



DOLLAR TREE STORES, INC.
Manual for Service Providers

What is DOLLAR TREE STORES, INC.'s Facility Maintenance Optimization Initiative?

DOLLAR TREE STORES, INC., in coordination with FacilitySource, is providing transactional facility maintenance for the DOLLAR TREE STORES, INC. portfolio. The DOLLAR TREE STORES, INC. Facility Maintenance Solution is managed by the DOLLAR TREE STORES, INC. facility team utilizing the FacilitySource Facility Maintenance Optimization (FMO) program which provides call center services, work order management system (fmPilot), Service Provider management services, electronic invoice processing, and data management.

How does this affect me as a Service Provider?

FacilitySource is the primary contact for service and repair needs. FacilitySource is the party responsible for the following:

- Receiving Scheduled and On-Demand service requests from DOLLAR TREE STORES, INC. Locations
- Dispatching service requests to Service Providers
- Monitoring service requests and Service Providers performance
- Processing, batching and quality assurance of resulting invoices
- Scheduling and issuing Scheduled service work requests
- Following-up on all work requests to ensure service levels are achieved

How does it all work?

FacilitySource uses a state of the art telephone communications system and web-based work order and asset management software called fmPilot to capture real-time service data. Necessary procedures to work with the FacilitySource process are defined and explained in this informational package. The keys to the program are as follows:

- Proper use of the automated telephone system
- Proper use of the fmPilot Service Provider Portal system – accepting, quoting and invoicing on-line, so Service Provider MUST have a computer with internet connectivity
- Perform services within the expected response and arrival parameters
- Consistent and efficient communication from Service Provider in the “life of the work request”
- Timely on-line submittal of all quotes and invoices

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1 Service Provider Standards and Practices

1.1 General Standards

- a. Service Providers will comply with all terms and conditions of service agreements.
- b. All Service Providers will adhere to all OSHA guidelines. OSHA reports must be made available to (DOLLAR TREE STORES, INC. and FacilitySource) or the Location serviced upon request.
- c. All Service Providers will carry insurance levels at the DOLLAR TREE STORES, INC. specifications.
- d. All repair parts installed by the Service Provider must meet UL standards or equivalent.
- e. Smoking, using alcohol or drugs, sleeping, verbal or physical abuse or other objectionable behavior at the Location's Locations is strictly prohibited.
- f. Service Providers must have licensed technicians on staff where required by law.
- g. Service Providers must conduct a background check review of all subcontractors.
- h. All products and liquids identified as toxic and/or hazardous are to be removed from the Location upon completion of work and must be disposed of per federal, state, and local guidelines.
- i. Locations reserve the right to restrict Contractor employee access to DOLLAR TREE STORES, INC. property based on employee past performance.
- j. All technicians representing the Service Provider must carry company identification and / or wear a uniform of the Service Provider.

1.2 Performance Standards

- a. All Service Providers must have the capability of receiving Requests for Service (RFS) by e-mail, fax or text pager and dispatching technicians 24 hours a day, and seven (7) days per week.
- b. After hours calls not answered by a dispatcher (answering service, pager, etc) must be returned to the FacilitySource call center within 15 minutes.
- c. All Service Provider representatives must check in with MOD and sign in and out with the Location on the Dollar Tree Stores Inc. Vendor Log.
- d. All technicians must call into the FacilitySource fmPilot work order system using the IVR when they arrive at the Location and before leaving the Location. (Note: If possible the Service Providers representative must use the Location's phone – not their cell phones).
- e. For all emergency calls, technicians must arrive at the Location within the Service Response Parameters detailed in section 2.9 (page 23), typically within one hour of On-Demand request for Service. It is the Service Provider's responsibility to notify FacilitySource any time there is a problem with meeting this criteria.

- f. All services/repairs must conform to all local, state, and federal Laws, Regulations, and Codes.
- g. All issues that prevent the Service Provider from performing the work requested require that the appropriate DOLLAR TREE STORES, INC. Facilities Manager be notified immediately – Service Provider must call the call center so a Customer Service Representative/CSR can contact DOLLAR TREE STORES, INC..

2.1 IVR System Requirements: On-Demand Request for Service and Scheduled Service Request

Each Service Provider will be assigned a PIN number to be used with the IVR System for security reasons. The PIN is needed to log onto the IVR system.

All entries (PIN, work order number (WEB # or PM # - just the 6 digit number, etc.) must be entered without any special keys – i.e. #, *, etc...

