



Vendor Onboarding Activity Guide (Traditional Domestic Core Vendor)

Updated: March FY27

Notes:

- This list of activities applies only to Domestic Core Vendors where Best Buy takes ownership of inventory and fulfills through the brick & mortar and dot-com channels. This does not apply to SDF (Supplier Direct Fulfillment) Vendors.
- Some steps occur in conjunction with other steps. Please review the 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.
- Best Buy would expect that the name shown on your W9/W8-BEN-8, the one used on the Best Buy VMA, the required COI, the Company Name line, and the Name on Bank Account line on the EFT Convera submission would all match exactly. This includes periods, commas, and spelling out all abbreviations.

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, mobile networks independently, or through attachments or other devices or systems.

2) To become a Domestic Core Vendor where Best Buy takes ownership of inventory and fulfills through the brick & mortar and dot-com channels, Vendors are required to accept the following:

- EDI (Electronic Data Exchange) – For transmission of data.
- EFT (Electronic Funds Transfer through Convera) – System that Best Buy uses to pay invoices, deduct payables, and make wire transfers. Best Buy expects the name used on the Company Name line and the Name on Bank Account line to exactly match the name shown on the vendor's W9/W8-BEN-8.
- PDM (Product Data Management) – System that Best Buy uses for SKU and content set-up.

- 3) Best Buy Category Team kicks off the Vendor onboarding process:
- To begin, the main contact for the Vendor will be Merchant Support (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 link, temporary ID, and password to fill out their company information. These temporary credentials are valid for only 3 weeks.
 - Legal Company Information – Found on W9 (US Vendor)/W8-BEN-8 (non-US Vendor)
 - Legal company name, address, legal entity type, DBA, and parent company
 - Legal entity country under which the Vendor is organized
 - Doing Business As (DBA), subsidiary, brand name
 - Other address and information
 - Correspondence, payment, EDI, return address, contact name, email address, phone, fax.
 - Financial information
 - Provide bank name, address, contact name, email, & phone number.
 - Company URL.
 - 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.
 - i. If the Vendor does not have a GLN, follow the steps under GLN section:
<https://partners.bestbuy.com/-/vendor-performance-and-operation-standards>
- 5) Sign Best Buy's VMA (Vendor Master Agreement) Where Applicable. Best Buy expects the name used here to exactly match the name shown on the vendor's W9/W8-BEN-8:
- 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.
 - If you are a current CORE Vendor at Best Buy and your new set-up is in the same department, you will not need to sign another Best Buy VMA. A Best Buy Merchant Support Team member will contact you if this document is needed.
The Merchant Support team member will email this to the Vendor.

- 6) Provide a copy of the company's COI (Certificate of Insurance). Best Buy expects the name used here to exactly match the name shown on the vendor's W9/W8-BEN-8:
 - Vendor needs to provide commercial general liability insurance, and the required insurance level \$2M/\$5M/\$10M will vary based upon the product type.
 - If you are a current CORE Vendor at Best Buy and your new set-up is in the same department, you may not need to provide another COI. The Merchant Support team member will contact you if this document is needed.
 - The Best Buy Merchant Support team member 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 term, discounts, returns, and key Vendor funding components provided by the Vendor.
 - VPAs at Best Buy are considered evergreen/auto-renewal and are dated to 12-31-2099 for every Department-Vendor-Class combination. VPAs can be renegotiated at any time to change terms and components. Addendums are used to capture other information that only occurs yearly.
 - Vendor electronically signs Vendor Program Agreements via DocuSign.

- 8) 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 9 – 19.

- 9) Assign Vendor Security Administrator (VSA):

Vendor is required to assign a Vendor Security Administrator (VSA) in [Vendor Identity](#). At the end of the Vendor set-up process, the Vendor will receive a Welcome Email with the Vendor numbers and steps on how to request a Vendor Security Admin (VSA). [More information is available here](#) or by contacting [Partner Support](#).

The VSA is responsible for managing:

 - [Application access](#) (within [Vendor Identity](#))
 - [Granting/removing user access](#)
 - [Performing scheduled security audits](#)
 - [Updating company information](#) (requires the vendor to be fully set up, have a BBY Vendor number, and be logged into the Partner Portal for the link to work)
 - Communicating Best Buy news and updates to the appropriate Vendor contacts

A VSA may [grant users access](#) to the following applications (among others):

 - Product Data Management (PDM)
 - Icertis Contract Management (ICM)
 - [Partner Portal](#)

- 10) Product Portal (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 Product Portal access.
 - Additional information can be found here: <https://partners.bestbuy.com/applications/pdm-user-guide-how-to-get-access>
 - PDM User Guide: <https://partners.bestbuy.com/applications/pdm-user-guide-overview>
 - For questions about getting access or using the PDM Tool, you can contact PDMBusinessSupport@bestbuy.com, or to set up time with the support team, you can Book Office Hours (login credentials required for access) <https://outlook.office365.com/owa/calendar/PDMBusinessSupport1@bestbuy.onmicrosoft.com/bookings/>

11) EDI Setup and Testing:

- Prior to receiving the first Purchase Order from Demand Planning, an EDI connection must be tested and in production.
- EDI documents required to trade with Best Buy:
 - EDI 850: Purchase Orders
 - EDI 860: Purchase Order Changes
 - EDI 810: Invoice
 - EDI 824: Application Advice
 - EDI 856: Advance Ship Notice (ASN)
 - For information on the technical requirements of the EDI 856, please reference the EDI 856 Implementation Guide on the Partner Portal.
 - EDI 997: Functional Acknowledgement
- A Best Buy Vendor number is required before the EDI go-live.
- Link for more information <https://partners.bestbuy.com/group/guest/united-states/merchandising/edi>.
 - Note: A login to the Partner Portal is required for this page.
- For questions about EDI, contact EDIsupport@bestbuy.com.
- For EDI ASN-specific questions, contact ASNOperations@bestbuy.com.

