

Shipping Configurations

How Mirakl settings translate into the Best Buy “Get It By” date

Goal: Deliver at least 90% of orders on time while keeping the promised delivery date as accurate as possible.

BEST BUY DELIVERY PROMISE COMPONENTS

Cutoff Times

- The daily deadline for same-day order processing.
- Default cutoff is 12:00 p.m. CST. Sellers can update this based on their operating model.
- Orders placed after cutoff begin processing on the next business day.

Store Working Hours

- Defines when your store is considered “open” for processing and delivery calculations.
- Default setup is Monday–Friday, so weekends are excluded unless your settings are updated.

Lead Time to Ship (LTS)

- The time needed to receive, pick, pack, and prepare an order for carrier pickup.
- Default LTS is 1 day. Sellers can adjust this based on actual operating capability.

LTS Quick Reference

Shipment Processing Time	LTS Setting
One-day / same-day	0
Two days	1
Three days	2*

*Use an LTS of 2 only when truly needed to protect customer experience and on-time performance.

Delivery Time

- The number of days a carrier takes to move the item from your warehouse to the customer.
- Set each zone to one delivery day value you are confident you can meet at least 90% of the time.
- Do not use ranges such as “3–5 days.” If a range is entered, Best Buy will only use the last date in the range.

BEST BUY DELIVERY PROMISE CALCULATION

Delivery Promise = Lead Time to Ship + Delivery Days

Configured working days and cutoff times are included in the calculation.

Customer Get by Date on PDP (in Calendar Days) (Assumption: Monday Order created, before the cutoff window)					
	Delivery Time (Transit Days)				
LTS	1	2	3	4	5
0	Tomorrow	2 Days	3 Days	4 Days	7 Days
1	2 Days	3 Days	4 Days	7 Days	8 Days
2	3 Days	4 Days	7 Days	8 Days	9 Days

EXAMPLES

Example 1: Order placed before cutoff on Monday with same-day processing and 3 days of Delivery

- Order received Monday before the shipping cutoff.
- Order processes Monday (same day).
- Delivery occurs over the following three days (Tues, Wed, Thurs).

Delivery date shown on PDP: Thursday (4 days)

Example 2: Order placed after cutoff on Wed with same-day processing and 3 days of Delivery

- Order received Wednesday **AFTER** the shipping cutoff, so processing starts Thursday.
- Lead time to ship is same day, so order processed on Thursday.
- Three configured delivery days occur Friday, Monday, and Tuesday. Weekend days are skipped as they are not configured as “working store hours”. Three “working days” + two weekend days = 5 total delivery days.

Delivery date shown on PDP: Tuesday (7 days)

ADDITIONAL SHIPPING CONFIGURATION BEST PRACTICES

Logistics Classes

- Use logistics classes in Mirakl (ex. Small, Extra Small, Large, etc), to group similar products for shipping charges.
 - Best Buy highly recommends offering free shipping whenever possible to optimize conversion.

Offer Specific Lead Time to Ship

- Should you have any offers that have different processing time requirements, ensure you are configuring “Lead Time to Ship” at an offer level to ensure promise dates are as accurate as possible. Two options to configure:
 - Via Back Office (Manual)
 - Go to Price and Stock > Offers
 - Click the product title to edit the desired offer
 - Find the lead time to ship field under Order Conditions, update the number, and confirm to save
 - Via Back Office (Offer Template)
 - Go to Catalog > Offers and download a “ready to import” inventory file
 - Add values in the Leadtime-to-ship column and save
 - Go to Price and Stock > File imports, select the “ready to import file” and import using Normal mode

Delivery Methods

- Configure all applicable shipping methods (Next Day, Two Day, Standard, LTL) to your assortment & fulfillment capabilities. For each method, make sure:
 - Cut-off times are accurate
 - Delivery times match the service level (ex. “Next Day” should not have a 5-day delivery time).

DELIVERY PERFORMANCE

Monitor delivery performance in the Best Buy Seller Hub. Use reporting to review performance by zone, across orders, and by shipping method.

- Pay close attention to each shipping method. A seller may meet overall Best Buy standards but still face suspension risk if one method has too many late deliveries.

SELLER SETUP CHECKLIST

- Confirm your cutoff time reflects your actual daily fulfillment deadline.
- Verify working days match the days your team can process and ship orders.
- Set LTS based on real processing capability, not best-case performance.
- Use one delivery day value per zone — avoid ranges.
- Review delivery performance regularly and adjust settings when on-time performance drops.