

# BEST BUY MARKETPLACE™ SELLER'S GUIDE



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## Welcome

Welcome to the Best Buy Marketplace!

This guide has been created to provide you with all of the information you need to know to get your store up and running in the Best Buy Marketplace™, upload your inventory, fulfill and manage your customer's orders, handle post-purchase issues such as incidents and returns, and monitor your company's overall sales and performance in the marketplace.

Whenever there are changes made to this document, a new version will be uploaded in the Best Buy Marketplace™ so you will always have access to the most recent information.

If there is any information you need to know that is not covered in this guide, please contact your Account Manager.

## About the Marketplace

### Topics

This section covers the following topics:

- ▶ Benefits of selling products on the Best Buy Marketplace™
- ▶ Commission fees
- ▶ Subscription fees
- ▶ Overview of the Best Buy Marketplace™

### Benefits of Selling Products on the Best Buy Marketplace™

- ▶ With the Best Buy Marketplace, you extend your visibility beyond your own website to the one of the largest traffic site in Canada. In 2014, there were over 250 million visits to Bestbuy.ca.
- ▶ You can increase sales without building a costly ecommerce infrastructure.
- ▶ Opportunity to benefit from the added reach of our substantial print and online advertising initiatives.
- ▶ You have control over your product pricing, assortment and inventory.
- ▶ Customers can shop using any of the Best Buy Canada channels – desktop, mobile, or app.
- ▶ Customers can shop in either French or English.
- ▶ Lots of new features will be added to the Best Buy Marketplace™ in the next year:
  - Return at any Best Buy location
  - Increase store traffic with Reserve and Pick-up (RPU) to your location
  - Products sold through our stores

### Commission Fees

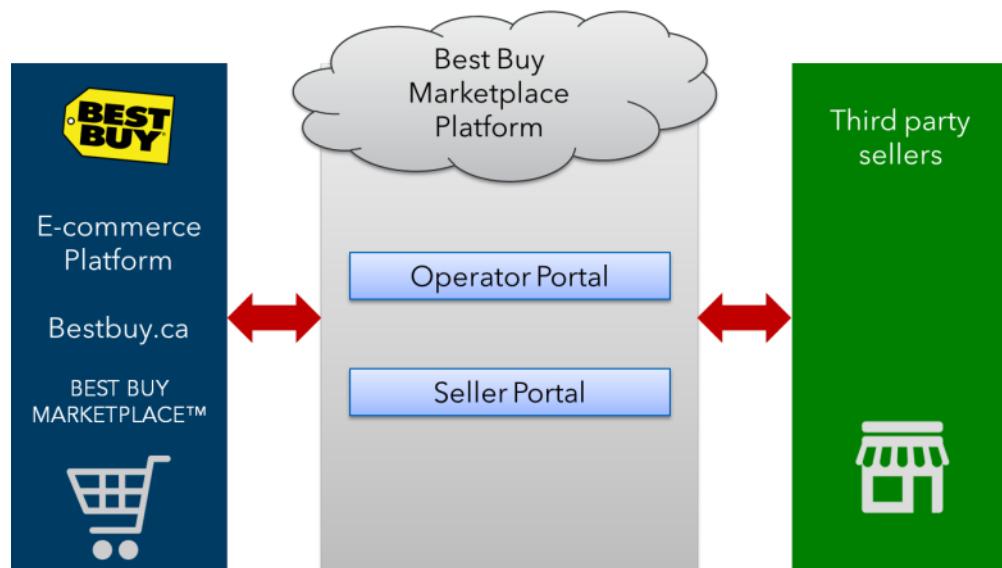
- ▶ Commission fees vary depending on the product category.
- ▶ Commission is charged on the total of the product and shipping fees paid by the customer, but not on taxes or other surcharges.
- ▶ Commission fees are charged based on the grid rate that is effective on the customer's order date.
- ▶ Taxes on commission fees are charged according to the seller's billing province.
- ▶ Your commission fees are viewable from within the Best Buy Marketplace Platform. Go to **Information → Commission fees** and choose a product category.
- ▶ Commission fees might get updated throughout the year when the Category Hierarchy gets modified. You will be informed of the changes to the commission fees structure.

## Subscription Fees

- ▶ There is a monthly subscription fee (currently \$29.99 plus tax) to sell products on the Best Buy Marketplace™.
- ▶ The tax you pay on the subscription fee (GST, HST, QST) depends on what province your billing address is located in.
- ▶ The subscription fee is charged monthly on the anniversary date of your account registration.
- ▶ The fee will be taken off the total sales payable to you as long as there is a balance owing to you. If you have not made any sales, the commission fee will accumulate month-to-month until there is enough sales payable to cover the subscription fee.
- ▶ The subscription fee will be visible on your invoice.

## Overview of the Best Buy Marketplace™

You will use the seller portal within the Best Buy Marketplace Platform to enter and update information about your store, products, pricing and promotions (offers), and inventory levels. Information you enter will transfer to the Best Buy Marketplace™ and customers will be able to view details about your products and offers as well as information about your store itself.



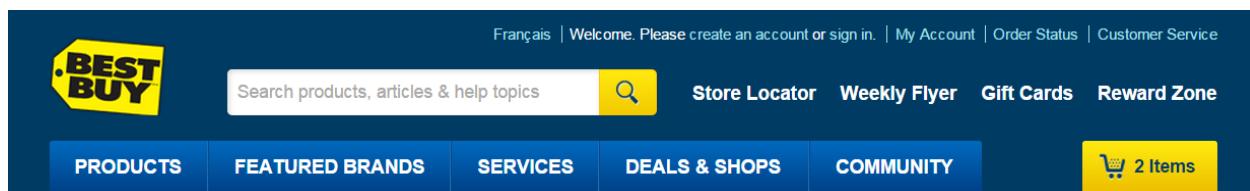
You can connect to the Best Buy Marketplace Platform and subsequently to the Best Buy Marketplace™ itself in three ways:

- ▶ Directly through the seller portal
- ▶ Upload products and offers via CSV
- ▶ Upload products and offers via API

## Navigating the Bestbuy.ca Web Hierarchy

A lot of time and effort has gone in to creating a hierarchy on the bestbuy.ca website that makes it easy for customers to drill down and find items they wish to purchase. From the home page, customers can initially search by product, by featured brand, by service, or buy deals or stores (e.g., current flyers, Best Buy Mobile, etc.). Once they have selected basic information about the item they are interested in, they can drill down further by clicking details displayed on the screen. The details will be different and depend on the item they are shopping for.

There is also a search field at the top of the screen that allows customers to perform a direct search for an item.



When you upload products and offers to the Best Buy Marketplace™, you will be required to map them to the primary product categories listed in Best Buy's Product Information Management (PIM) system. You will also need to provide additional information about the attributes of your products. When you upload your products via the Best Buy Marketplace Platform, the Best Buy PIM system will look at all of the attributes you have provided and automatically map your products to the appropriate location in the web hierarchy so they are easy for customers to locate. If a product is unable to be mapped automatically, it will still be searchable using the Search field and available for sale to customers, but will need to be mapped manually before it will appear correctly in the web hierarchy. The manual mapping can take up to 72 hours.



**Provide as much attribute information about your products as possible so they end up positioned correctly within the web hierarchy.**

## Product Detail Page

The *Product Detail Page* provides customers with detailed information about your product offerings and allows them to add your product to their cart.

**Customers can rate and review your products.**

**The handbag icon identifies Marketplace products. Your store name is associated with it.**

**When you put a product on sale, a savings claim is automatically calculated. You are responsible for adhering to pricing policies**

**Your shipping and return policies are available to customers**

**Customers are able to add your products to their wish list or their price watch.**

## Cart Page

The *Cart* page displays all items in the customer's shopping cart - both Best Buy products as well as Marketplace products.

**Cart Items**

Sold and shipped by: **Best Buy Canada**  
✓ You qualify for Free Shipping on Best Buy Products

**Sony A5000 20.1MP Mirrorless Camera with 16-50mm Lens - White**  
Move to Price Watch | Move to Wish List

**\$299.99**  
Quantity Update  
Total: **\$599.99**

Available online  
Free delivery arrives by tomorrow. View delivery options

Available at nearby stores  
Reserve and pick up in-store

**See all accessories**

- SAV/E \$20 on Microsoft Office with purchase of any PC, Mac, Windows tablet, or iPad.
- Take an additional 10% OFF any bag with the purchase of any tablet or laptop. \*Discount seen at check out.

Sold and shipped by: **North Ventura Electronics** Seller's shipping information  
These marketplace items are not returnable to Best Buy Stores. Seller's return policy

**Lenovo YOGA 3 Pro 13.3" Ultrabook - Silver**  
(Intel Core M-5Y70/256GB SSD/8GB RAM/Windows 8.1) - Eng  
Move to Price Watch | Move to Wish List

**\$499.99**  
Quantity Update  
Total: **\$499.99**

Available online only

**Your Order**

Delivery to West Vancouver (V5J 4ZC)  
Change  
Your item(s) will begin to arrive tomorrow. Want your item(s) faster?

Product total	\$1,239.97
Order level discount Details	-\$140.00
Shipping Total Details	\$36.00
<b>Subtotal</b>	<b>\$1,259.97</b>
Taxes and fees	\$150.59
Environmental Handling Fee Details	\$1.00
Estimated PST/QST	\$96.91
Estimated GST	\$62.38
<b>Total</b>	<b>\$1,411.17</b>

Add a promotional code

**Checkout**   **Reserve In Store**   **- OR -**   **Checkout with PayPal**

**Need help?**  
Call us at 1-866-237-5269 from 8 AM to Midnight EST

**Best Buy product**

**Marketplace product**

**Shipping/handling total encompasses all items in the customer's cart**

**Customer total includes all products**

## Delivery Options

- ▶ Delivery options for Best Buy Marketplace™ products are determined by each seller.
- ▶ Best Buy Marketplace™ products are not included in any Best Buy shipping promotions.
- ▶ The Delivery Options display during the customer's checkout and show what options are available for each product.

