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# Carrier Level of Service Guideline

|  |  |
| --- | --- |
| **Possible reasons unable to ship** | **Action** |
| If you are unable ship with Canada Post (i.e. weight or location restricted) | Please switch shipping methods to Purolator |
| If you are unable ship with Purolator (i.e. weight or location restricted) – remote areas tend to limit a package to <66lbs | Please switch shipping methods to UPS |
| If you are unable to ship with UPS | Please Cancel the order and notify [vendirin@bestbuycanada.ca](mailto:vendirin@bestbuycanada.ca) & [ecomfulfillment@bestbuycanada.ca](mailto:ecomfulfillment@bestbuycanada.ca) |

# Weight/Dimension Restriction for Each Carrier:

|  |  |  |
| --- | --- | --- |
| **Carrier** | **Weight Limits** | **Dimension Limits** |
| Canada Post | < 30kg | (width + height) x 2 + length < 300cm or 118.0 inches |
| Purolator | >30kg <= 68.00kg  (exception: <66.00lbs/30kg Limit for remote areas) | Girth (width + height) x 2 + length, cannot exceed 165.0 inches or 419cm |
| UPS | >40kg <=68.00kg | - Cannot exceed 108.0 inches or 274.0 centimeters in length  - Cannot exceed a total of 165.0 inches or 419.0 centimeters in length and girth combined. |

# Customer Shipping and Tracking Errors:

|  |  |
| --- | --- |
| **Issue** | **Contact** |
| If an incorrect tracking # is uploaded for an order in CommerceHub | Contact [vendirin@bestbuycanada.ca](mailto:vendirin@bestbuycanada.ca) & [ecomfulfillment@bestbuycanada.ca](mailto:ecomfulfillment@bestbuycanada.ca) so they can notify the customer of correct tracking number. |
| Issues with the customers shipping address and/or shipping to a PO box | Contact [ecomfulfillment@bestbuycanada.ca](mailto:ecomfulfillment@bestbuycanada.ca) . They will assist with contacting the customer for a full/complete address.   * Note: customers in remote areas will only have access to a PO Box, which is only accessible by Canada Post. |

# CommerceHub New SKU Upload, Pricing and BBY SKU Creation:

|  |  |
| --- | --- |
| **Inquiry** | **Contact** |
| If you require directions uploading new SKUs into CHUB | Please contact [customersupport@commercehub.com](mailto:customersupport@commercehub.com) for assistance and instructions |
| Issue Closing Ordering in CHUB | Please contact [customersupport@commercehub.com](mailto:customersupport@commercehub.com) for assistance and instructions |
| Pricing changes | Please contact your respective Best Buy Merchant/Merchandise Analyst to have pricing updated |
| Best Buy SKU creation | Please contact your respective Best Buy Merchant/Merchandise Analyst to have new SKUs created |

# Common Questions

## Q. What is the recommended Canada Post software to be installed in order to get better transfer data between Commerce Hub and Canada Post?

**A.** Vendor is **highly** recommended to install the Canada Post Desktop Application **– Electronic Shipping Tools (EST)**, instead of using the Online Business Center.

## Q. Is it necessary to learn to upload/download orders en -masse?

**A.** Yes, it is extremely necessary you are perfectly trained in order to process en-masse orders and avoid delays.

## Q. What are some reasons causing delays on shipping/not closing orders for browser vendors?

**A.** 1) Communication delays between vendors’ 3rd party logistic solution and the office itself. This is why it is mandatory to let us know if this option is chosen on your side.

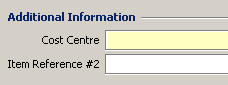
2) Purposely holding the orders due to inventory discrepancy. BestBuy Canada does not allow backorders at the vendors’ end. Any orders that are not fulfilled by the next business day ought to be cancelled. It is also extremely important to notify [webdirect@bestbuycanada.ca](mailto:webdirect@bestbuycanada.ca) when orders are cancelled due to out of stock/discontinued.

## Q. Why are tracking-numbers ended with zero?

**A.** It is a high possibility that all the tracking numbers are rounded up when extracted to excel. Solution: Ensure the cell is converted into “text” when extracting.

## Q. What do we put in the “cost center” field?

**A.** P O Number is required to input into the “cost center” field.



## Q. How do we avoid typing in all the orders?

**A.** Extract the order files from Commerce Hub in “csv” format. Speak to your designated Customer Automation Specialist from Canada Post who will help you create a type 4 Import File to EST.

## Q. Why does the order still appear in the Shipping Exception List when at least one of the items in the order is marked shipped?

**A.** Bestbuy Canada does NOT allow partial shipment. When the order is not fully shipped, even sub-status states “Shipping”, the overall status of the PO remains “Open”. Any orders with an “Open” status will appear in the Delinquent Orders Exception List.