



BEST BUY CANADA LTD  
eCommerce

**Vendor Direct Fulfillment Shipment Requirements**

**Version 4.0**

**Best Buy Canada  
102 - 425 W 6<sup>th</sup> Ave  
Vancouver, BC V5Y 1L3**

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# 1 Introduction

## 1.1 Document Scope

The contents of this document outline all the shipping and fulfillment related requirements for a Vendor to execute a Vendor Direct Shipment for Best Buy Canada. Details pertain to how purchase orders should be fulfilled, packaged, labeled, shipped, tracked, and returned.

## 1.2 Responsibility of Vendor

Vendor is expected to adhere to the requirements set forth in this guide, including ensuring that third party providers fully understand and adhere to the processes outlined in this document.

## 1.3 Confidentiality Policy

This document is exclusive property of Best Buy Canada Ltd. It is designed and intended for use by the Vendor's Shipping/Logistics departments. Neither the document nor the information contained within should be disclosed to others outside of your organization.

## 1.4 Policy Update

This document is updated on an annual basis according to Best Buy Canada Ltd.'s fiscal calendar year to reflect any changes or additional requirements. When there are any changes that need your immediate attention, they will be communicated via e-mail.

Note: The Vendor is expected to adhere to the policy guide requirements immediately upon notification.

# 2 Pre-Requisite Steps

## 2.1 Required Actions:

- Vendor MUST get EST application set up and process orders using it.
- Canada Post, Purolator, and/or UPS will be in contact once contracts are signed. Please provide
  - Canadian fulfillment address
  - Accurate shipping contact to BBY, for courier to liaise with.

# 3 Fulfillment Service Levels



All vendors are required to process and ship orders within the cutoff time. Cutoff time is defined by: All orders released for processing to the vendor by 11:59 PM Vendor local time must be processed and shipped within 24 hours. Orders received after the Cut-Off Time will be deemed to have been submitted for the following Business Day.

- Vendor should process and ship orders the same day and FIFO.

- Inventory will be allocated to Best Buy's orders on a first come first serve basis, with inventory allocated to the oldest orders first.
- Timeframe is measured from PO Insert Date to confirmation of shipment in the CommerceHub system.



- All orders must be accepted and updated on CommerceHub Portal.
- Update CommerceHub with accurate tracking information.

A Vendor requesting extended lead times must provide operational rationale for longer fulfillment time.

### 3.1 Full Shipment



To ensure the customers receive their products in full and in a timely manner, Best Buy does not allow:

- Backorders
- Partial Shipments of a line item
- Substitutions

### 3.2 Peak/Holiday Fulfillment Service Levels

During Peak/Holiday time periods, Best Buy may sponsor upgraded shipping programs to ensure customers receive their purchases in time for holiday gifting. In exception cases Vendor may be asked to manually change the shipping service to ensure timely delivery. Upgrades will be managed internally by Best Buy and communicated to each vendor.

## 4 Purchase Order Processing

Customer orders are converted into Vendor POs and are transmitted every 15-30 minutes (24/7).

Once a PO is transmitted to CommerceHub, it is available for vendor to start processing the order. Once the order is available of CHUB, a vendor is measured on the Fulfillment SLA.



The Vendor must process and retrieve orders on a daily basis.

## 4.1 PO Contents

Best Buy will electronically submit a purchase order to the Vendor that contains the:

- 4.1.1 Customer's shipping address
- 4.1.2 **Preferred shipping method- (Canada Post- Expedited, Purolator- Ground, UPS)**
- 4.1.3 Product SKU(s)
- 4.1.4 Quantity to be shipped- Please ensure you ship full quantity, **do not partial ship**

## 4.2 Order Consolidation

Vendor shall make all commercially reasonable efforts to consolidate into one shipment all components of an accepted purchase order to be delivered to the same designated shipping address.