The screenshot shows a 'Delivery Options' dialog box with two sections:

**Shipment 1 of 2** (Best Buy product):  
Sold and shipped by: **Best Buy Canada**.  
Sony A5000 20.1MP Mirrorless Camera with 16-50mm Lens - White.  
Quantity: 1  
\$299.99  
Delivered TODAY - \$17.99 (Canada Post XPressPost)  
Delivered FRIDAY MAR. 20TH - FREE (Canada Post Expedited)

**Shipment 2 of 2** (Marketplace product):  
Sold and shipped by: **North Ventura Electronics**.  
Lenovo YOGA 3 Pro 13.3" Ultrabook - Silver (Intel Core M-5Y70/256GB SSD/8GB RAM/Windows 8.1) - Eng.  
Quantity: 1  
\$299.99  
Air - \$4.99  
Ground - FREE  
Seller Shipping Information  
These marketplace items not returnable to Best Buy Stores Seller's return policy

Buttons at the bottom: Cancel, Submit

Annotations on the right side of the screenshot:

- A callout box points to the first shipment section: "Best Buy product"
- A callout box points to the second shipment section: "Marketplace product – you determine what shipping options are available to customers"
- A callout box points to the "Seller Shipping Information" link: "Link to your shipping policies"

## Seller Page

The *Seller Page* provides customers with details specific to your company.

The seller page in the Marketplace displays details specific to your company

A brief description of your store

Your logo

Your shipping and return policies

Products you sell on the Best Buy Marketplace™

## Summary

You, the seller, have control over much of what is displayed to customers. Best Buy Canada controls the infrastructure of the website.

Seller Controlled	Best Buy Controlled
<ul style="list-style-type: none"><li>▶ Product names</li><li>▶ Product descriptions</li><li>▶ Pricing</li><li>▶ Promotional pricing</li><li>▶ Shipping promotions</li><li>▶ Shipping policy and guidelines</li><li>▶ Return policy and guidelines</li><li>▶ Logo</li><li>▶ French translation of all seller-controlled content</li></ul>	<ul style="list-style-type: none"><li>▶ Website layout and design</li><li>▶ Product hierarchy</li><li>▶ Web hierarchy</li><li>▶ Marketplace promise</li><li>▶ Website privacy and security</li></ul>

## Getting Started with the Seller Portal

### Topics

This section covers the following topics:

- ▶ User setup
- ▶ Log in
- ▶ Log out
- ▶ Change a Password
- ▶ Navigating the seller portal
- ▶ Seller's settings

### User Setup

Best Buy manages the user setup for all sellers. Once you have been qualified as a seller, a marketplace team member will create the store in the seller portal. Shortly thereafter, you will receive an email, such as the one below, containing your initial login information. Click the link contained in the email to access the seller portal, where you will be required to create a new password.

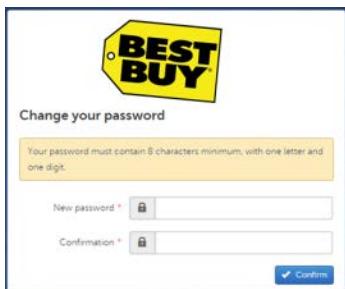
**Note:** Best Buy Marketplace™ sellers have access to their own store only.

**Note:** For information about setting up additional users, please refer to page 20.

### Log In

#### First Time Log In

1. Click the link in the email you received when your store was created in the seller portal to access the *Change your password* screen.

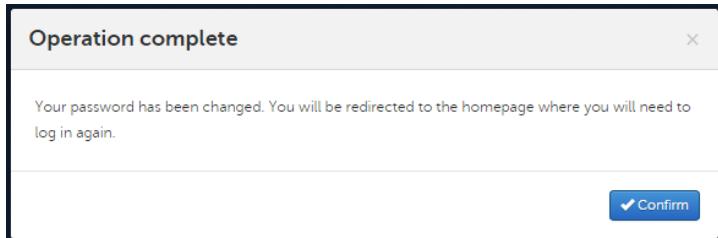


2. Enter the following information:

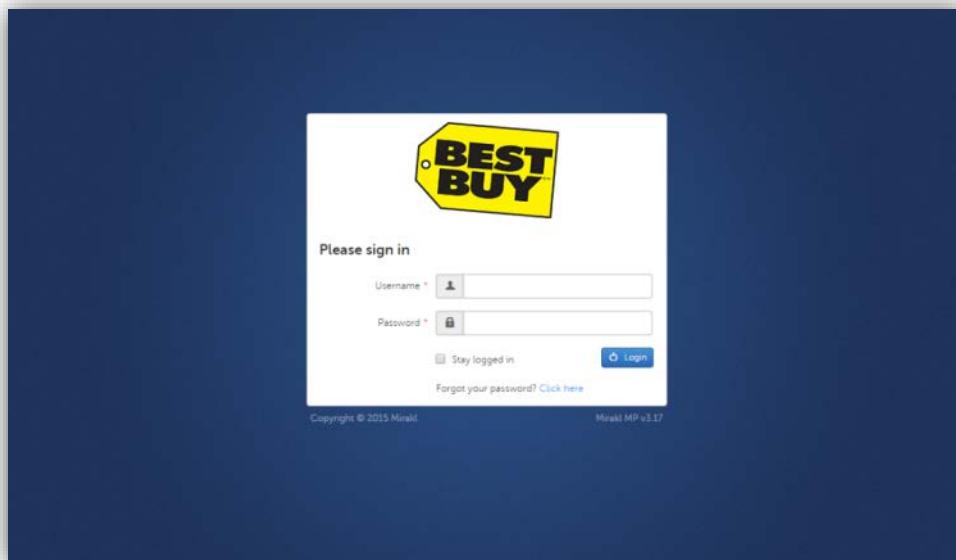
Field	Description
<b>New password *</b>	A password consisting of at least 8 characters with at least one letter and one digit. Passwords are case sensitive.
<b>Confirmation *</b>	The password you just created

**Note:** Fields marked with an asterisk (\*) are required.

3. Click  . The system displays the *Operation Complete* pop-up window.



4. Click  to close the pop-up and go to the login screen.



5. Enter the following information:

Field	Description
<b>Username *</b>	Your username, which is usually the email address for your Best Buy Marketplace account
<b>Password *</b>	The password you just created

**Note:** Fields marked with an asterisk (\*) are required.

6. Click  to go to the *Seller Dashboard* (see page 21).

**Note:** The recommended screen resolution for optimal performance is 1024 x 768.

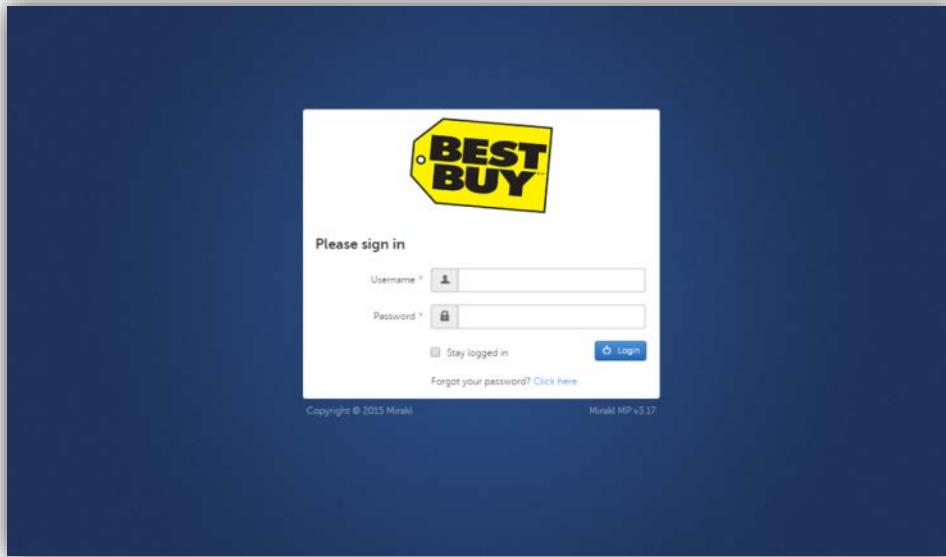
## Subsequent Login

Once you have set a password and logged in successfully, the next time you log in, do the following:

1. Use your browser and go to the following url: <https://marketplace.bestbuycanada.ca>.



The recommended browsers are Google Chrome, Firefox, and IE9.



2. Enter the following information:

Field	Description
<b>Username *</b>	Your username, which is usually the email address for your Best Buy Marketplace™ account
<b>Password *</b>	Your password

*Note: Fields marked with an asterisk (\*) are required.*

3. Click **Login**.



If you forget your password, click the link on the login page. The system will send you an email containing a link, which will enable you to change your password.

## Changing Your Password

To change your password, do the following:

1. From any screen, click your email address on the menu bar.



2. You access the *Account Settings* screen. Use this screen to change your password.

A screenshot of the 'Account Settings' screen. The left sidebar has a 'Password' section highlighted with a blue background. The main area shows the 'Username' section with fields for Email, Confirmation, and Current password. Below it is the 'Password' section, which contains fields for Current password, New password, and Confirmation. A red box highlights the 'Password' section. At the bottom right of the page is a green 'Save' button with a checkmark icon.

3. Enter information in the following fields.

Field	Description
<b>Current password *</b>	Your current password
<b>New password *</b>	A password consisting of at least 8 characters with at least one letter and one digit. Passwords are case sensitive.
<b>Confirmation *</b>	The same password you entered in the <b>New password</b> field.

