

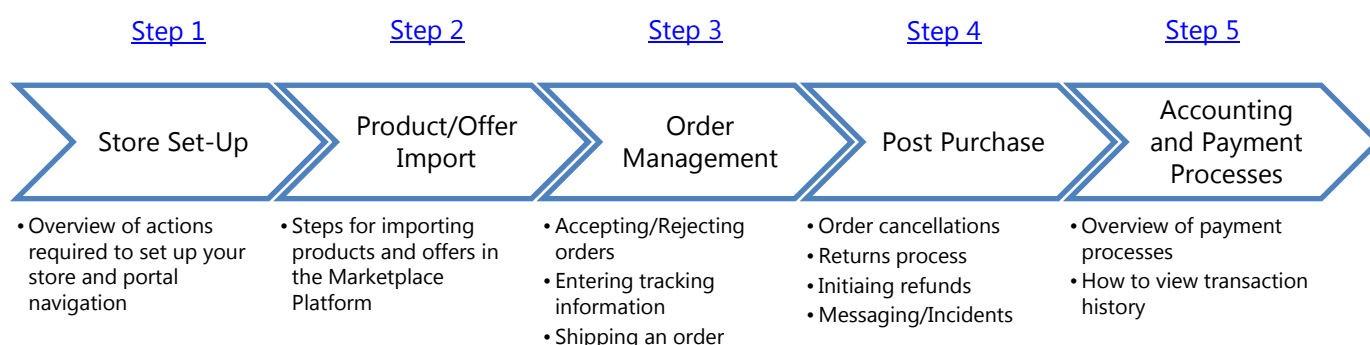


Quick Reference Guide Getting Started

In this guide, you will learn about

- Marketplace Portal navigation
- Expectations on level of service

Summary of Modules in Quick Reference Guide



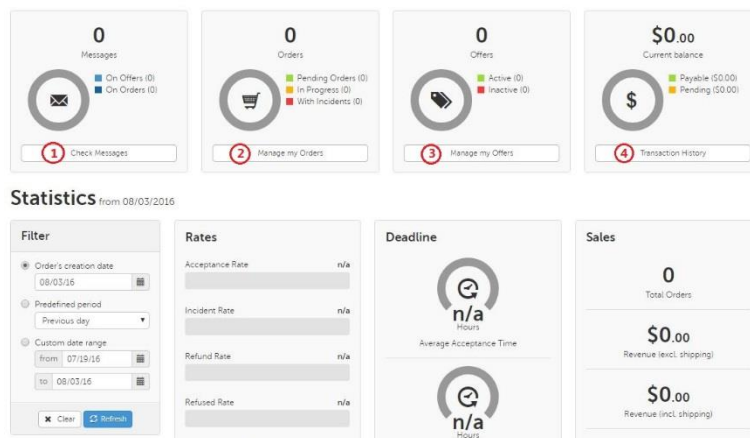
Please also read [FAQ](#) for common questions asked in each step.

Marketplace Portal Navigation

1

Dashboard:

- First screen displayed after logging in
- Provides quick access buttons for:
 1. Messages
 2. Orders
 3. Offers (Price & Inventory)
 4. Transaction History
- Displays the statistics and KPIs for your store



2

Menu Bar:



- At the top of every screen, you can easily access "My Orders", "My Inventory", and "My Messages"
- "My Account" allows you to administer the account and access information for shipping charges, commissions and taxes
- You can change password by clicking on the email address on the right end of menu bar

My Orders

- View all orders associated with your account
- Accept/Reject orders
- Add tracking numbers to orders and confirm shipment

My Orders ▾

All Orders
Orders to Process
Orders in Progress
Orders with Incidents
Finalized Orders
Ratings

My inventory

- Add individual products/offers
- Download CSV Template for product/offer import
- Upload products & offers
- Review list of offers added to the Best Buy Marketplace Platform
- Monitor file import status

My Inventory ▾

Offer List
Add an Offer
Import From File

My Account

- View your statements and transaction history
- Manage users
- Edit store information
- Enter shipping charges

My Account ▾

My Statements
Transaction History
Mapping Configuration
User Management
Settings

Information

- View shipping charges by zone, logistics class and service level
- View commission rates for each category
- View taxes charged on commissions and subscription fees

Information

Shipping Charges
Commission
Taxes
Offer Conditions



Expectations on Level of Service

Order Management

- ☐ Acknowledge (Accept/Reject) new orders within 24 hours
- ☐ Ship orders within 2 business days from order acceptance
- ☐ Provide tracking numbers before confirming shipment

Post Purchase

- ☐ Check messages daily and respond to customer inquiries within 2 business days
- ☐ Pay return shipping for item that is defective, damaged, or wrong product
- ☐ Initiate refunds to customer within 2-4 business days upon receipt of the returned item



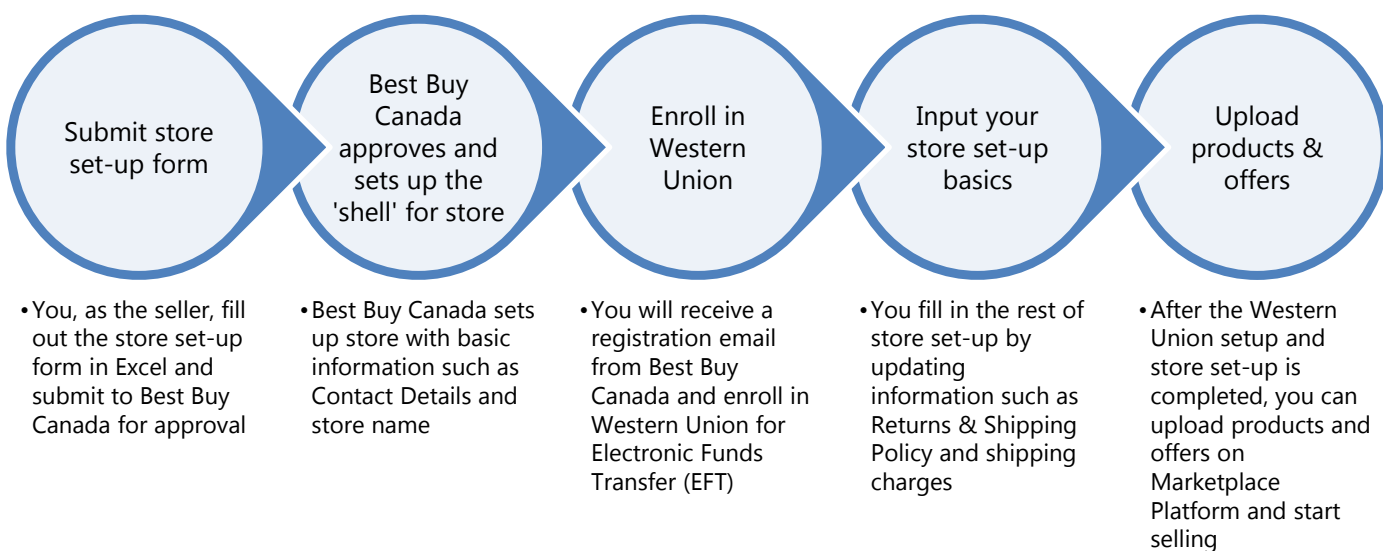
Quick Reference Guide

#1 Store Set-Up

In this guide, you will learn how to

- Enroll in Western Union
- Input your store set-up basics
- Fill in the Returns & Shipping policies template
- Fill in the Shipping & Delivery Grid
- Offer Free Shipping above Order Threshold



Overview of the Store Set-Up Process



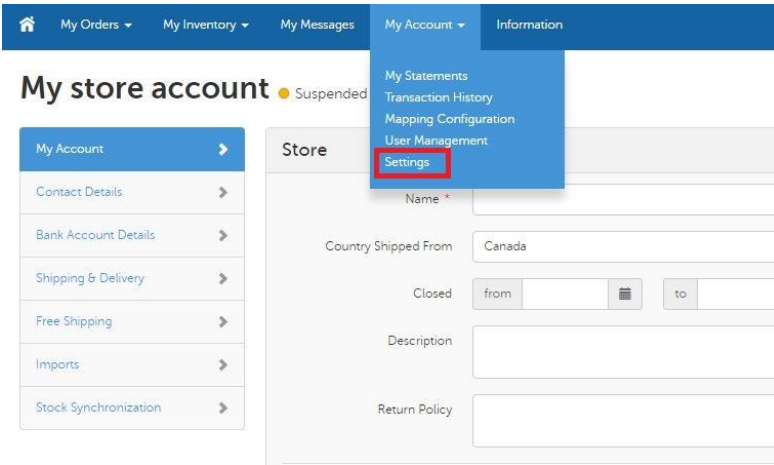

Please also read [FAQ](#) for common questions asked in this step.



Enroll in Western Union

1	<p>You will receive an email from Best Buy Vendor Setup Program as a reminder to enroll in Western Union for Electronic Funds Transfer (EFT).</p>	<p>Hi Test Seller Store ,</p> <p>Greetings from the Best Buy Marketplace!</p> <p>It's time to enroll in our ePayment Solutions Program so you can receive your Marketplace payments.</p> <p>This FREE program is provided by Best Buy in partnership with Western Union. Please Enrol Now to complete the setup process. If you have questions, call 1-800-815-2460 and press 1 for assistance.</p> <p><i>Benefits of the program include:</i></p> <ol style="list-style-type: none">1. Improved Payment Delivery- All domestic payments made by Best Buy Canada Ltd will be deposited directly into your bank account. No more waiting for the mail to arrive, no more extra trips to the bank2. Immediate Payment Notification -Every time Best Buy Canada Ltd sends you a payment, you'll get a Pay Alert email telling you how much you're getting paid, when the payment is going to arrive in your bank account, and what you are being paid for.3. Payment Remittance Information - You decide how you want to receive the remittance information you need to reconcile the payments you receive from Best Buy Canada Ltd. Receive your Western Union remittance information by:<ol style="list-style-type: none">1. Email, fax, or EDI2. Download from a secure Web site															
2	<p>Note: Your account will be on hold until EFT enrolment is completed.</p> <p>Click on the hyperlink of "Enrol Now" and enter your financial information.</p>	  <h3>Best Buy Canada ePayment Solutions: Enrollment</h3> <p>Welcome. You are enrolling in the Best Buy Canada ePayment Solutions Program.</p> <p>If you have any questions regarding this program, please contact the Best Buy Canada ePayment Solutions Center at 1-800-815-2460.</p> <p>Required fields are identified by an asterisk(*)</p> <p>Payee Information Please provide the following details about your company.</p> <table><tr><td>Company Name:</td><td><input type="text"/></td><td>*</td></tr><tr><td>Select a Country:</td><td><Select a Country></td><td>*</td></tr><tr><td>Phone Number:</td><td><input type="text"/></td><td>*</td></tr><tr><td>Tax ID:</td><td><input type="text"/></td><td>*</td></tr><tr><td>Corporation:</td><td>Unknown</td><td>*</td></tr></table>	Company Name:	<input type="text"/>	*	Select a Country:	<Select a Country>	*	Phone Number:	<input type="text"/>	*	Tax ID:	<input type="text"/>	*	Corporation:	Unknown	*
Company Name:	<input type="text"/>	*															
Select a Country:	<Select a Country>	*															
Phone Number:	<input type="text"/>	*															
Tax ID:	<input type="text"/>	*															
Corporation:	Unknown	*															
3	<p>If you have trouble in the enrolment, you could contact Best Buy Canada ePayment Solutions Center at 1-800-815-2460.</p>																

