

INVENTORY UPLOAD OVERVIEW

Required Actions:

Review the monthly SKU Detail Report from vendirin@bestbuycanada.ca and ensure all information is correct: **Description, UPC, and Vendor SKU/VPN**

1. Upload information into Commerce Hub (CHUB) as shown during testing process
 - a. For connections using web browser: download “Excel Template” from Resource Center on CHUB website (blue and orange template). Review “Inventory Upload Tutorial - Browser Vendors_Canada” for details
 - b. For “Integrated” connections: Review “Inventory Upload Tutorial - Integrated Vendors_Canada” for details.
 - Inventory needs to be refreshed 24/7
 - c. Technical support: customersupport@commercehub.com
2. Every Vendor SKU (VPN) needs to have a corresponding BBY SKU (8- digit SKU assigned by BBY), UPC, item description, available quantity, as well as Merchant: BESTBUYCA.

Note:

- To be considered for promotions, the quantity feed must be exclusive to Best Buy Canada.
- If inventory EDI 846 is exclusive for BBY, please update inventory after completing shipments on Fridays before 4pm EST.
- Inventory feed EDI 846 must be sent immediately after every EDI 856 (ASN) feed has been sent to have the latest available inventory information. Failure will result in inventory discrepancy.

Common Mistakes:

Loading the wrong form - use “Inventory Batch Upload - Template_Canada” Excel Template

Deleting EOL items before refreshing quantity to zero – Best Buy Canada must receive a quantity of 0 in the EDI 846 inventory feed before any change is made to the status of the item. Failure to do so can result in cancelling customer orders and inventory discrepancy.

- **Same VPN for multiple UPC** - every entry must be unique (VPN/BBY SKU/UPC).
- When changing UPC/VPN, set quantity to zero then delete from CHUB before uploading new record. Once complete, inform Best Buy Canada.
- **Wrong UPC/VPN format** – UPC & VPN must match with our records, including leading zeroes where applicable and no spaces in UPC.
- **No Merchant SKU (N/A)** – will result in miscommunication with Best Buy teams
- **NOTE:** CHUB inventory does not decrement units and requires vendors to update every day.

INVENTORY UPLOAD OVERVIEW

Discontinue a SKU in Commerce Hub

- Please **DO NOT** delete End of Life (EOL) or discontinue items before refreshing quantity to zero. Best Buy Canada **MUST** receive a quantity of 0 in the EDI 846 inventory feed before any change is made to the status of the item. Failure to do so could result in having to cancel customer orders due to inventory levels showing incorrectly. Communicate all EOL and discontinued items by email to
 - o EComm Ops (ecommops@bestbuycanada.ca) and VendorDirectInventory (vendirin@bestbuycanada.ca).

Refreshing inventory in Commerce Hub (CHUB)

- If inventory is shared with other retailers, please send EDI 846 inventory feed immediately after you have received a purchase order
- If inventory is reserved for Best Buy Canada only, please send EDI 846 (inventory) feed along with EDI 856 (ASN) feed when purchase order has been shipped.

Note:

- If your inventory EDI 846 is exclusive for BBY, please update inventory **AFTER** you ship everything on Fridays, BEFORE the 4pm EST mark.
- CHUB inventory does **NOT** decrement as units are sold, it will stay at the level last updated and this is what customers will continue to see until EDI 846 inventory feed has been received by Best Buy (it may take 2-4 hours for the feed to reach our systems).

Potential trouble uploading inventory in CHUB

- Please make sure VPN, BBY SKU and UPC entry are unique in CHUB. For example, we cannot have same VPN for multiple UPC's. UPC cannot be shorter than 12 characters in length and must be numeric.
- Another reason that inventory file cannot be read can be:
 - o The file layout does not meet specifications
 - o A select group field cannot be read

Review file format and send it in the format you contracted for with CHUB.

INVENTORY UPLOAD OVERVIEW

Process to change UPC/VPN for a SKU

1. Set quantity to zero then delete from CHUB.
2. Upload new record (then inform BBY team).

Note: UPC & VPN must exactly match with Best Buy Canada's records, including leading zeroes where applicable and no spaces in UPC.

****Please ensure you upload Best Buy (Merchant) SKU number in CHUB for all skus to avoid any miscommunication with Best Buy teams.**

****Please reply to monthly inventory email and validate SKU data as per email instructions.**