	
Mike Croker, Site Mgr	602-670-9843	<a href="mailto:michael.croker@eclipseadvantage.com">michael.croker@eclipseadvantage.com</a>	Ardmore, OK (F)
Adrian Ortiz, Regional Mgr	469-993-7561		Ardmore, OK
Dale MacAllister, Site Mgr	403-472-5643	<a href="mailto:dale.macallister@eclipseadvantage.com">dale.macallister@eclipseadvantage.com</a>	San Antonio, TX
Rene Valadez, Regional Mgr	281-780-1873		San Antonio, TX (F)
Mark Mercer, Site Mgr	720-625-2066	<a href="mailto:mark.mercer@eclipseadvantage.com">mark.mercer@eclipseadvantage.com</a>	
Dennis Santana, Regional Mgr	954-995-6823		Alachua, FL Orlando, FL (F)
Justin Fox, Regional Mgr			Amsterdam, NY Walton, KY
Christopher Imel, Regional Mgr	720-998-3206		Aurora, CO Blair, NE Blair, NE (F)
Sean Crane, Regional Mgr.	612-910-7428		Bessemer, AL
Aaron Niemetz, Regional Mgr	971-716-5250		Lebec, CA
Adrian Ortiz, Regional Mgr.	469-933-7561		Longview, TX

(F) denotes fresh DCs (P) denotes Popshelf

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## **SHIPPING TIMEFRAMES**

In order to maintain in-stock levels for our customers and sustain distribution center flow, Dollar General requires all shipments be delivered to the DC no later than the Arrival Date indicated on the purchase order. To avoid time-consuming follow up, research, and the possibility of a chargeback, please comply with notification of ready shipment requirements listed below, ship and arrival dates listed on the purchase order, and shipment of correct quantities as described in the purchase order. Missed appointments attributable to product ready issues will be considered a deficiency in vendor performance. A chargeback will be issued on arrivals that do not comply with these guidelines. Please refer to the section titled "Glossary" for definitions applicable to the Purchase Order, including dates.

All vendors (PPD and FOB) should notify Dollar General via electronic mail no later than one month in advance of a shut-down including vacation, holidays, etc. Core merchandise vendors should notify the Global Inventory Analyst. If you do not know who your Global Inventory Analyst is, please contact the Global Inventory Manager (see the Retailer Contacts Section). Non-core merchandise vendors should notify their Dollar General Buyer (see the Retailer Contacts Section). FOB (collect) vendors should also notify Dollar General Transportation via email (see the Retailer Contacts Section).

**Important Note:** Notification to Dollar General of shut down does not relieve the vendor of their responsibility to meet the delivery schedule.

## **FOB (COLLECT) VENDORS**

### **PO Confirmation Via Email**

Confirmation must be submitted as early as possible upon receipt of the purchase order but preferably no later than 8 calendar days prior to the **ship date** given on the purchase order, with a valid ready date (date available for pick-up at your location) on or before the ship date given on the purchase order. Chargebacks will be generated if call-ins are submitted less than 5 calendar days prior to the ship date given on the purchase order or if the ready date is not on or before the ship date given on the purchase order. If your contact date falls on the weekend, you must contact prior to the weekend.

Dollar General requires notification be sent via electronic mail to [poconfrm@dollargeneral.com](mailto:poconfrm@dollargeneral.com) using the FOB Call-in Form provided by Dollar General only. This is a downloadable form available in the Domestic Vendor Information Section on DGpartners.com under the heading Documents and Policies. **Important Note: Orders should not be called in by phone or sent in by fax.** The following information is required on the electronic mail form:

- ⇒ The vendor name must be included in the subject line of the email.
- ⇒ Dollar General purchase order number
- ⇒ Valid ready date (Date when product is ready to ship.)
- ⇒ Number of cases
- ⇒ Cube of shipment
- ⇒ Shipping contact name and telephone number (for appointment scheduling)
- ⇒ Pick-up location (city and state); Please format and spell each ship point the same every time. All ship points should also spell the company name the same. Ship locations should match the location written on the purchase order.
- ⇒ Destination Dollar General Distribution Center
- ⇒ Weight of shipment (product and pallet weight)
- ⇒ Number of pallets
- ⇒ Number of pallets vendor can fit on a truck
- ⇒ Shipping hours of operation

Hours of operation for the "PO-Confirm" department are from 7:30 AM until 4:00 PM central time Monday through Friday. The cut-off time each day for emailing the ready dates for orders is 2:00 PM central time. The entire order must be called in unless a Dollar General Buyer authorizes short shipment. Short shipments may result in a chargeback.