Input Your Store Set-up Basics

<p>1</p>	<p>After you complete the store set-up form in Excel and email it to Best Buy Canada.</p> <p>You will receive an email from Best Buy as soon as the store is created.</p> <p>Then, access the store from the link in the email and reset your password.</p>	<p>Dear Test Seller</p> <p>Congratulations! The account for your shop, Test Seller, has been successfully created.</p> <p>Your username is: sampleuseremail@gmail.com</p> <p>We kindly request that you refer back to your Seller's Guide to obtain further instruction on your shop setup and complete the following:</p> <ul style="list-style-type: none"> - Set a password: https://marketplace.bestbuy.ca/reset-password/reset?key=uwhv25-48fb-ajsc-83ac-dkasb30ad2basig - Verify your contact information - Select your delivery methods <p>Please complete the Western Union Account setup (information contained in a separate email) in order to activate your payments through electronic funds transfer. Please disregard the generic banking information in your shop account as our payment provider is Western Union and any banking changes must be completed through your Western Union account.</p> <p>If you are interested in integrating your Inventory Management System with Best Buy Canada Marketplace, please contact us to receive API instructions.</p> <p>Thank you for your business.</p> <p>~ Your Best Buy Marketplace team https://marketplace.bestbuy.ca</p>
<p>2</p>	<p>After your first log in, you can access the Marketplace portal through https://marketplace.bestbuy.ca/login</p> <p>You are required to setup the store by updating information in:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Store Description / Store logo <input type="checkbox"/> Returns/Shipping policy (see "Fill in the Returns & Shipping policies template") <input type="checkbox"/> French supported (French label & translated product info; see page 33 in the Seller's Guide or FAQ for definition) <input type="checkbox"/> Bank Account Details <p>Go to My Account → Settings to enter required information.</p>	
<p>3</p>	<p>To view the commission based on the categories:</p> <p>From the top menu bar, go to Information and select Commission from the left navigation pane.</p> <p>Select the category you wish to view commission rate of from the drop-down list.</p>	


Fill in the Returns & Shipping Policies Template

1	<p>If you have chosen <u>yes</u> in “French Supported” in the store set-up form, you have to compute both English and French Returns & Shipping policies in the Platform, in My Account → Settings.</p>	
2	<p><u>Returns Policy:</u> Input your store’s name in the heading “Returns Policy – (Store Name)”.</p> <p>You can take out lines that do not apply to the store’s returns policy from the Word template.</p> <p>For additional terms that are not covered, you are welcome to put free text at the end of the document.</p>	<p><u>Instructions for completing Returns Policy Template</u></p> <ol style="list-style-type: none"> Delete any lines from sections 2, 3 & 6 that don’t apply to you (section 3 can be deleted in entirety, see NOTE below). Populate text prompts in title, and sections 1, 3, 4, 5, 6, 7 & 8. Copy and paste text into relevant section for your store (My Account → Settings) ** Email marketplacesupport@bestbuycanada.ca if you require assistance. <p>NOTE: Best Buy does not charge restocking fees, and as such we encourage a similar behaviour from our Marketplace partners. Where restocking fees are deemed unavoidable, they must not be charged for unopened products.</p> <hr/> <p>Returns Policy – Enter your store name here</p> <ol style="list-style-type: none"> Returns period: Request to return product must be made within Enter number of days days of delivery to customer. Items in the following condition can be returned: ‘Defective/Damaged/Incorrect’ or ‘Unopened box’ only. ‘Defective/Damaged/Incorrect’, ‘Unopened box’ or ‘Opened box & unused with original packaging included’. ‘Defective/Damaged/Incorrect’, ‘Unopened box’ or ‘Opened box & used/unused with original packaging included’ Any Condition.
3	<p><u>Shipping Policy:</u> Input your store’s name in the heading “Shipping Policy – (Store Name)”.</p> <p>Put any shipping restrictions, such as restricted provinces/territories listed in the reference, as free text in the area provided.</p>	<p><u>Instructions for completing Shipping Policy Template</u></p> <ol style="list-style-type: none"> Delete any lines from sections 1, 3, 4 & 5 that don’t apply to you Populate text prompts in title, and sections 2-6 where applicable. Copy and paste text into relevant section for your store (My Account → Settings) ** Email marketplacesupport@bestbuycanada.ca if you require assistance. <hr/> <p>Shipping Policy – Enter your store name here</p> <ol style="list-style-type: none"> Shipping services offered: <ul style="list-style-type: none"> Regular Express Scheduled Delivery Please allow Enter number of days business days from date of order, for your product to ship. **In event that product is unavailable, you will be refunded within 48 business hours. Items will be shipped via the following carrier(s): <ul style="list-style-type: none"> Enter carrier name Enter carrier name Enter carrier name Enter carrier name
4	<p>Go to My Account → Settings.</p> <p>Copy the revised Returns & Shipping Policies from the Word template and paste the content on the Marketplace Platform in appropriate columns.</p>	<p>My store account Open</p>

Fill in the Shipping & Delivery Grid

<p>1</p>	<p>Go to My Account → Settings, select Shipping & Delivery from the left navigation pane.</p> <p>3 factors that affect shipping charged by sellers:</p> <ol style="list-style-type: none"> 1. Shipping Zone – Two for each province 2. Logistics Class – allocated to product category based on average product weight 3. Service Level – Regular or Express 													
<p>2</p>	<p>Select Shipping Zone from the drop-down list.</p> <p>Fill out the shipping charges for provinces that you will ship to. There are 11 zones in Canada and 2 regions in each zone (Local and Remote).</p>													
<p>3</p>	<p>Scroll to the Logistics Class applied to your product's category.</p> <p>Select the Service Level (Regular or Express) within each Logistics Class offered.</p> <p>Choose Overridden price from the drop-down list. Enter the shipping price below for the initial item and additional item(s).</p> <p>Note: If you offer free shipping, enter 0.00 (zero) for the amount.</p> <p>Default is populated for you from Best Buy Canada's shipping rates. You are welcome to choose this option for your shipping charges.</p>	<table border="1"> <thead> <tr> <th></th> <th>Ground Regular</th> <th>Ground Express</th> </tr> </thead> <tbody> <tr> <td>Rule</td> <td>Overridden price</td> <td>Disabled</td> </tr> <tr> <td>Initial price</td> <td>\$ 1.25</td> <td>\$3.00</td> </tr> <tr> <td>Add. price</td> <td>\$ 0.75</td> <td>\$2.00</td> </tr> </tbody> </table>		Ground Regular	Ground Express	Rule	Overridden price	Disabled	Initial price	\$ 1.25	\$3.00	Add. price	\$ 0.75	\$2.00
	Ground Regular	Ground Express												
Rule	Overridden price	Disabled												
Initial price	\$ 1.25	\$3.00												
Add. price	\$ 0.75	\$2.00												
<p>4</p>	<p>Click after finishing each shipping zone.</p> <p>Repeat Steps 3 until all shipping zones offered are completed.</p> <p>See pages 38-40 in the Seller's Guide for more information.</p>													

Offer Free Shipping above Order Threshold

1	First, refer to section above "Fill in the Shipping & Delivery Grid" and enter the shipping charges that would be imposed on orders under the threshold in shipping zone available.																
2	After you have completed the basic charges in "Shipping & Delivery", select Free Shipping from the left navigation pane.	<p>My store account</p> <ul style="list-style-type: none"> My Account > Contact Details > Bank Account Details > Shipping & Delivery > Free Shipping > Imports > Stock Synchronization > 															
3	<p>Then, enter the threshold of order amounts to be qualified for free shipping in desired shipping zone desired and click  at the bottom of the grid.</p> <p>Note: The grid of "Offer Free Shipping Based On Order Minimal Amount" would appear only after you enter shipping charges in the shipping zone.</p>	<p>Offer Free Shipping Based On Order Minimal Amount</p> <table border="1"> <thead> <tr> <th>Shipping Zone</th><th>Shipping Method</th><th>Threshold ¹</th></tr> </thead> <tbody> <tr> <td>BC Local</td><td>Ground Regular</td><td>\$ <input type="text"/></td></tr> <tr> <td>BC Remote</td><td>Ground Regular</td><td>\$ <input type="text"/></td></tr> <tr> <td>Alberta Local</td><td>Ground Regular</td><td>\$ <input type="text"/></td></tr> <tr> <td>Alberta Remote</td><td>Ground Regular</td><td>\$ <input type="text"/></td></tr> </tbody> </table>	Shipping Zone	Shipping Method	Threshold ¹	BC Local	Ground Regular	\$ <input type="text"/>	BC Remote	Ground Regular	\$ <input type="text"/>	Alberta Local	Ground Regular	\$ <input type="text"/>	Alberta Remote	Ground Regular	\$ <input type="text"/>
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BC Remote	Ground Regular	\$ <input type="text"/>															
Alberta Local	Ground Regular	\$ <input type="text"/>															
Alberta Remote	Ground Regular	\$ <input type="text"/>															
4	For more information, refer to pages 41-42 in the Seller's Guide.																



Quick Reference Guide

#2 Product & Offer Import

In this guide, you will learn how to

- Difference between Product and Offer
- Create a single new product with offer through the Marketplace Platform
- Create multiple products with offers using Excel template
- Check product import error reports
- Check offer import error reports
- Update product information using Excel Template
- Update price & inventory (offer) using CSV/Excel Template
- Use the HTML Category Reference Tool
- Open a CSV file
- Appendix: Example of completed Product + Offer Import and Offer Update

Please also read [FAQ](#) for common questions asked in this step.

Difference between Product and Offer

Product contains product attributes and “fixed” information, such as:

- Title
- Short/Long Description
- Image URL(s)

In the Excel template, “Product” encloses all columns PRIOR to the column of “Offer SKU” as below in **Green**:

Product		Offer	
Maximum Build Dimensions {FR}	Offer SKU	Product ID	
_MaximumBuildDimensions_32279_CAT_34906_FR	sku	product-id	
This is a text	OFFER_SKU_1	PRODUCT_SKU_1	

Offer contains transactional details of the product and “variable” information, such as:

- Selling Price
- Stock Quantity
- Condition

In the Excel template, “Offer” encloses all columns AFTER the column of “Offer SKU” as below in **Blue**:

Product		Offer	
Maximum Build Dimensions {FR}	Offer SKU	Product ID	
_MaximumBuildDimensions_32279_CAT_34906_FR	sku	product-id	
This is a text	OFFER_SKU_1	PRODUCT_SKU_1	

Short Description vs Long Description

Overview

Details & Specs

Overview

← Short Description

The most useful food prep tool just got better. Cuisinart's Mini-Prep Plus Processor now features a larger 3-cup (750 ml) bowl with a convenient handle. The auto-reversing SmartPower Blade feature and chop/grind touchpad control let you chop or grind ingredients instantly at the touch of a button.