All ETAs are entered as a six-digit number – example 021406 for February 14, 2006. The ETA time will be entered in two digits – i.e. 01 for 1:00 and the prompt will ask if this time is AM or PM

** Please refer to workflow in appendix for a full sample of IVR call tree. **

2.2 On-Demand Request For Service Notification

- a. All Request for Service need to be placed directly to FacilitySource. The Location should not contact a Service Provider directly. If a Location contacts you directly about an RFS, please direct the Location to call the FacilitySource call center. This is critical for correct billing and timely payment.
- b. Each Location will call all service issues into the FacilitySource call center. A detailed description of the On-Demand Request for Service is entered into the system by a FacilitySource representative. FacilitySource will then notify the Service Provider that there is a service need at a particular Location. The Service Provider will receive the Request for Service/work order via a pre-established protocol (i.e. phone, e-mail, or text message-pager).
- c. On-Demand Requests for Service will begin with “WEB”- then the numeric work order number.

- d. After hours a Service Provider must call FacilitySource to ACCEPT or REJECT an On-Demand Request for Service (or use the fmPilot portal to accept or reject). If you are not able to address the Request for Service within resolution time frames established in this Service Provider manual FacilitySource must be contacted immediately.
- e. If the Request for Service is accepted, the Service Provider determines if a solution should be attempted over the phone or if an on-site visit is necessary. If a phone solution might be possible, the Service Provider calls the Location directly using the number on the Request for Service notification/work order. If the problem is solved over the phone, the Service Provider can use the system or call FacilitySource and *Close-out (Zero Invoice)* that Request for Service/work order. A Close-out (Zero Invoice) reflects positively on the Service Provider in the eyes of DOLLAR TREE STORES, INC. and FacilitySource, strengthening the business relationship and confidence level. If the Service Provider closes out a call this way, it is important to zero invoice the call and explain the resolution.
- f. The Service Provider may need to *Set or Reset the Estimated Time of Arrival (ETA)*. The ETA should not be changed by the Service Provider unless agreed upon by the Location requesting the service. Note: Target Complete times or Resolution times will be used to scorecard the Service Provider – at times the Service Provider might need to change the ETA, but understand this will impact your overall scorecard performance.
- g. If an on-site visit is necessary, the Service Provider will be required to *Check-in* with the Location and the FacilitySource fmPilot system via the IVR telephone system upon arrival at the Location. After the service activity for that day is completed, the Service Provider will be required to *Check-out* with the Location, and the FacilitySource fmPilot system via the IVR telephone system.

2.3 On-Demand Request for Service Response

- a. When you receive an On-Demand Request for Service/work order from FacilitySource, the first step is to determine if you can do the work. If you are not able to perform the work, you must immediately reject the Request for Service/work order and inform FacilitySource so that an alternate Service Provider can be selected in a timely fashion to meet the Location's needs.
- b. Rejecting a Request for Service/work order means that you will be removed from activity for that Request for Service/work order which pulls the Request

for Service from the primary Service Provider and dispatches the Request for Service/work order to the secondary Service Provider.

2.3.1 Accepting On-Demand Request for Service

- a.** You may accept an On-Demand Request for Service by either method below:
 - i. Clicking on the accept button at the bottom the emailed Request for Service/work order.
 - ii. Dial into the designated DOLLAR TREE STORES, INC. IVR call-in number 877-476-5482.
 - a.** At the voice prompt enter your FacilitySource pin number - usually a 5 digit number and each Service Provider will be given only one PIN number this can be found on every Request for Service/work order.
 - b.** At the voice prompt enter the work order number – WEB-123456 – enter only 123456.
 - c.** If multiple work order types are found with the same work order number then you will be prompt if the work order is a Scheduled Service Request/PM-123456 or not?
 - d.** First Call – Work Order Acceptance
 - e.** Please press (1) to accept the work order
 - f.** The IVR attendant will state that the work order status will now change to “In Progress”
 - g.** Followed by: The work order has been accepted. Please enter a new ETA (estimated time of arrival) date for the visit – once again the date must be a six digit number – 021413 – February 14, 2013. Please enter in a new ETA in two digits format – 01 for 1:00 – AM or PM?
 - h.** Request Prompt: You may hang-up now or press (1) to update another work order.

2.3.2 Rejecting On-Demand Request for Service

- a.** You may reject a an On-Demand Request for Service by either method below:
 - i. Clicking on the reject button at the bottom of the emailed Request for Service/work order
 - ii. Dial into the designated DOLLAR TREE STORES, INC. IVR call-in number 877-476-5482.

