

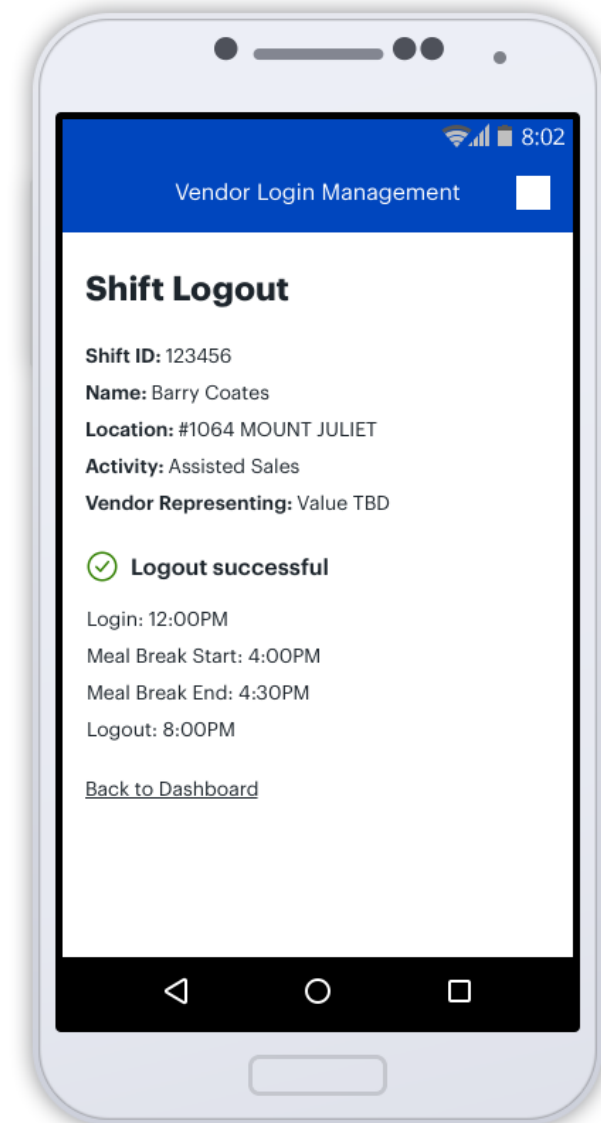
**Let's
talk about
what's
possible.™**

Best Buy LILO

FY25 Job Aid

Best Buy LILO – Why use it

- Our Second- and Third-Party Labor partners in Best Buy are a great part of our Best Buy Workforce.
- Making sure that Best Buy leadership has visibility to your support is a key piece in the success for our customers.
- Utilizing LILO also gives your companies the validation that you are in Best Buy completing your work on time.
- Use LILO for every shift, every time, so we can all work together to be customer obsessed.



Best Buy LILO - Mobile

- Welcome to the Best Buy LILO experience.
- You now can use your mobile device to log in and log out (LILO) from your activities within Best Buy locations
- Start by visiting <https://workforce.bestbuy.com/vendor-workforce/portal/home>
- Enter your Vendor ID (V-ID) and password and then hit next