More Information

← Long Description

Cuisinart 3-Cup Mini-Prep Plus Processor, Garnet (DLC-2AGMC)

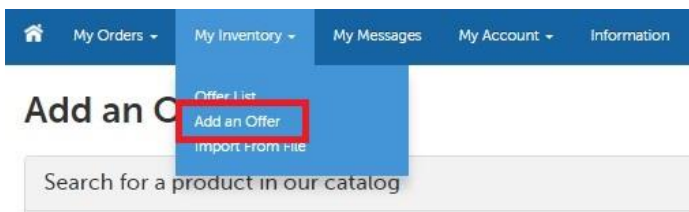
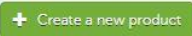
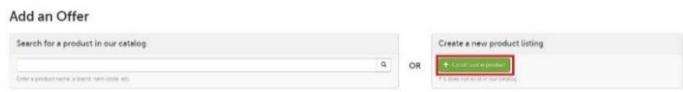
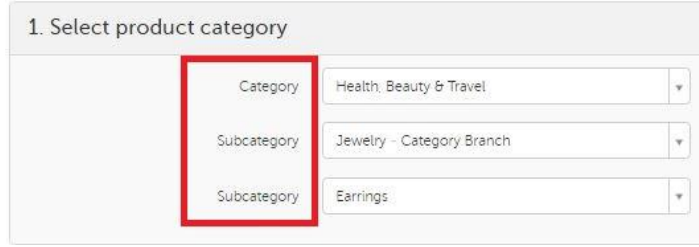
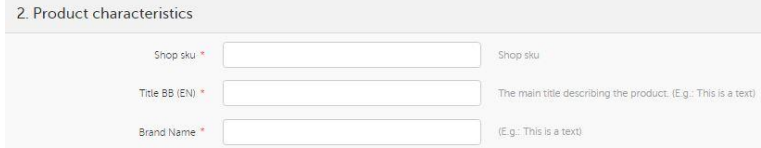
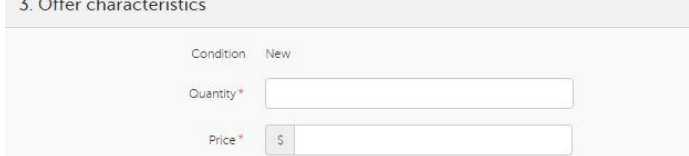

What's in the Box?

• Recipe/Instruction Book

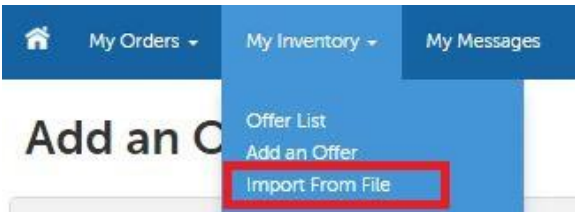

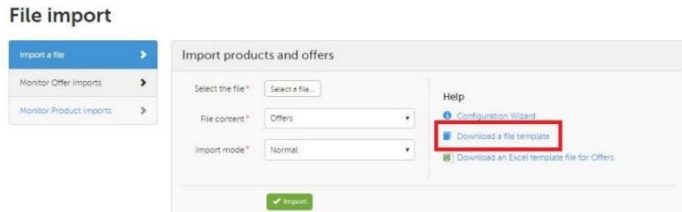
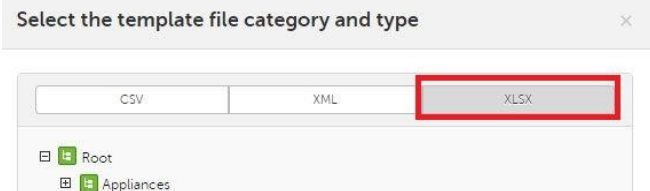



Manufacturer's Warranty:

• Parts - 1 Year(s)
• Labour - 1 Year(s)



CREATE a Single New Product with Offer through the Marketplace Platform

1	<p>This method works best with a small number of products. For more than 20 products, refer to "Create Multiple Products & Offers using Excel Template".</p> <p>Go to My Inventory → Add an Offer.</p>	
2	Click on  .	
3	<p>First, select the Category of your product.</p> <p>Then, choose the appropriate Subcategory(s) for your product.</p>	
4	<p>Populate in "Product Characteristics" section. Mandatory fields are indicated with *, image URL(s) are also mandatory.</p> <p>Note:</p> <ul style="list-style-type: none"> Shop_sku: product's unique identifier; a model number can be used Carry_in_Warranty_Days field should be the same as Parts_Warranty_Days field Preferred image specs: Regular: 500 x 500 pixels @ 72 PPI Zoom: 1500 x 1500 pixels @ 72 PPI <p>As content quality is positively correlated to sales, we recommend you provide as much product information as possible.</p>	 <p>For multiple images, separate image URLs with the delimiter " " with no spaces in between Example: https://www...jpg https://www...jpg</p> <p>For refurbished product, put the word "Refurbished" in Product Title and Short Description.</p>
5	Populate "Offer Characteristics" section. Mandatory fields are indicated with *.	
6	Click  at the bottom of the page after you have finished entering the details of your product.	

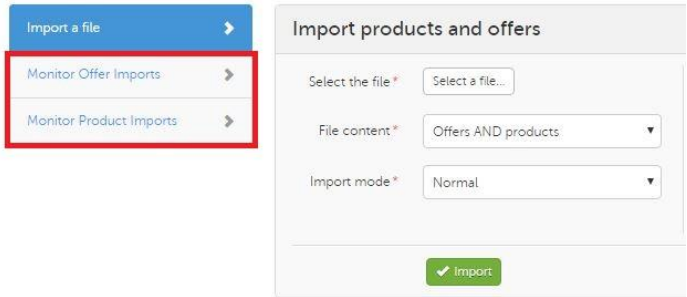




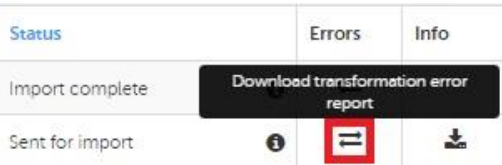
CREATE Multiple Products with Offers using Excel Template

1	<div>This method works best with over 20 products.</div> <p>From the top menu bar, hover on My Inventory → Import from File.</p>																																					
2	Click on  Download a file template																																					
3	Select "XLSX" file format.																																					
4	Click  to expand the categories and download the Excel template for <u>the lowest leaf category</u> by clicking on the name																																					
5	<p>The Excel template contains both Product and Offer (price & inventory) columns. All columns prior to column name "Offer SKU", in Green, are related to 'Product'</p> <p>Note:</p> <ul style="list-style-type: none">▪ Shop sku: product's unique identifier; a model number can be used▪ Short Description/Long Description: Use "Alt + Enter" for line breaks, and "-" for bullets list▪ Refurbished product should have the word "Refurbished" in Title and Short Description▪ Preferred Image Specifications:<ul style="list-style-type: none">▪ Regular: 500 x 500 pixels @ 72 PPI▪ Zoom: 1500 x 1500 pixels @ 72 PPI▪ See page 65 in the Seller's Guide for more notes on mandatory attributes	 <table><thead><tr><th>Category Code</th><th>Shop sku</th><th>Title BB (EN)</th><th>Brand Name</th></tr></thead><tbody><tr><td>BBYCat</td><td>shop_sku</td><td>Title_BB_Category_Root_EN</td><td>Brand_Name_Category_Root_EN</td></tr><tr><td>Computers/3D Printers</td><td></td><td>This is a text</td><td>This is a text</td></tr></tbody></table> <table><thead><tr><th>Mandatory "Product" Attributes</th><th>Restrictions</th></tr></thead><tbody><tr><td>Category Code</td><td>Select from drop down</td></tr><tr><td>Shop sku</td><td>Numbers / Letters only</td></tr><tr><td>Title BB (EN)</td><td>Html tags not allowed</td></tr><tr><td>Brand Name</td><td>Maximum field size: 20</td></tr><tr><td>Carry In Warranty Days</td><td>Numeric value, equal to parts_warranty_days</td></tr><tr><td>Manufacturer's Part Number</td><td></td></tr><tr><td>Model Number</td><td></td></tr><tr><td>Parts Warranty Days</td><td>Numeric value</td></tr><tr><td>Primary UPC</td><td>12 digit #/13 digit EAN</td></tr><tr><td>Short Description BB (EN)</td><td>Html tags not allowed Maximum: 400 chars</td></tr><tr><td>Seller Image URL</td><td>Separated by " " without spaces</td></tr></tbody></table>	Category Code	Shop sku	Title BB (EN)	Brand Name	BBYCat	shop_sku	Title_BB_Category_Root_EN	Brand_Name_Category_Root_EN	Computers/3D Printers		This is a text	This is a text	Mandatory "Product" Attributes	Restrictions	Category Code	Select from drop down	Shop sku	Numbers / Letters only	Title BB (EN)	Html tags not allowed	Brand Name	Maximum field size: 20	Carry In Warranty Days	Numeric value, equal to parts_warranty_days	Manufacturer's Part Number		Model Number		Parts Warranty Days	Numeric value	Primary UPC	12 digit #/13 digit EAN	Short Description BB (EN)	Html tags not allowed Maximum: 400 chars	Seller Image URL	Separated by " " without spaces
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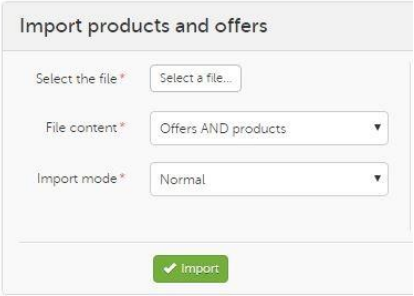



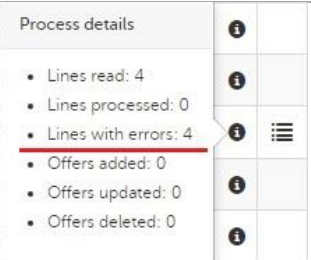
CREATE Multiple Products with Offers using Excel Template (cont.)

6	<p>If you do not currently have an image server host, you can register in one of the following cloud servers:</p> <p>Control over images with low cost:</p> <ul style="list-style-type: none">▪ https://cloud.google.com/storage/▪ https://azure.microsoft.com/en-us/services/storage/blobs/ <p>Public view of images with zero cost:</p> <ul style="list-style-type: none">▪ http://photobucket.com/																											
7	<p>From the column name "Offer SKU" and beyond you will find the offer related (price and inventory) information; these are located on the right hand side in Blue.</p> <p>Note:</p> <ul style="list-style-type: none">▪ Product Id Type: select "SHOP_SKU" from the drop down list▪ Availability start and end dates should be left blank unless you only wish to offer the product for a fixed period (<u>end date cannot exceed 12/31/2024</u>)	<table><tr><th>Offer SKU</th><th>Product ID</th><th>Product ID Type</th><th>Offer Description</th></tr><tr><th>sku</th><th>product-id</th><th>product-id-type</th><th>description</th></tr><tr><td>OFFER_SKU_1</td><td>PRODUCT_SKU_1</td><td>SHOP_SKU</td><td>This is my description about my amazing offer!</td></tr></table> <table><tr><th>Mandatory "Offer" Attributes</th><th>Restrictions</th></tr><tr><td>Offer SKU</td><td>=Shop sku in column B</td></tr><tr><td>Product ID</td><td>=Shop sku in column B</td></tr><tr><td>Product ID Type</td><td>Select "SHOP_SKU"</td></tr><tr><td>Offer Price</td><td></td></tr><tr><td>Offer Quantity</td><td></td></tr><tr><td>Offer State</td><td>Select "New"</td></tr></table>	Offer SKU	Product ID	Product ID Type	Offer Description	sku	product-id	product-id-type	description	OFFER_SKU_1	PRODUCT_SKU_1	SHOP_SKU	This is my description about my amazing offer!	Mandatory "Offer" Attributes	Restrictions	Offer SKU	=Shop sku in column B	Product ID	=Shop sku in column B	Product ID Type	Select "SHOP_SKU"	Offer Price		Offer Quantity		Offer State	Select "New"
Offer SKU	Product ID	Product ID Type	Offer Description																									
sku	product-id	product-id-type	description																									
OFFER_SKU_1	PRODUCT_SKU_1	SHOP_SKU	This is my description about my amazing offer!																									
Mandatory "Offer" Attributes	Restrictions																											
Offer SKU	=Shop sku in column B																											
Product ID	=Shop sku in column B																											
Product ID Type	Select "SHOP_SKU"																											
Offer Price																												
Offer Quantity																												
Offer State	Select "New"																											
8	<p>See Appendix for examples of completed Product and Offer Import Excel template.</p> <p>Save the completed file and keep a copy for future product information updates.</p>																											
9	<p>Go to My Inventory → Import from file. Select the .xlsx file to upload, change the "File content" to Offers AND products, and keep "Import mode" as Normal.</p> <p>Click on  to upload the file.</p>	<div><div><div>Import a file ></div><div>Monitor Offer Imports ></div><div>Monitor Product Imports ></div></div><div><div>Import products and offers</div><div>Select the file * <input type="text" value="Select a file..."/></div><div><div>File content *</div><div>Offers AND products</div></div><div><div>Import mode *</div><div>Normal</div></div><div></div></div></div>																										