If you are a Vendor Managed Inventory (VMI) vendor, Dollar General must be contacted no less than 4 calendar days or 96 hours prior to the ship date given on the purchase order with a ready date on or before the ship date given on the purchase order.

If the entire purchase order is not ready at the required time of call-in or if the entire purchase order is not ready after previously sending a complete call-in, the vendor must contact the appropriate Dollar General Global Inventory Analyst for core merchandise or Dollar General Buyer for non-core merchandise for notification of and authority for short-shipment. Vendors should also notify Dollar General Transportation Operations at [transops@dollargeneral.com](mailto:transops@dollargeneral.com) as soon as possible if the order ready date changes after the call-in process has been completed. However, the vendor will be subject to a chargeback for late balances.

#### **PO Confirmation Via DG Compass**

Confirmation must be made within DG Compass as early as possible upon receipt of the PO but no later than 5 **business days\*** prior to the ship date given on the PO. The valid ready date submitted (date available for pick-up at your location) must be on or before the ship date given on the PO. Exception: If original ship date minus order date is 5 **business days\*** or less, the vendor must confirm the PO within 2 **business days\*** of order date. Vendors will also be required to provide a 5 calendar day window between the confirm date and the ready date. Failure to comply will result in chargeback. Failure to confirm PO will result in chargeback. (\*Business days – Monday-Friday)

Please contact the appropriate Dollar General Global Inventory Analyst or buyer if you have questions (reference the Retailer Contacts Section of the Domestic Vendor Guide).

**Important Note:** The vendor will be required to reset their password in Compass after 90 days of inactivity. After 105 days of inactivity, the vendor's account will be purged. Account re-activation will also be required by activation code every 60 days. The vendor should log into Compass at least once a month to check the status of their account and perform any maintenance required at that time. It is the vendor's responsibility to ensure their Compass account remains active to prevent delays in confirming purchase orders. Please use the help function within Compass or contact the Dollar General Help Desk if a password reset or account reactivation is required. The Dollar General Global Inventory Analyst or buyer can provide contact information for the Dollar General Help Desk.

#### **DG COMPASS ITEM DIMENSIONS AND PO MANAGEMENT – FOB AND PPD**

DG Compass will provide FOB and PPD vendors the ability to update Item Dimensions and interface them directly into DG systems. Vendors will have complete access to all open purchase orders and have the ability to update PO quantities and applicable dates. Chargebacks will be generated based on original PO dates and original PO quantities. VMI vendors are also accountable for original quantities and dates regardless of whether changes are made in Compass.

#### **PPD (PREPAID) VENDORS**

Vendors shipping product with terms of "Prepaid" are not required to contact Dollar General upon receipt of the orders. However, appointments must be booked online through One Network. Vendors are also required to follow the bill of lading & carton labeling processes listed in the section titled **Transportation** under the heading BOL Preparation and the section titled **Packaging and Marking** under the heading Carton Markings. Any deviations from the above will result in chargebacks to your company. Please refer to the section titled "Glossary" for definitions applicable to the Purchase Order, including dates.

PPD (prepaid) vendors arrange transportation with a carrier of their choice. The delivery appointment should be scheduled online via One Network no later than 2 calendar days prior to the arrival date listed on the purchase order. **Important note:** PPD (prepaid) vendors are responsible for all accessorial charges incurred by the carrier of their choosing. These charges are to include, but not limited to: sort and segregation, delivery notification, liftgate delivery, redelivery, inspection, detention (trailer or power at consignor or consignee), and layover.

Any prepaid costs improperly billed to Dollar General will result in a chargeback to the vendor. This chargeback will include all totals improperly billed as well as an administrative fee. This also applies to PPD shipments incorrectly marked as collect on the bill of lading. Under these conditions Dollar General will have paid the billed amounts to the prepaid carrier. We are simply recouping our costs.