- a. At the voice prompt enter your FacilitySource pin number
- b. At the voice prompt enter the work order number
- c. Press (2) to reject the work order
- d. Press (1) to confirm the rejection of the work order
- e. Press (2) to cancel and accept the work order (go to accept)

2.4 Scheduled Service Requests Notification

- a. On the 15th of the month prior to the scheduled PM month, the Scheduled Service Requests/work orders will be loaded into FacilitySource fmPilot software.
- b. Scheduled Service Requests/work orders will begin with "PM"-and the numeric work order number.
- c. Each Request for Service will have a scheduled ETA. It is the Service Providers responsibility to ensure the Request for Service is completed and invoiced within the specified time frame on the work order.
- d. Any Scheduled Service Requests/work orders not kept to these standards, maybe reviewed by DOLLAR TREE STORES, INC. and FS and risk closure without payment.

NOTE: FacilitySource can notify a Service Provider by e-mail, pager, and fax or via phone. The preferred notification method of FacilitySource is via email during normal business hours. Please let us know which is preferable during non-business hours.

2.5 Scheduled Service Request Response

- a. When you receive a Scheduled Service Request/work order, the work order will be pre-set to in-progress status. This eliminates the need for the Service Provider to accept the work order since it is a contracted service.
- b. The Scheduled Service Request/work order will have a scheduled ETA. If the Service Provider cannot perform the services on the ETA date, it is the responsibility of the Service Provider to change the ETA within the fmPilot system and to notify the Location and FacilitySource call center of the new ETA.

2.6 On-Demand and Scheduled Service Technician Activity

Arrive at the Location at or before the agreed upon or pre-set ETA. At the Location the service technician should immediately Check-in with the Location's rep and the FacilitySource fmPilot system utilizing the IVR.

2.6.1 Checking In

- a. Dial into the designated DOLLAR TREE STORES, INC. IVR call-in number 877-476-5482
- b. At the voice prompt enter your FacilitySource pin number –this is located on the work order.
- c. At the voice prompt enter the work order number.
- d. The system will automatically check you in with a current time stamp – “On-site” status now
- e. System will ask for – How many technicians are checking in? Prompt for a number and the default is always one (1).
- f. You may hang-up now or press (1) to update another work order

2.6.2 Checking Out

- a. Dial into the designated DOLLAR TREE STORES, INC. IVR call-in number 877-476-5482
- b. At the voice prompt enter your FacilitySource pin
- c. At the voice prompt enter your work order number
- d. Please press (1) if the job has been completed → Go to Completed
- e. Press (2) if the job requires a quote → Go to Proposal
- f. Press (3) if the job requires materials → Go to Need Materials
- g. Press (4) if the job requires a return visit → Go to Follow-up
- h. Press (5) if the job has been completed and no invoice will be submitted → No Invoice

Completed - The status will now be changed to “Pending Provider Invoice”

Thank you, the work order has now been set to complete. You may hang-up now or press (1) to update another work order.

Proposal – The status will now be changed to “Pending Quote”

Thank you, the work order has now been set to pending quote. You may hang-up now or press (1) to update another work order or press.

Need Materials – The status will now be changed to “Waiting on material”

Please enter in a new ETA (estimated time of arrival) date for the follow-up visit, the date must be a six digit number – Example 021413 for February 14th of 2013
You may hang-up now or press (1) to update another work order.

Follow-up – The status will now be changed to “Follow-up”. Please enter a new ETA date for the follow-up visit, the date must be a 6 digit number – i.e. 021406 is February 14, 2013. You may hang-up now or press (1) to update another work order.

2.7 Quotation Standards

2.7.1 Do Not Exceed/DNE

Request for Service/work orders will have a fixed not to exceed dollar amount that’s specified in the work order. FacilitySource fmPilot software identifies this as the Do Not Exceed/DNE amount.

- a.** All work up to the DNE is pre-approved for On-Demand Requests for Service and Scheduled Service Requests.
- b.** Any work exceeding this limit must be quoted and approved prior to work being done.
 - i. Scheduled Service Request Quote procedure:
 1. Technician must call into call center to request a work order for the work found during Scheduled Service.
 2. CSR will issue a new On-Demand Request for Service/work order for the technician to Quote the needed repairs.
 - a. On-Demand Request for Service Quote procedures should be followed.
 - ii. On-Demand Request for Service Quote procedure:
 1. Formal quotations must be entered into the work order on-line by the end of the next business day from the Service Provider’s specified time of arrival, unless otherwise noted in these specifications. All quoted work must be input using fmPilot.
 2. **Note: if the technician is on site and has the available parts/tools, to avoid a repeat visit the technician should contact the call center to request a DNE increase at 614-396-0457.**
 3. The CSR will contact the DOLLAR TREE STORES, INC. the necessary Dollar Tree account representatives to confirm if the DNE increase is approved.
 4. If the increase is approved the CSR will increase the DNE within the work order and will notify the technician to proceed with the repairs.