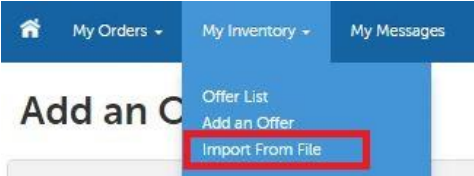
Check Product Import Error Reports

<p>1</p>	<p>In the top menu bar, go to My Inventory → Import from file, then click Monitor Product Imports tab.</p> <p>Note: Separate error files will always be generated for product creation vs offer creation.</p> <p>Refer to pg. 55-58 in Seller's Guide for more information.</p>	<p>File import</p> 
<p>2</p>	<p>Hover over  to see details of the import.</p> <p><u>Warnings</u> are issues with non-mandatory attribute fields, and will not hinder the product creation process.</p> <p>Product attributes in question will not appear in Best Buy website.</p>	
<p>3</p>	<p><u>Errors</u> are issues with mandatory attributes, and will prevent the product from being created.</p> <p>Products without error in the same import file will be created.</p>	
<p>4</p>	<p>Click on  to download the Error Report. The errors are listed in the last columns of the row in the Excel file.</p> <p>See pages 69-74 in the Seller's Guide for detailed "Monitor Product Import" processes and common error messages.</p>	

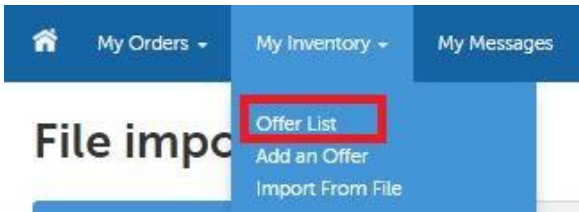

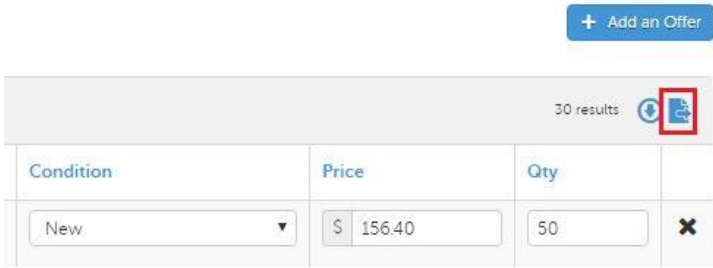
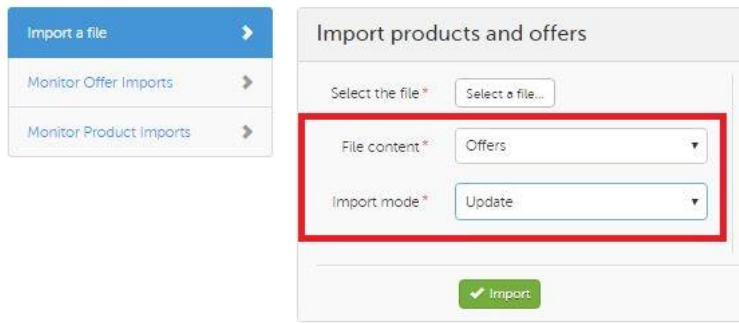
Check Offer Import Error Reports

<p>1</p>	<p>In the top menu bar, go to My Inventory → Import from file, go to Monitor Offer Imports.</p> <p>Note: Separate error files will always be generated for product creation vs offer creation.</p> <p>Refer to pg. 55-58 in Seller's Guide for more information.</p>	<p>File import</p>  
<p>2</p>	<p>Hover over  to see details of the import.</p> <p>Click on  to download the Error Report. The errors are listed in the last columns of the row in the Excel file.</p>	
<p>3</p>	<p>Error reports represent offers that are not added/updated to the product.</p> <p><u>Products without offers are not live on Best Buy website.</u></p>	

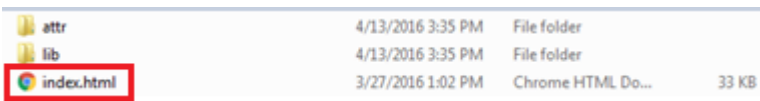
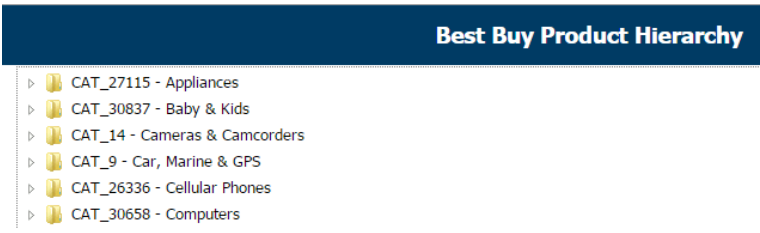

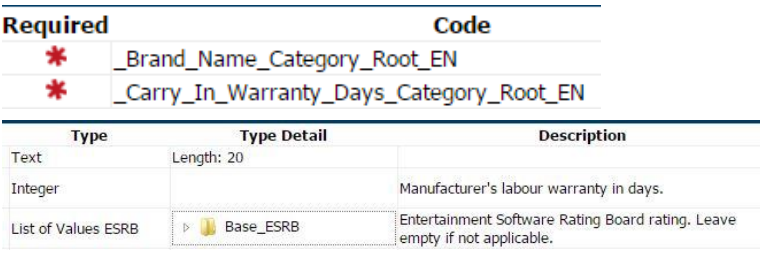

UPDATE Product Information using CSV/Excel Template

1	<p>If you have created the product with offer in the Platform, a CSV file will be auto-created for each of Product and Offer.</p> <p>In order to change the product information, you have to edit the CSV file produced for the Product import, or the Excel file submitted for product creation.</p> <p>First, go to My Inventory → Import From File.</p>													
2	<p>Then from the left navigation pane, select Monitor Product Imports and download the file by clicking on the file name.</p> <div>Note: the file of product creation is available only for 30 days or 150 product imports. You could archive the product creation file for your reference.</div>	<p>File import</p> <div><div><div>Import a file</div><div>Monitor Offer Imports</div><div>Monitor Product Imports</div></div><table><thead><tr><th>Created</th><th>Filename</th><th>Origin</th><th>Status</th></tr></thead><tbody><tr><td>09/06/2016 01:57:37 PM</td><td>product_creation.csv</td><td>Backoffice</td><td>Sent for import</td></tr><tr><td>08/24/2016 12:14:46 PM</td><td>product_creation.csv</td><td>Backoffice</td><td>Sent for import</td></tr></tbody></table></div>	Created	Filename	Origin	Status	09/06/2016 01:57:37 PM	product_creation.csv	Backoffice	Sent for import	08/24/2016 12:14:46 PM	product_creation.csv	Backoffice	Sent for import
Created	Filename	Origin	Status											
09/06/2016 01:57:37 PM	product_creation.csv	Backoffice	Sent for import											
08/24/2016 12:14:46 PM	product_creation.csv	Backoffice	Sent for import											
3	<p>Refer to "Open a CSV file" section for instructions on opening a CSV file properly (if applies)</p>													
4	<p>Update the product information as desired in the file. Delete the "Offer" fields as they won't affect the product update.</p> <p>See Appendix for examples of completed Product CSV Template.</p> <p>Save it as CSV or XLSX file after you finish editing.</p>	<p>In CSV Template:</p> <div><div><div>Update</div><table><thead><tr><th>WaterResistant</th><th>Lightweight</th><th>Expandable</th></tr></thead><tbody><tr><td>Yes</td><td>Yes</td><td>Yes</td></tr></tbody></table></div><div><div>Delete</div><table><thead><tr><th>sku</th><th>product-id</th><th>product-id-type</th></tr></thead><tbody><tr><td>OFFER_SKU_1</td><td>PRODUCT_SKU_1</td><td>SKU</td></tr></tbody></table></div></div>	WaterResistant	Lightweight	Expandable	Yes	Yes	Yes	sku	product-id	product-id-type	OFFER_SKU_1	PRODUCT_SKU_1	SKU
WaterResistant	Lightweight	Expandable												
Yes	Yes	Yes												
sku	product-id	product-id-type												
OFFER_SKU_1	PRODUCT_SKU_1	SKU												
5	<p>From the top menu bar, go to My Inventory → Import from file.</p> <p>Upload the CSV/XLSX file with "File content" as Products.</p>	<p>File import</p> <div><div><div>Import a file</div><div>Monitor Offer Imports</div><div>Monitor Product Imports</div></div><div><div>Import products and offers</div><div>Select the file *<div>Select a file...</div></div><div>File content *<div>Products</div></div><div>Import mode *<div>Normal</div></div><div>Import</div></div></div>												

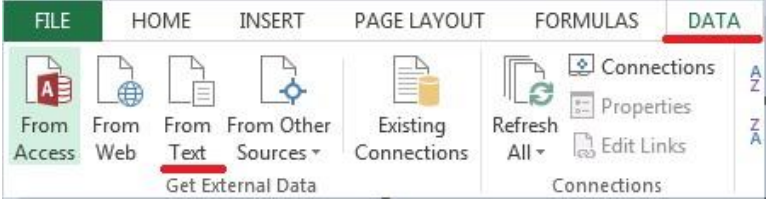
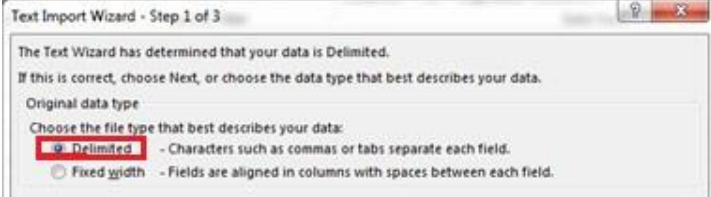
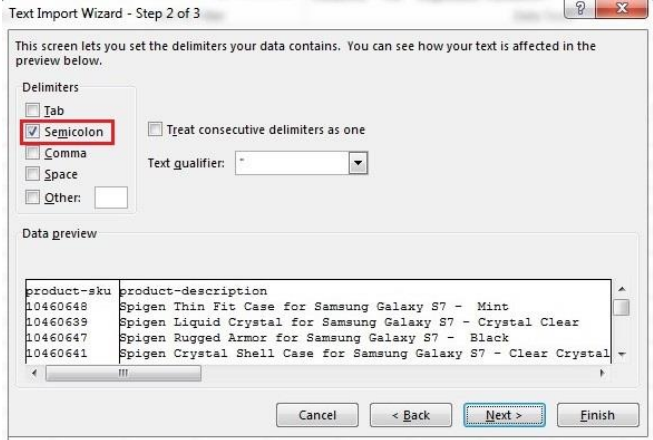
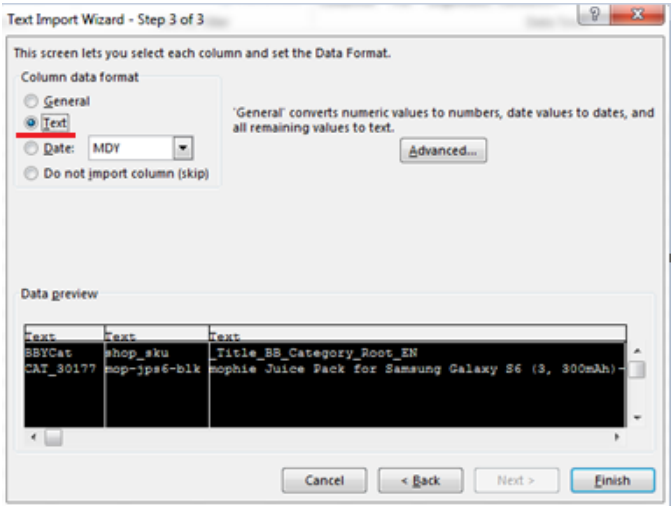
UPDATE Price and Inventory (Offer) using a CSV Template