If the vendor schedules the appointment instead of the carrier, the vendor is required to supply the carrier with the following:

- ⇒ Appointment date
- ⇒ Appointment time
- ⇒ Confirmation number (Reservation ID)

**Important Note:** The driver must have a confirmation number (reservation ID) upon arrival at the distribution center or they may be refused. Carriers should contact the vendor to obtain their confirmation/reservation ID.

#### **PPD (prepaid) Vendors – Appointment Scheduling**

**All Pre-Paid loads require a delivery appointment.** When you book appointments online, you will be supplied with the actual appointment date, appointment time, and confirmation number (reservation ID), see example below\*. Please note the appointment time provided is a window of time consisting of two hours. This is the time slot held open by One Network to allow time for unloading. The required arrival time for the appointment from the example below would be 10 am. If any changes occur in the carrier selected, the existing carrier should cancel their appointment online so the new carrier can go online and change existing appointments.

\*Example:

Appointment No:

819238590

Appointment Time:

Dec 5, 2012 10:00 AM – Dec 5 2012 12:00 PM

All appointments for delivery must be on or before the Purchase Order Arrival Date. Any appointment scheduled for delivery past the Purchase Order Arrival Date will result in a chargeback unless the appointment delay is due to Dollar General DC Capacity.

If the entire purchase order is not ready at the required time or if the entire purchase order is not ready after scheduling a delivery appointment, the vendor must contact the appropriate Dollar General Global Inventory Analyst for core merchandise or Dollar General Buyer for non-core merchandise for notification of and authority for short-shipment. However, the vendor will be subject to a chargeback for late balances.

Since labor resources are allocated based on the appointments scheduled, it is very important that appointment times are honored. In the event you are unable to keep an appointment due to breakdowns, weather, etc.; you should reschedule the appointment online or contact the centralized appointment team (whichever is appropriate) and indicate why the appointment is going to be late. (Reference the Retailer Contacts Section for the centralized appointment team contact information.)

Requests for appointment changes without 24 hours advance notice of the existing appointment will result in a chargeback. Missed Appointments/No Shows will result in a chargeback. Arrivals one hour or more past the required appointment arrival time will result in a chargeback. Dollar General prefers carriers arrive at least 15 minutes prior to their scheduled delivery appointment. Showing up without an appointment will result in a chargeback. All chargebacks will be generated to the vendor. All communications concerning vendor compliance chargebacks should take place between Dollar General and the vendor. Dollar General will not discuss details of vendor compliance chargebacks with PPD carriers.

**One Network**

Dollar General requires all vendors/carriers to use the One Network Appointment scheduling system located at [www.logon.onenetwork.com](http://www.logon.onenetwork.com) for scheduling delivery appointments. Instructions on how to sign up with One Network are located at [www.onenetwork.com](http://www.onenetwork.com). Exceptions that do not allow the carrier/vendor to schedule online will be handled by the centralized appointment team located in Scottsville, KY (reference the Retailer Contacts Section for contact information). When contacting the team via email, please include the distribution center name, purchase order number and due date in the email subject line.

A vendor/carrier may sign up for One Network by logging onto <https://www.onenetwork.com> (use the **Financial Term Code G3729RB**). One Network user fees will not apply for carriers or vendors who use the Financial Term Code when creating the user account, provided the carrier/vendor is only using One Network for Dollar General and has no other One Network accounts. If at any time the carrier or vendor begins using One Network for another customer then user fees would apply to all users. One Network transaction fees will not be charged for Dollar General appointments scheduled regardless of other customers the vendor or carrier is booking on One Network. One Network has online training resources at <http://training.onenetwork.com>. The vendor/carrier will need to sign up and create a user account in order to utilize the training materials.

The online system is available 24 hours a day. POs can be scheduled as soon as they flow into One Network. Confirmation will be received online at the time the appointment is scheduled. The confirmation number is displayed as the Reservation ID. All reschedules should be booked online. A reason code will be required for ALL rescheduled or late deliveries.

**Important Note:** Make sure you look up the PO in the 'shipments by shipment #' column and that you use the first 6 digits only with an asterisk. Example: F01HRG\* Dollar General PO's always include the number, zero instead of the letter, O. If you are unable to locate the PO, please contact the centralized appointment team (reference the Retailer Contacts Section for contact information).