5. If the DNE increase is not approved, the CSR will notify the technician to complete temporary repairs within the DNE limit and Service Provider should then enter a formal quote on-line.

2.7.2 Quote Submission Criteria

Quotations must be delivered by the end of the next business day from the specified time of arrival, unless noted otherwise in these specifications.

- a. All quotes must be submitted within the DOLLAR TREE STORES, INC. portal system – fmPilot and full detail of equipment, parts, labor, shipping/freight, permits, taxes and detailed description of work is required. Additional detail, like pictures, should be added in order provide the necessary information needed to determine if the quote will be accepted or declined.
- b. Facility Source and DOLLAR TREE STORES, INC. representatives will review and approve quotes. If the Service Provider does not receive a response within the allotted time frame, the Service Provider should contact the Call Center directly to ensure that the quote submission was received. Creating notes of such contact within the work order is highly encouraged. If the repair is of an urgent nature please e-mail the quote information and call FacilitySource immediately thereafter so a prompt decision can be reached.

2.8 Invoicing Standards

2.8.1 Invoicing On-Demand Request for Service

- a. All invoices must be broken into material, labor, **PRIMARY CAUSE / PRIMARY REMEDY**, and sub-contractor detail including mark-up on subcontractor amounts.
- b. Invoices must be submitted within 30 days of service completion date. Failure to do so will delay payment and possibly cancel obligation to pay.
- c. Any invoices returned to Service Provider because of insufficient documentation must be returned within 60 days of original service date. Failure to do so will cancel obligation to pay.
- d. Service Provider must scan and attach signed work tickets to the on-line invoice for all On-Demand Request for Service work orders.
- e. Invoices may be entered individually or through a batch process.

- f. Service Provider must include a unique invoice number never used before for a DOLLAR TREE STORES, INC. location and then submit the invoice.
- g. Once submitted the invoice goes through an automated quality inspection.
 - a. The invoice will either be automatically submitted electronically or challenged on the spot.
 - b. If challenged the Service Provider must correct the invoicing error i.e. attach supporting documents or adjust price below DNE before submitting again.
- h. Payment terms for all invoices will be Net 30 days.

NOTE: Failure to include any of these elements could result in delayed payment. In order to expedite the invoice audit and payment process, you must include all required elements.

2.8.2 Invoicing Scheduled Service Request

- i. Invoices must be submitted within 30 days of service completion date. **PAYMENT OF INVOICES SUBMITTED AFTER 30 DAYS MAY BE SUBSTANTIALLY DELAYED. ALL INVOICES ARE DUE WITHIN 30 DAYS FOLLOWING COMPLETION OF WORK.**
- j. Any invoices returned to Service Provider because of insufficient documentation must be returned within 60 days of original service date. Failure to do so will cancel obligation to pay.
- k. Service Provider must scan and attach signed work tickets to the on-line invoice for all Scheduled Service Request for Service work orders
- l. Invoices may be entered individually or through a batch process.
- m. Service Provider must include a unique invoice number never used before for a DOLLAR TREE STORES, INC. location and then submit the invoice.
- n. Once submitted the invoice goes through an automated quality inspection.
 - a. The invoice will either be automatically submitted electronically or challenged on the spot.
 - b. If challenged the Service Provider must correct the invoicing error i.e. attach supporting documents or adjust price below DNE before submitting again.
- o. Payment terms for all invoices will be Net 30 days.

2.8.3 Payment

- a. DOLLAR TREE STORES, INC. will pay all non-disputed time and material invoices within thirty (30) calendar days from the receipt of the invoice.

2.9 Service Response Parameters

Normal and Emergency Response Parameters vary according to Location needs and the trade performing service. In order to manage each Request for Service, an Estimated Time of Arrival (ETA) has been pre-set by DOLLAR TREE STORES, INC.. Service Providers will be expected to follow the guidelines of sections 2.3 and 2.4.

2.9.1 Response Parameter Guidelines (Normal and Emergency calls)

Priority	Arrival/Response	Resolution/ Plan in Place (From initiation of call)
EMG	1 hour	1 day
P2	2 hours	1 day
P4	4 hours	1 day
P8	8 hours	1 day
P24	24 hours	1 day
P48	48 hours	2 days
AH	After Hours	2 Days
PS	Scheduled	Scheduled

2.9.2 Emergency Response Parameters (After Hours and Weekends)

Emergency Requests for Service Contact Methods:

- a. *FacilitySource will contact your emergency after hour's answering service. This will allow them to dispatch a technician per your normal after hour's procedure.*

FacilitySource will also e-mail all Requests for Service.