<p>1</p>	<p>Go to My Inventory → Offer List.</p> <p>In Offer List, you can update offer information (price and inventory level):</p> <ul style="list-style-type: none"> ▪ Individually (by clicking on the product name and edit offer details); or ▪ Batches (by following the steps below) 	
<p>2</p>	<p>Click on  to download "Ready to import" CSV file.</p>	
<p>3</p>	<p>Refer to "Open a CSV file" section for instructions on opening a CSV file properly.</p>	
<p>4</p>	<p>Make the desired changes in the CSV file and see Appendix for examples of completed Offer CSV Template.</p> <p>For discount end date, we recommend you put a date not exceeding three months from your discount start date.</p> <p>Save it as CSV file after you finish editing.</p>	
<p>5</p>	<p>Upload the CSV file with "File content" as Offers and "Import mode" as Update.</p> <div data-bbox="220 1556 732 1724" style="border: 2px solid yellow; padding: 5px; margin: 10px 0;"> <p>Note: "Import mode" as Replacement will replace ALL existing products & offers. We DO NOT recommend using this function for product imports/updates.</p> </div> <p>See pages 75-76 in the Seller's Guide for more information.</p>	<p>File import</p> 

Use the HTML Category Reference Tool

<p>1</p>	<p>From the email attachment sent from Best Buy Canada, locate the zip file named "Category_HTML_Tool".</p> <p>Unzip the file and open the html tool by double clicking on "index.html".</p> <p>Note: Be sure to keep all 3 extracted files together in one location</p>	
<p>2</p>	<p>The tool will open up in your browser and you will see a list of product categories similar to the list of downloadable .xlsx Templates in the Marketplace Platform.</p>	
<p>3</p>	<p>Expand the categories to locate and select the lowest leaf category that matches with your product category.</p>	
<p>4</p>	<p>The html page displays the mandatory fields (*), the field name, data type and description of each field.</p>	
<p>5</p>	<p>Fields with * will enable auto-mapping of your products to Best buy.ca web category, which enhances the efficiency of getting your products online.</p> <p>We highly recommend you to fill out these fields.</p>	

Open a CSV File

1	<p>Open Excel with a blank table.</p> <p>Click on Data from the ribbon and select From Text.</p>	
2	<p>Choose the CSV template you downloaded from the Marketplace Platform.</p>	
3	<p>In "Text Import Wizard – Step 1", choose the option "Delimited"</p>	
4	<p>In "Text Import Wizard – Step 2", select the appropriate delimiter from the list of "Delimiters".</p>	
5	<p>In "Text Import Wizard – Step 3",</p> <ol style="list-style-type: none"> 1. Select the first cell in Data Preview 2. Scroll to the end of the columns 3. Hold "Shift" while you click on the last column 4. Choose "Text" for column data format. 5. Click "Finish". 	



Appendix: Example of Completed Product + Offer Import and Offer Update

Product Import (Excel)

Category Code	Shop sku	Title BB (EN)	Brand Name	Carry In	Wa	Long Description	Manufac	Model Num	Parts	Wa	Primary UPC	Refurbished	Short Description	BE	Seller Image URL	Fly
BBYCat	shop_sku	Title_BB_Category_Root_EN	Brand_Name	Carry_In_V	Long_Descriptic	Manufa	Model_Num	Parts_Wa	Primary_UPC	Refurbishe	Short_Description	Seller_Image_URL	Category_Root_EN	Fly		
Health, Beauty	EX12	Red Luggage Set	Luggage Depot	45	This is a 3-piece l	RED-1	RED-1	45	123456789101	No	This is a 3-piece lugg	http://www.bestbuy.com.ca/EX12.jpg				
Health, Beauty	EX13	Black Luggage Set	Luggage Depot	45	This is a 3-piece l	BLK-1	BLK-1	45	123456789102	No	This is a 3-piece lugg	http://www.bestbuy.com.ca/EX13.jpg	http://			
Health, Beauty	EX14	Yellow Luggage Set - Refurbished	Luggage Depot	45	This is a 3-piece l	YEL-1	YEL-1	45	123456789103	Yes	Refurbished- This is	http://www.bestbuy.com.ca/EX14.jpg				

Please add the word "Refurbished" to the Title for refurbished product

Please add the word "Refurbished" to the Short Description for refurbished product

Separate the Image URLs with | (without space)

Offer Import (Excel)

Offer SKU	Product ID	Product ID Type	Offer Price	Offer Quantity	Minimum	Offer State	Availability Start	Availability End	Logistic Cla	Discount Price	Discount Start	Discount End
sku	product-id	product-id-type	price	quantity	min-qua	state	available-start-d	available-end-d	logistic-cla	discount-price	discount-start-c	discount-end-
EX12	EX12	SHOP_SKU	\$59.99	20	5	New	09/28/2016	12/31/2016		\$45.99	10/15/2016	10/31/2016
EX13	EX13	SHOP_SKU	\$59.99	20	5	New						
EX14	EX14	SHOP_SKU	\$45.99	20	5	New		02/28/2099				

Offer SKU and Product ID should be the same as Shop SKU

Select SHOP_SKU in Product ID Type

Incorrect date. Maximum up to 12-31-2024

Offer Update (CSV)

	A	B	C	D	E	F	G	H	I	J	K	L
1	sku	product-id	product-id-type	description	internal-descriptio	price	price-additional-info	quantity	min-qua	state	available-start-date	available-end-date
2	EX12	EX12	SKU	Organize your ite	Organize your iten	49.99	Tax extra	50	10	11	2016-09-16T00:00:00.000-07:00	2/10/2016
3	EX13	EX13	SKU	Organize your ite	Organize your iten	49.99	Tax extra	50	10	11	2016-09-16T00:00:00.000-07:00	
4	EX14	EX14	SKU	Organize your ite	Organize your iten	\$55.99	Tax extra	50	10	11	2016-09-16T00:00:00.000-07:00	2099-01-01

Numerical value only for price

Incorrect date format. Convert field to "Text" and change to yyyy-mm-dd format

Wrong available-end date; maximum up to 2024-12-31

Quick Reference Guide

#3 Order Management

In this guide, you will learn how to

- Acknowledge a single or multiple new order(s) in entirety
- Acknowledge individual line items in an order
- Enter tracking information and confirm shipment in multiple orders
- Enter tracking information and confirm shipment in a single order

Overview of Order Status and Process



Note the following:

- Best Buy Canada expects you to ship customer orders within 2 business days of order receipt.
- Before confirming a shipment, it is mandatory to enter tracking information. Once the shipment is confirmed, the system will automatically send the customer a notification.
- If the order has been aging for 10 business days without a tracking number (shipment is not confirmed), a refund will be automatically processed.
- Please log a message to the customer if:
 - You forgot to enter tracking information before confirming the shipment; or
 - Multiple tracking numbers are required for different line items in the same order
 - If there is an arrangement with the customer for the delay
- For more information, please refer to pages 85-87 in the Seller's Guide.

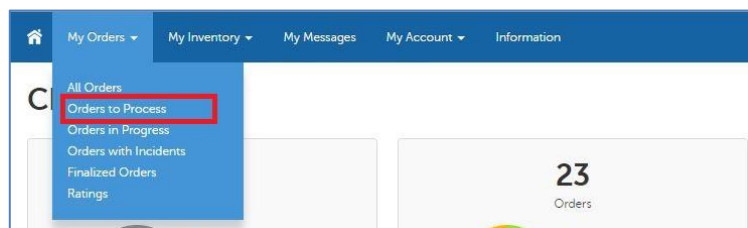
Please also read [FAQ](#) for common questions asked in this step.

Acknowledge a Single or Multiple New Order(s) in Entirety

1


This method allows you to accept/reject **ALL** line items in an order. Refer to the following page to accept/reject individual line items in an order.

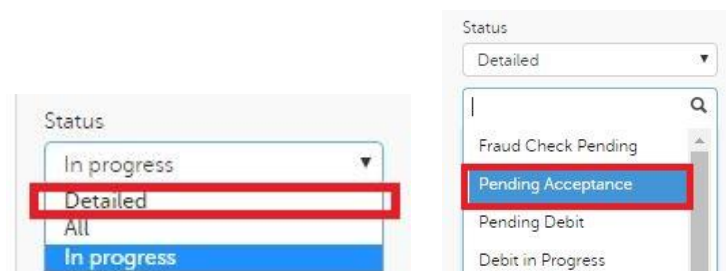
From the menu bar, hover on **My Orders** and select **Orders to Process** to access new orders.



2


In filter section, change Status to **Detailed**, and then choose **Pending Acceptance** from the below drop-down list to retrieve new orders.

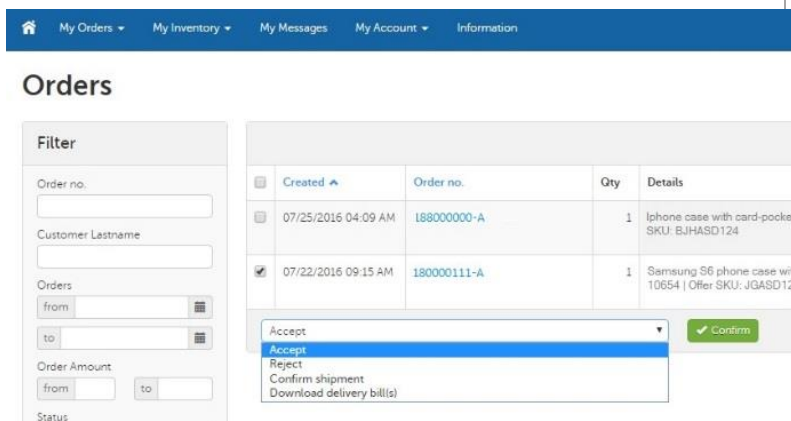
Click  in the bottom of filter section.



3

Review the line items of each order and determine if you will accept or reject the order.


Click  on the left side of order(s) that you wish to action, and choose "Accept" or "Reject" from the drop-down list.



4

Click  to in the "Confirm your action" popup window.