## 4.3 Out of Stock/Discontinued Guidelines



In the event that the Vendor has insufficient inventory to fulfill an order, the Vendor must:

- 4.3.1 Cancel the order as "out of stock"
- 4.3.2 Zero out inventory for the relevant SKU on CHUB (ASAP) to prevent any additional orders from being placed.
- 4.3.3 Inform [ECOM Fulfillment](#) team via email for the PO # and cancellation reason



In the event that the Vendor cannot fulfill an order for a discontinued SKU, the Vendor must:

- 4.3.4 Cancel the order as "Product has been discontinued"
- 4.3.5 Set SKU quantity to "0" in CommerceHub
- 4.3.6 Update SKU availability to "Discontinued" in CommerceHub
- 4.3.7 Delete SKU from CommerceHub
- 4.3.8 Inform [ECOM Fulfillment](#) team of any canceled orders for discontinued SKU's

# 5 Order Cancellations


## 5.1 Best Buy or Customer Cancellations

Orders may be cancelled prior to shipment. In the event a cancelled order is shipped the Vendor must make a reasonable effort to stop the shipment.

If the customer receives a cancelled order, customer will be instructed to return the order(s) to the Best Buy Return Center via the designated carrier or return the product(s) in-store. Neither the Customer nor Best Buy will have responsibility to the Vendor for payment of such order.


On occasion Best Buy may initiate a PO cancellation due to:

- 5.1.1 Orders not being fulfilled within SLA (48 hours)
- 5.1.2 Fraudulent/Suspicious purchases, you will receive an email from E-Comm Fraud
- 5.1.3 Customer's request,
- 5.1.4 Incomplete address,
- 5.1.5 Duplicate Order,
- 5.1.6 Etc.

 The Vendor must respond immediately to requests for confirmation of cancellations from EcomFulfillment. **Failure to respond will cause the PO status to become out of sync between Best Buy and the Vendor.** Shipments which are successfully stopped should be cancelled as **“Cancel at Merchant’s Request”** in the CommerceHub interface.


## 5.2 Vendor Cancellations

It should be the focus of the Vendor to make their best effort to fulfill all Customers’ orders.

 In the event an order cannot be fulfilled due to the following reasons, the Vendor may cancel an order only after updating Best Buy through CommerceHub.

Orders may be cancelled through:

- 5.2.1 An electronic message (ex: EDI 855)
- 5.2.2 Commerce Hub (<https://dsm.commercehub.com>)

 The Vendor must not use the Reason “Other” without Informing [ECOM Fulfillment](#) team.

## 6 Packaging Requirements

### 6.1 ISTA Testing Standards

The Vendor agrees to package product(s) in a manner that prevents in-transit product damage. Best Buy recommends all packaging meets the International Safe Transit Association (ISTA) testing standards. Guidelines may be found and downloaded at [ISTA- Testing-Guidelines](#).

 **Damage rates are monitored throughout the year. Excessive damage rates will result in product being removed from the website until appropriate package adjustments are made.**

### 6.2 Packaging

6.2.1 The Vendor is preferred to include protective materials in the package

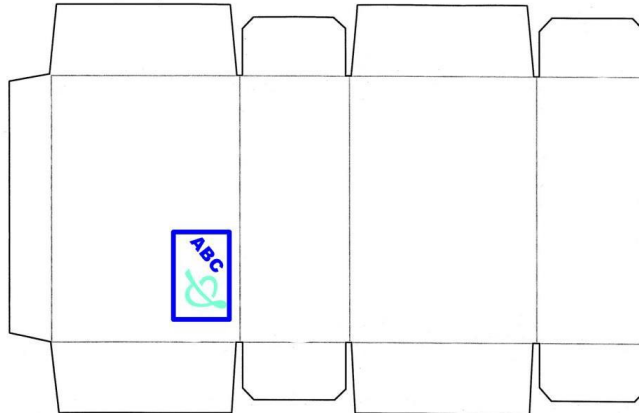
6.2.2 The Vendor must use plain boxes for all shipment. No branded boxes are allowed