mfa1.bestbuy.com

BEST BUY Start Over

Enter your Best Buy Credentials

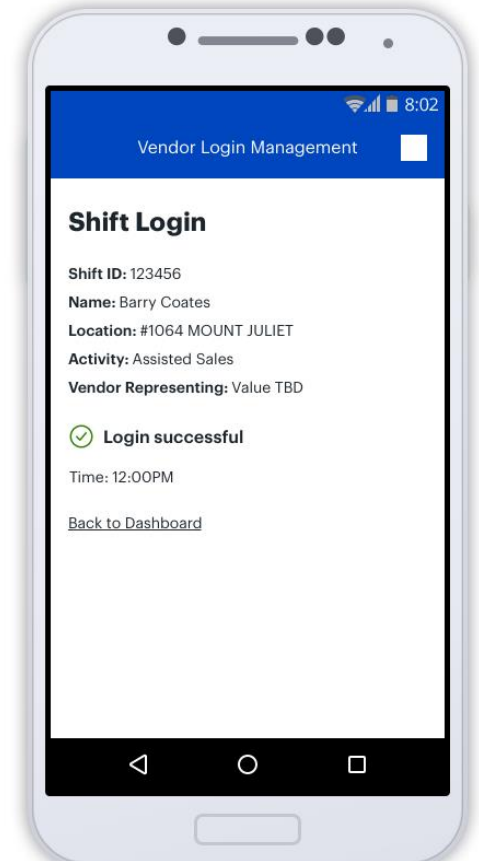
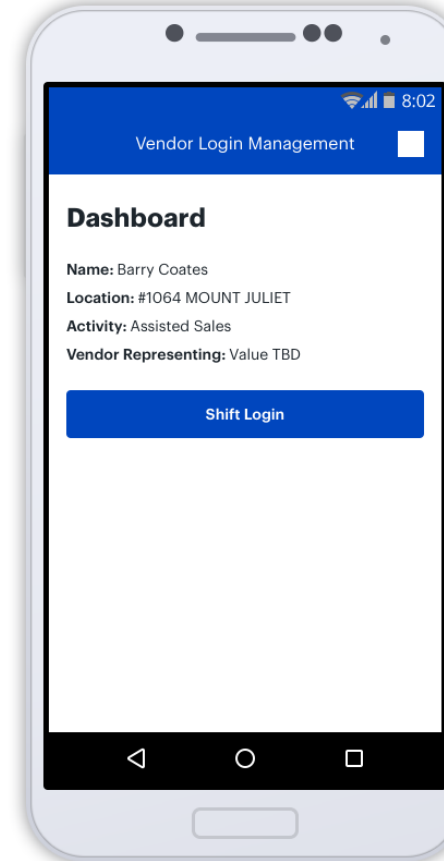
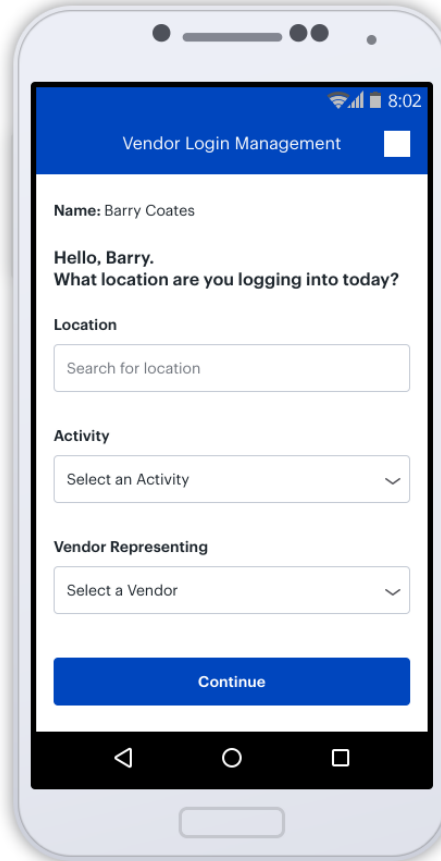
User ID

Next

This is a secured, private computer system owned by Best Buy. All Information contained on this system is deemed to be PRIVATE, PROPRIETARY, CONFIDENTIAL and the property of Best Buy Co., Inc., its affiliates, divisions or subsidiaries. Unauthorized access or use is strictly prohibited. Any use of Best Buy resources must be in compliance with Best Buy policies including Electronic Mail/Communication; Information System Usage; Corporate Disclosure; Unauthorized Use of Software and the Code of Business Ethics. By using Best Buy resources, you agree to comply with Best Buy policies. Any unauthorized access to or use of Best Buy Resources may be punishable in a court of law and may include termination of employment or

