Uploading Program Schedules.

Uploading Program Schedules to Best Buy.

Vendors are required to share their schedule with Best Buy ahead of time so that we can partner together to allow for customer obsession. This sharing of schedules can be performed in several ways. In this document, we will see how to upload your schedule in CSV file format from our web portal.

Preparing your CSV File

Use the attached CSV file as a template to create your program schedule. As you can see in the CSV file, each row indicates a shift per user. If you have multiple people working in the same shift duration, then you will need to create one row per individual. Similarly, you may not combine two shifts together (though it is possible, we would recommend not to - for accurate reporting purposes). Now let's take a look at each column in the CSV file.

CSV Columns

Column	Type	Required	Description
name	String	Yes	Name of the program. Please make sure the program name is unique for every program that is created for the requesting service provider (Example service providers - 2020 Companies, Mosaic and so on)
type	String	Yes	Type can be one of these 3: • MERCHANDISING • SALES • BRAND_ADVOCACY
description	String	No	Description about the program
vendor_id	String	Yes	Party ID of the Vendor that this program is being performed for. Please reach out to your Best Buy point of contact to get the right vendor ID identifier.
service_provider_id	String	Yes	Your organization's Party ID. Please reach out to your Best Buy point of contact to get the right vendor ID identifier.
user_id	String	Yes	The User ID (Vendor ID) of the person that will be working on this shift.
Location_id	String	Yes	The Location ID from where the sift is going to be worked at (ex: store number).
start_time	String	Yes	The start time of the shift. Format is YYYY-MM-DDTHH:mm:SS (Year, then month, then day. ex: 2021-02-24T11:00:00)
end_time	String	Yes	The end time of the shift. Format is YYYY-MM-DDTHH:mm:SS (ex: 2001-02-24T19:00:00)

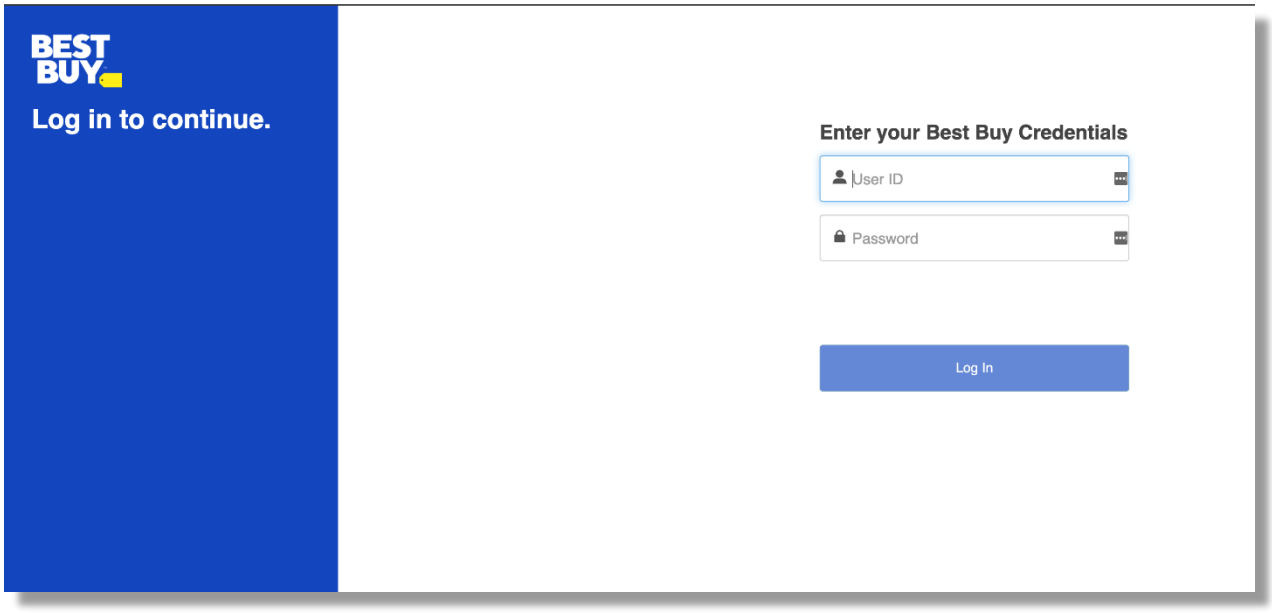
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Sample CSV Template

name	type	description	vendor_id	service_provider_id	user_id	location_id	start_time	end_time
2020 Samsung Assisted Sale	BRAND_ADVOCACY	Description of activities	SAMSUNG	2020_COMPANIES	VX123456	281	2020-09-30T09:15:00	2020-09-30T20:30:00
2020 Samsung Assisted Sale	BRAND_ADVOCACY	Description of activities	SAMSUNG	2020_COMPANIES	VA456789	281	2020-09-30T09:15:00	2020-09-30T20:30:00