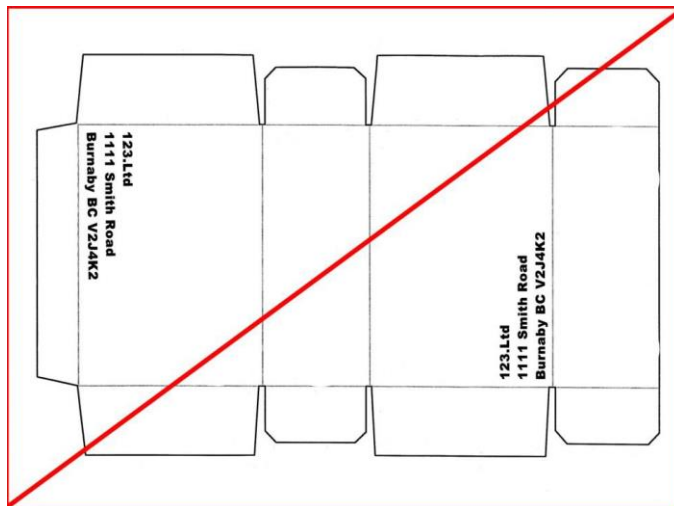
6.2.3 The Vendor must use **non-branded boxes** for all shipment.

For example: 123.Ltd is our vendor for Brand ABC products

6.2.3.1 Original Manufacturing packaging is allowed.



6.2.3.2 Distributor's branded box is NOT allowed.



## 7 Branding and Required Documents

### 7.1 Branding



Vendor must comply with all Best Buy branding standards for all products shipped via the VDF program. Vendor's involvement in fulfillment of product should be transparent to the end Customer. Vendor **must not** include any branding materials in their shipments such as:

- 7.1.1 Rebate information
- 7.1.2 Additional product/service flyers or buck slips
- 7.1.3 Promotional items
- 7.1.4 **Any other non-Purchase Order related items, such as Vendor's Packing Slip.**



## 7.2 Packing Slips

A bestbuy.ca branded packing slip is no longer mandatory to be included in every shipment. The Packing Slip is available for download after you open an order for all the browser connection users. If including a packing slip does increase your efficiency in your picking/packing process, packing slips are still optional and can be used.

# 8 Shipping

## 8.1 Carrier Requirements

The Vendor must conform to Best Buy's carrier requirements specified below:

8.1.1 Oversized Shipments (based on Canada Post standards) and Dangerous Goods items will be shipped via an approved carrier assigned by Best Buy.



**8.1.2 Only use approved carriers provided by Best Buy.**

8.1.3 Use unique tracking # per package.

**Note:** If tracking # is duplicated across multiple packages, it will not be delivered to customer.

8.1.4 PO Number needs to be included in the shipping label. Purolator: Reference filed / UPS: 1<sup>st</sup> Ref

8.1.5 See an example and a checklist of Shipping Labels in **Appendix B**. All vendor shipping personnel should be made aware of this.

## 8.2 Shipping Service Levels

8.2.1 Shipments needs to be shipped by the Level of Service Best Buy has indicated.

8.2.2 The Vendor is responsible for all costs incurred due to failure to use the carrier and service level indicated above.



8.2.3 Unauthorized service upgrades are not permitted.



8.2.4 Make sure all shipping dimensions are accurate and weights are correct to ensure proper invoicing of your shipments

## 8.3 Canada Post Shipping Label

8.3.1 Return Address (Ship-from) MUST BE:

ONLINE ORDERS

W6A- 9200 Airport Road

Brampton ON L6S 6G6

1-866-237-8289

8.3.2 Reference # field should show: Order # or "test"

8.3.3 Payer (P/F field): 7309303

8.3.4 Mailer (M/E field): Vendor account number

8.3.5 First 7 digits of the tracking number must show the vendor account number. If not, that means they are not shipping with the correct account number.

8.3.6 "Do Not Safe Drop" MUST BE on the shipping label.

8.3.7 "MANIFEST REQ" should be on the shipping label.