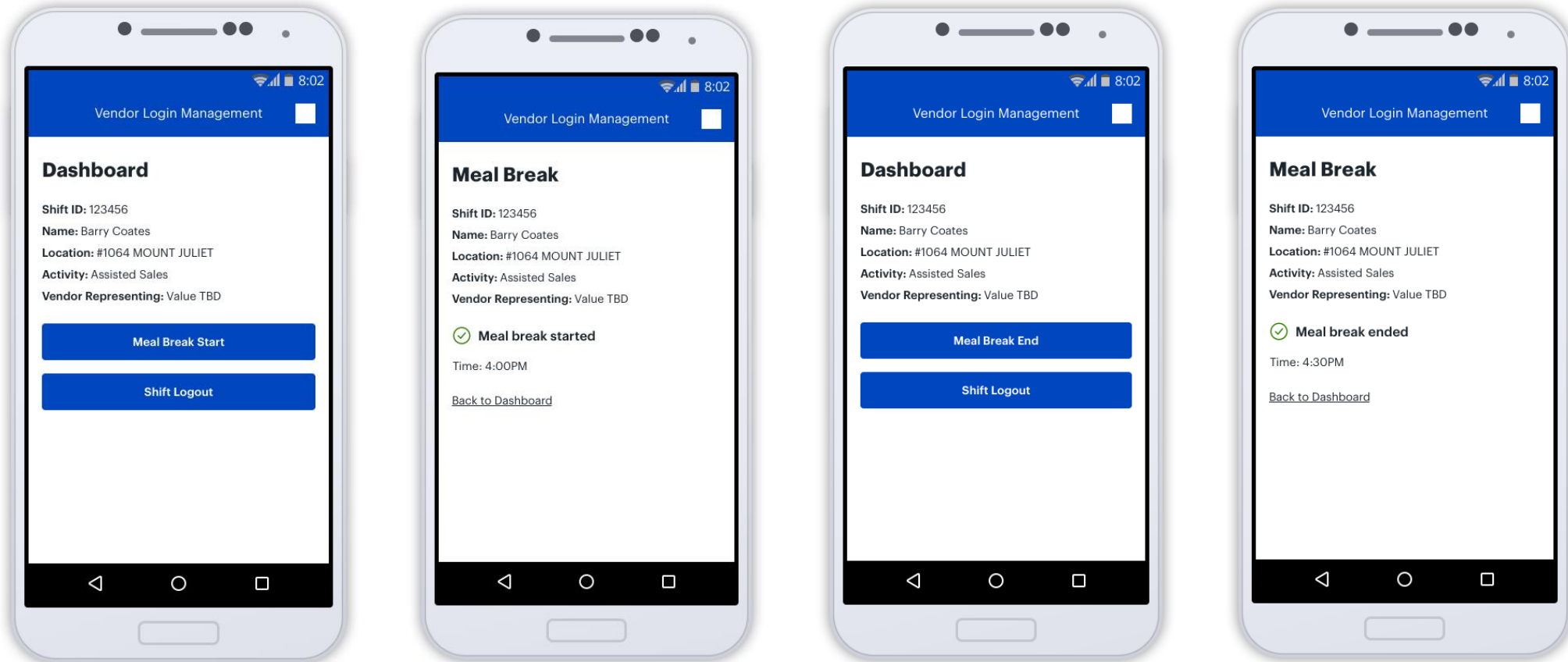
Best Buy LILO – Mobile Logging In

- After you have entered your V-ID and password you will be able to log into the store
 - › Type in your location
 - Sales
 - Brand Advocacy
 - Merchandising
 - › Select your activity
 - › Select the vendor you are representing
