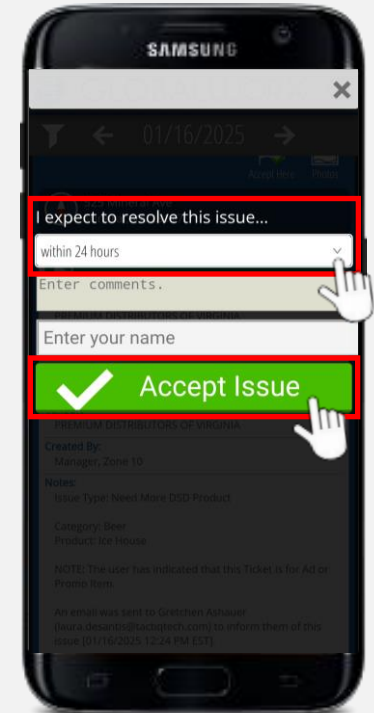
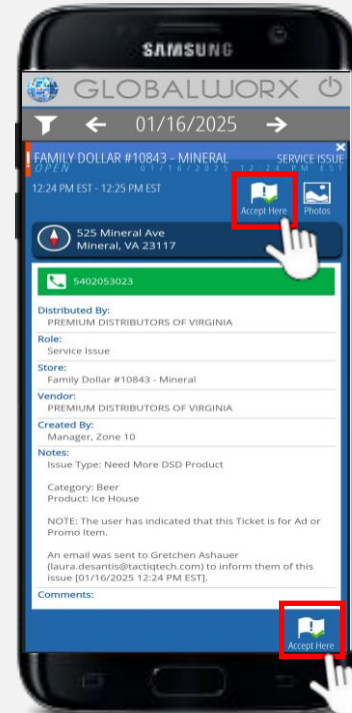
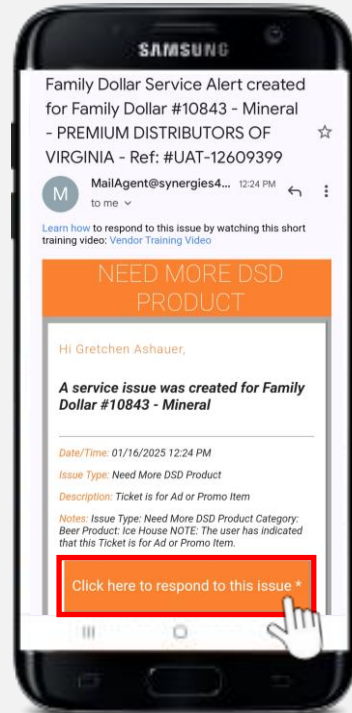
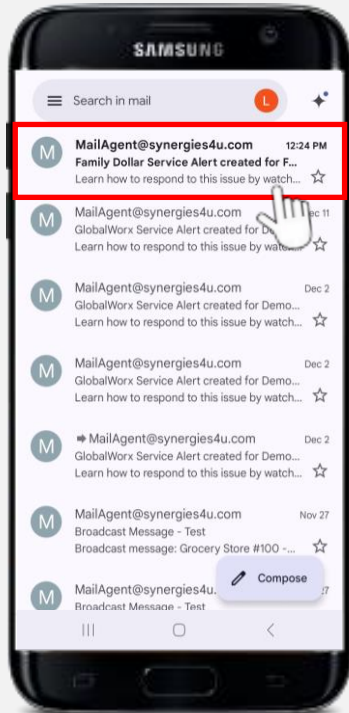


Family Dollar Service Alert Guide

Step-by-Step Guide To Accepting Service Alerts



RECEIVING AN ALERT

Email: MailAgent@Synergies4U.com

- Additional service alert details
- Accept alerts through platform

ADDITIONAL ASSISTANCE

For additional assistance, please contact our support team:
FamilyDollarDSD@TactiqTech.com

ACCEPTING AN ALERT

STEP 1

Open the email and select the "Click here to respond to this issue" button.

STEP 2

Once you are ready to accept the alert, select one of the "Accept Here" icons.

STEP 3

Select the timeframe when you intend to resolve the opportunity. Enter comments and your name. Then select "Accept Issue".

Accepting the alert provides instant feedback to the store that you are aware of the alert and when you anticipate the opportunity will be resolved. To view alerts created on a previous day, use the white arrows at the top of the screen.