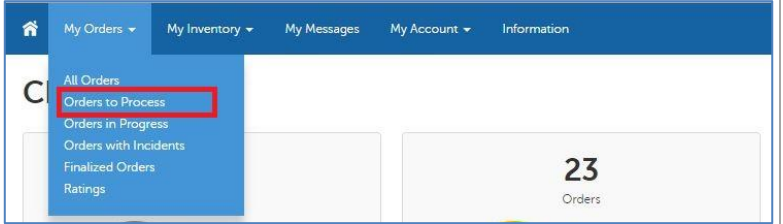
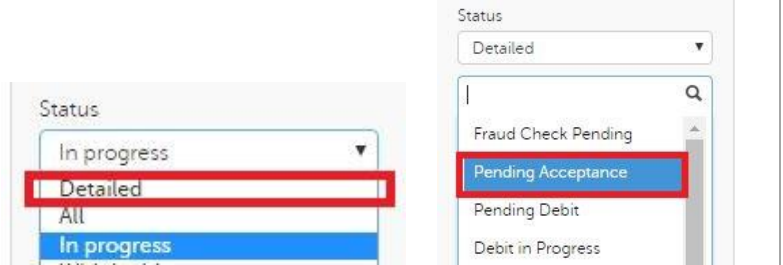
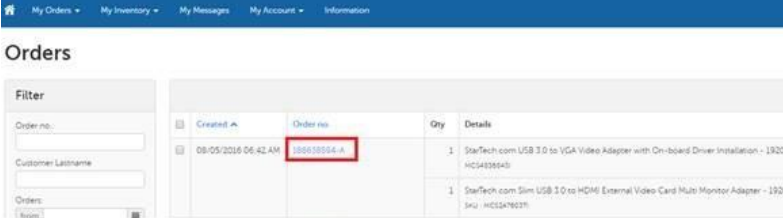
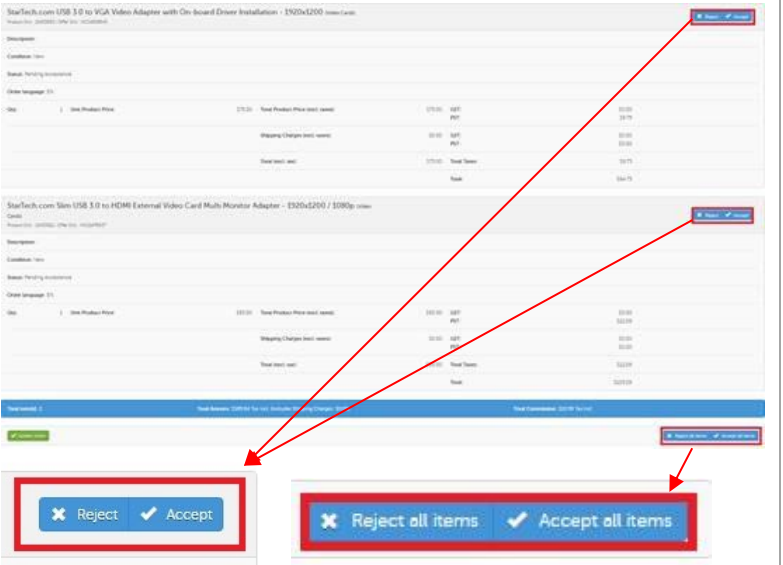
5

Click  again to complete the action.

Note the following:

- Best Buy expects sellers to acknowledge (accept or reject) an order within 24 hours.
- Any orders not acknowledged within ten (10) business days will be automatically cancelled by the system.
- *If you reject an item, the inventory amount will automatically update to zero (0) and no new orders for the offer will be taken from customers.*
- See pages 87-88 in the Seller's Guide for more information.

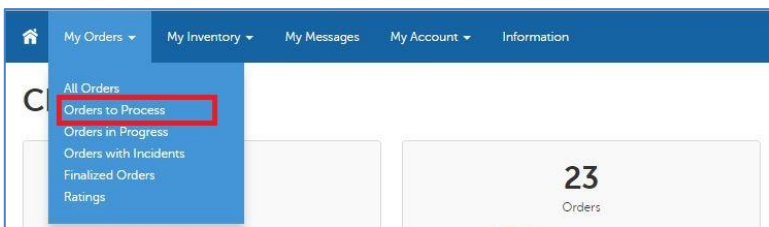

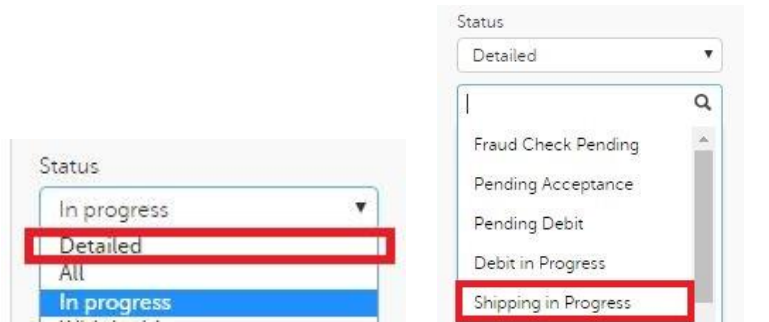
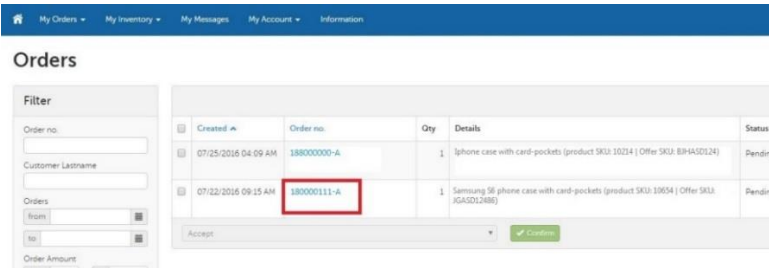
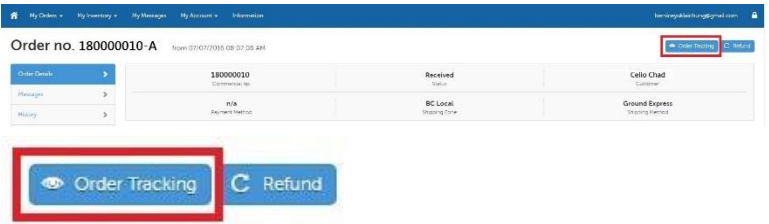



Acknowledge Individual Line Items in an Order

<p>1</p>	<p>Note: This method applies if you need to <u>accept a particular line item and reject others</u> (or vice versa)</p> <p>From the menu bar, hover over My Orders and select Orders to Process to access new orders.</p>	
<p>2</p>	<p>In filter section, change "Status" to Detailed and then Pending Acceptance from the below drop-down list to retrieve new orders.</p> <p>Click Refresh in the bottom of filter section.</p>	
<p>3</p>	<p>Click on the order number for which you wish to display line details for.</p>	
<p>4</p>	<p>Review each line item for price, quantity and correct shipping charges. Click "Accept" or "Reject" on each individual line.</p> <p>You may "Reject all items" or "Accept all items" at the bottom right corner after reviewing the order.</p>	
<p>5</p>	<p>Click Update order to complete the action.</p> <p>See page 89 in the Seller's Guide for more information.</p>	

Enter Tracking Information and Confirm Shipment in Multiple Orders

1	From the top menu bar, hover over My Orders and select Orders to Process .	
2	In the Orders to Process page, click on to download the order numbers in a CSV export.	
3	After you have shipped the orders physically, click on	
4	Download the Excel template to upload tracking numbers for multiple orders by clicking on the icon below the Help section.	
5	Input the mandatory fields of: <ul style="list-style-type: none"> Order no. Carrier code (select from drop-down) Tracking number Save the file as .xlsx file after you have completed the template.	
6	Upload the completed excel file on the File Import page by selecting the file, and click to import the tracking numbers.	

Enter Tracking Information and Confirm Shipment in a Single Order

1	From the top menu bar, hover over My Orders and select Orders to Process .											
2	<p>In filter section, change the "Status" to Detailed and then choose Shipping in Progress from the below drop-down list.</p> <p>Click  Refresh in the bottom of filter section.</p>											
3	Click on the order number you wish to ship.											
4	Click on "Order Tracking" button to enter carrier and tracking number information.											
5	<p>Select the carrier from the drop-down list and fill in the tracking number in the next field.</p> <table><tr><th>Code</th><th>Name of Carrier</th></tr><tr><td>CPCL</td><td>Canada Post</td></tr><tr><td>ASYN</td><td>ATS</td></tr><tr><td>PRLA</td><td>Purolator</td></tr><tr><td>UPSN</td><td>UPS Shipping</td></tr></table> <p>Click  Save to close the window.</p>	Code	Name of Carrier	CPCL	Canada Post	ASYN	ATS	PRLA	Purolator	UPSN	UPS Shipping	
Code	Name of Carrier											
CPCL	Canada Post											
ASYN	ATS											
PRLA	Purolator											
UPSN	UPS Shipping											
6	<p>Click  Confirm Shipment when you have shipped the order.</p> <p>See pages 90-93 in the Seller's Guide for details in entering tracking info and confirming a shipment.</p>											



Quick Reference Guide

#4 Post Purchase

In this guide, you will learn about

- Customer Service Expectations
- Customer requested order cancellations and actions required
- Messaging
- Returns/Refunds
- Initiating refunds
- Incidents
- Uploading documents to an order

Customer Service Expectations

Note the following:



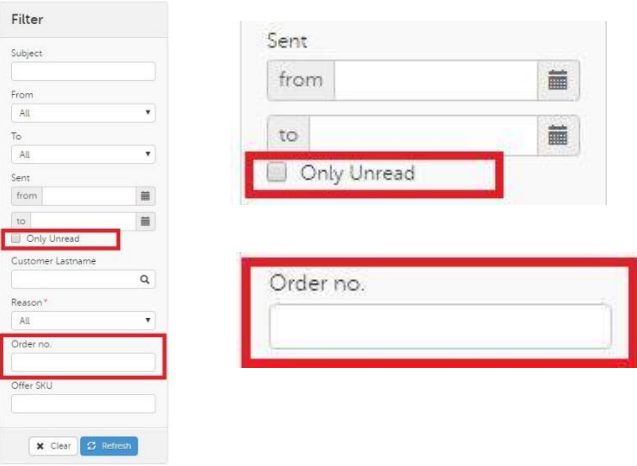

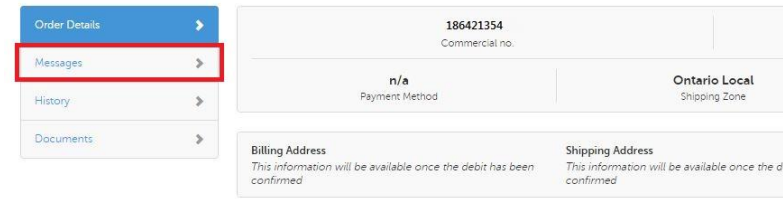

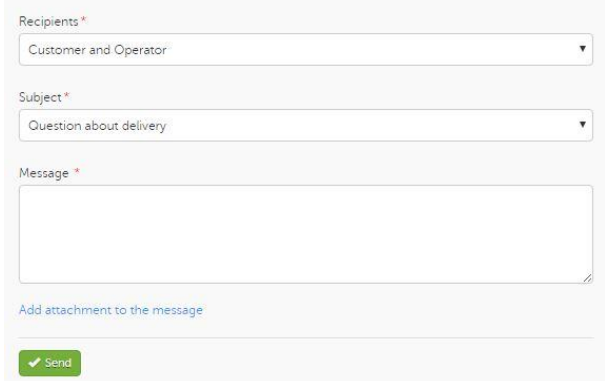
- You are expected to reply to customer messages/inquiries within 2 business days.
- If you wish to contact the customer, you must utilize the messaging function in Best Buy Marketplace Platform. Customer will receive the content of your message in the form of an email from noreply@bestbuycanada.ca.
- Refunds should be processed and completed within 2-4 business days of receiving the returned product(s).
- Seller should pay for the return shipping for item that is defective, damaged or wrong product.
- Refer to pages 108-110 in the Seller's Guide for a list of post purchase issue resolution recommendations.