 - › Click Continue
 - › On the next screen validate what you entered and click on Shift Login
 - › You will then receive confirmation that you are logged in including your Shift ID



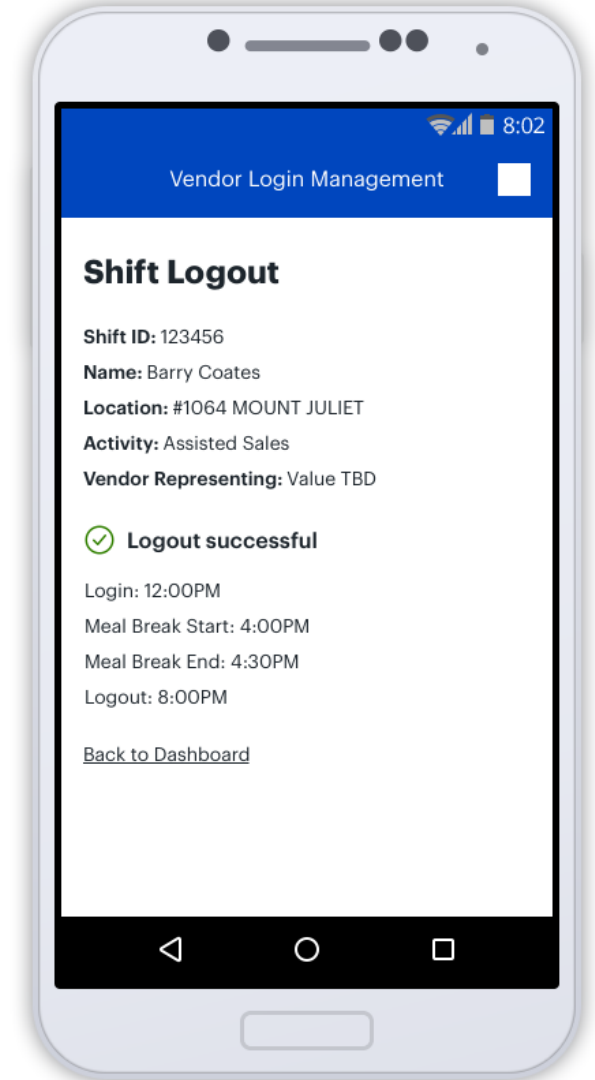
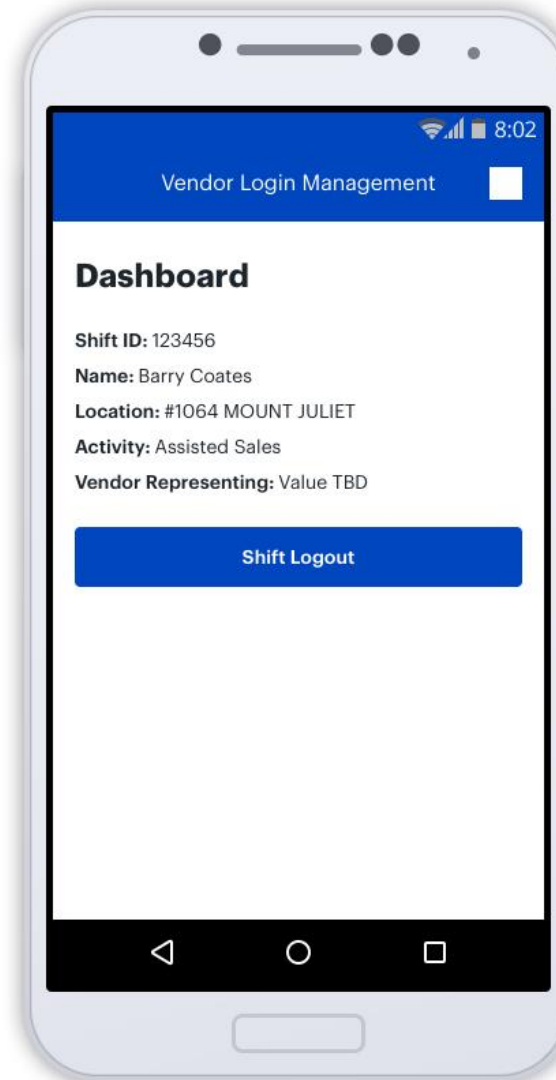
Best Buy LILO – Mobile Meal Breaks