3. Other Items

3.1 Parts / Supplies

Parts' ordering is the responsibility of the Service Provider. If help is needed securing parts or you need a current parts list, contact appropriate FacilitySource staff and FacilitySource will coordinate conversations with DOLLAR TREE STORES, INC. For HVAC and Refrigeration parts should be expedited overnight whenever possible.

3.2 Internet Capability

To log onto the fmPilot Web Site www.fmpilot.com/dollartree you will need Internet Explorer version 6 or better with a Windows platform.

4. Reference Materials

4.1 Glossary of Terms

Alternate Service Provider -This is the Service Provider chosen after the primary Service Provide has declined an RFS

Check-in -This is the first activity that the Service Provider's technician should perform upon arrival at the Location via the IVR.

Check-out -This is the last activity that the Service Technician should do before leaving a Location. The work order number is required to Check-out via the IVR.

Location -This is the entity to which services are provided both by FacilitySource and the Service Provider. The Location places RFS's and works with FacilitySource to develop the comprehensive maintenance program involving the Service Providers.

Close-out -This activity is performed if a Service Provider has provided a solution to the Location for an RFS over the phone. If the solution is acceptable, close out the call by using the FacilitySource IVR system.

Customer Service Center (CSC) -This is the central Location for all Customer Service Reps working for FacilitySource sometimes referred to ask "Transaction Center". The CSC handles all components of the FacilitySource transactions.

Customer Service Representative (CSR) -FacilitySource employees responsible for all first line contact with the Location. CSR's are charged with the task of gathering all RFS information and providing response and follow-up on all DOLLAR TREE STORES, INC. transactions.

Estimated Time of Arrival (ETA) - 1. A pre-set range of time in which the Service Provider must Check-in at a Location on a particular RFS. This time can be reset based on a discussion between the Service Provide and the Location. See Reset ETA. 2. The date and time entered into FacilitySource system by the Service Provider indicating the planned arrival time at the Location. This is done when there is NO pre-set ETA on the RFS notification – i.e. PM work requests

Invoicing -The financial process within fmPilot and DOLLAR TREE STORES, INC. which comprises invoices received from Service Providers and payments sent to Service Providers.

FacilitySource IVR System – Integrated Voice Response - The FacilitySource Computer/Telephony system utilized by Locations, Service Providers and FacilitySource CSR's to facilitate service transactions with regard to the Location's managed maintenance program.

Location -A Location site from which an RFS originates and to which the Service Provider must go in order to Check-in, provide service, and Check-out.

Managed Equipment and Trades - The areas and units of a Location that fall into the FacilitySource scope of work. Only those services that apply to Managed Equipment and Trades will go through FacilitySource.

Notification -The necessary communication between FacilitySource and the Locations and/or Service Providers. Actions taken within FacilitySource may lead to notifications to the appropriate parties. One example of a notification is as follows: an RFS notification is generated after a CSR receives a Service Need from the Location. The RFS notification is directed to the Service Provider to inform the Service Provider of the details surrounding the Service Need.

Do Not Exceed (DNE) Limit -A monetary limit that the Service Provider is not allowed exceed on any single RFS without the proper authorization.

Other Resolution -This is a secondary action taken by a Service Provider. These actions include Close-out, Defer to SM (scheduled maintenance), or Remote Diagnostic.

Account Manager -The single point of contact at FacilitySource for the Location and the Service Providers associated with that Location. The Account Manager is ultimately responsible for all actions associated with a particular Location.

Quote -This is an estimate of cost for a particular RFS including parts and labor. Quotes must be submitted on-line through the fmPilot work order system.

Reject -A Service Provider activity used if the Service Provider cannot service a particular RFS. If a Service Provider Declines an RFS, an Alternate Service Provider is selected to perform the service. Option "2" in the Service Provider Menu is used to Decline an RFS.

Reset ETA: If there is a pre-set ETA time range on an RFS notification; the Service Provider can RESET this time after discussion with the Location. The Service Provider assumes ownership of this change and is responsible for Location Awareness.

Response Time: This is the time between the initial RFS notification and any second action other than Check-In. Second actions include Set/Reset ETA, Decline Service and Other Resolutions. This is a measure of Service Provider responsiveness to the Location's needs.

Request for Service (RFS): The formal transaction consisting of a Location service need, a Service Provider notification, Service Provider activity, and invoicing. The life cycle of an RFS is tracked within the FacilitySource fmPilot system.

Service Need: The problem the Location is having that is brought to the attention of the FacilitySource CSR. The CSR enters the data into the FacilitySource fmPilot system, which in turn notifies the Service Provider.

Scheduled Maintenance: This is the “planned maintenance” event that is scheduled at a pre-set frequency for a Location. A list of Scheduled Maintenance events will be provided monthly to the Service Provider by FacilitySource.