All POs being shipped together should be combined under one delivery appointment. Multiple shipments should be combined into a single shipment using the option to add PO's to the movement you are scheduling. Do not set up a separate appointment for each PO.

If you or the carrier are already a member of One Network and can't see Dollar General POs, contact the centralized appointment team and provide them with your Enterprise Name. Dollar General will establish the relationship and enable you to have access to see the PO's.

Although it is not standard practice for Dollar General to issue purchase orders that span across multiple truckloads, it does sometimes occur. Please use the following guidelines when scheduling these POs for delivery appointment.

- The vendor should break down the freight into truckloads and send the list of loads to the centralized team via email (reference the Retailer Contacts Section). The email should include the PO number with breakout of total cases and desired appointment date. The appointment dates should be within 3 days before/after the original target due date.

Example: PO XI2222 will be 5 truckloads of 10,000 cases and was due on 10/09/2012

Send in PO	XI2222	2000 cases	to arrive on 10/07,
	XI2222-01	2000 cases	to arrive on 10/8,
	XI2222-02	2000 cases	to arrive on 10/9,
	XI2222-03	2000 cases	to arrive on 10/10 and
	XI2222-04	2000 cases	to arrive on 10/11

- If your system only allows a 1 digit extension after the PO (FX1234-A), give the breakdown to the centralized appointment team and they will match it.
- The centralized appointment team will split the shipments in One Network and provide the vendor with the new Shipment/PO#s and dates.
- The vendor/carrier will need to log into One Network and schedule the appointments for the PO's. Make sure to use an \* or % when searching at the end of the PO in One Network. For example: XI2222\*

**PPD (prepaid) Vendors - Unloading**

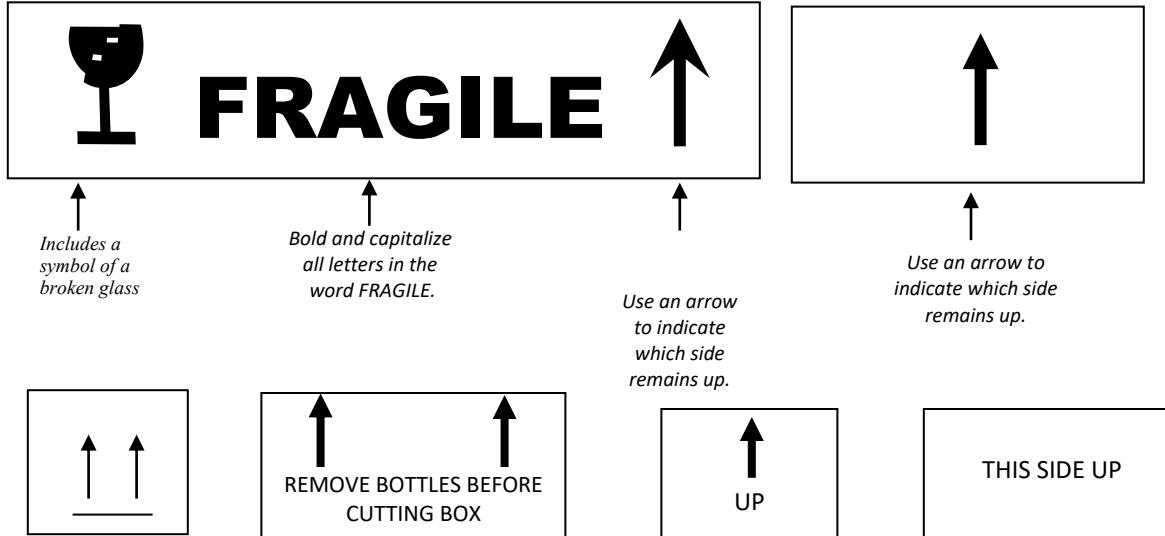
Dollar General uses third party services for unloading and sortation of all inbound freight. For delivery of PrePaid-term freight, unloading fees will be collected by the third party unloading service and are based on load type and carton / pallet quantities. An unloading fee rate sheet will be posted at the receiving office at each DC. In order to facilitate this transition, when delivering PrePaid freight please have your carrier's drivers bring cash or a guaranteed check (Unloading Services typically accept ComChek, EFS, T-Chek and TCH). Exceptions to the posted unloading rate sheet will be made only for those vendors who have a contract or agreement with Dollar General specifically outlining provisions for freight unloading and sorting at our Distribution Centers. Please contact the unloading services to establish an account or with other billing questions (reference the Retailer Contacts Section for contact information).

