



## Vendor Onboarding Activity Guide (Domestic SDF Vendor)

---

Updated: June FY22

### Notes:

- This list of activities applies only to Domestic Supplier Direct Fulfillment (SDF) merchandising Vendors where the Vendor has ownership of inventory and fulfills through the dot-com channel directly to Best Buy customers. This does not apply to Core (where Best Buy takes ownership of inventory and fulfills through the brick & mortar channel) Vendors.
- SDF Vendor set-ups take about 4 weeks longer than Core Vendor set-ups due to the wait required to obtain a Best Buy UPS account number.
- Some steps occur in conjunction with other steps. Please review this entire guide to ensure that the correct people on your teams are involved and aware.
- All activities must be complete prior to sale of product.

### Key Requirements and Activities:

#### 1) Best Buy's Values and Initiatives:

- **Diversity:** If you are a certified Diverse Supplier, please provide the name of the organization you are certified with to the Best Buy Category Lead or Merchandising Analyst.
- **Responsible Sourcing:** Provide a Vendor contact who deals with product sourcing to the Category Lead or Merchandising Analyst. A survey will be sent to the Vendor contact provided.
- **Internet of Things (Interconnectivity and customer data):** This information is important to Best Buy and Vendors will be asked questions around this during SKU set-up if their products access the internet or mobile networks independently, through attachments, or other devices or system.

#### 2) In order to become a Domestic SDF merchandising Vendor that provides products or services for resale to Best Buy dotcom customers, SDF Vendors are required to accept the following:

- Establish relationship with CommerceHub for Electronic Data Exchange – For purchase orders and invoices.
- EFT (Electronic Funds Transfer through Western Union) – System that Best Buy uses to pay invoices, deduct payables, and wire transfers.
- PDM (Product Data Management) – System that Best Buy uses for SKU and content set-up.
- Sign up for a BBY UPS account number for shipments to BBY dotcom customers.

#### 3) Best Buy Category Team kicks off the Vendor onboarding process:

- To begin, the main contact for the Vendor will be the Best Buy Category Lead or Merchandising Analyst (unless otherwise noted).

#### 4) Vendor is Required to Provide the Following when filling out the online Vendor Set-up Form:

- An auto-generated email is sent to the Vendor with a temporary link, ID, and password to fill out this company information. These temporary credentials are valid for only 3 weeks.
- Legal Company Information – Found on W9 (US Vendor)/W8-BEN (non-US Vendor)
  - Legal company name, address, legal entity type, DBA, parent company.
  - Legal entity country that Vendor is organized under.
  - Doing Business As (DBA), subsidiary, brand name.

- Other address and information
  - Correspondence, payment, EDI, return address, contact name, email address, phone, fax.
- Global Location Number (GLN)
  - Provides a standard means to identify legal entities, trading parties and locations to support the requirements of electronic commerce. Each GLN is unique and cannot be used by other companies.
  - Note: If the Vendor does not have a GLN, they can create a GLN at: [To obtain a GLN Number go here: GS1 Global Location Numbers](#)
  - Phone: + 1 609 620 0200.
  - Email: [info@gs1us.org](mailto:info@gs1us.org)
  - Website: [www.gs1us.org](http://www.gs1us.org)
- Financial information
  - Provide bank name, address, contact name, email, phone number, fax number.
  - Audit firm, 2-3 trade references (credit references), company URL.
  - Dunn & Bradstreet (D&B) number.
- Return to Carrier information

**5) Sign Best Buy's VMA (Vendor Master Agreement):**

- The VMA is the legal agreement between the Vendor and Best Buy which defines operational and legal terms required to do business with Best Buy.
- The VMA is signed at the company level and covers all Master and Department Vendor numbers (and associated Vendor Program Agreements) that are set-up for a particular business entity.
- This document is non-negotiable with Vendor partners and should be signed as is.
- Note: VMAs do not have an expiry date and will last as long as the relationship exists or until expressly terminated by a party.
- The Best Buy Category Lead or Merchandising Analyst will email this to the Vendor.