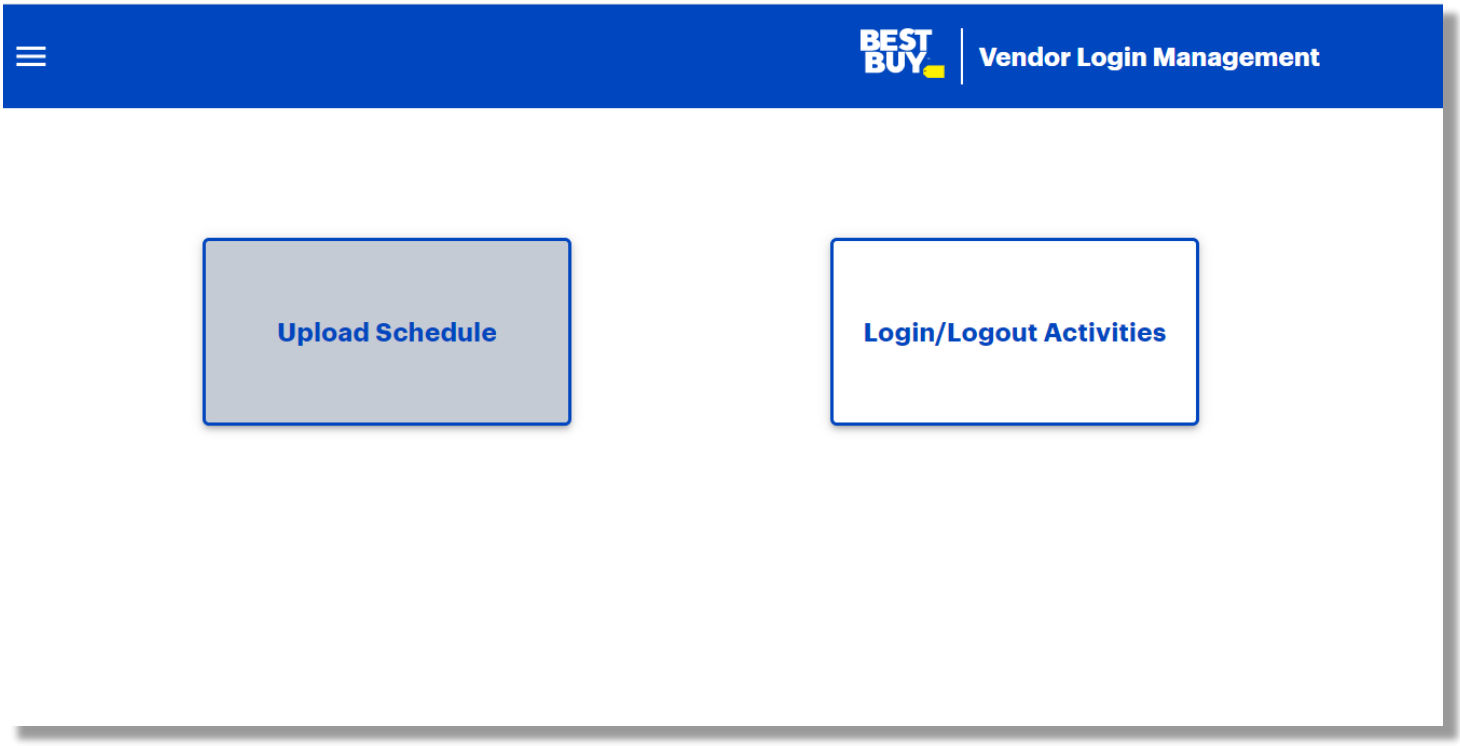
Accessing the web portal

The web portal is available at https://workforce.bestbuy.com/vendor-workforce/portal/vendorboard. Once you access the portal, you will be requested to login using your Vendor ID (V-ID) credentials.