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**LISTING OF STORES**

Dollar General does not provide a complete store listing to our vendors. If you need contact information for a specific store, please contact the Dollar General Buyer or the Merchandising Assistant. (Please refer to the section titled Retailer Contacts.)

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**EXAMPLES OF SPECIAL MARKINGS****USE THESE MARKINGS IN ORDER TO PREVENT DAMAGES:****EXAMPLES OF OTHER SPECIAL MARKINGS****USE THESE MARKINGS IN ORDER TO ADDRESS HANDLING AND STORING ISSUES:**

**LEVEL 3**

**ORM-D**

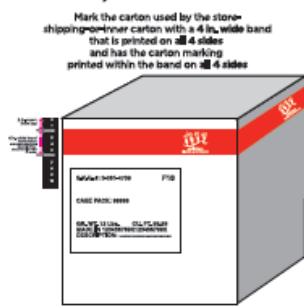
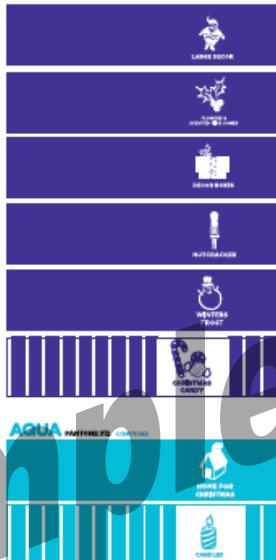


**CARTON MARKINGS EXAMPLES****SPECIAL CARTON MARKINGS**

01-27-17



Please reference the Special Carton Markings Numbered and Art link within the Price Points Section of the dgpartners site to download all special carton markings.

**JANUARY 27, 2017****Christmas Trim A Gift****Forest Green** PANTONE 3485C**Christmas/Health & Beauty****ROYAL BLUE** PANTONE 2725C**Christmas Trim A Tree/Home****RED** PANTONE 485 C**BLUE** PANTONE 294 C**Christmas Trim A Tree/Home****VIOLET** PANTONE 281C**Christmas Housewares/Domestics****GRAY** PANTONE COOL GRAY 05C**PUMPKIN** PANTONE 180 C

Please reference the Box Carton Markings link within the Price Points Section of the dgpartners site to download all box carton markings.

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**EXAMPLE #1 OF A BILL OF LADING**

**THIS SHIPPING ORDER** Must be legibly filled in, in ink, in indelible Pencil,      **Your Company Name**

Or in Carbon, and retained by the Agent.

RECEIVE, subject to the classifications and lawfully filed tariffs in effect on the date of the issue of this Shipping Order.  
CARRIER MUST REFERENCE SHIPPER'S NUMBER ON FREIGHT BILL FOR PAYMENT

\*Agent must detach and retain this Shipping Order  
and must sign the Original Bill of Lading

DATE \_\_\_\_\_ CARRIER'S NO \_\_\_\_\_

ORDER/B.L. NO.