*Note:* Fields marked with an asterisk (\*) are required.

4. Click .

## Changing Your Username



**The system allows you to change your username; however, to ensure successful implementation and operation of your store on the Best Buy Marketplace™, we recommend you do not change your user name without discussing it with your Account Manager first.**

## Log Out

To log out, from any screen, click  in the upper right corner of the screen. You return to the login screen.

## Additional Users

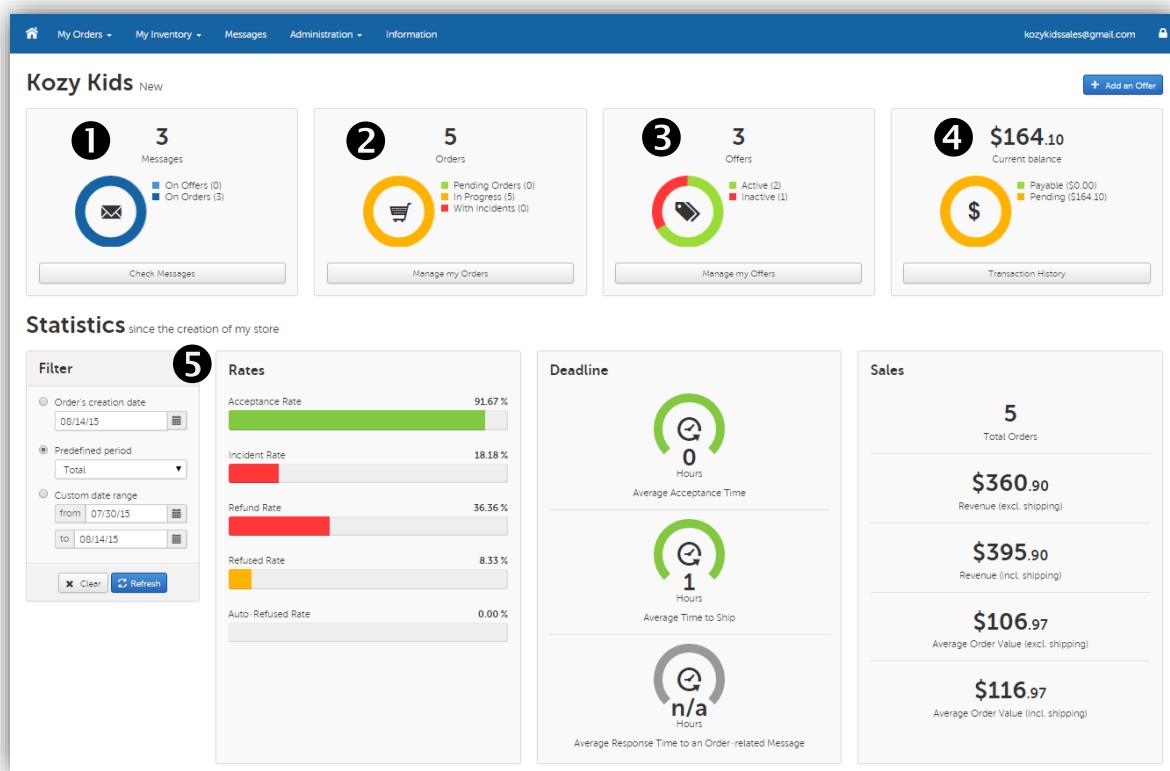
Best Buy Canada manages user access for all users of the Best Buy Marketplace Platform. If you need to set up additional users, contact the Best Buy Marketplace support team. They will provide you with a new user request form to complete and submit. Allow up to 24 hours for the new user access to be granted.

## Navigation

### Dashboard

The first screen displayed when you log in is the dashboard, which provides you with an overview of key information, including the following:

1. Messages
2. Orders
3. Offers
4. Current balance
5. Statistics



**1 Messages** - Messages are used to facilitate communication between the customer, Best Buy and the seller regarding an order. The dashboard displays the total number of current messages you have, and then breaks it down by messages on offers and messages on orders. Click [Check Messages](#) on the dashboard to go directly to the *Messages* screen. For more information about messages, see the [Messaging](#) section.

**2 Orders** - The dashboard displays the total number of orders you have, and breaks it down into three categories: pending orders, orders in progress, and orders with incidents.

- ▶ A **Pending Order** is an order in the system that you need to process or take action, such as accepting it or shipping it.

- ▶ Orders **In Progress** are orders that are still in progress but do not currently require any action on your part.
- ▶ Orders **With Incidents** indicates orders that have had incidents logged against them, such as an item not received, a defective item, or a damaged item. For more information about incidents, see the [Incidents](#) section.

Click  on the dashboard to go directly to the *Orders* screen on which you can process your pending orders.

**③ Offers** - The dashboard displays the total number of offers you have, then breaks it down by the number of active and inactive offers. An offer is always linked to a product and has these characteristics:

- ▶ Condition (e.g., new)
- ▶ Selling price
- ▶ Stock quantity
- ▶ Other information such as a discount price, description, availability period, etc.

Click  on the dashboard to go to the *Offer List* screen, where you can manage your offers.

**④ Current balance** - The dashboard displays your overall balance for the current payment period, which is one week (Saturday to Saturday). In the same box, the dashboard shows you how much is payable, paid or pending.

- ▶ The **pending** amount is the amount for all of the store's orders that have been debited by Best Buy but have yet to be received by the customers. Amounts are added to this balance whenever an order is correctly debited by Best Buy and its status changes to TRANSMISSION IN PROGRESS. When an order is received by the customer (confirmation of receipt or time limit elapsed), the status of the corresponding balance changes to PAYABLE. This balance can never be less than zero.
- ▶ The **payable** amount is the amount for all of the store's orders that have been received by customers but have not yet been paid to the store. This is the balance used to generate a file containing the information to issue a payment voucher to Best Buy. This balance can only be negative in the event Best Buy forces a refund when there is an insufficient balance. Once the file is issued by the Marketplace team, the status of the PAYABLE balance changes to PAID.
- ▶ The **paid** amount is the amount for all of the orders that have been paid to a store by Best Buy (more specifically, when the file containing the information to issue a payment has been sent). The paid balance can never be less than zero.

## Statistics

5 The filters within the statistics section provides a way to view and identify trends within sales and operational performance KPIs such as Acceptance Rate, Incident Rate, Refund Rate, Average Acceptance Time, Total Orders, Revenue, etc.

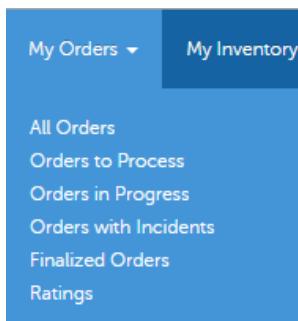
KPI	Description/Calculation
<b>Acceptance Rate</b>	The percentage of order line items accepted as compared to the total order line items received. Sellers should aim for the highest Acceptance Rate. Best Buy expects a seller to keep this rate over 95%.
<b>Incident Rate</b>	The percentage of order line items with incidents logged against them as compared to the total order line items received. Sellers should aim for the lowest Incident Rate. Best Buy expects a seller to keep this rate below 2%.
<b>Refund Rate</b>	The percentage of order line items with refunds as compared to the total line items received. Sellers should aim for the lowest Refund Rate. Best Buy expects a seller to keep this rate below 10%.
<b>Refused Rate</b>	The percentage of order line items refused by the seller as compared to the total line items received. Sellers should aim for the lowest Refused Rate. Best Buy expects a seller to keep this rate below 5%.
<b>Auto-Refused Rate</b>	The percentage of order line items automatically refused by the system because they were not accepted by the seller within seven (7) days as compared to the total line items received. Sellers should aim for the lowest Auto Refused Rate. Best Buy expects a seller to keep this rate below 1%.
<b>Average Acceptance Time</b>	The average time, in hours, between the time you receive the order and the time you accept it. Sellers should aim for the lowest Average Acceptance Time. Best Buy expects a seller to keep this average below 24 hours.
<b>Average Time to Ship</b>	The average time, in hours, between the time the order status is accepted and the time you confirm that the order has been shipped. Sellers should aim for the lowest Average Time to Ship. Best Buy expects a seller to keep this average below 48 hours.
<b>Average Response Time to an Order-related Message</b>	The average time, in hours, between the time you receive a message and the time you respond to it. Sellers should aim for the lowest Average Response Time. Best Buy expects a seller to keep this average below 24 hours.
<b>Total Orders</b>	The total number of orders received during the filtered time period.
<b>Revenue (excl. shipping)</b>	The total revenue, excluding shipping charges, generated during the filtered time period.
<b>Revenue (incl. shipping)</b>	The total revenue, including shipping charges, generated during the filtered time period.
<b>Average Order Value (excl. shipping)</b>	The average value, excluding shipping charges, of the orders received during the filtered time period.

KPI	Description/Calculation
<b>Average Order Value (incl. shipping)</b>	The average value, including shipping charges, of the orders received during the filtered time period.

## Menu Bar



The menu bar displays at the top of every screen. From the menu bar, you can access your orders, inventory, and messages. You can also administer your account and access information such as shipping, commissions and offer conditions.



To quickly return to the main page (dashboard) from any screen, click on the left end of the menu bar.

## My Orders

The *My Orders* tab on the menu bar accesses pages relating to your customer orders.

All screens in this section contain a filter pane on the left column to help you find a specific order, and a grid containing key order details. The example below shows an *All Orders* screen for a new store that does not have any orders yet.