Customer Requested Order Cancellations and Action Required

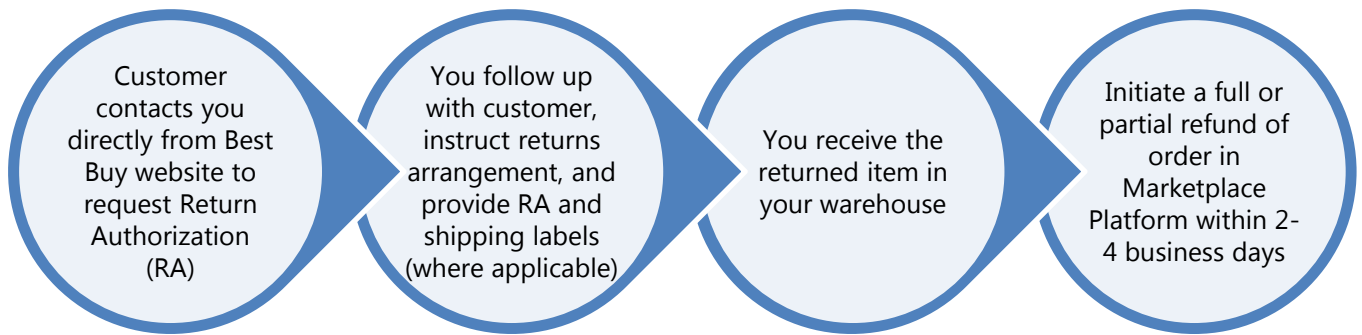
Scenario of Order Cancellations	Action(s) Required
If you have not accepted the order →	Decline the order
If you have accepted the order →	Refund the entire order or part of it. Ship any line items that have not been cancelled/refunded.
If you have shipped the order →	Issue RMA to customer to return the shipment. Advise customer on fees based on seller's return's policy. Refund the customer upon receiving the returned product.

Please also read [FAQ](#) for common questions asked in this step.

Messaging

1	<p>From the top menu bar, select My Messages to view all the messages associated with different orders in your account.</p>	
2	<p>There are two useful criteria to filter messages:</p> <ol style="list-style-type: none"> 1. Order no. 2. Unread Messages <p>Click  Refresh to enable the filter.</p>	<p>Messages</p> 
3	<p>Click on the subject title link and it will redirect you to the Messages tab of the Order Page.</p>	
4	<p><u>For a Seller-initiated message:</u></p> <p>Search for and select the order for which you wish to send a message.</p> <p>Click on Messages on the side navigation pane.</p>	<p>Order no. 186421354-A from 08/02/2016 10:33:13 AM</p> 
5	<p>Select Recipients as "Customer and Operator" or "Operator" and the Subject from the drop-down lists.</p> <p>Enter your message text and click  Send when you are ready to send.</p> <p>See pages 96-100 in the Seller's Guide for more information.</p>	

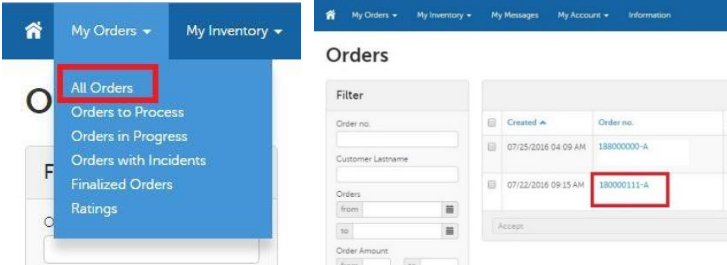

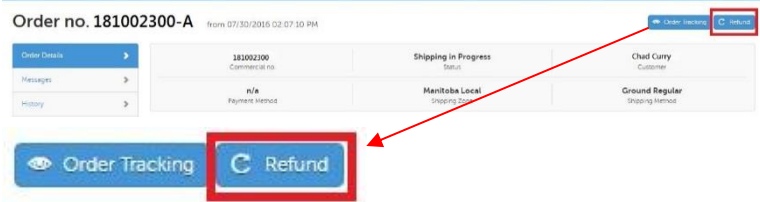
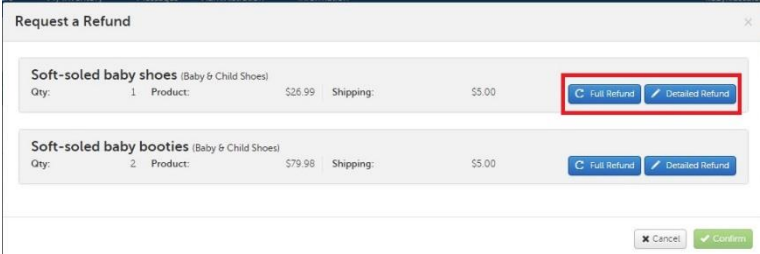
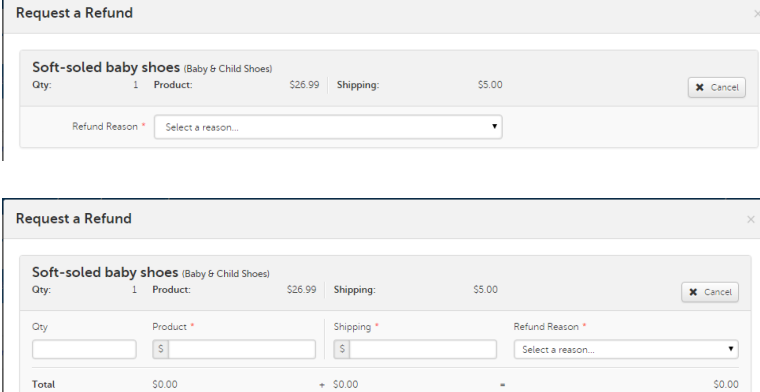


Returns/Refunds



Note the following:

- Marketplace products cannot be returned to Best Buy stores. They must be returned to your warehouse.
- You should complete the Returns Policy using the template provided during the store set-up stage.
- If a product arrives back at your location without any information (i.e. undeliverable shipment), log it in the Best Buy Marketplace Platform using the message function and initiate a full refund to the customer.
- If you accept an order and later determine that you cannot fulfill it, you must initiate a full refund.
- Refer to page 104 in the Seller's Guide for more information.

Initiating Refunds

<p>1</p>	<p>From top menu bar, hover on My Orders and select All Orders.</p> <p>Search for and select the order for which you wish to initiate a refund.</p>	
<p>2</p>	<p>Click  in the top right corner of the order detail screen.</p>	
<p>3</p>	<p>For each line item, select <u>Full Refund</u> OR <u>Detailed Refund</u> (to refund a partial amount).</p>	
<p>4</p>	<p>Full Refund: select a reason from the drop-down list.</p> <p>Detailed Refund: enter the details about the amounts being refunded. Detailed Refund is applied in deducting:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Restocking fees charged <input type="checkbox"/> Shipping costs charged (incl. Return-to-sender) 	
<p>5</p>	<p>Click  after entering the refund details. Click  again to close the pop-up window and return to order details screen.</p>	
<p>6</p>	<p>The status of the item(s) will become Pending Refund → Refund in Progress → Refunded. For more information, refer to pages 106-107 in the Seller's Guide.</p>	

Incidents

Definition: A serious problem that impacts the customer experience of an order.

To view an incident:

On the Homepage, hover over **My Orders** and select **Orders with Incidents**. Search for a specific order through order number.



Resolving an incident:

- All communication regarding an incident should be logged as a message in the Best Buy Marketplace Platform.
- You will receive a reminder email regarding the incident if it remains open for more than two days.
- You are unable to close an incident unless you issue a Full Refund on the order.
- Best Buy Canada will close the incident once it has been resolved.
- See pages 101-102 in the Seller's Guide for more details on incidents.

Uploading Documents to an Order

<p>1</p>	<p>You can upload documents such as a return shipping label or an invoice for any specific order.</p> <p>Go to My Orders → All orders to access a list of your orders. Enter the order no. in the filter criteria to locate a specific order.</p>	
<p>2</p>	<p>Click on Documents on the navigation pane.</p>	
<p>3</p>	<p>Choose a document type and you will be prompted to select a file to upload.</p>	
<p>4</p>	<p>Once uploaded, the document will be saved in the Documents section of the screen.</p>	

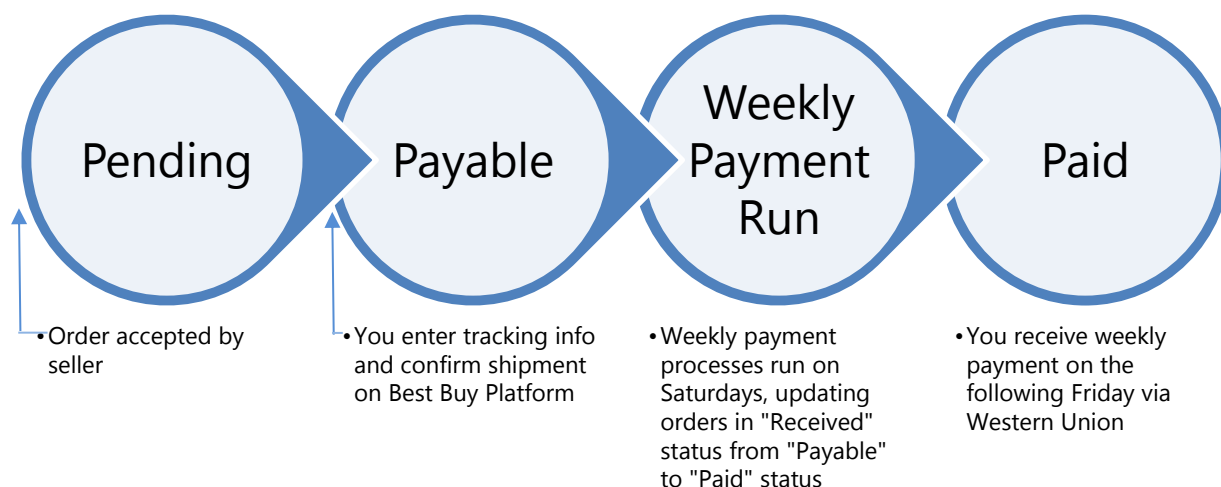
Quick Reference Guide

#5 Accounting & Payment Process

In this guide, you will learn how to

- View transaction history
- View payments summary

Overview of the Payment Process

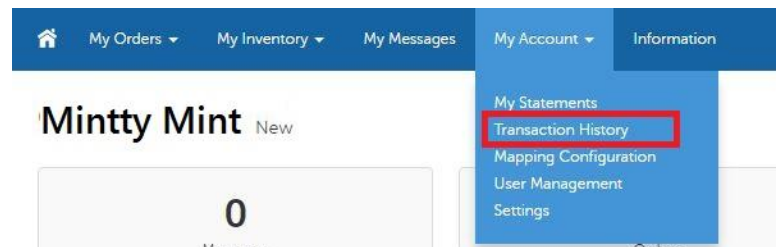


Please also read [FAQ](#) for common questions asked in this step.