123456 A P R

CARRIER'S SCAC CODE \_\_\_\_\_

AT \_\_\_\_\_ FROM Your Company Name

AGENT PER \_\_\_\_\_

COSIGNED TO

DOLLAR GENERAL DISTRIBUTION CENTER  
427 BEECH STREET  
(270) 237-2000  
SCOTTSVILLE, KY 42164

CUSTOMER ORDER NUMBER		SHIP DATE	DELIVERY TIME	CONFIRMATION NUMBER
DN501T		07/17/00	08:30 AM	234567
IF CHARGES ARE TO BE PREPAID INDICATE PREPAID	ROUTE / CAR OR VEHICLE NUMBER			
	CPU # 12345			
NO. CASES	UPC CODE	STYLE	LABEL/PRODUCT	WEIGHT
170	9339660123	24/300	MIXED WIDGETS	4590
850	9339660456	24/300	GOLD WIDGETS	22950
595	9339660789	24/300	SWEET WIDGETS	16065
Example				
<b>Must Deliver Envelope With Freight Bills</b>				
<div style="border: 1px solid black; padding: 5px; display: inline-block;">           YOUR COMPANY NAME            SHIPPER            Per         </div>				
<div style="border: 1px solid black; padding: 5px; display: inline-block;">           Permanent post-office address of shipper,            Anytown, IL 12345         </div>				
<div style="border: 1px solid black; padding: 5px; display: inline-block;">           CARRIER MUST CALL FOR DELIVERY APPOINTMENTS         </div>				
*CASES*		1615		
*WEIGHT *		43605		
1615	←TOTAL QUANTITY		TOTAL WEIGHT→	43605
PALLETS IN		PALLETS OUT		
SEALS 26098				

EXAMPLE #2 OF A BILL OF LADING

BILL OF LADING							
SHIP FROM				Bill Of Lading Number: 0100000061 BOL must be on freight bill			
Name:	Your Company Name						
Address:	Anywhere Street						
City/State/Zip	Anytown, IL 00000						
CID#	FOB: Y						
SHIP TO				CARRIER NAME: DOLG SCAC CODE: Trailer number: 5246 Seal number(s): 864889			
Name: Dollar General WHSE	Location: 6000						
Address: BEECH STREET							
City/State/Zip: SCOTTSVILLE, KY 42164							
CID#:	FOB: Y			SCAC: Pro number:			
THIRD PARTY FREIGHT CHARGES BILL TO:							
Name: Address: City/State/Zip:				Freight Charge Terms: Prepaid N Collect Y 3 <sup>rd</sup> Party N			
SPECIAL INSTRUCTIONS: SEE PACKING LIST ATTACHED				Master Bill of Lading: with attached Underlying Bills of Lading			
CUSTOMER ORDER INFORMATION							
CUSTOMER ORDER NUMBER		# PKGS	WEIGHT		PALLET/SLIP		ADDITIONAL SHIPPER INFO
PO#DN48F2	250	2,500	Y		Y	N	CASE#9254 STORE #9600 DEPT #8
GRAND TOTAL		250	2,500				
CARRIER INFORMATION							
HANDLING UNIT		PACKAGE		WGT	HM (X)	COMMODITY DESCRIPTION Commodities requiring special or additional care or attention in handling or slowing must be marked and packaged as to ensure safe transportation with ordinary care.	LTL ONLY
QTY	TYPE	QTY	TYPE				
Must Deliver Envelope With Freight Bills							
RECEIVING STAMP SPACE							
0		0		0		GRAND TOTAL	
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 per				COD Amount: \$ Fee Terms: Collect Prepaid: Customer check acceptable:			
NOTE: Liability limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. = 14706 (c) (1) (A) and (B).				The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.			
RECEIVED, subject to individually determined rates or contract 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.				YOUR NAME COMPANY Shipper Signature			
SHIPPER SIGNATURE /DATE This is to certify that the above named materials are properly classified, packaged, marked, and labeled and are in proper condition for transportation according to the applicable regulations of the DOT.				Trailer Loaded: Y By Shipper N By Driver	Freight Counted: Y By Shipper N By Driver/ Pallets said To contain By Driver/ Pieces.	CARRIER SIGNATURE/PICKUP DATE 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.	

## EXAMPLE OF A PACKING LIST

# CUSTOMER PACKING LIST

**CONSIGNEE:** \_\_\_\_\_ **SHIP DATE:** \_\_\_\_\_

**INVOICE NUMBER:** \_\_\_\_\_ **SHIPPED FROM:** \_\_\_\_\_

**SOLD TO:** \_\_\_\_\_

ROUTE: \_\_\_\_\_ PURCHASE ORDER #: DN51F3

**MASTER CASE NO:** \_\_\_\_\_ **DEPARTMENT #:** \_\_\_\_\_

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# **DOLLAR GENERAL PRODUCT SUBMISSION FORM**

