

# FY23 Merchandising Guidelines & SOP.

## Approved Activities: Description of Merchandising 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](#).

- Projects are generally short-term in nature and will contain a specific set of tasks to complete over a set timeframe.
- Continuity Programs are longer term:
  - These include ongoing regular visits based on a consistent set of objectives.
  - Throughout the year, these same teams may also support project activity (authorized separately).

**Merchandising:** Merchandising activity includes level 1, level 2, and light merchandising:

- Level 1 and 2 merchandising projects are to be completed Monday through Friday (no merchandising tasks are conducted on weekends or holidays). Approved times for merchandising are between the beginning of operational hours and 5 p.m. Projects that need more time or have been identified as a project that will negatively impact the customer experience will need to be approved by Best Buy Corporate before the program starts.
- Light merchandising is allowed on the weekends but must ensure nothing new is being set in the store and no assistance is asked of Best Buy employees.
- All merchandising definitions are available [here](#).
- Utilize LILO to log in and log out of each visit: <https://workforce.bestbuy.com/vendor-workforce/portal/home>
- When checking in with store leadership, please communicate the following: vendor(s) you are representing, scope of work, planogram location, materials needed in warehouse, expected time to complete, and anything needed from the store (license plating and open box location).
- Check in with an employee who works in the warehouse when entering the warehouse.
- Bring the appropriate tools needed to complete the work.
- Use Best Buy systems to ensure display and products are set in the correct location. Do not move or reposition product from approved location(s) per the current planogram or merchandising standards.
- Do not utilize Best Buy employees to assist without prior approval from Best Buy's Second and Third Party Labor support team. License plating, obtaining security keys, and connecting devices to our network are the only tasks that Best Buy employees should assist with.
- Price, clean, and set product:
  - The work area must be priced, downstocked, cleaned, and set to planogram.
  - Replace and/or order any missing or broken vendor displays and partner with manager or supervisor when appropriate.
- Work with store to obtain a tablet to log any functionality issues into the Interactive Display Issue Log (IDIL).
  - If the visit is to resolve or repair a functionality issue, update IDIL and resolve the ticket(s).
  - If the issue is not resolved, ensure the ticket is updated with the latest information.
- Keep area clean and free of obstructions that could be disruptive to customers or employees. Bring any remaining materials or trash to warehouse and partner with warehouse employee to place materials in the preferred location and dispose of trash accordingly.

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

- Check out process:
  - Give every effort to locate the same store leader you checked in with and bring them to the planogram location(s).
  - The leader who the Provider Associates checks-out with will talk through the completed project, share any outstanding issues, and provide next steps, if available.
  - Notify the leader if any trash or materials are left behind in the warehouse.
- Unapproved Point of Purchase (POP) is not allowed to be placed on the sales floor.
  - All approved POP will have a Best Buy part number.
  - Part numbers ensure it is approved per merchandising standards.
- If approved by Best Buy Corporate or individual stores, projects can be started prior to stores operational hours.
- Three Provider Associates are required when:
  - Mounting a TV on the 1<sup>st</sup> or 2<sup>nd</sup> Tier of the HEET wall.
  - Mounting a TV 70 inches or larger at ground level.
- Two Provider Associates are required when:
  - Mounting a TV 55 inches to 65 inches at ground level.
  - Mounting a TV over 40 pounds.
- No TV with a screen size larger than 77 inches can be mounted on the 2<sup>nd</sup> Tier of the HEET wall.