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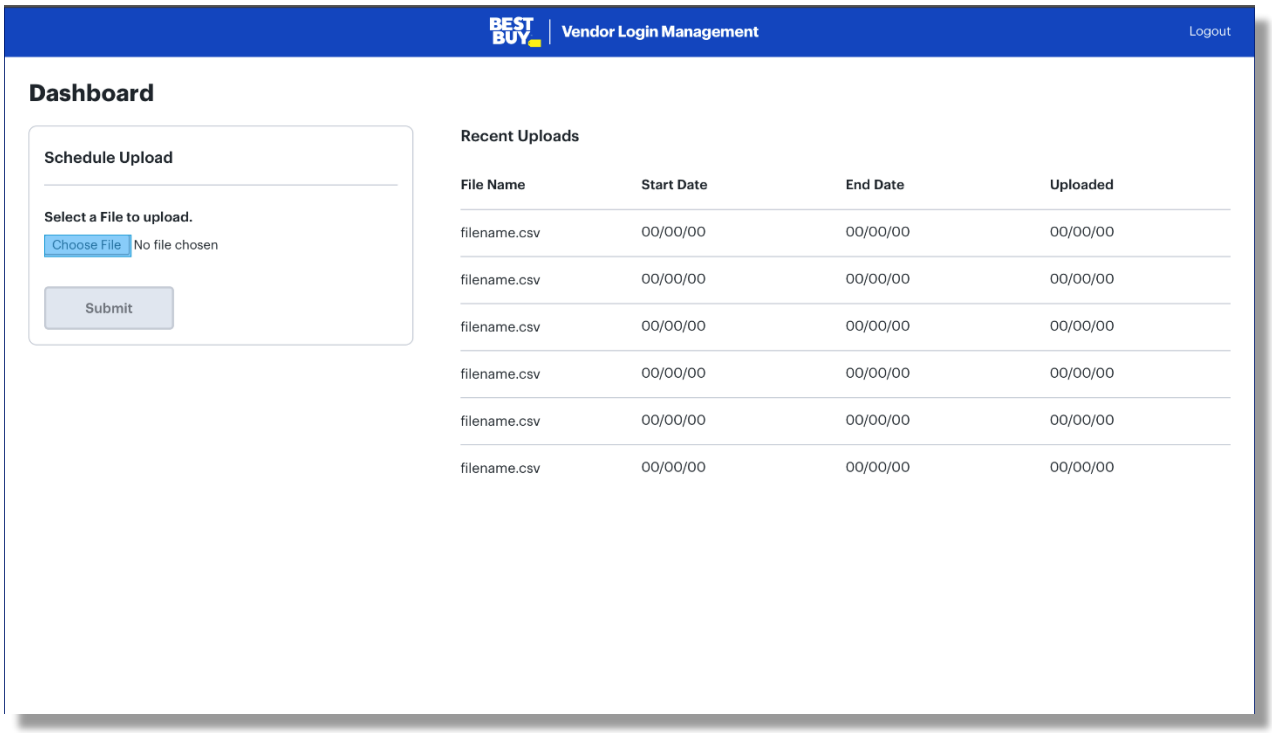
Once you are logged in, select Upload Schedule to navigate to the page to upload your organizations schedules.



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Uploading your Schedule

Upon login, you will see the 'Schedule Upload' section to the left of the screen on the Dashboard. That is where you will be able to upload your CSV file. If your CSV had any errors, you will be notified right away with clearly error messages say what columns had errors and what the error was. Upon successful login, you will see a green success message saying your upload was successful. Additionally, you can view your most recent uploads on your dashboard.



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Schedule Upload Reminders

- Upload schedules weekly in the following file name format:
  [<partyId>_<monthStartDateOfTheWeekYear>] Example: BBY_12102023
  - **Party ID is the same as your company's name in the Vendor Workforce Application**
- The file should contain schedules only for that specific week on the file name and dates should run **Sunday-Saturday (Example: 12/10-12/16)**
  - This one file should include all scheduled visits inclusive of all programs for that week.
- Elongated schedules for any activity other the Merchandising will not be accepted – **SALES and BRAND_ADVOCACY visits must be scheduled for a specific day and time. MERCHANDISING schedules will be rejected by the system if they are longer than 5 business days. (Example: 12/11-12/15)**
- If there are any changes to the schedule for that specific week, you must re-upload the file with the same file name and the full weekly schedules that reflect those changes.
- Once you upload the file with the same file name it will inactivate the previous uploaded file for that week **(Example: BBY_12102023 can replace BBY_12102023. It will not replace a file named BBY_12102023.2).**
- **Schedules will be rejected if they are for dates more than 60 days in the future.**

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