

## 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, light merchandising, continuity, audits and light construction:

- 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.
- Continuity is inclusive of the upkeep and repair of any vendor displays that are within the approved scope of level 1 or level 2 merchandising capabilities.
- Audits and all transition work needs to be approved by Best Buy in advance. Reporting of audits and transition projects needs to be provided to Best Buy weekly until scope is complete.
- Audits are inclusive of but not limited to:
  - Product placement
  - Functionality
  - Pricing
  - Signage placement
- Light Construction is inclusive of but not limited to:
  - Providing proper equipment and power tools, such as drills and saws, and cleanup equipment for any approved projects
  - Expertise with fixtures and building materials for approved vendor spaces
- 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 a store leader (Leader is identified as a Shift Lead, Experience Supervisor, or Experience Manager **apart from the host**), the following must be communicated:
  - 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 at minimum upon first entry.
- Bring the appropriate tools needed to complete the work.

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

- Use Best Buy systems (VMM or the Plannogram App) 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 Vendor Programs 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 (inclusive of all transition sets), 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 Retail Interactive Technology Experience (RITE).
  - If the visit is to resolve or repair a functionality issue, update RITE 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. All areas of the store must remain shoppable during customer facing hours. 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.
- 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 send back, fixture pick-up or materials are left behind in the warehouse. All trash and recycling should be disposed of properly.
- All Merchandising projects must be approved by Best Buy and aligned with the Best Buy Retail Operations team a minimum of three weeks prior to the project start date.
  - All signage for Merchandising projects including but not limited to clings, stickers, magnets, acrylics, pull-ups, etc. must have a Best Buy part number that can be validated for approval.
- Unapproved Point of Purchase (POP) is not allowed to be placed on the sales floor.
  - Sales floor is inclusive of all areas of the store that are in potential line of sight of the customer.
  - All POP must be approved prior by the appropriate Best Buy team and communicated to the Sales Enablement and Retail Operations Teams.
- If approved by Best Buy Corporate, projects can be started up to 2-hours 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.
- Two Provider Associates are required when:
  - Mounting a TV 55 inches to 65 inches at ground level.
  - Mounting a TV over 40 pounds.
- Four to five Provider Associates are required when:
  - Mounting a TV 77 inches or greater at ground level
- No TV with a screen size larger than 77 inches can be mounted on the 2<sup>nd</sup> Tier of the HEET wall.