**6) Provide a copy of the company's COI (Certificate of Insurance):**

- Vendor needs to provide commercial general liability insurance and the required insurance level \$2M/\$5M/\$10M will vary based upon the product type.
- The Best Buy Category Lead or Merchant Analyst will email the Vendor Insurance Standards to the Vendor.

**7) Sign Best Buy agreement electronically for VPA (Vendor Program Agreement):**

- The VPA is an addendum to the VMA that is negotiated between the Category Team and Vendor. It defines applicable business terms such as payment and freight terms, discounts, returns, and key Vendor funding components provided by the Vendor.
- VPAs usually span a fiscal year and are negotiated annually for every Department-Vendor-Class combination.
- Freight Terms are expected to be "Collect".
- BBY will share the freight allowance need with the Vendor that will be captured in the VPA.
- Vendor electronically signs agreements via DocuSign.
- For question about Collect Transportation, contact [ParcelShippingAccount@bestbuu.com](mailto:ParcelShippingAccount@bestbuu.com)

**8) Commerce Hub Setup and Testing:**

- Prior to receiving the first Purchase Order, a connection must be tested and in production through Commerce Hub which is the third-party Order Stream platform required to be utilized by all SDF Vendors at BBY. SDF Vendors do not utilize EDI through Best Buy directly, they contract with Commerce Hub to obtain access to Best Buy's Network.
- A Best Buy Vendor number assigned by the Supplier Add Change Team is required before the Commerce Hub connection to Best Buy's Network can go-live.
- Link for more information: [SDF Policies and Procedures with CommerceHub](#)
- For questions regarding Commerce Hub, please contact [salessupport@commercehub.com](mailto:salessupport@commercehub.com)
  - Daily Inventory feed (EDI 846 or equivalent)
  - Purchase Order (EDI 850 or equivalent)
  - Ship Notification (EDI 856 or equivalent)
  - Invoice (EDI 810 or equivalent)

**9) Transportation information:**

- SDF Vendor Onboarding will take 6-8 weeks to set-up due to this 4-week wait for the BBY UPS account number and the Vendor requirement to supply a test shipping label to the Parcel Transportation Team.
- All SDF Vendors are required to utilize Best Buy's UPS account number to ship their products to dotcom customers. The freight terms will be Collect. The process to obtain the BBY UPS account number takes 4 weeks. Please action on filling out the Shipping Form you will receive in the, "Next Steps for Partnership" email ASAP as this is often the step that causes the onboarding to stall.
- If Collect then the Vendor will need to obtain a BBY UPS account number and this step will take 4 weeks. For questions about Collect Transportation, contact [ParcelShippingAccount@bestbuy.com](mailto:ParcelShippingAccount@bestbuy.com)
  - Fulfill (pick, pack, and ship) products directly to BestBuy.com customers in individual unit quantities
  - Ship and send ship confirmation within three (3) business days from receipt of an SDF PO
  - Include BestBuy.com branded pack lists (download or replicate) and shipping labels that conform to Best Buy's branding standards with all shipments
  - Maintain on hand inventory to support web demand; managing inventory is a cooperative process with the Supplier being responsible for staying in-stock
  - Receive customer returned goods back in bulk (under an open RA) or negotiate DFI allowance to cover returns
- ***The only exception to this is for SDF Vendors who have products that are Best Buy Home Delivery (BBHD) and have Freight as Prepaid in the Best Buy VPA.*** In this situation, the US DDC Inbound Shipping Guide located on the Partner Portal pertains to shipping guidelines for those SDF BBHD Vendors using their own shipping accounts <https://partners.bestbuy.com/-/us-ddc-inbound>. SDF BBHD can be either Freight Prepaid (Vendor will utilize their own shipping account) or Collect.