Total Labor Hours: This is the combined total hours worked on an RFS if more than one person was required to solve the service need. The Service Provider determines this number of hours during Check-Out and enters it into the FacilitySource system.

Work Order: This number is distributed to the Service Provider as part of the RFS data. The work order number (or WEB #) is required for all actions involving the FacilitySource system.

FacilitySource Contact Sheet

Dollar Tree - Contacts are based in Columbus, OH Office EST

General Information
Facility Service Center: 877-476-5475
IVR Check in/out: 877-476-5482
EMS Group Direct: 614-396-0458 www.fmPilot.com/DollarTree Service Center Group Contact: dollartree@facilitysource.com EMS Group Contact: dollartreeems@facilitysource.com

Senior Account Manager	Account Manager
Matt Barga	Jill Eberhardt
Desk: 614-318-1868 Cell: 614-306-5479 mbarga@facilitysource.com	Desk: 614-318-1815 Cell: 614-257-8381 jeberhardt@facilitysource.com

4.2 Indemnification Against Third Party Cause of Action

INDEMNIFICATION BY SUPPLIER. Except to the extent caused by Dollar Tree's negligence, SUPPLIER will indemnify and hold Dollar Tree, Dollar Tree's employees, contractors and agents harmless from and against all loss, cost, expense, and liability (including Dollar Tree's cost of defending against the foregoing, such cost to include reasonable attorney's fees and cost) for damages to real or tangible personal property or for bodily injury or death to any person resulting or occurring by reason of SUPPLIER's performance of its obligation under this Agreement.

INDEMNIFICATION BY DOLLAR TREE. Except to the extent caused by SUPPLIER's negligence, Dollar Tree will indemnify and hold SUPPLIER, SUPPLIER's employees, contractors and agents harmless from and against all loss, cost, expense, and liability (including SUPPLIER's cost of defending against the foregoing, such cost to include reasonable attorney's fees and cost) for damages to real or tangible personal property or for bodily injury or death to any person resulting or occurring by reason of Dollar Tree's performance of its obligation under this Agreement.

4.3 Insurance

INSURANCE TO BE CARRIED. During the Term of this Agreement, SUPPLIER shall maintain a policy of (i) commercial general liability insurance, covering liability arising from premises, operations, independent contractors, completed operations, personal injury and liability assumed under an insured contract, with limits of at least Liability Policy that has limits of at least \$1,000,000 per occurrence, and \$2,000,000 aggregate (ii) Workers Compensation of at least \$500,000; and (iv) Auto Liability Coverage of at least \$1,000,000. Such policy shall name Dollar Tree as an additional insured and shall be underwritten by an insurance carrier authorized to do business in the United States and having a rating of "A-" or better by A.M. Best Company and a Financial Size Category rating of a least Class VIII.

CERTIFICATE OF INSURANCE. A certificate of insurance evidencing the required coverage shall be provided to Dollar Tree at the address set forth below prior to the first delivery of Services hereunder, annually thereafter, and upon reasonable request. All certificates shall provide for at least thirty (30) days written notice prior to cancellation of any insurance referred to herein.

Please e-mail the completed COI to Vmtretail1@facilitysource.com and mail hard copies to the following address:

**Dollar Tree Stores, Inc.
500 Volvo Drive
Chesapeake, VA 23320
Attention: Mike Proffitt, Director Property Management**

4.3 Service Provider Scorecard Criteria

Specifications and Standards Related to the Services

Service Provider	Standard
% of calls to pre-set ETA	90%
Average response time on emergency calls	4 hours
Average response time on non-emergency calls	48 hours
Average completion/resolution time-emergency	24 hours
Ave. completion/resolution time- non emergency	4 days
Average cost per invoice	By trade
Customer satisfaction score	90%
Check in %	90%
Check out %	90%
% of calls declined	5%
RFP	
Average turnaround of quotes	24 hours

5. DOLLAR TREE STORES, INC. Service Provider Sign-off Sheet

The following contact information is how my company wishes to receive any After Hours Emergency information and E-Mail address for REQUEST FOR SERVICE and Correspondence to be sent to.

After Hours Emergency Phone Number:

E-Mail address for REQUEST FOR SERVICE/Work Orders and Correspondence to be sent to:

Name associated with email

I have read and understand the DOLLAR TREE STORES, INC. Solution Manual for Service Providers,
and I will abide by the processes, procedures, and rules contained within.