8.3.8 The name Best Buy should NOT be present anywhere on the shipping label.

8.3.9 For actual orders, if the vendor is shipping to a store, then the ship-to address can show Best Buy, but no other exception.

- 8.3.10 See Appendix A for guideline on how all the fields should be entered.
- 8.3.11 Check Appendix B for shipping label example.

#### **8.4 Purolator**

- 8.4.1 Return Address (Ship-from) MUST BE:  
ONLINE ORDERS  
W6A-9200 Airport Road  
Brampton ON L6S 6G6  
1-866-237-8289
- 8.4.2 Customer Phone Number must be on the shipping label to ensure Purolator can contact the customer for any heavy item deliveries that may require scheduling.
- 8.4.3 Reference # field should show: Order # or “test”
- 8.4.4 “OSNR” MUST NOT be present on the label.  
\*\* If OSNR (origin signature not required) is on the label, then the carrier can leave the package unattended at the customer’s door, which is a safety concern.
- 8.4.5 The name Best Buy should NOT be present anywhere on the shipping label
- 8.4.6 For actual orders, if the vendor is shipping to a store, then the ship-to address can show Best Buy, but no other exception.
- 8.4.7 Check Appendix B for shipping label example.

#### **8.5 UPS**

- 8.5.1 Return Address (Ship-from) MUST BE:  
ONLINE ORDERS  
W6A- 9200 Airport Road  
Brampton ON L6S 6G6  
1-866-237-8289
- 8.5.2 Reference # field should show: Order #
- 8.5.3 SHP# should show the vendor account number.
- 8.5.4 Tracking number should have the vendor account number embedded.
- 8.5.5 UPS labels will not show our Payer account, it will say “BILLING P/P” at the bottom of the label
- 8.5.6 The name Best Buy should NOT be present anywhere on the shipping label
- 8.5.7 For actual orders, if the vendor is shipping to a store, then the ship-to address can show Best Buy, but no other exception.
- 8.5.8 Check Appendix B for shipping label example.

#### **8.6 “Ship To” Requirements**

The “Ship To” address may be a residential address, a business within Canada, or any type of Postal Box service\*.

- 8.6.1 Best Buy acts as the payer of record therefore billing is set-up as prepaid.
- 8.6.2 Undelivered returns (delivery refusals) are routed back to Best Buys Return Center.
- 8.6.3 All Freight claims are handled by Best Buy.

\*Dangerous Goods contents are not permitted to be delivered to any types of Postal Box under

the Transportation of Dangerous Goods Regulations (TDGR). For more information on types of Postal Boxes, visit <http://www.canadapost.ca/tools/pg/manual/pgpostbox-e.asp>.

## 8.7 Signature Required

Best Buy may request the Vendor to choose this option, **'Signature required'** in EST/Worldship, as indicated on the Purchase Order Summary.

The screenshot shows a form titled "Service and Options (Domestic)". The "Service" dropdown is set to "Expedited Parcel". Other options include "Delivery confirmation" (checked), "Signature" (checkbox, highlighted with a red box), "Coverage" (checkbox), "COD" (checkbox), "Proof of age required" (checkbox with radio buttons for 18 and 19), "Card for Pickup" (checkbox), "Do not safe drop" (checked), "Leave at door - do not card" (checkbox), and "Deliver to Post Office" (checkbox).

For DSM Vendors:

Order Summary <sup>?</sup>			
Vendor	Vendor	Order Date	01/01/2011
Merchant	Best Buy Canada	Status	Open
PO Number	30000001	Substatus	No-Activity
Shipping Method	Canada Post - Expedited Parcel Signature Required	Sales Division	Futureshop
Customer Order Number	1000000001		

For Integrated Vendors, the value of the following code will be written as "Yes".

<isSignatureCaptureRequested>Yes</isSignatureCaptureRequested>

- 8.7.1 The Vendor is required to ship the item(s) as requested and send Best Buy appropriate confirmation through the EDI 856 ASN.