**10) When complete, a Best Buy Vendor Supplier ID number will be generated and sent to the Vendor via email.**

**You will need a Vendor Supplier ID number and a Vendor Security Administrator to complete activities 11 – 17.**

**11) Vendor is Required to assign a Vendor Security Administrator (VSA) Request in the Vendor Identity Portal:**

- At the end of the Vendor set-up process, you will receive a Welcome Email with the Vendor numbers and steps on how to request a Vendor Security Admin (VSA). Link for more information [Welcome to the Partner Portal - Merchandising Site](#)
- The VSA is responsible for managing the Best Buy application access, granting/removing user access, performing scheduled user audits, updating company information, and communicating Best Buy news and updates to the appropriate Vendor contacts.
- This request will provide access to the following:
  - Product Data Management (PDM).
  - Icertis Contract Management (ICM).
  - Secure information on the Partner Portal: <https://partners.bestbuy.com/>.

**12) Product Data Management (PDM) – SKU Setup:**

- The Merchandising Analyst works with the PDM Team and Vendor to make sure this is complete.
- PDM provides visibility to Best Buy's data requirements and in-system validations. It offers a streamlined approach, allowing Vendors to create and update item information for SKUs sold to Best Buy.
- Once a Vendor number is generated, the Vendor-designated VSA (Vendor Security Admin) will need to request PDM access.
  - Vendor assistance and access, they should contact their VSA or [PartnerSupport@bestbuy.com](mailto:PartnerSupport@bestbuy.com).
- Vendor's PDM Getting Started Guide: <https://partners.bestbuy.com/documents/20126/2932525/PDM+Getting+Started.pdf/404ee085-74e3-ba8f-d221-5115c59d0e12?t=1588977687007>.
- Resource page with training information: <https://partners.bestbuy.com/pdm-resource-home-landing-page>.
  - A login to the Partner Portal is required for this page.
  - For questions about PDM, contact [PDMBusinessSupport@bestbuy.com](mailto:PDMBusinessSupport@bestbuy.com)

**13) Vendor is required to review the SDF Program shipping requirements:**

- From the Partner Portal The: [Program, Policies & Procedures for Supplier Direct Fulfillment \(SDF\)](#)
- Support Best Buy's pre-determined SDF carriers.
- Process ship speed upgrades where the customer has paid for this service (indicated on PO).
- Set freight billing up directly to Best Buy with Best Buy as the shipper of record.
- Package orders to withstand individual shipment to the customer (may require over-boxing).

**14) AP Visibility tool – Vendor must obtain access:**

- Link: [https://www.enabletrading.com/sscripts100B/tg\\_prod.wsp/logon.htm](https://www.enabletrading.com/sscripts100B/tg_prod.wsp/logon.htm)
- The AP Visibility tool is a third-party entity. It is the required tool for viewing the status of Vendor account(s) and disputes. Includes access to paid and unpaid invoices, deduction details, open receipts, returns information, and online forms for disputes and inquiries along with visibility to dispute statuses.
- Vendor should contact their AP Visibility VSA or [APVisibilityPortal@bestbuy.com](mailto:APVisibilityPortal@bestbuy.com) to provide them with access. The AP Visibility VSA and the Partner Portal VSA are not necessarily the same person(s).
- If you do not have a login for the AP Visibility tool, contact [APVisibilityPortal@bestbuy.com](mailto:APVisibilityPortal@bestbuy.com).

**15) Partner Portal – Vendor must obtain access:**

- Link: <https://partners.bestbuy.com/>
- The Partner Portal is a Best Buy site and one-stop shop for all of Best Buy’s supplier policies, guidelines, and any other information or support you need.
- General access is available to everyone, but logins will not be available until after the Vendor set-up concludes and a supplier number is assigned.
- For access for additional people on the Vendor side, the Vendor should contact its Partner Portal Vendor Security Admin (VSA) first or otherwise contact [PartnerSupport@bestbuy.com](mailto:PartnerSupport@bestbuy.com).
  - Note: VSA sessions are hosted by the Partner Support team each month to answer questions.

**16) Follow up with your team contact who is receiving the automated onboarding emails for the process that was originally initiated by the Best Buy Category Team:**

- Review tasks and timeline for completion.
- Include all of your team contacts in the conversation (sales, supply chain/logistics, transportation, CHUB, etc.).

**17) Best Buy Fiscal Year Calendar:**

- Located on the Partner Portal: <https://partners.bestbuy.com/>