**Orders**

**Filter**

Created	Order no.	Qty	Details	Status	Amount
No results found					

Order no.  
Customer Lastname  
Orders  
from \_\_\_\_\_ to \_\_\_\_\_  
Order Amount  
from \_\_\_\_\_ to \_\_\_\_\_  
Status  
All

Clear  Refresh



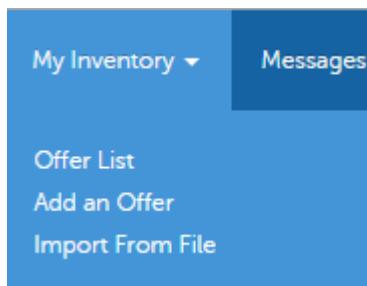
### Using Filters

- ▶ Use any of the fields in the filter pane to narrow your search
- ▶ If a field contains a [magnifying glass], type a few characters of the search term. The system will display a drop down selection list of items containing those characters.
- ▶ Once you have entered your search criteria, press [Enter] or click  Refresh to display a list of items (e.g., orders) that match your search criteria.

## *My Inventory*

The *My Inventory* tab on the menu bar accesses pages where you can manage the products and offers you place on the Best Buy Marketplace™.

- ▶ Manage existing offers
- ▶ Add an offer directly through the seller portal
- ▶ Upload a file containing products and/or offers



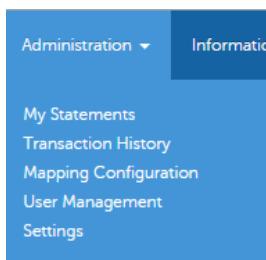
A screenshot of the 'Offer List' page in the Best Buy Marketplace seller portal. The top navigation bar includes links for 'My Orders', 'My Inventory', 'Messages', 'Administration', and 'Information'. The email 'kozykidssales@gmail.com' is visible in the top right corner. The main content area shows a table with one result for an offer. The table columns are 'Offer SKU', 'Product', 'Condition', 'Price', and 'Qty'. The offer listed is 'S2006' for 'Soft-soled baby shoes (10204499)' at a price of \$26.99 for 10 units. A 'Filter' sidebar on the left contains fields for 'Product Name', 'Offer SKU', 'Active Offer', 'Product ID', and 'Offer Condition', along with 'Confirm' and 'Delete selected offers' buttons.

## *Messages*

Messages are used to facilitate communication between the customer, Best Buy and the seller regarding an order. For more information about messages, please see [Messaging](#).

## Administration

Use the *Administration* tab to do the following:



- ▶ Access and view your statements
- ▶ View your account transaction history, including credits for the price of an order, credits for the shipping charges for an order, debits for the commission fee, and taxes on the commission fee.
- ▶ Map your products using the mapping wizard
- ▶ Manage users
- ▶ Manage your store settings

## Information

The *Information* tab displays your shipping charges, commission fees, offer conditions, and Terms of Service.

## Information



**Shipping Charges** – use the **Shipping Zone** field to select a *Ship to* zone and view the shipping charges by Logistic Class.

**Commission fees** – use the **Product category** field to select a product category and view the commission fees for that category

**Offer Conditions** – Only new products are accepted in the Best Buy Marketplace™; therefore, only one condition is visible on this screen.

**TOS** – The *Terms of Service* are part of the *Seller's Guide*. The *Seller's Guide* is available for download on this screen.

## My Account



Click your email address on the far right of the menu bar to access and update account settings, including user name, password, language, and API key.

## Adding Information about your Store

After Best Buy creates your store, you will need to enter and/or update information, such as the following:

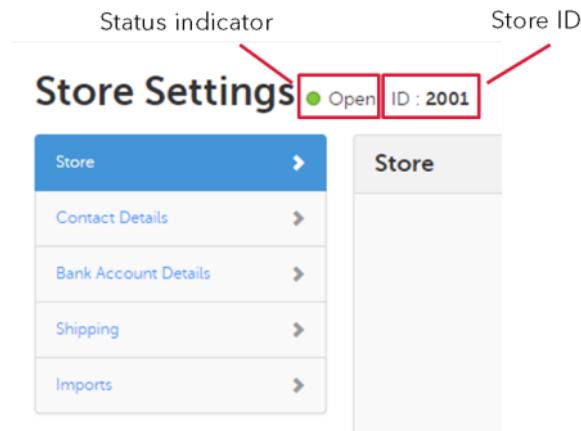
- ▶ Store Settings
  - Description
  - Return policy
  - Shipping policy
  - French supported
  - Documents
    - Contact information for key functions in your store
  - Logo
- ▶ Contact details for your account
- ▶ Shipping settings

Detailed information about entering and/or updating this information is covered on the next few pages.

### Accessing Store Settings

To access the store settings, go to **Administration → Settings**. The first screen to display is the *Store Settings* screen.

Each screen within *Store Settings* displays the store status and ID.



### Store Status

The status of your store affects the availability of products and offers in the Best Buy Marketplace. There are three possible statuses: **open**, **suspended** and **closed**.

#### Open

**Open:** the store is open, active offers will be visible on the front-end

#### Suspended

**Suspended:** the store is suspended, offers are not visible on the front-end (all offers are inactive). The **seller** can still access the store and manage existing orders. Sellers cannot suspend their own stores; nor can they override the store settings. There are several reasons why the Best Buy Marketplace team might suspend a seller's account:

- The store setup is not fully complete
- The seller has not completed enrollment with Western Union
- Sellers are not performing well, for example:
  - The acceptance rate is too low
  - The return rate is too high
  - There have been too many incidents or other customer issues



**While your store is in the onboarding process, it will be suspended until setup is complete, including your enrollment with Western Union.**

#### Closed

**Closed:** the store is closed, offers are not visible on the front-end (all offers are inactive). The seller can still access the store and manage existing orders. The seller has the ability to set temporary or permanent close dates through the *Store Settings*.

## Store

Use the *Store Settings (Store)* screen to enter details about your store.

**Store Settings** • Open | ID : 2001

Store	
Contact Details	
Bank Account Details	
Shipping	
Imports	
<b>Store</b>	
Store *	Kozy Kids
Country Shipped From	Canada
Closed	from [ ] to [ ]
Store Description	Sandra's store description
Return Policy	
Store Name (fr)	
Store Description (fr)	
Shipping Policy	
Shipping Policy (fr)	
Return Policy (fr)	
French Supported *	Yes
Is registered to GST/HST? *	Yes
Is registered to BC PST? *	Yes
Is registered to SK PST? *	Yes
Is registered to MB PST? *	Yes
Is registered to QC QST? *	Yes
<input checked="" type="button"/> Save	

Field	Description
<b>Store *</b>	Your store name defaults from your original set up. This field can be changed. The name entered here displays on the Best Buy Marketplace™. It is usually your "doing business as" name, which may be the same as or different from your company name.
<b>Country Shipped From</b>	Select <b>Canada</b> from the drop down list.  <i>Note:</i> <i>The Best Buy Marketplace™ operates only within Canada; therefore, the country shipped from will always be Canada.</i>
<b>Closed</b>	Use this field to indicate dates your store will be closed, for example, you are planning to go on vacation and no one will be available to accept or fulfill customer orders. Updating close dates will remove your products and offers from the Best Buy Marketplace™ during that time.

Field	Description
	<p>Sellers are able to reopen a previously closed store using these fields; however, if the store has been suspended either manually or automatically by Best Buy, the seller is not able to override the suspended status.</p> <ul style="list-style-type: none"> <li>▶ To indicate a store is closed indefinitely enter only a <b>Closed from</b> date, and no <b>Closed to</b> date.</li> <li>▶ If you enter only a <b>Closed to</b> date, then the system will default the store closure from the current date.</li> <li>▶ Leave these fields blank to indicate that your store is open.</li> </ul>
<b>Store Description</b>	Enter a description for your store. Maximum 3000 characters.
<b>Return Policy</b>	Enter your return policy in English. Maximum 5000 characters.
<b>Store Name (fr)</b>	Enter the French translation for your store name. Information entered here will display for customers who select French as their display language on the Best Buy website.
<b>Store Description (fr)</b>	Enter the French translation for your store description. Information entered here will display for customers who select French as their display language on the Best Buy website.
<b>Shipping Policy</b>	<p>Enter your shipping policy in English. Include the following:</p> <ul style="list-style-type: none"> <li>▶ Average shipping time (e.g., Orders will be shipped within two business days)</li> <li>▶ Where you ship from</li> <li>▶ Shipping rates</li> <li>▶ Free shipping threshold (if applicable)</li> <li>▶ Preferred carrier(s) and tracking URL</li> </ul>
<b>Shipping Policy (fr)</b>	Enter the French translation for your return policy. Information entered here will display for customers who select French as their display language on the Best Buy website.
<b>French Supported *</b>	<ul style="list-style-type: none"> <li>▶ Defaults to <b>Yes</b> to indicate that your store meets the requirements to ship to Quebec.</li> <li>▶ Select <b>No</b> to indicate that you do not ship to Quebec.</li> </ul> <p><i>Note: For more information, see the <a href="#">requirements for shipping to Quebec</a>.</i></p>
<b>Is registered to GST/HST?</b>	<ul style="list-style-type: none"> <li>▶ Defaults to <b>Yes</b>.</li> <li>▶ Select <b>No</b> if your store is not registered for GST/HST, otherwise, Best Buy will collect it from the customer and you will be responsible for the tax remittance.</li> </ul>

Field	Description
<b>Is registered to BC PST?</b>	<ul style="list-style-type: none"><li>▶ Defaults to <b>Yes</b>.</li><li>▶ Select <b>No</b> if your store is not registered for BC PST, otherwise, Best Buy will collect it from the customer (when applicable) and you will be responsible for the tax remittance.</li></ul>
<b>Is registered to SK PST?</b>	<ul style="list-style-type: none"><li>▶ Defaults to <b>Yes</b>.</li><li>▶ Select <b>No</b> if your store is not registered for Saskatchewan PST, otherwise, Best Buy will collect it from the customer (when applicable) and you will be responsible for the tax remittance.</li></ul>
<b>Is registered to MB PST?</b>	<ul style="list-style-type: none"><li>▶ Defaults to <b>Yes</b>.</li><li>▶ Select <b>No</b> if your store is not registered for Manitoba PST, otherwise, Best Buy will collect it from the customer (when applicable) and you will be responsible for the tax remittance.</li></ul>
<b>Is registered to QC QST PST?</b>	<ul style="list-style-type: none"><li>▶ Defaults to <b>Yes</b>.</li><li>▶ Select <b>No</b> if your store is not registered for QST in Quebec, otherwise, Best Buy will collect it from the customer (when applicable) and you will be responsible for the tax remittance.</li></ul>

*Note:* Fields marked with an asterisk (\*) are required.