## 9 Order Completion

After obtaining all the tracking information from the shipping department, it is the Vendors' responsibility to ensure all the shipping information is submitted properly.

- Shipping method must match with the shipping service level being used in the actual shipment.
- Once the order is submitted as closed, no adjustments can be made.
- If the tracking information is mistakenly entered, the Vendor must contact [ECOM Fulfillment](#) team immediately with the correct information.
- All vendors must use Best Buy's account to ship (do not use the "shipped on behalf of" feature as it will not transit tracking details

## 10 Carrier Pick up

As a vendor with consistent volume, you may request for a scheduled pickup for your location.

## 11 Claims

### 11.1 Loss and Damage Claims

Risk of transportation loss and damage for all orders will pass to Best Buy upon tendering of the order to the carrier when using Best Buy courier accounts.

### 11.2 Short Shipment Claims

On report of a short shipment by the customer made within 90 days of shipment, Best Buy will investigate initially to exclude the possibility of tampering during shipping. If no tampering is apparent, Best Buy will request and provide two (2) business days for the Vendor to provide proof of full shipment for the PO. Preferred forms of proof would be:

- Actual shipping weight of goods against expected shipping weight
- Electronic media evidence (e.g. photograph of contents in box).
- A full manifest with serial numbers scanned at time of packing.
- Inventory Count

#### **Proof of full shipment exists**

Best Buy will pay invoice in full, investigate and remedy with the customer with no further action from the Vendor. Best Buy recommends Vendors keep proof of shipment history for at least 90 days to correlate with our customer policies.

#### **Proof of short shipment exists**

Vendor will provide an email confirmation noting to deduct payment from their account. Best Buy will then forward a Notice of Deduction to the Vendor in the amount of the short shipment and will return the customer's money for the missed items. The Vendor does not re-ship goods to the customer under the original order, unless specified by [ECOM Fulfillment](#).

#### **Proof of short or full shipment is inconclusive**

Vendor will provide an email confirmation noting to deduct payment from their account. Best Buy will then forward a Notice of Deduction to the Vendor in the amount of the short shipment and will return the customer's money for the missed items. The Vendor does not re-ship goods to the customer under the original order. Best Buy recommends Vendors invest in a system to confirm and track full order shipments.

## 12 Order Discrepancies

### 12.1 Over-shipment

In the event the Vendor over-ships, Best Buy will try to recover the order by informing the customers. However, it is the responsibility of the Vendor to incur all losses due to the error in the case the product cannot be recovered.

### 12.2 Shipping Errors

Best Buy will notify the Vendor of any orders that Vendor shipped in error within ten (10) business days after the shipment is received by the Customer. Within two (2) business days following such notification, Vendor will resolve the shipping error by researching the order and correcting the discrepancy by shipping the correct inventory units to the Customer and/or accepting the return of any units shipped in error at no charge.

### 12.3 Refusals

All orders must ship with the return address for the Best Buy Return Center (Brampton, ON). Refusals will be processed by Best Buy and returned or credited as per the negotiated terms & conditions.

In the event that a refusal is returned to the Vendor by the courier, it is the Vendor's responsibility to inform [ECOM Fulfillment](#) immediately. A confirmation email with permission to short pay Vendor's account is required to be sent to the [ECOM Fulfillment](#) team within 2 business days.

## 13 Common Mistakes and Delays

- Incorrect Shipping contact provided to Best Buy Canada.
- BBY cannot take backorders. Sku orders must be shipped right away or cancelled.
- Products greater than 150lbs, or max length + girth greater than 4.19 meters cannot be sold by BBY Canada.
- BBY systems cannot accept orders for Skus shipped in multiple cartons.
- Supplier short-ships Sku within PO.
- If vendor has dual DC vendors (East & West) – orders can be shipped from either of them, but order fulfillment cannot be divided between 2 warehouses
  - Ex. if there is a PO for 10 units, they cannot ship 5 from East and 5 from West
- Using a 3rd party logistic provider and printing shipping labels in head office and sending to warehouse (instead of printing labels in warehouse)\*\*

## 14 Corporate Contact Information

The EcomFulfillment Team is your first point of contact at BestBuy Canada for any customersupport inquiries or order/shipment status.