**This is an example copy of the form only. Please contact the Dollar General Buyer to obtain this form.**

**This is an example copy of the form only. Please contact the Dollar General Buyer to obtain this form.**

**ESI ISA TRADING PARTNER INFORMATION FORM****EDI ISA Trading Partner Information**

*Please complete form and return via fax to EDI Analyst at  
615-855-4573.*

*(Please Print)*

	<i>Trading Partner Data</i>	<i>Dollar General Corp</i>
Name	_____	Dollar General Corp
Address	_____	100 Mission Ridge
Address	_____	
City	_____	Goodlettsville
State/Zip	_____	TN 37072
State of Incorporation	_____	Kentucky
Contact	_____	
Email Address	_____	
Phone	_____	
Fax	_____	(615) 855-4573
DUNS Number	_____	069331990
Third Party Network	_____	Sterling Commerce

Description	Trading Partner	Dollar General Corp
ISA01 Auth Qual		00
ISA02 Auth Info		Blank
ISA03 Security Qual		00
ISA04 Security Info		Blank
ISA05/07 Interchange Qual		01
ISA06/08 Sender/Receiver <i>(Please contact the Dollar General EDI Dept for direction on which ID to use.)</i>		069331990T (Production) 069331990INV (Test) 069331990TEST (Test) 069331990INET (production)
ISA15 Test Indicator		T = Test P = Production
GS02/03 Sender/Receiver		069331990T (Production) 069331990INET (Production) 069331990INV (Test) 069330991TEST
EDI Versions Supported		004010 VICS
EDI Software		Gentran for AS/400

Please contact the EDI Dept to obtain this form (reference the Retailer Contacts section).

**Trading Partner Information (cont)**

Please list all of the documents you can currently trade.

Are there other contact names and telephone numbers within your company that we may need to have on file? If so, please list them below.

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**DOLLAR GENERAL EXPLANATION OF TERMS**

**Arrival Date** – The date the merchandise is expected to arrive at the appropriate Dollar General Distribution Center that is indicated on the Purchase Order.

**Bill to Location Address** – The name and address the invoice for the merchandise is to be mailed.

**Call Date, FOB** – The date the vendor is expected to notify Dollar General by electronic mail with the ready date.

**Cancel Date** – The date the purchase order will be cancelled if the merchandise has not been received into the appropriate Dollar General Distribution Center.

**Chargeback Number** – A unique number assigned by Dollar General to each chargeback. This number appears on the vendor chargeback letter received with the check that contained the deduction. The chargeback number is also noted on the check as the invoice number.

**Compliance Chargeback** – An amount deducted from a vendor's check for a vendor performance violation.

**Core** – Items carried every day in the Dollar General Stores and are reordered by our stores weekly.

**DC Number** - A five-digit number assigned to each Dollar General Distribution Center (beginning with 96).

**Department** – The number and name of the department in which the merchandise is categorized within Dollar General.

**Drop Shipment** – Merchandise that is delivered directly to a Dollar General store rather than the distribution center.

**EDI** – Electronic Data Interchange, an electronic method of exchanging information such as purchase orders and invoices.

**Freight Terms** - 1) FOB Collect – Dollar General is responsible for transportation coordination, content, and cost. 2) Freight Prepaid (PPD) – The vendor is responsible for the transportation coordination, content, and cost.

**Non-Core** – Items such as seasonal or closeouts not carried in the Dollar General Stores every day.

**Order Date** – The date the purchase order was written.

**Perishable Items** – Items that require date coding.

**Purchase Order Number** – A unique alpha/numeric code assigned by Dollar General as the purchase order.

**Ready Date** – Date merchandise will be available for pick-up at the vendor's location (FOB only).

**Ship Date (Requested Ship Date)** – Date the merchandise is to be shipped from the vendor's location. **Date vendor should be prepared to ship. Carrier (FOB) will contact vendor for shipping arrangements.**

**Ship Point** – Vendor address from which the shipment will originate.

**Ship to Address** – The name and address of the Dollar General Distribution Center or store to which merchandise is to be shipped.

**Shippable Inner** – If the Master Carton contains smaller cartons inside suitable for shipping, the shippable inner is the quantity of the selling units inside each of these smaller inner cartons.

**SKU** – Stock Keeping Unit, an eight-digit number assigned to all Dollar General merchandise

**Ti/Hi** – Ti: Cartons per layer. Hi: Layers per pallet.

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