Complete all entries, then click  .

## Shipping to Quebec

The official language in Quebec is French. Because it is the language of business, commerce and advertising in Quebec, the Charter of the French Language provides several basic French language requirements with respect to doing business in Quebec, including requirements for product packaging and labelling, marketing materials, computer software, and brand names. For more detailed information requirements, go to [product packaging and labelling requirements for Quebec](#).

Sellers can indicate at the store level or at the individual product level if the store or product ships to Quebec. If the seller level flag is set to **No**, the product level flag is not considered by the system and all products will be set as non-shippable to Quebec.

		<b>Entry on Store Settings screen - French Supported field</b>	
		<b>Yes</b>	<b>No</b>
<b>Product level</b>	<b>Yes</b>	Product <b>will</b> be available to customers in Quebec	Product <b>will not</b> be available to customers in Quebec
	<b>No</b>	Product <b>will not</b> be available to customer in Quebec	Product <b>will not</b> be available to customer in Quebec



**The seller is responsible for providing an accurate French translation for fields indicated by (fr). Best Buy Canada does not provide translation services. If these fields are left blank, only basic information about your store will display to customers who select French as their language when shopping in the Best Buy Marketplace™.**

## Documents

The *Contact Details* screen contains basic information about your store, including the name of the main contact for your business. Your store, however, may have many different people involved in selling your products through the Best Buy Marketplace™. Use the *Documents* section of the *Store* screen to upload a document containing all additional contacts. **This document should be updated whenever any of the contacts change.**

The document should include the email and telephone information for the following individuals in your organization:

- Accounting Contact (Payment)
  - Technical Contact (APIs)
  - Shipping Contact (Fulfillment)
  - Account Manager Contact (Overall Relationship)
  - Operations Contact (Products, Offers)
- Additionally, please provide the addresses of the following locations:
- Head Office (the billing address must be located in Canada)
  - Warehouse (the warehouse or fulfillment facility must be located in Canada)

*Add Contact Information Document*

To add contact details to your store, do the following:

1. Create your document in a compatible format, such as .pdf, .txt, .docx, etc.



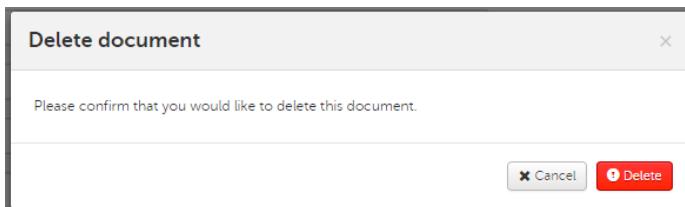
**Compatible formats for documents include PDF, GIF, JPEG, PNG, TIFF, ZIP, TEXT files, Microsoft Office and Open Office formats, to a maximum size of 10 MB.**

2. In the *Documents* section of the *Store* screen, click .
3. Browse to the document and double-click on it.
4. The file will upload to the *Documents* section. A link to the document displays to the right of **Contact List**.

*Changing the Contact Information Document*

If you wish to make changes to your contact document, do the following:

1. Make the change on the original document.
2. Go to **Administration → Settings** to access the *Store Settings* screen.
3. Click the **X** to the right of the document title in the *Documents* section. The system displays the *Delete document* popup.



4. Click  to confirm that you would like to delete the document.
5. You return to the *Store* screen.
6. Click  to browse to and select the updated file to upload.

### Store Visual Identity (Logo)

Use the *Store Visual Identity* section of the *Store* screen to upload a logo for your store, if you wish. The logo will display to customers on your product detail pages on Bestbuy.ca.

**Note:** Although the system allows you to upload a banner, the banner will not display on Bestbuy.ca.

- ▶ The maximum size for a logo is 80 x 80, and the maximum weight is 512 Kb.
- ▶ Several image types for logos are supported, such as .png and .jpeg.

To upload an image, click  in the *Store Visual Identity* section to browse to and select an image.

### Contact Details

Use the *Contact Details* screen to add or confirm information about the main contact person and location for your store. This is the person responsible for ensuring compliance with the *Marketplace Master Agreement* documents (i.e., the [Marketplace Seller Agreement](#), [Marketplace Standard Terms](#), and [Marketplace Program Policies](#)).

When the Best Buy Marketplace team first creates your store, the information they enter defaults into many of these fields. The information they enter is based on the information you provide on the [Store Setup Form](#).

Once your store has been set up, please validate that the contact details are complete and accurate.

The screenshot shows the 'Store Settings' page with the 'Contact Details' tab selected. The form includes fields for Title (Mrs.), First Name (Kozy), Last Name (Katherine), Email (kozykidssales@gmail.com), Phone (403-555-1212), Secondary Phone, Fax, Professional status, Company Name (Kozy Kids Sales), DUNS Number (445677890), and Tax ID Number (445677890). A green 'Save' button is at the bottom. A red box highlights the right side of the form, containing fields for Address, Address (continued), Zip code, City, State, Country, and Website. A callout bubble points to these fields with the text: 'Verify that the information on this screen is complete and correct.'

Field	Description
<b>Title *</b>	Select your title (Mr. Mrs. Miss, etc.) from the drop down menu.
<b>First Name *</b>	The first name of the key contact person defaults from Best Buy's setup. This information can be changed.
<b>Last Name *</b>	The last name of the key contact person defaults from Best Buy's setup. This information can be changed.
<b>Email *</b>	The email address of the contact person defaults from Best Buy's setup. This information can be changed.
<b>Phone</b>	The telephone number of the key contact person defaults from Best Buy's setup. This information can be changed.
<b>Secondary Phone</b>	Enter a secondary phone number, if required.
<b>Fax</b>	Enter the store's fax number, if available.
<b>Professional</b>	This information defaults from Best Buy's setup and cannot be changed by the seller.
<b>Company Name *</b>	The seller's legal company name defaults from Best Buy's setup. This information can be changed; however, there are accounting and tax implications if you change your company name on this screen. For that reason, Best Buy requires that sellers changing their company name must send a copy of the legal paperwork to their Account Manager, who will forward it to the appropriate people within Best Buy's accounting department.
<b>Tax ID Number</b>	The tax number defaults from Best Buy's setup and cannot be changed by the seller.
<b>Address *</b>	The street address of the seller defaults from Best Buy's setup. This information can be changed.
<b>Address (continued)</b>	Use this field to enter additional street address information
<b>Zip code *</b>	The postal code of the seller defaults from Best Buy's setup. This information can be changed.
<b>City *</b>	The seller's city defaults from Best Buy's setup. This information can be changed.
<b>State</b>	The seller's province defaults from Best Buy's setup. This information can be changed.
<b>Country *</b>	The seller's country, Canada, defaults from Best Buy's setup. Although the system allows this field to be changed, all Best Buy Marketplace sellers must be located in Canada.
<b>Website</b>	Enter the URL for the seller's website, if available.

*Note:* Fields marked with an asterisk (\*) are required.

## Bank Account Details

The Best Buy Marketplace Platform does not require your bank account details because all payments to sellers are processed through Western Union. During the onboarding period (when your store is being set up in the Marketplace), you will receive an email from Western Union requiring your banking information. Follow the steps outlined in the email to set up payments through Western Union.



**Until you have been successfully set up with a Western Union account, you will be unable to sell products through the Best Buy Marketplace™.**

The Best Buy Marketplace Platform, however, will not operate without information entered in three of the fields of the *Bank Account Details* screen. For that reason, the Best Buy Marketplace™ team will enter dummy information on this screen when they set up your store. **Do not change the information on this screen.**



**Although the Best Buy Marketplace Platform does not require your banking information, the system will not work without basic information entered in the *Bank Account Details* screen. Do not change the information entered on this screen.**

## Shipping

The *Store Settings Shipping* screen displays the shipping rates by logistic class and zone.

Zone	Rule	Ground Xpresspost	Ground Expedited
BC Local	Initial price	\$20.00	\$10.00
	Add. price	\$1.00	\$1.00
Small Box	Rule	Mandatory	Disabled
	Initial price	\$20.00	-
Medium Box	Rule	Mandatory	Disabled
	Initial price	\$50.00	-

## Logistic Classes

Categories are assigned to one of the following logistic classes:

- ▶ Letter Envelopes / Less than 0.5 kg
- ▶ Small 0.5 - 3.0 kg / 1.1 to 6.6 lbs
- ▶ Medium 3.0 - 15.0 kg / 7.7 to 33.0 lbs
- ▶ Large 15.0 - 30.0 kg / 33.0 to 66.0 lbs
- ▶ Heavy Over 30 kg/66 lbs
- ▶ LTL (Less Than Truckload) product requiring a scheduled delivery on appointment

When you onboard products to the Best Buy Marketplace™, it will be assigned to the most relevant product categories on Best Buy Canada's product information management system. Each category has already been assigned a logistic class. You can view and edit the logistic class of a product by following the following steps:

How to edit the logistic class of a product:

1. Once product is uploaded to the platform, go to My Inventory/Offer List and locate the product you want to edit
2. Find the product you want to edit and click on the Offer Sku number to open it.