The EcomFulfillment team also notifies Vendors regarding shipping account set up, packing slip approval, test order process and other shipment related matters.

Contacts:

Email: [ecomfulfillment@bestbuycanada.ca](mailto:ecomfulfillment@bestbuycanada.ca)

Hours of Operation:

Monday – Friday: 8 am – 4:00pm Pacific Standard Time

- Vendor on-boarding – courier setup
- Customer facing inventory issues – backorders, cancellations and SKU discontinues
- Carrier, logistics, and fulfillment questions
- Short shipments and over shipment claims
- Fulfillment according to our guidelines
- Inquiries and queries with current shipping accounts
- Vendor relationship termination
- LTL Vendor inquiries
- Warehouse closures/address changes
- Customer order issues - duplicate orders, invalid customer info
- Air shipping costs authorization and inquiries
- Lost shipment and damage shipment inquiries
- Invoicing issues
- LTL customer returns
- Wrong shipments
- RMA, RA inquiries

#### **14.1 Carrier Contact Glossary**

Canada Post:

- Commercial Service Line: 1-888-550-6333
  - o (Re)Schedule pickup
  - o Request truck type (Step Van/5 Ton)
  - o Create regular/reoccurring weekly pickup
  - o Request ad hoc pickup
- Canada Post e-post (online)
  - o Go to [www.canadapost.ca](http://www.canadapost.ca)
  - o Use vendor account # to create a business account and schedule/reschedule pickup (same features as commercial service line)

Purolator

- Use Purolator online portal to schedule pickup request
- Puro Commercial CS Line: 1-888-744-7123
  - o (Re)Schedule pickup
  - o Request truck type (Step Van/5 Ton)
  - o Create regular/reoccurring weekly pickup
  - o Request ad hoc pickup

UPS

- By email: [preferredca@ups.com](mailto:preferredca@ups.com)
- By call: 1-877-376-6110
  - o (Re)Schedule pickup
  - o Request truck type (Step Van/5 Ton)
  - o Create regular/reoccurring weekly pickup
  - o Request ad hoc pickup

# Appendix A – Screenshot of Canada Post EST Program

Main - EST Desktop - FS8800 - 0007231196

File Configuration Tools Help

New Save Print/Process Delete Pricing Previous Next Save this Address Shipment Type Standard

Service Typ End of Day Live C

Navigation

- Shipments
- History
- Address Book
- Background Tasks
- Messages

Shipment - New

General Customs

**Send To**

Clear Search [ ] In Client Id [ ] Search [ ]

Order Id / Ref Order # [ ]

Name Customer Name [ ]

Company [ ]

Add'l Information [ ]

Address Line 1 Address [ ]

Address Line 2 [ ]

City City [ ]

Country Canada [ ]

Province British Columbia [ ]

Postal Code V5J3H1 [ ] Contact Phone [ ]

Tax ID/IRS/VAT [ ]

**From**  Print Return Label

Use Customer Address [ ]

BEST BUY CANADA LTD - Online Orders  
9200 Airport Road  
Brampton ON L6S 6G6

**Request Delivery Updates**

Client #1 [ ] Delivery Update emails are sent based on your default values.