Vendor Onboarding now moves to the Supply Chain activities.

12) Category Team will discuss the following topics with the Vendor. Primary contact will be the Demand Planning Analyst.

- Determine order cycle and lead times.

- Discuss processing time on the vendor side for POs.
- Discussing shipping days (how best to optimize to each Best Buy location if Vendor has multiple warehouses).
- Review and confirm case pack quantities.
- Determine when initial POs will be placed along with delivery date(s).

13) Confirm Freight Term with Best Buy Category Lead or Demand Planning Analyst – Prepaid or Collect

- Prepaid Freight Term Requirements
 - Prepaid = Vendor transports freight to Best Buy facilities. Vendor retains control and responsibility of freight until it is received at the Best Buy RDC/DDC.
 - Vendor is responsible for the carrier relationship. Vendor must ensure that the carrier is educated on:
 - Shipping expectations as outlined in the RDC & DDC Inbound Shipping Guides.
 - Appointment scheduling processes as listed on the Partner Portal.
 - Ship It Right shipping compliance program expectations.
- Collect Freight Term Requirements
 - Collect = Best Buy picks up freight from the Vendor facility. Best Buy takes responsibility for freight once it is loaded onto the trailer.
 - Training with the Collect Transportation team must occur prior to the Demand Planner placing POs.
 - For questions about Collect Transportation, contact InboundOpsCTM@bestbuy.com.

14) Vendor is required to review the Inbound Shipping Guides:

- The RDC (Regional Distribution Center) and DDC (Delivery Distribution Center) guides are located on the [Partner Portal](#). Search by: Inbound Shipping Guide.
- The guides include information about topics such as labeling, pallets, scheduling appointments, approved-to-drop carrier list, courier door requirements, and Best Buy RDC/DDC and store location addresses.
 - It is imperative that the supply chain/logistics contacts on the Vendor teams review all the information in the guides and adhere to the procedures listed. Failure to follow these could result in inventory receiving delays and violations.
 - For DDC shipments, make special note of requirements for: minimum stack heights, iconography size and placement, shipping configuration (palletized, floor-loaded, and bundled loads).
- For Prepaid Vendors: Ensure that any carrier you choose is familiar with the Inbound Shipping Guides and Best Buy expectations.
- For questions about topics included in the RDC & DDC Inbound Shipping Guides, refer to the contact listed at the top of each section in the guides. For ASN-specific questions,

contact ASNOperations@bestbuy.com.

15) AP Visibility tool – Vendor must obtain access:

- Under Finance and Accounting, locate the AP Visibility section:
<https://partners.bestbuy.com/-/vendor-performance-and-operation-standards>
- 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 AccountsPayable@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 AccountsPayable@bestbuy.com.

16) Partner Portal – Vendor must obtain access:

- 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.
 - Note: VSA sessions are hosted monthly by the Partner Support team to answer questions.

17) Vendor is required to review Ship It Right shipping compliance documents:

- Documents are located on the Partner Portal:
<https://partners.bestbuy.com/applications/ship-it-right-user-guide-overview>.
- The Ship It Right Program Introduction, Partner Training Guide, and weekly Vendor reports will require a login to the Partner Portal.
 - Vendors will be held accountable to the expectations of the program.
- The Vendor Compliance team is available for additional training and to answer questions regarding this program. It is recommended that all new Vendors attend a training call with the team.
 - To set up a training call, contact ShipltRight@bestbuy.com or VendorInboundSupport@bestbuy.com.

18) Sales and Inventory Information via EDI 852 Sales and Inventory (optional data transmission):

- EDI 852 Sales and Inventory is an informational data transmission that provides sales and inventory quantities or product activity data at the location level. There is no fee for this transmission.
- Details about the data available can be found on the Partner Portal in the 852 Sales & Inventory Guide under EDI Guidelines and Specifications for Merchandising Partners.
 - Note: Sales and inventory data provided by Best Buy may be different based on the source of the information, but all data is accurate based on the intended purpose (e.g., CPFR vs. EDI 852 data).
- For additional questions, contact EDIsupport@bestbuy.com.

19) Importance of the CPFR (Collaborative Planning, Forecasting, and Replenishment) program and CPFR Application:

- CPFR focuses on improving partnerships between Best Buy and vendors through joint business planning and forecasting of consumer demand. The CPFR Application on the Best Buy Partner Portal provides visibility to data, such as POS forecasts, receipts, inventory, and sales, to enable more efficient and effective planning discussions. Vendor files are published daily with a 10-day rolling history and can be downloaded via the Best Buy Portal. There is no fee for the CPFR Application and reporting.
 - Note: CPFR reporting is not currently available for SDF (Supplier Direct Fulfillment) Vendors.
- The CPFR Application contains 4 tabs:
 - Plan View – Used for collaboration between Best Buy and vendors. This contains Best Buy data as well as vendor data (when entered or uploaded) to provide variances that can be discussed during CPFR calls.
 - Vendors can upload data for the following metrics: Sales Forecast, Promo Lift, Receipt Commit, and Receipt Forecast.
 - Daily Files – Contains the vendor flat file CPFR reports that are published daily with a 10-day rolling history.
 - Open PO – Lists the POs, items, and quantities that are open and not yet received into inventory by Best Buy.
 - Appointments – Lists the scheduled appointment(s) associated with each PO, along with the carrier contact timestamp and carrier ETA.
- For questions about the CPFR program, Vendor files, and data metrics, contact CPFR@bestbuy.com.
- For questions about users and access to CPFR in the Best Buy Partner Portal, contact PartnerSupport@bestbuy.com.