



Best Buy Supplier Compliance Webinars

An Introduction to WERCSmart

Live Q&A

Best Buy's Program & Policies

Q: Does a WERCSmart registration need to be completed before we set up a product in Product Data Management (PDM)?

A: Registration will be required Sept. 15, 2023.

Q: If we have products (non UPC) that are not sold on shelves and built to order, are we required to register them?

A: Since products shipped directly to consumers may still be returned to a Best Buy location, Best Buy requires a WERCSmart registration for those items.

Q: Our organization does not currently have some of the documents/certificates required by WERCSmart. Will this affect our existing SKUs with Best Buy?

A: Existing SKUs will not be deactivated or cancelled but Best Buy will continue to review non-compliant products. The expectation is all applicable products are registered with WERCS by Sept. 15, 2023.

WERCSmart Program Details

Q: Our organization already uses WERCSmart today for other retailers. If I already have products setup and registered with other retailers, do I just have to forward the registration to Best Buy?

A: Yes. Products registered in WERCSmart can be forwarded to any number of additional retail recipients. We encourage all vendors to utilize this functionality whenever possible.

Q: If we need to register a product in WERCSmart, does it require a UPC number?

A: In most cases, a UPC needs to be added to the registration in WERCSmart. The only exception is if a stand-alone battery is being registered that will only be used in downstream battery-containing products (BCPs)

Q: What if I register a battery on its own and then the supplier (of the battery) creates a registration?

A: In most cases, we recommend that BCP manufacturers and distributors engage directly with their battery manufacturer to onboard their data in WERCSmart.

Q: Is there a form to prep and gather the required info from our manufacturers?

A: Because each registration can vary and change based on product type and attributes provided, UL cannot offer a single form to meet this request. However, we encourage all vendors to reference the demo recording from the webinar and other resources available in the WERCSmart helpdesk:

<https://wer-smart.freshdesk.com/en/support/solutions>

Q: Is the process to upload a UN38.3 via UL WERCSmart the same as getting WERCS registered and obtaining a WERCS ID for the product?

A: Yes. While different product categories require different kinds of information and supporting documentation, the WERCSmart platform supports everything mentioned.

Q: If our SDS is not ready by 9/15, can we submit a WERCSmart registration without it and upload later?

A: If the product type being registered requires an SDS or a TDS (Technical Data Sheet), it cannot be registered until that document is uploaded. If the company needs support with SDS or a TDS UL offers a separate authoring service that can be leveraged to support this requirement.

Q: Are the fee structures for the battery-only registration available?

A: A standalone lithium battery registration falls under the Formulated subscription tier. More information can be found at the following URL: <https://wer-smart.freshdesk.com/en/support/solutions/articles/25000024200-subscription>

Q: Do non-battery products being sold to Best Buy require a WERCSmart registration?

A: While this initiative is focused on lithium battery products, Best Buy also onboards chemical formulated products through WERCSmart as well and we ask all vendors to register those UPCs as well.

Q: If our company sells four products that use the same battery, what will our subscription fee be?



A: If the four products in questions all fall under the same product category (i.e., flashlights), all four UPCs can be consolidated under a single, Enhanced Article product registration in WERCSmart. If your organization is also responsible for registering the battery, that product will fall under the Formulated category.

Q: What is the cost to have UL author a Safety Data Sheet?

A: If the product being registered is not regulated for transport, the fee to author an SDS is \$275. The authoring fee for regulated products is \$350.