- An enhancement to the program is the ability to track meal breaks. This will allow for seamless communication with the store leadership around your ability to help a customer or Best Buy employee in the moment. It will also make sure your hours are tracked correctly with your company.



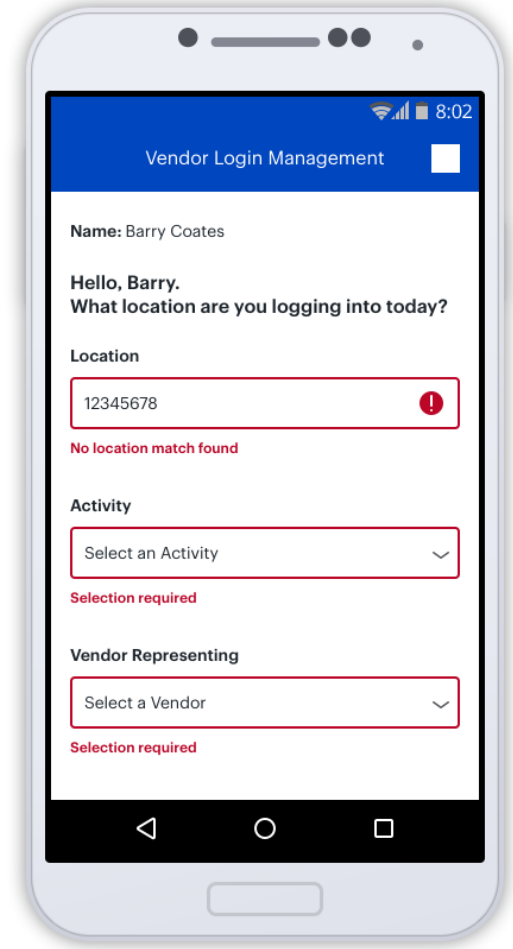
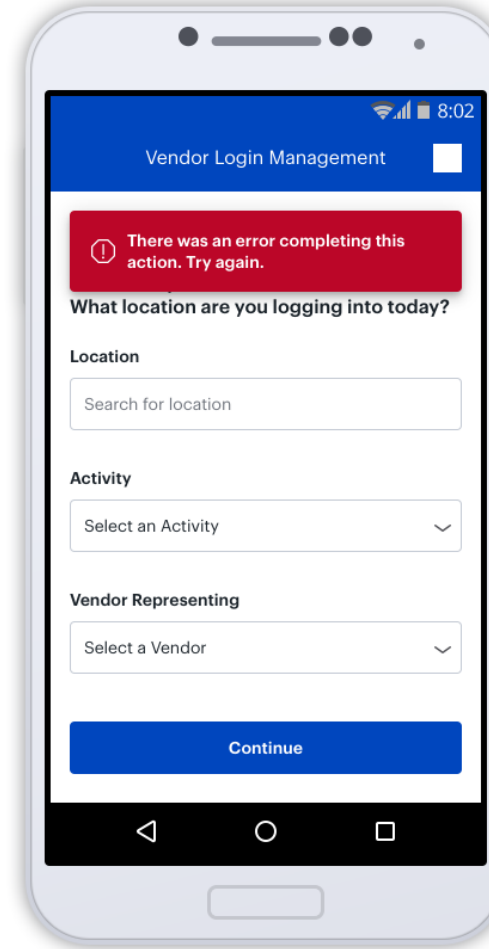
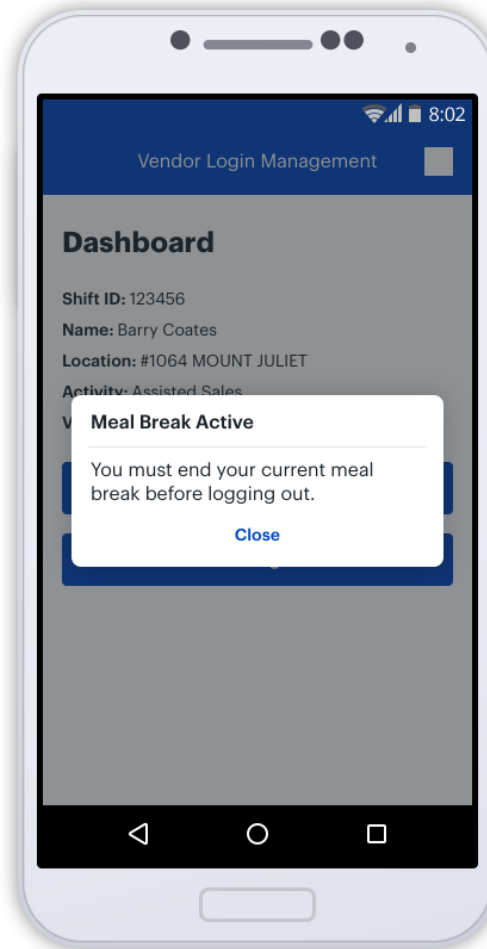
Best Buy LILO – Mobile Logging Out