3. In the "Offer Settings" section, locate the "Logistic Class" field.

**Offer Settings**

Condition *	Used - Like New	
Quantity *	100	
Price *	\$ 22.00	
Logistic Class	LogisticClass.SMALL.label	
Pricing Information (in english - uk)	Additional Information	

4. Select the Logistic Class you want to assign to your product and click **Confirm**. "**Offer has been updated**" message should display at the top confirming your edit has been saved.

Offer has been updated



**Whenever Best Buy proceeds with a hierarchy update (see details on pg. 78 - Updating your Product/Category Mapping), there might be a change of Logistic Class for the category the product was under. If a change to a category of your product is communicated to you, we recommend validating that the Logistic Class is still valid for your product.**

### Shipping Zones

Shipping Zones represent the customer's location – the destination of the shipment. There are **22** shipping zones in Canada. Generally, each province has two shipping zones: one for destinations within local populated areas, and one for remote areas. The destination postal codes determine whether the location is designated as *local* (A1A to Z9Z) or *remote* (A0A to Z0Z).

### Shipping Charges

To view the default shipping zones/charges, go to **Administration → Settings**, and then click **Shipping & Delivery** on the left hand navigation pane. The default shipping grid in the Best Buy Marketplace Platform assumes you are shipping from the **Greater Toronto Area**. We recommend reviewing the shipping charges and adjusting them based on your fulfillment center location. Each of the 22 Shipping Zones need to be reviewed and adjusted as required.

## How to edit the Shipping Charges:

1. Select a Shipping Zone from the top right drop-down menu.
2. Review the logistic classes applicable to your products.
3. If an edit is required, simply select "**Overrided Price**" from the Rule drop-down menu, for each of the Shipping Methods (Ground Regular, Ground Express and Air Freight). If some methods are not applicable, simply select "**Disabled**" from the menu.

The screenshot shows the 'Shipping & Delivery' section selected in the sidebar. Under 'BC Local', the 'DefaultLogisticClass' is set to 'Rule'. For 'Ground Regular', the 'Default price' dropdown is set to '\$10.00'. For 'Air Freight', the 'Overrided price' dropdown is set to '\$30.00'. Other shipping methods like 'Ground Express' and 'Letter (Envelopes < 0.5kg)' have their dropdowns set to 'Disabled'.

4. Click once Shipping Zone edit has been completed.
5. Repeat all steps for each Shipping Zone.



**Don't forget to hit "Save" after completing EACH Shipping Zone or the edits will be lost.**

## Carriers

The carriers that have been set up for Best Buy Marketplace™ are Canada Post, ATS, Purolator and UPS. If you wish to use a different carrier, you will be able to indicate "other" when you mark an order as shipped.

**Please note:** There is a small defect with Carrier Names not being properly displayed on the Marketplace Portal.

### Here is what you may see:

	Name	Code	Tracking URL
1	CPCL	CPCL	<a href="https://www.canadapost.ca/web/en/trackingNumber=(trackingId)">https://www.canadapost.ca/web/en/trackingNumber=(trackingId)</a>
2	ASYN	ASYN	<a href="http://www.expresstracking.org/ats/trackingNumber=(trackingId)">http://www.expresstracking.org/ats/trackingNumber=(trackingId)</a>
3	PRLA	PRLA	<a href="http://www.purolator.com/en/ship-track/tracking-summary.page/trackingNumber=(trackingId)">http://www.purolator.com/en/ship-track/tracking-summary.page/trackingNumber=(trackingId)</a>
4	UPSN	UPSN	<a href="http://www.ups.com/tracking/tracking.html/trackingNumber=(trackingId)">http://www.ups.com/tracking/tracking.html/trackingNumber=(trackingId)</a>

**This is the way the Carrier names should be displayed (fix in April/May 2016):**

	Name	Code	Tracking URL
1	Canada Post	CPCL	<a href="https://www.canadapost.ca/web/en/trackingNumber=(trackingId)">https://www.canadapost.ca/web/en/trackingNumber=(trackingId)</a>
2	ATS	ASYN	<a href="http://www.expresstracking.org/ats/trackingNumber=(trackingId)">http://www.expresstracking.org/ats/trackingNumber=(trackingId)</a>
3	Purolator	PRLA	<a href="http://www.purolator.com/en/ship-track/tracking-summary.page/trackingNumber=(trackingId)">http://www.purolator.com/en/ship-track/tracking-summary.page/trackingNumber=(trackingId)</a>
4	UPS Shipping	UPSN	<a href="http://www.ups.com/tracking/tracking.html/trackingNumber=(trackingId)">http://www.ups.com/tracking/tracking.html/trackingNumber=(trackingId)</a>

### *Shipping Methods*

There are three shipping methods available: regular ground, express ground, and air. Not all shipping methods may be available to a specific destination zone.

### *Best Buy Shipping Expectations*

To maintain the service customers expect of their online shopping experience, Best Buy Marketplace™ sellers are expected to adhere to the following shipping requirements:

- ▶ Orders must be shipped within 48 hours from the time you accept the order.
- ▶ If an order is not shipped within seven (7) calendar days after you accept it, Best Buy reserves the right to cancel the order.
- ▶ Provide a tracking number (or tracking numbers) for all shipments. Only one tracking number can be added to the order on the platform; therefore, when an order has multiple tracking numbers, the seller is required to email all tracking numbers to the customer.

### *Best Buy Canada Packaging Expectations*

To maintain the service customers expect of their online shopping experience, sellers selling through the Best Buy Marketplace™ are expected to package products in a manner that prevents in-transit product damage. Best Buy Canada recommends that all packaging meet the International Safe Transit Association (ISTA) testing standards. Guidelines may be found and downloaded at [ISTA-Testing-Guidelines](#).

Do not include any branding materials such as rebate information, product/service flyers or buck slips, promotional items, or other non-purchase related items in the shipment.

### *Free Shipping*

Products sold through the Best Buy Marketplace™ do not qualify for any Best Buy Canada shipping promotions, such as free shipping over a certain dollar amount. Sellers, however, can set up their own free shipping promotions; either for all products sold by the store, or threshold driven (e.g., free air shipping over \$50.00).

#### *Free shipping for all products*

To set up free shipping for **all products**, select **Free Shipping** in the *Free shipping minimum threshold* section of the shipping screen, then click  at the bottom of the screen.

**Free shipping minimum threshold** Free Shipping

By ticking this box, you will offer free-of-charge shipping to your customers. The indicated shipping charges will be \$0.00 and you will not receive any shipping fees for any of your products sold.

**Note:** By selecting **Free Shipping**, the shipping charges for your customers will be \$0.00 and you will not receive any shipping fees for any products sold through the Best Buy Marketplace™.

*Threshold-driven Free Shipping*

To set up threshold-driven free shipping, do the following:

**Free shipping minimum threshold** Free Shipping

By ticking this box, you will offer free-of-charge shipping to your customers. The indicated shipping charges will be \$0.00 and you will not receive any shipping fees for any of your products sold.

Shipping Zone	Shipping Method	Free shipping mini...
BC Local	Ground Regular	\$ <input type="text"/>
	Ground Express	\$ <input type="text"/>

1. Enter the threshold amounts in the **Free shipping minimum threshold** column for each shipping zone and method combination you wish to offer free shipping.
2. Click  at the bottom of your screen.

[Imports](#)

Use the Store Settings *Imports* screen if you want to delete your existing product mapping configuration or existing value lists. For more information about product mapping, please refer to the [Viewing and Changing your Product Data \(Mapping\) Settings](#).

The screenshot shows the 'Store Settings' page with the 'Imports' tab selected. The 'Information' section contains a note about importing products via an XML file. The 'Define product tag for XML file imports' section shows a 'Product tag' input field set to 'product'. Below it is an 'XML file example' code block:

```
<catalog>
  <products>
    <title>Product name</title>
    ...
  </products>
</catalog>
```

A green 'Save' button is visible at the bottom of this section. At the very bottom of the page are two buttons: 'Delete my configuration' and 'Delete my value lists'.

## Setting up API

API (Application Programming Interface) is a method you may choose to interact with the Best Buy Marketplace Platform. If you choose to use this, please contact your Business Development Manager for a copy of the API Guide to assist you with the API setup.

## Store Setup Approval

Once your store setup is complete and reviewed, your final approval is required. To confirm your approval, simply go to **Administration → Settings**. By default, you should land on the Store details page. Look for the **"Seller approves store setup"** field right above the button and change it to "Yes". Hit and you're done!

Seller approves Store setup?  Nothing selected

Save



**Store Setup Approval is required to ensure you have reviewed your store setup is exactly what you expected. You understand that it is the seller obligation to monitor the store setup on an ongoing basis. The Best Buy Marketplace team is available to assist with any aspects of the store setup if you need help.**

## Products and Offers

### Product vs. Offer

In the Best Buy Marketplace™, a *product* refers to an item in the catalogue.

An *offer* refers to the characteristics set by the seller for a specific product. It is always linked to a product listed in Best Buy Canada's product catalogue and has these characteristics:

- ▶ Condition (i.e. new)
- ▶ Selling price
- ▶ Stock quantity
- ▶ Other information such as a discount price, description, availability period, etc.

## Acceptable Products

### Product Exclusion List

Please refer to the [Marketplace Program Policies](#) appendix for a list of products that are unable to be sold on the Best Buy Marketplace™.