Signed: _____

Title: _____

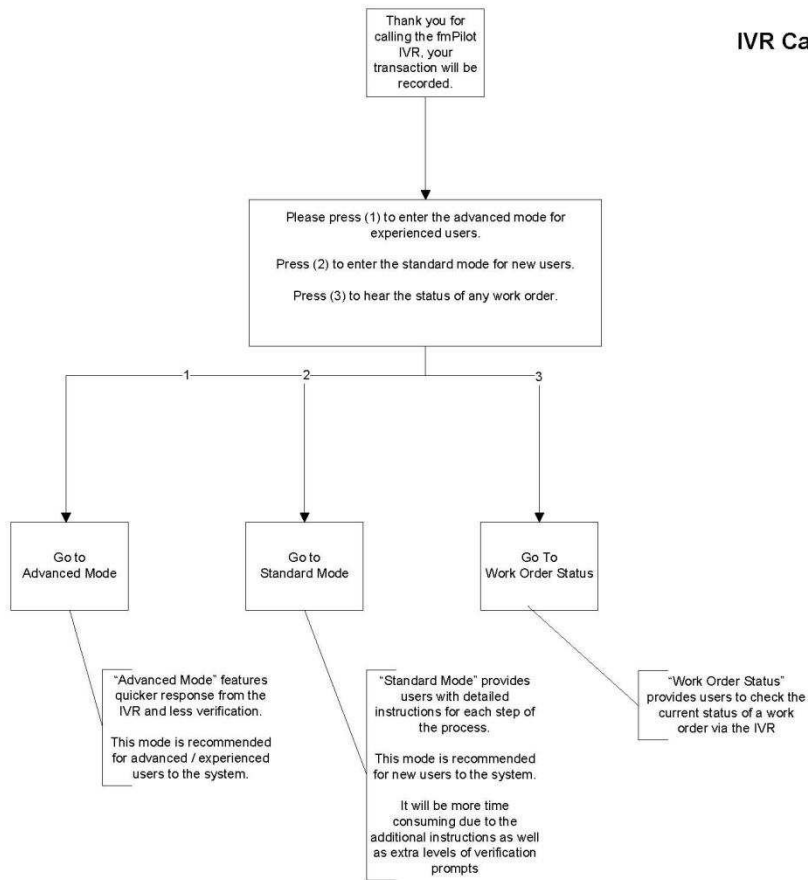
Company Name: _____

Date: _____

6. IVR Call Tree

6.1 Main Menu

Main Menu

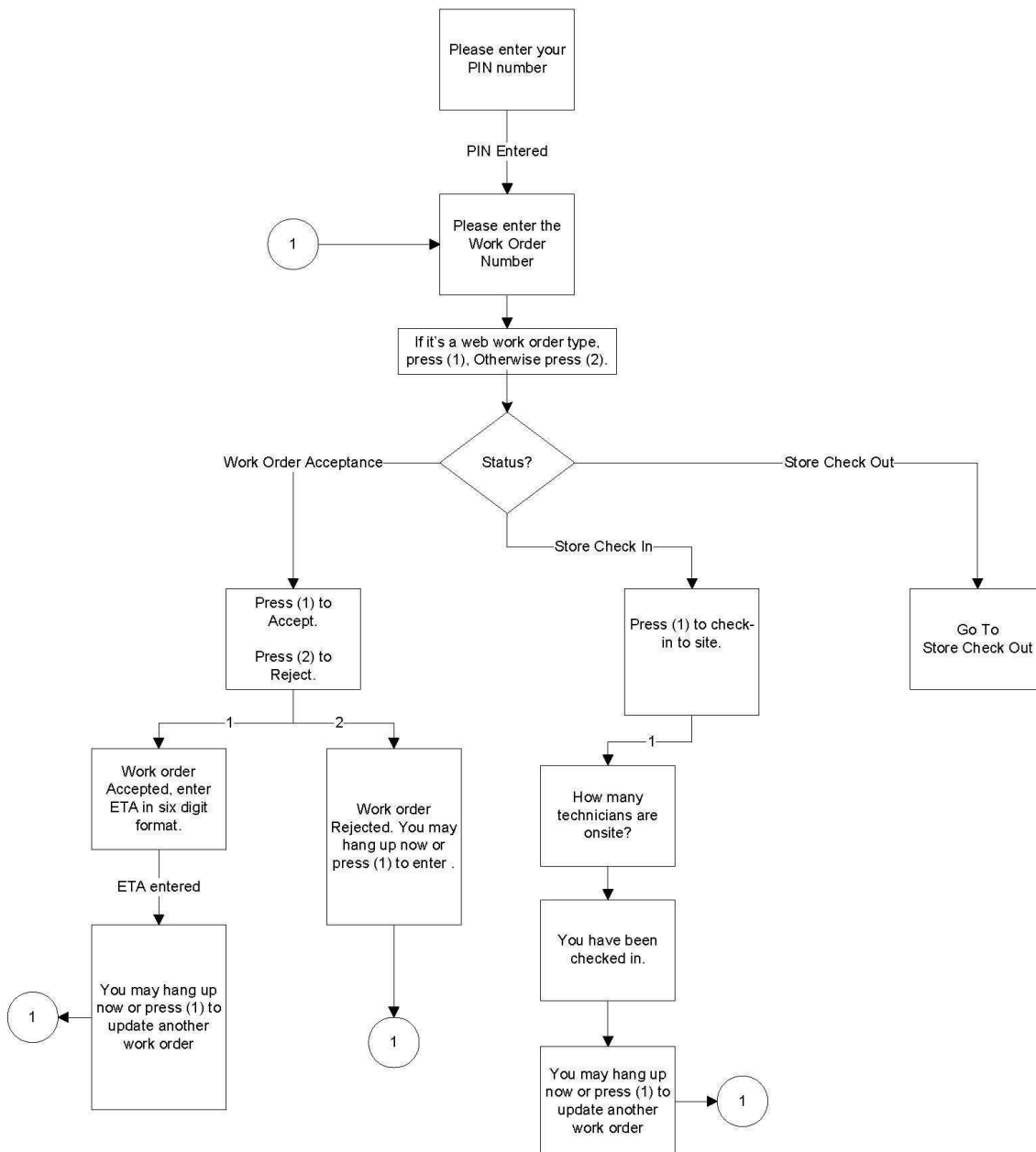