- Logging out via the Mobile site is streamlined and straightforward
- Click on Shift Logout
- Then you will receive a shift logout confirmation



Best Buy LILO – Mobile Error Codes

- There are a few errors that could occur and here are the screens and what they mean.
- The first is when you try to log out but forgot to log back in from a meal break. Click on the close option and log back in from lunch and then you can log out of your shift.
- The second is if there is a connectivity issue, simply reenter the site and start over with your V-ID login.
- The third is if an incorrect location number is entered, just try again.

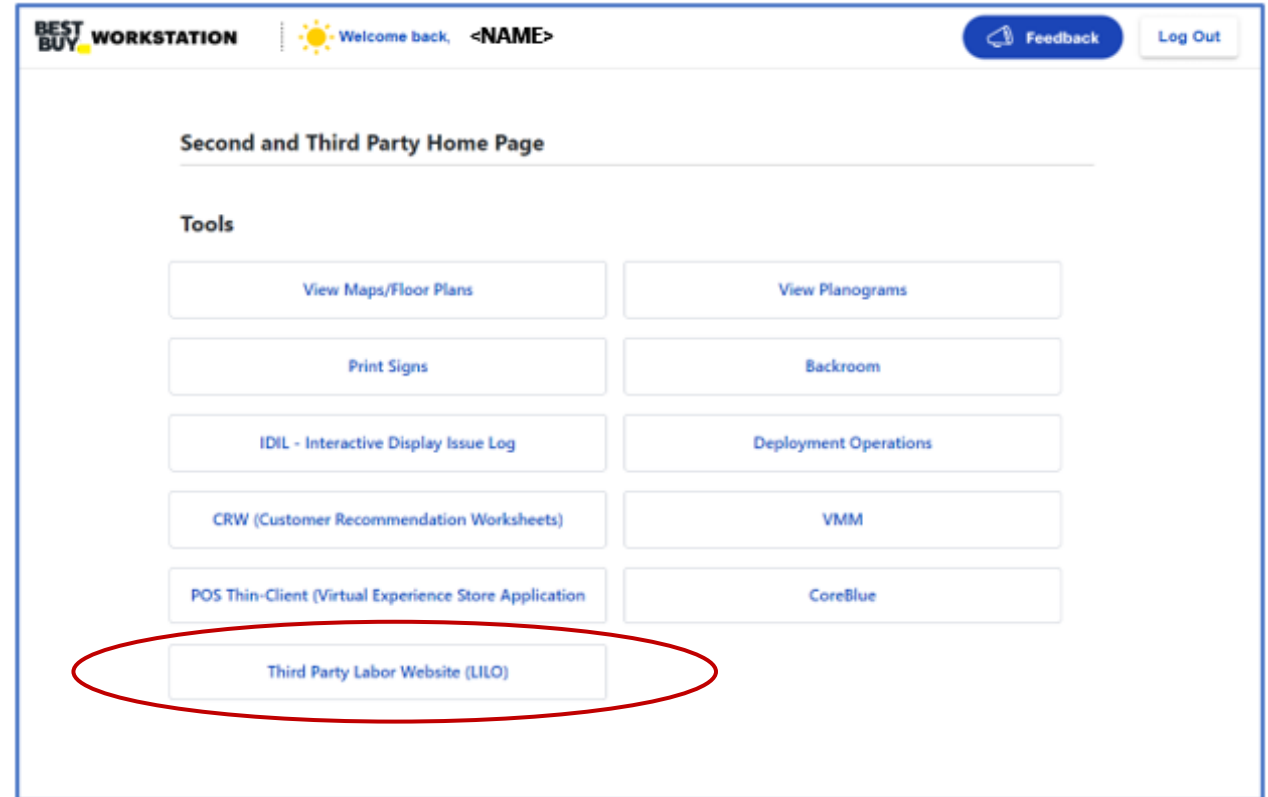


Best Buy - non-POS Terminal

- If you are unable to log in utilizing your mobile device, you can still log in and log out utilizing any Best Buy non-POS Terminal.
- The Workstation (formerly ETK), is our central hub for all Best Buy Information. Workstation is a one-stop shop that connects Second- and Third-Party Labor access to all approved systems in store.
- Enter the Best Buy location and locate a computer (a non-POS register) that has Best Buy Workstation on it. POS registers can be identified by a scan gun and register tape next to it.

Best Buy - non-POS Terminal LILO access

- Press CTRL + SHIFT + Z Z to access the main page of Workstation
- Enter username (V-ID) and password
- Select Third Party Labor Website (LILO) from the applications list



Best Buy - non-POS Terminal Logging In

- Enter your Vendor ID (V-ID) and password that you utilize for all Best Buy programs to gain access to LILO.



**Log in to continue.
Connectez-vous pour continuer.**

This is a secured, private computer system owned by Best Buy. All information contained on this system is deemed to be PRIVATE, PROPRIETARY, CONFIDENTIAL and the property of Best Buy Co., Inc., its affiliates, divisions or subsidiaries. Unauthorized access or use is strictly prohibited. Any use of Best Buy resources must be in compliance with Best Buy policies including Electronic Mail/Communication; Information System Usage; Corporate Disclosure; Unauthorized Use of Software and the Code of Business Ethics. By using Best Buy resources, you agree to comply with Best Buy policies. Any unauthorized access to or use of Best Buy Resources may be punishable in a court of law and may include termination of employment or contract with Best Buy.

Ce système informatique sécurisé est la propriété de Best Buy. Tous les renseignements contenus dans ce système sont considérés PRIVÉS, PROPRIÉTAIRES, CONFIDENTIELS et la propriété de Best Buy Co., Inc., ses affiliés, ses divisions ou filiales. Utilisation ou accès non autorisés strictement interdits. Toute utilisation des ressources de Best Buy doit être faite dans le respect des politiques de Best Buy, incluant les communications électroniques; l'utilisation du système d'information; la divulgation des renseignements par l'entreprise; l'utilisation non autorisée de logiciels et le code d'éthique en entreprise. En utilisant les ressources de Best Buy, vous acceptez de respecter les politiques de Best Buy. Toute utilisation ou tout accès non autorisé aux ressources de Best Buy peut faire l'objet d'une poursuite et mener à un congédiement.

Enter your Best Buy Credentials

**Entrez vos informations
d'identification Best Buy**

Best Buy - non-POS Terminal Logging In

- Proceed with the same process as if you were on your mobile device.
 - › Type in your location
 - › Select your activity
 - Sales
 - Brand Advocacy
 - Merchandising
 - › Select the vendor you are representing
 - › Click Continue

BEST BUY | Vendor Login Management Logout

Name: Barry Coates

Hello, Barry.
What location are you logging into today?