View Transaction History

1

From the top menu bar, go to **My Accounts** and select **Transaction History** to display all transactions related to every order that has been accepted.

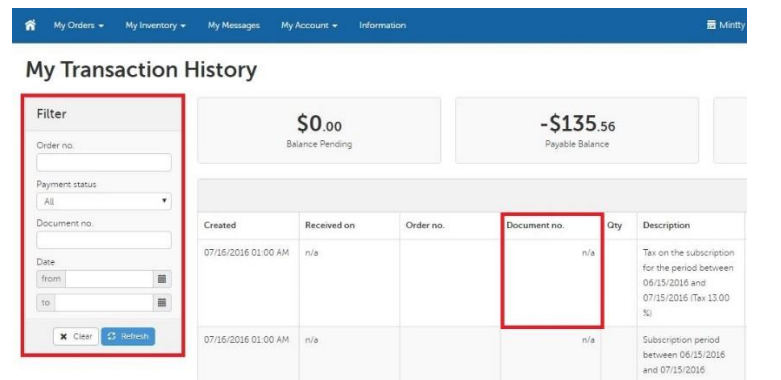


2


Use a filter to look for a specific order, given your criteria, and click .

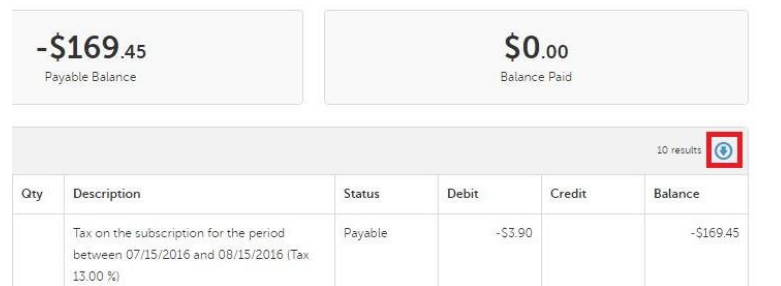
Note: If an order is in "Paid" status, the "Document no." field provides a link to a "Payments & Charges Summary" PDF for a particular payment week.

See page 113 in the Seller's Guide for details.

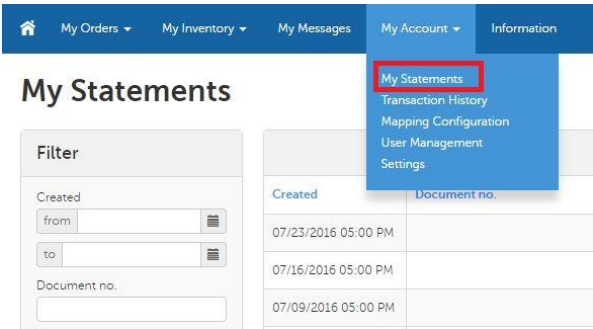
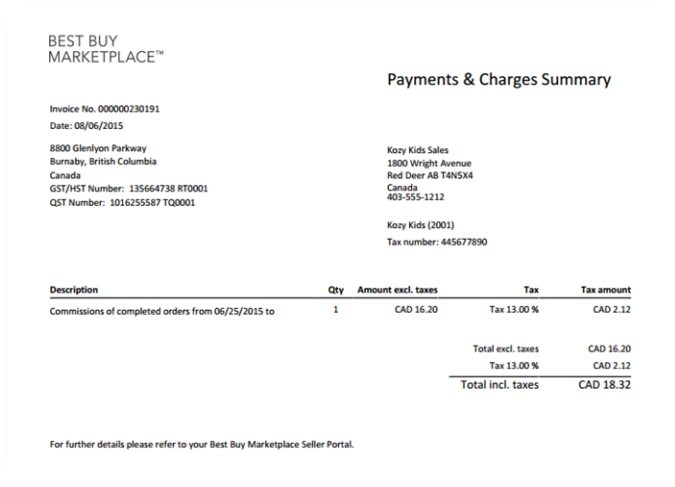
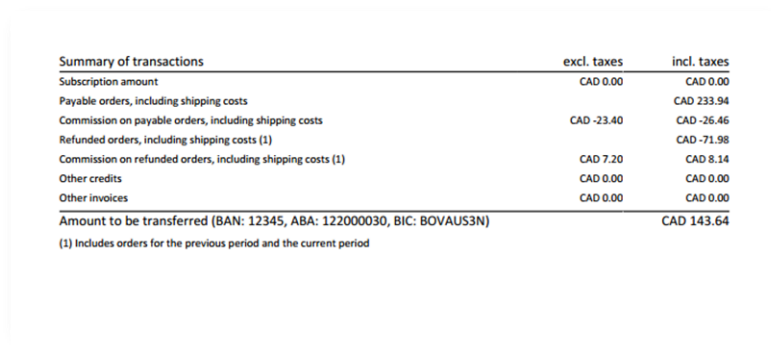



3

To export the transaction history of all orders, click on  under "Balance Paid" to download a CSV file.



View Payments Summary

<p>1</p>	<p>From the top menu bar, go to My Account and select My Statements to display a summary of weekly payments.</p>	 <p>The screenshot shows the top navigation bar with 'My Account' selected. A dropdown menu is open, showing 'My Statements' as the first option. Below the menu, there is a 'Filter' section with 'Created' date range and 'Document no.' fields. A table lists three documents created on 07/23/2016, 07/16/2016, and 07/09/2016.</p>
<p>2</p>	<p>Click on the link in "Document no." field to open up "Payments & Charges Summary" for the week.</p> <p>The first page shows commissions paid to Best Buy.</p>	 <p>The screenshot shows the 'BEST BUY MARKETPLACE™' header and 'Payments & Charges Summary' title. It includes invoice details for Invoice No. 000000230191 dated 08/06/2015. Below is a table showing commissions of completed orders from 06/25/2015 to 07/23/2016. The table has columns for Description, Qty, Amount excl. taxes, Tax, and Tax amount. The total amount to be transferred is CAD 18.32.</p>
<p>3</p>	<p>On the second page, you will find a summary of all transactions for that week, including payments credited, commissions deducted and refund reversals.</p> <p>Refer to page 114 in the Seller's Guide for more information.</p>	 <p>The screenshot shows a table titled 'Summary of transactions' with columns for Description, excl. taxes, and incl. taxes. It lists various transactions including subscription amounts, shipping costs, and commissions. The total amount to be transferred is CAD 143.64.</p>
<p>4</p>	<p>To export the "Payments & Charges Summary" in pdf, click on </p> <p>To export the weekly payment with order details in CSV format, click on </p>	 <p>The screenshot shows a table with columns for Created, Document no., Amount, and Periods. It lists a document created on 08/20/2016 with an amount of \$121.12. To the right of the table, there are two icons: a PDF icon and a CSV icon, both highlighted with red boxes.</p>



Quick Reference Guide

Frequently Asked Questions

Getting Started

Q: What does “French Support” mean in store set-up form?

- By choosing “Yes” in French Support, seller is committed that:
 - ☐ Product packaging complies with Quebec language law and meets the requirements to ship to Quebec
 - ☐ Store description and Returns & Shipping policy is translated to French
 - ☐ Product attributes in French and bilingual customer service are preferable but not a requirement
- For selective products that are “French Supported”, you can choose Yes in “French Support” at the store level in My Account → Settings, and choose No in “French-compliant” at the product level in product creation
- Keep in mind that Quebec is accounted for 20% of transactions made on the Best Buy Canada site. See page 44 in the Seller’s Guide for requirements to ship to Quebec.

Q: When can I expect my store to be set-up?

- Store registrations are approved and stores are created on each Friday of the week. If you submit the set-up form on Monday, your store will be created by Friday of the same week.

Product/Offer Import

Q: How do I update product information or add more images using CSV Template?

1. Retrieve the original CSV template for product creation
2. Make changes in the field(s) desired and save the file again as CSV format
3. Upload the file on “Import from file” page with File Content as Product
4. Refer to page 5 in *Quick Reference Guide #2 Product & Offer Import* for more details


Q: How do I update product information if I created the product through Marketplace Platform?

- You can download the transformed CSV file from My Inventory → Import from file, and select “Monitor Product Import” page within 30 days of product creation and less than 150 products created
- Refer to the steps 2-4 in updating product information using CSV Template in the answer above

Q: How long does an initial product import/product info change take to get published on the Best Buy Canada website?


- Product information changes will be made live by the next day if you have submitted them before 5 PM PST.
- If you submit the new products on Friday/weekend, they may often not go live until the following Tuesday.

Q: How do I export the Offer List and/or details of my offers?

- Go to My Inventory → Offer List, click  beside the page number to download a CSV file for all offers.

Product/Offer Import (cont.)

Q: How do I add a promotional discount price?

- Single Offer:
 1. Search through offer from My Inventory → Offer List.
 2. Select the product and go to the Discounts tab
 3. Input the sales price and promotional periods (start & end date), no later than
 4. Click on Confirm at the bottom of the page
- Multiple Offers:
 1. Go to My Inventory → Offer List.
 2. Download the "Report to Import" CSV file by clicking on 
 3. Save the completed file as CSV, upload it on the "Import from file" page with File Content as Offers and Import Mode as Update
 4. Refer to page 6 in *Quick Reference Guide #2 Product & Offer Import* for more details

Q: Why has my product import failed?

- Product import could fail for several reasons:
 - ☐ Product information has failed the data validation in our system, including brand name more than maximum characters of 20, primary UPC is not valid (failed the check digit test). You can retry the upload after you have corrected the information in the product import.
 - ☐ However, if primary UPC is already owned by Best Buy Canada or another seller in Best Buy Marketplace, you will not be able to create the product

Q: How do I export the Offer List from Marketplace Platform?

- Go to My Inventory → Offer List, click  for a CSV export at the top right corner under menu bar.

Order Management


Q: Why is an order stuck in the status "Debit in Progress" after I accepted it?

- Method of payment has failed OR
- The payment method is under fraud investigation
 - ☐ The transaction will attempt to reauthorized payment for the next few days and the order will be auto-cancelled after 14 days
 - ☐ Refunds/cancellation cannot be carried out if the order has the status in "Debit in Progress"

Q: I forgot to attach the tracking number before I confirm shipment. What should I do?

- Enter the tracking number by clicking the "Order Tracking" button in the Order details page
- Send the customer a message to notify them of the tracking information
- Refer to page 4 in *Quick Reference Guide #3 Order Management*

Q: How do I export the details of my orders?

- Go to My Orders → All Orders, click  for a CSV export at the top right corner beside page numbers.



Payment Processes



Q: When will I get paid from Best Buy Marketplace?

- Your payment is processed once a week on Saturday through Western Union. You should receive the payment by Friday the following week.

Q: How can I view the commissions paid on each order?

- Go to My Account → Transaction History to view the payment details at order level.
- To view the consolidated statement for the entire week, go to My Account → My Statements.

Q: How do I export my financial statements for the week?

- Go to My Account → My Statements, click  to download a CSV file that includes order details
- Click  to download a PDF file for a summary of transactions of the week

Post Purchase

Q: How do I cancel an order after I have accepted it?

- Initiate a full refund on the order. For details of the process, refer to page 3 in *Quick Reference Guide #4 Post Purchase*.

Q: How do I respond to customer inquiries?

- You can respond customer inquiries through Messaging in the Marketplace Platform.
- The message will be sent to customer in the form of noreply@bestbuycanada.ca

Q: How do I close an incident raised on an order?

- You are unable to close an incident unless a Full Refund is initiated.
- Best Buy Marketplace Support Team will close the incident once it has been resolved.