Confidential and Proprietary

6.2 Advanced Mode

Advanced Mode

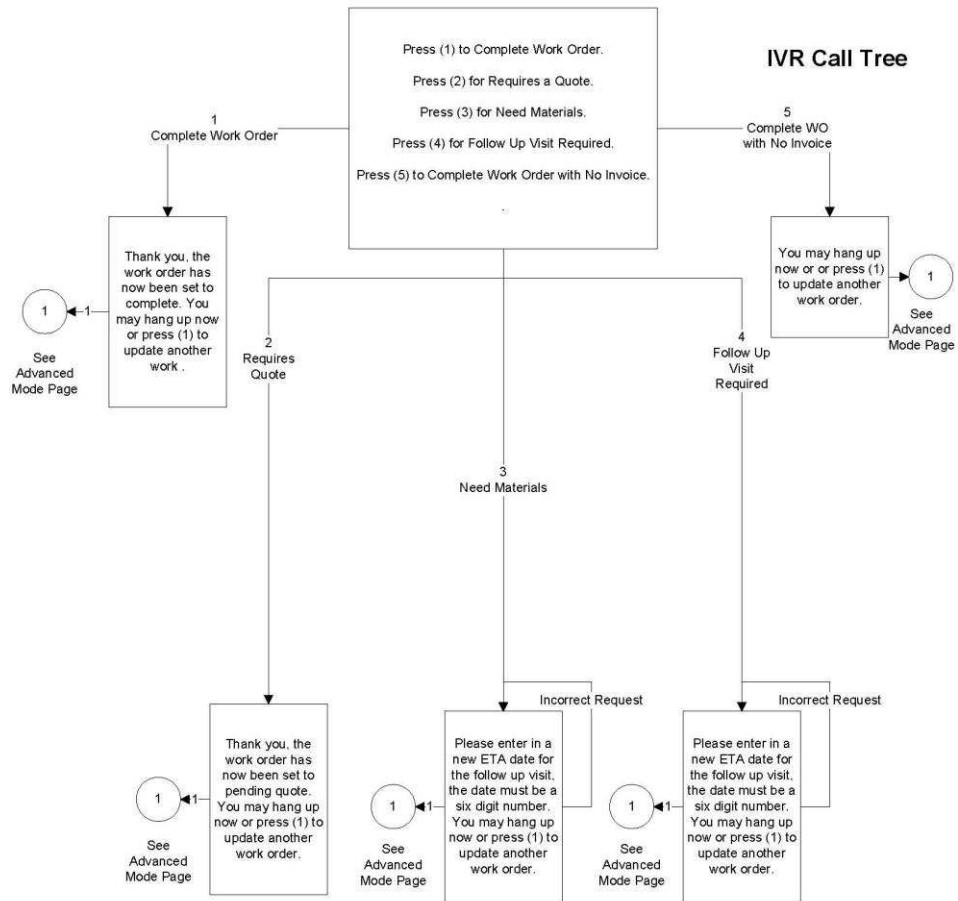
IVR Call Tree



Confidential and Proprietary

6.3 Check Out

Store Check Out



Confidential and Proprietary