Location:

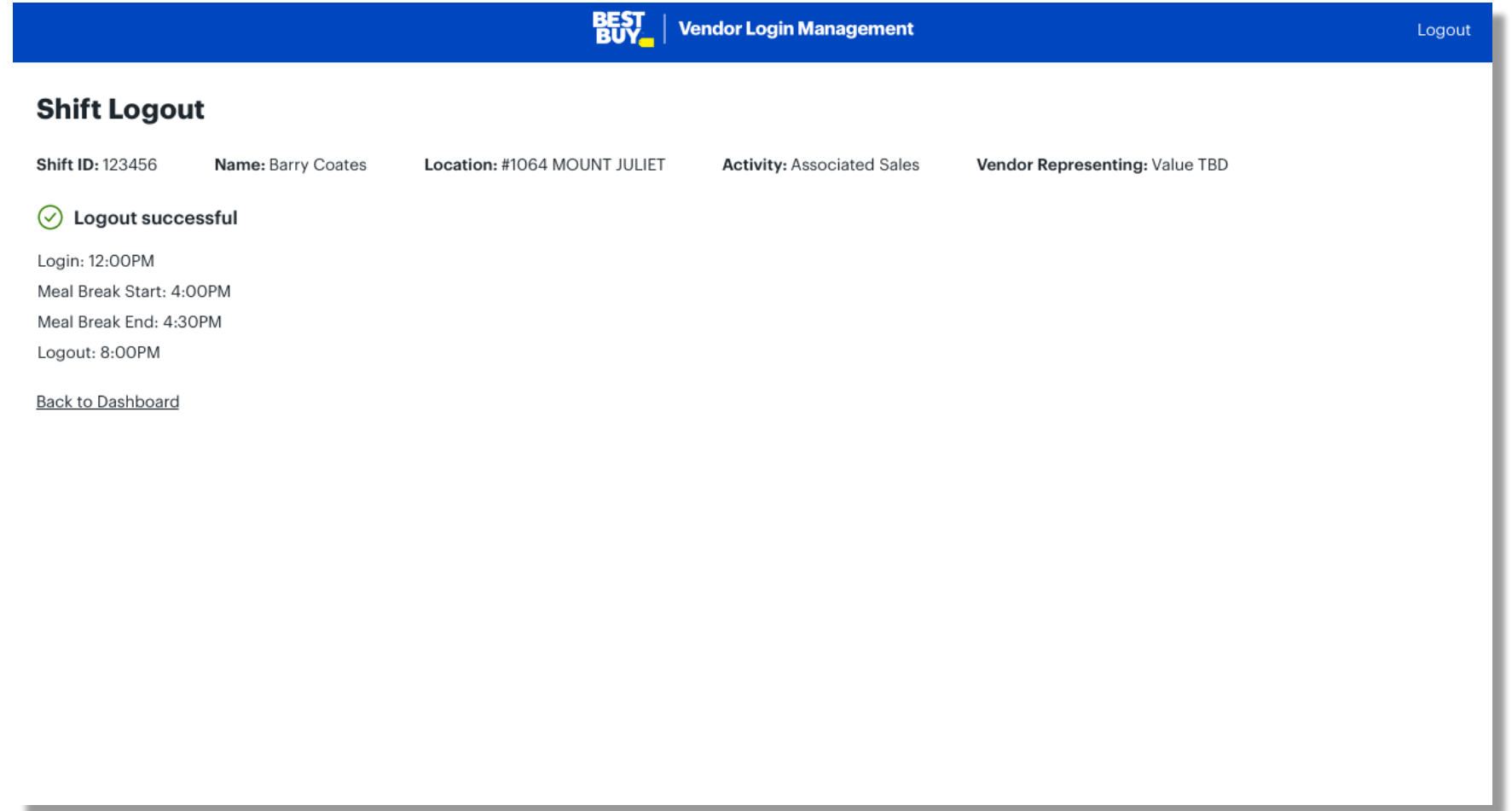
Activity:

Vendor Representing:

[Continue](#)

