

# FY25 Sales Guidelines & SOP.

## Approved Activities: Description of Sales Services.

Activities are set up as a project or a continuity program. Approved activities that can be performed by each Third-Party Labor provider are available [here](#).

**POS Sales:** Selling to a customer while representing a vendor or multiple vendors in a sales category, technology or solution including processing the sale, physically or digitally, utilizing Best Buy POS system(s), and tools.

- Utilize LILO to log in and log out of each visit: <https://workforce.bestbuy.com/vendor-workforce/portal/home>
- Provider Associates will be given access to assist customers in end-to-end sales transactions when they are certified by a Best Buy leader at their location.
- Provider Associates primary focus is on assisting customers.
  - When not assisting customers, Provider Associates should remain productive through training Best Buy employees on the product/service they represent and ensuring product is merchandised properly.
  - Light Merchandising consists of downstocking, clean and bright, pricing, and basic display maintenance.
- Best Buy expects Provider Associates to understand the entire category they are selling and Best Buy's value propositions to assist all customers.
- Customers shopping for competing vendors should be handed over to a Best Buy employee.
- All Provider Associates must understand Best Buy's initiatives which includes Protection plans, Geek Squad Services, My Best Buy Credit Card, Progressive Leasing, Loyalty programs, In-Home Consultations, Totaltech membership, and networking solutions.
  - Provider Associates who are allowed to activate mobile devices must understand Best Buy's trade-in process and Product Protection Standards for mobile devices.
- POS Sales programs occurring in store are only allowed to process transactions in-department.
- Within the Virtual Store environment, Provider Associates are expected to assist customers through chat, voice, and video per the customer's needs and preferences.

**Managed Access:** Managed Access Services that will allow those Provider Associates to support Best Buy consumers in-store with product inquiries and transactions by decreasing customer wait times and decrease shrinkage by providing Best Buy with the ability to monitor who has accessed cases/cages, and for how long.

- Only Provider Associates that are approved to support POS programs will be permitted Managed Access cards.
  - Provider Associates may only perform Managed Access services whilst representing an approved POS program as scheduled on the day of their shift ("POS Shift").
  - Service Provider will be responsible for replacement costs of any lost, stolen, or damaged RFID cards at a cost of \$6.50 per card due to any act or omission of their Provider Associates.
  - This cost may be updated as mutually agreed upon by the Parties.
  - Replacement card order quantities will be rounded up to the nearest case pack price of five (5).
  - Service Provider will cover costs of replacement cards within 45 days of receipt of an invoice for the cost.
- Service Provider will be responsible for any lost, stolen, or damaged inventory due to improper execution of Managed Access Services or illegal activity by the Provider Associates, which includes but is not limited to, damaged, lost or stolen cards resulting from failure of the Provider Associates to lock inventory with the Managed Access locks.

## Second and Third-Party Labor Guidelines & SOP.

- Reimbursement for lost, stolen or damages inventory will be in accordance with Best Buy's Damage or Loss of Best Buy Property SOP.
- Provider Associates will keep Managed Access RFID cards provided by Best Buy, on the day of POS Shifts, on their person at all times for the duration of their POS Shift.
  - Provider Associates may not share RFID cards with other Provider Associates and/or Best Buy Personnel in store, regardless of their affiliation to Best Buy.
  - Provider Associates will return RFID cards to Best Buy's designated store representative at the end of each POS Shift.