Email #2 [ ]

Mailed By  Behalf Of [ ]

**Billing Information**

**Parcel Information**

Container [ ]

Weight (kg) [ ] Refresh Weight [ ]

Length (cm) [ ] Width (cm) [ ] Height (cm) [ ]

Oversized

Type  Document  Mailing Tube  Unpackaged

**Service and Options (Domestic)**

Service Expedited Parcel

Delivery confirmation

Signature

Coverage  [ ]

COD  [ ]

Proof of age required  18  19

Card for Pickup

**Do not safe drop**

Leave at door - do not card

**Additional Information**

Cost Centre [ ]

Item Reference #2 [ ]

**Appendix B – Checklist of Ship label**

Canada Post Shipping Label

**EXPEDITED PARCEL  
COLIS ACCÉLÉRÉ**

**2**

CANADA POST / POSTES CANADA

**From :** Online Orders  
**Exp. :** W6A-9200 Airport Road  
Brampton ON L6S6G6

EST/OÉE  
V2.0.1102.21  
Mailer / Exp. :  
● 7309511  
Payer / Facturé à :  
● 7309303

PIN / NIP 7309 5119 8199 2941  
● Ref./Réf. 1 : Customer Order Number

**To / Dest. :**  
1

VANCOUVER BC V6B4Z3

Method of Payment/  
Mode de paiement :  
See Manifest / Voir  
manifeste  
Weight/Poids. :  
1.000 KG

CPC Tracking Number / Numéro de repérage de la SCP  
7309 5119 8199 2941 **V6B4Z3**



Sender warrants that this item does not contain dangerous goods.  
L'expéditeur garantit que cet envoi ne contient pas de matières dangereuses.

**ATTENTION**

Signature Required  
Signature Requise



**DO NOT SAFE DROP**

**NE PAS LAISSER EN LIEU SÛR**

**Checklist:**

- 1. Ref#: Order Number**
- 2. Mailer: Your Sub-account #**
- 3. Payer: 7309303**
- 4. DO NOT SAFE DROP**



Purolator Ship Label

**Purolator** Purolator Ground

<b>FROM / DE</b> ONLINE ORDERS 9200 AIRPORT RD BRAMPTON, ON L6S 6G8 866-237-8289 <b>REF: Customer PO</b>	<b>TO / A</b> Customer 1 Ecomfulfillment 8800 GLENLYON PKY <b>BURNABY, BC</b> <b>V5J 5K3</b>
--	---

123-456-7890



DATE: 13 AUG 2015  
PIECES: 1 of/de 1  
WEIGHT/POIDS: 1 LB

**97**

**GRD**



**PUROLATOR PIN: 330510643209**

ESO - PDF  
Purolator's published terms and conditions of service apply - see [www.purolator.com](http://www.purolator.com).  
Les Modalités et conditions de service publiées de Purolator s'appliquent - voir [www.purolator.com](http://www.purolator.com).

## Check List

- ✓ Return Address is Eastern Service Depot
- ✓ Ref: BBY Customer Order # (not Vendor PO#)
- ✓ The name "Best Buy" is not present on the Label
- ✓ Customer Phone # Appears



## Check List

- ✓ Return Address is Eastern Service Depot
- ✓ Ref: BBY Customer Order # (not Vendor PO#)
- ✓ The name "Best Buy" is not present on the Label



e-Commerce Vendor Direct Shipment Checklist

Item#	Action Required	Completed	Guide Section
1	A Plain <b>“Non Branded”</b> box is being used for packaging		Packaging5.2
2	Protective materials are <b>included</b> in the box		Packaging5.2
3	<b>No</b> vendor branded materials are included in the box		Branding 6.1
4	Reference the <b>Customer Order Number</b> in the Canada Post “Ref.1” field.		Ship LabelDetail 6.3
5	The ship Label must identify <b>“Online Orders”</b> as the Shipper and the <b>Return Center</b> as : <b>W6A-9200 Airport Road, Brampton ON L6S 6G6</b>		Ship LabelDetail 6.3
6	The <b>“DO NOT SAFE DROP”</b> field is checked in Canada Post EST Program. (See Appendix A)		Ship LabelDetail 6.3
7	Canada Post tracking number starts with My Carrier ShippingAccount #		Ship LabelDetail 6.3
8	<b>Customer phone numbers</b> are <b>restricted</b> in any fields on the Canada Post shipping label <b>OK</b> on Purolator Label		Ship LabelDetail 6.3