Best Buy - non-POS Terminal Logging In

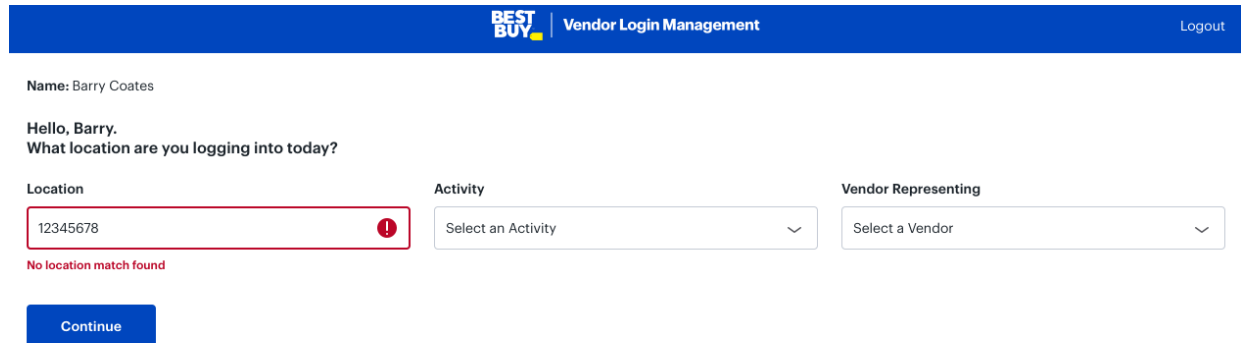
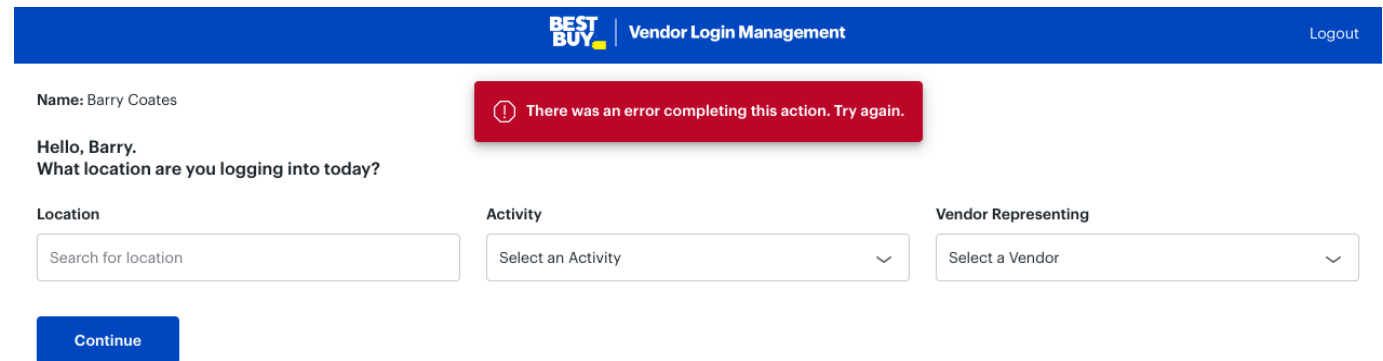
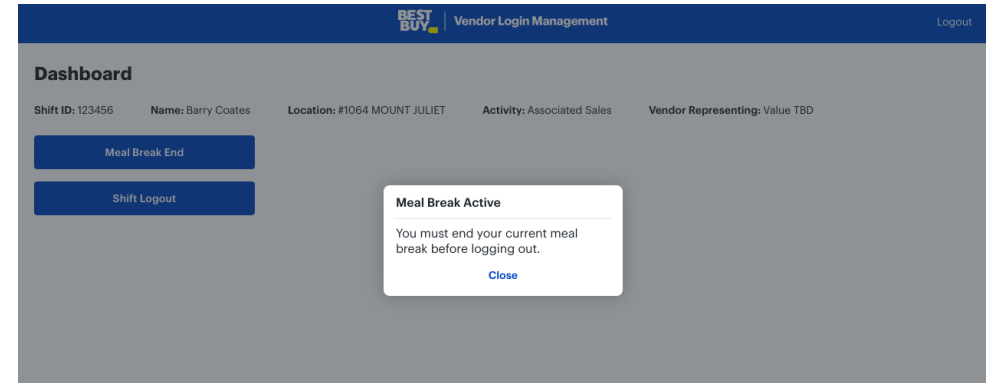
- Continue to utilize any non-POS terminal to record any meal breaks in LILO and when you log out you will receive your confirmation of the completed shift.



The screenshot displays the 'Vendor Login Management' interface. At the top, there is a blue header with the Best Buy logo and the text 'Vendor Login Management'. A 'Logout' link is visible in the top right corner. Below the header, the page title is 'Shift Logout'. The main content area shows the following details: Shift ID: 123456, Name: Barry Coates, Location: #1064 MOUNT JULIET, Activity: Associated Sales, and Vendor Representing: Value TBD. A green checkmark icon is followed by the text 'Logout successful'. Below this, the shift schedule is listed: Login: 12:00PM, Meal Break Start: 4:00PM, Meal Break End: 4:30PM, and Logout: 8:00PM. At the bottom of the content area, there is a link labeled 'Back to Dashboard'.

Best Buy - non-POS Terminal – Error Codes

- The same errors that could occur on the mobile version can happen at the terminals.
- The first is when you try to log out but forgot to log back in from a meal break. Click on the close option and log back in from lunch and then you can log out of your shift.
- The second is if there is a connectivity issue, simply reenter the site and start over with your V-ID login.
- The third is if an incorrect location number is entered, just try again.



Troubleshooting Support

- If you have any problems accessing this site as a user, please reach out to your company's manager to help troubleshoot your issues either through mobile or non-POS terminal access.
- If you are having trouble supporting your companies' access as a manager, please reach out to thirdparty@bestbuy.com.