### One Seller per UPC

There is only one seller allowed per UPC. If the UPC already exists and is being sold by any other seller, including Best Buy Canada, then you will not have the ability to onboard the product or create an offer on it. If the current seller stops carrying a UPC, the UPC becomes available to all sellers.

### New Condition Only

Only "new" products are acceptable. The Best Buy Marketplace™ is not a forum for selling products in other conditions (e.g., used, reconditioned, etc.).

## Making Products Available to Quebec

The official language in Quebec is French. Because it is the language of business, commerce and advertising in Quebec, the Charter of the French Language provides several basic French language requirements with respect to doing business in Quebec, including requirements for product packaging and labelling, marketing materials, computer software, and brand names.

### Product Packaging and Labelling

All packaging and labelling in Quebec, including the text on shipping containers, must be in French or in French accompanied by another language, provided that the other language is not given greater prominence than the French text. This requirement also applies to product inserts accompanying the product, such as instruction manuals and warranty information. Text on the product itself, such as the product name (with the exception of recognized trademarks with no registered translation) or directions for use must also be in French or comply with the equal prominence rule.



## Information for the Best Buy Marketplace

Best Buy Canada has stores, employees and customers in Quebec, and the bestbuy.ca website is available in either English or French. You, the seller, are responsible for providing the French translation for all of the product attributes, including the product title and the short description.

If a French translation has not been provided and you have indicated **French Supported - Yes** on the *Store Settings* screen, then the product will display online, but will have minimal information for the customers who access the product through the French website.



**The French market represents over 20% of Bestbuy.ca transactions. Ensuring proper translation of product content might significantly impact sales of your products to this market.**

## Product Bundles



The Best Buy Marketplace Platform does not accommodate product bundling (e.g., buy one get one free). If you wish to bundle your products, you must bundle them under one unique UPC code for one price.

## Attributes

- The mandatory attributes for products are as follows:

- Primary UPC
- Manufacturer's part number
- Brand name
- Model number
- Carry-in warranty days
- Parts warranty days
- Title (English is mandatory)
- Short description (English is mandatory)

*Note: You, the seller, are responsible for providing French translation. For the title and short description attributes, the English version is mandatory so that we can guarantee there will be information on the website.*



**These attributes are required by Best Buy's product information systems; products cannot be onboarded without them, even if they do not have a red asterisk (\*) in the Best Buy Marketplace Platform.**

## Offer Components

- ▶ An offer is specific to a seller, and includes taxes, Environmental Handling Fees (EHF), product price, sale price, inventory, etc.
- ▶ Offers can be added, updated, or expired.
- ▶ If you upload a CSV file containing new products and offers, the offers will be viewable in the Best Buy Marketplace platform as **pending** offers until the product have been integrated into the product catalogue.
- ▶ Each offer must include an *Offer SKU*, which is unique to a single product and seller.

## Pricing Policy and Guidelines

Best Buy Canada requires its Marketplace sellers to adhere to the Competition Bureau Guidelines. Ensure you are in line with retail pricing compliance. It is your responsibility as a seller to ensure that you are not overinflating your prices or always putting them on sale.

For additional information on the Best Buy Marketplace™ pricing policies, please refer to the [Marketplace Program Policies](#) appendix.

## Sales Taxes

Sales taxes (HST, GST, QST, and PST) calculated on Best Buy Marketplace™ orders are based on the **ship to address** of the customer as well as the tax codes entered by the seller on the offer itself. Best Buy will collect the taxes as indicated by the seller on each product and pass them to you, the seller, for remittance to the appropriate government(s). If you are not registered to collect tax in a particular province, ensure your store setup indicates that you are not registered; otherwise, if a customer from that province orders from your store, Best Buy will still collect the sales taxes, and you will be responsible for remitting it to the appropriate government.

### Sales Tax Codes

When setting up sales taxes on an offer, you will be required to enter a tax code in the **Sales Tax Code** field. Use the [Best Buy Canada Sales Tax Codes](#) in the appendix for a complete list of valid codes. If you do not enter a specific code, the system will default to Sales Tax Code 850000000, which applies full sales taxes (PST, QST, and GST/HST) to the offer.

## Viewing Offers

Use this process to view the products for which you have created offers.

1. Go to **My Inventory → Offer List**. Your existing offers will be listed in the chart on the page.

Offer SKU	Product	Condition	Price	Qty
S2010	Hand-crafted willow twig chair (10204502) Category Home Decor	New	\$ 249.99	10
S2009	Soft-soled baby booties (10204500) Category Baby & Child Shoes	New	\$ 39.99	10
S2006	Soft-soled baby shoes (10204499) Category Baby & Child Shoes	New	\$ 29.99	5

2. Use the *Filter* fields on the left side of the screen to filter your list and find a specific offer.
3. Click the **Offer SKU** hyperlink to view a specific offer.

**Note:** An Offer SKU is mandatory and must be entered in by the seller. The Offer SKU is unique to a single product/seller.

## Uploading New Products and Offers



**The following processes are only valid when uploading NEW products and offers. For updating or replacing EXISTING products and/or offers, please refer to the section "Updating or Replacing Existing Products and Offers" on pg. 75.**

### Methods

There are three main methods for uploading products and offers:

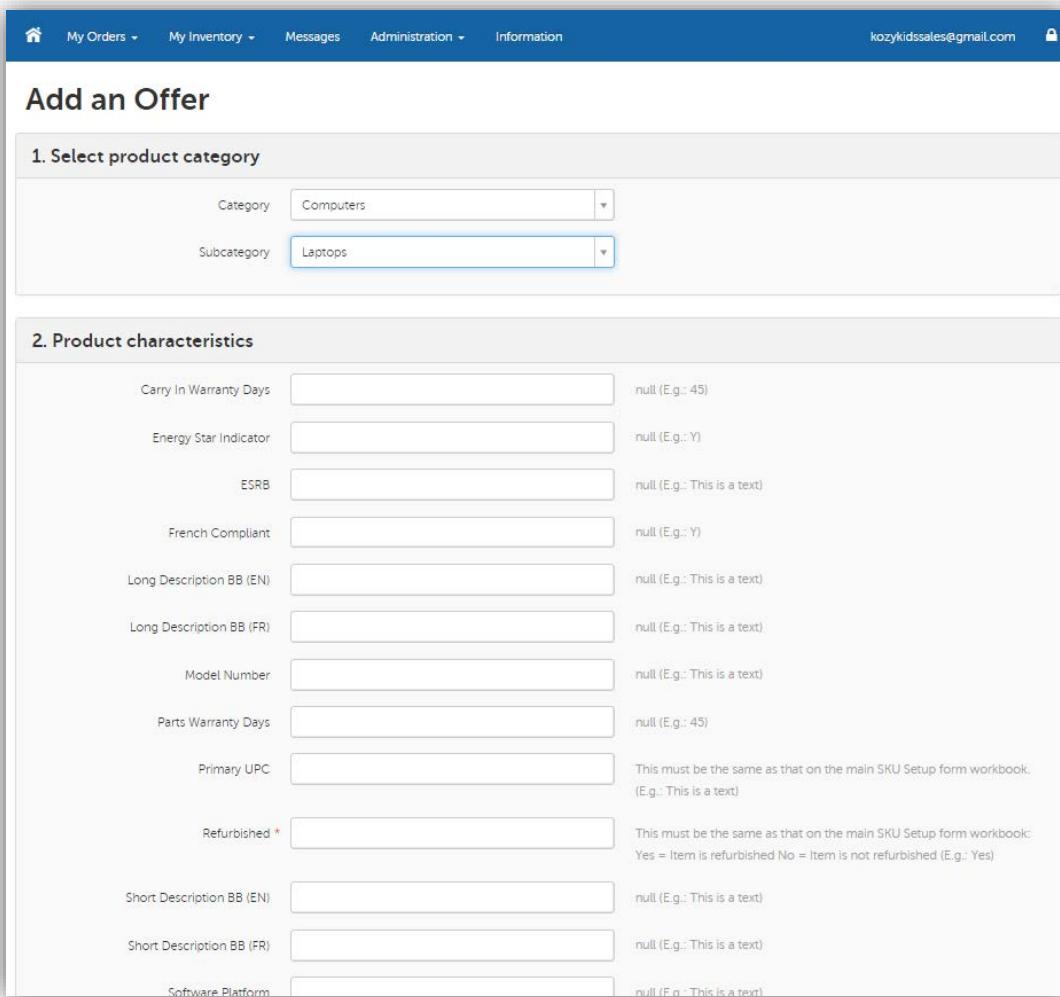
1. [Uploading directly through the Best Buy Marketplace Platform](#). This method works best for a small number of products as each product/offer must be uploaded individually. If you are uploading more than 20 products, you may find it easier to upload through CSV or API.
2. [Upload your products and/or offers using a CSV file](#). When you upload using a CSV, you can choose to use a template created by Best Buy containing columns for all of the required information related the product category and attributes or you can upload your own file and map the categories and attributes using the mapping wizard within the Best Buy Marketplace Platform. This mapping only needs to be completed on the first upload and then updated only if/when Best Buy makes changes to the product category hierarchy or attributes.
3. [Uploading through API](#) - a better choice for a larger product catalogue. The initial API setup requires some IT resource support in order to integrate the API to your system.

### Uploading a New Product through the Best Buy Marketplace Platform

To upload products and/or offers one at a time through the Best Buy Marketplace Platform, do the following:

1. Go to **My Inventory → Add an Offer**
2. Search for the product in the product catalogue to determine whether or not it exists. If exists already, another seller owns the product and you will not be able to upload it.

3. Click  to access the *Add an Offer* screen.



**1. Select product category**

Category	Computers
Subcategory	Laptops

**2. Product characteristics**

Carry In Warranty Days	_____	null (E.g.: 45)
Energy Star Indicator	_____	null (E.g.: Y)
ESRB	_____	null (E.g.: This is a text)
French Compliant	_____	null (E.g.: Y)
Long Description BB (EN)	_____	null (E.g.: This is a text)
Long Description BB (FR)	_____	null (E.g.: This is a text)
Model Number	_____	null (E.g.: This is a text)
Parts Warranty Days	_____	null (E.g.: 45)
Primary UPC	_____	This must be the same as that on the main SKU Setup form workbook. (E.g.: This is a text)
Refurbished *	_____	This must be the same as that on the main SKU Setup form workbook: Yes = Item is refurbished No = Item is not refurbished (E.g.: Yes)
Short Description BB (EN)	_____	null (E.g.: This is a text)
Short Description BB (FR)	_____	null (E.g.: This is a text)
Software Platform	_____	null (E.g.: This is a text)

4. Select a **Product Category** and, if required, a **Sub-category**. The system will display a series of fields that correspond to the required and recommended attributes for the product category and sub-category.

**Note:** The Best Buy Marketplace Platform uses the primary product categories from Best Buy Canada's product information management system. If an appropriate product category does not exist, contact your Account Manager to discuss whether a new product category can be created.

5. Complete all required attributes and any optional attributes as necessary, including the URL for an image of the product.

**Image requirements:**

- ▶ **Multiple images per product**
  - **Within pipe separated URL string limit of 4000 characters**
  - **If the URL character limit is exceeded, some images may not visible**
- ▶ **Product images will be displayed in the same sequence they were uploaded (pipe separated URLs)**
- ▶ **JPG or PNG only**
- ▶ **Size requirements - 500 x 500 pixels**
  - **If you provide an image larger than 500 x 500, Best Buy will scale it down**
  - **If you provide an image smaller than 500 x 500, Best Buy will scale it up by adding a white border around the image**
- ▶ **If images are found to be inappropriate, Best Buy will remove the SKU from the Marketplace and contact you.**
- ▶ **If you do not provide an image, "No image found" will display on the Bestbuy.ca**



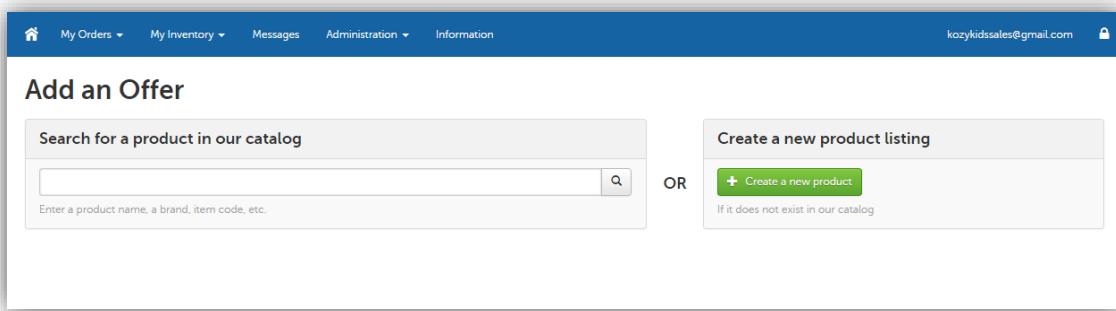
**Provide as much attribute information about your products as possible so they end up positioned correctly within the web hierarchy. Remember that most of this information will be displayed to customers. The level of detail provided contributes direction to the conversion rate of your product.**

6. Enter the characteristics of your offer. At minimum, **Quantity** and **Price** are required fields. See the [Add an Offer](#) instructions for field definitions.
7. Click  . The platform creates two distinct files for the product and the offer and sends the information to Best Buy Canada's systems for validation. You can monitor the status of these files by going to **My Inventory → Import From File**, and selecting **Monitor product imports** or **Monitor offer imports** from the left hand navigation pane.

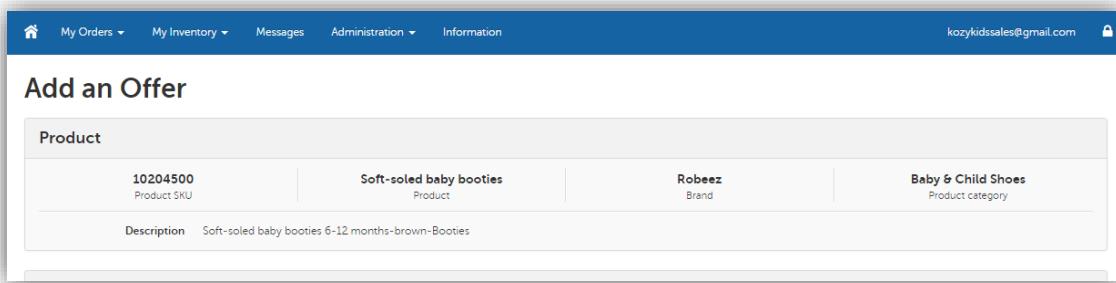
## Add a Single Offer through the Best Buy Marketplace Platform

To add offers one at a time through the Best Buy Marketplace Platform, do the following:

1. Go to **My Inventory → Add an Offer** to access the *Add an Offer* search screen.



2. Search for the product in the product catalogue by entering information about the product such as product name, brand name, item code, etc. then clicking .
3. If only one product exists that matches your search, the system displays automatically displays the *Add an Offer* screen with the product information already defaulted at the top of the screen.



If more than one product matching your search exists, the system will display a grid containing all of the products in the catalogue that match your search criteria. If the product you are searching for is in the list, click  in the right hand column to go to the *Add an Offer* screen with the product information already defaulted at the top of the screen.

**Add an Offer**

Search for a product in our catalog

robiez

Enter a product name, a brand, item code, etc.

Create a new product listing

+ Create a new product

If it does not exist in our catalog

Select product

Product	SKU ▾	Description	Product item code
Soft-soled baby shoes Brand: Robeez	10204499	Soft-soled baby shoes 6-12 months-blue-Baby Dinosaur	UPC-A : 062466660040
Soft-soled baby booties Brand: Robeez	10204500	Soft-soled baby booties 6-12 months-brown-Bootees	UPC-A : 062466660041

+ Create a new product If it does not exist in our catalog

2 results

**Note:** If no products exist that match your search criteria, either search again using new criteria or click **+ Create a new product** to create both the product and offer at the same time. See [Uploading a New Product through the Best Buy Marketplace Platform](#) for details.

**Add an Offer**

**Product**

10204500 Product SKU	Soft-soled baby booties Product	Robeez Brand	Baby & Child Shoes Product category
-------------------------	------------------------------------	-----------------	--

Description: Soft-soled baby booties 6-12 months-brown-Bootees

**Offer Settings**

Condition: OfferState.11

Quantity:

Price: \$

Pricing Information:  Additional information about the offer pricing

Description:

Promotion: from  to  If no date is specified, the promotional discount is applicable immediately and/or indefinitely.

Promotional Discount Price: \$

Offer SKU:  Unique identifier. If you do not enter a SKU, one will automatically be created.

Availability: from  to

Internal Description:

Quantity Alert:

4. In the *Offer Settings* section of the screen, complete all fields that apply to the offer:

Field	Description
<b>Condition</b>	Defaults to the setting for "new" products and cannot be changed.
<b>Quantity *</b>	Enter your current inventory levels for the product.
<b>Price *</b>	Enter the regular price for the product.
<b>Pricing information</b>	Enter additional information about the price, if required. <i>Note: This information will not display on Bestbuy.ca.</i>
<b>Description</b>	Enter a description for the offer, if required. <i>Note: This information will not display on Bestbuy.ca.</i>
<b>Promotion</b>	If the offer is a promotional offer, select the start and end dates of the promotion. If no date is specified, any promotional discount is applicable immediately and/or indefinitely. <i>Note: The end date will display on Bestbuy.ca.</i>
<b>Promotional Discount Price</b>	Enter the promotional price for the product, if applicable.
<b>Offer SKU</b>	Enter a unique identifier for the offer. This is a <b>mandatory field</b> so please fill in using your Seller Shop Sku.
<b>Availability</b>	Select the <b>from</b> and <b>to</b> dates that the product is available. The dates entered in these fields control the display dates on the Best Buy Marketplace. <b>from</b> date - Offers will not display before the start date <b>to</b> date - Offers will only display until the end date If no date is selected, the system assumes that the offer is available immediately and/or indefinitely.
<b>Internal Description</b>	Enter an internal description for the offer. This information will not display on Bestbuy.ca
<b>Quantity Alert</b>	If you wish to receive a notification when the inventory level reaches a certain point, enter the inventory level at which you wish to be notified.
<b>EHF Amount for [province]</b>	If environmental handling fees apply to the product/offer, enter the amount applicable for each province. <i>Note: It is the seller's responsibility to ensure the correct EHF amounts, if applicable, are charged to the customer and remitted to program authorities. The EHF will be charged to the customer based on the amounts indicated in these</i>

Field	Description
	<i>fields and the customer's ship-to province. It will be collected from the customer by Best Buy and passed to you with your payment so you can remit it.</i>
<b>Sales Tax Code</b>	Enter the appropriate 9-digit sales tax code that applies to the taxability of the product, (regardless of your store's registration). If nothing is entered in this field, the system will default to sales tax code 850000000, which applies full taxes to the offer. For a full list of sales tax codes, see <a href="#">Best Buy Canada Sales Tax Codes</a> .

**Note:** Fields marked with an asterisk (\*) are required.

**Note:** The shipping charges for the offer display in the bottom portion of the Add an Offer screen. As of the time this guide was published, shipping charges cannot be changed.

Shipping Charges		Ground Regular		Ground Express		Air Freight	
		Initial price	Add. price	Initial price	Add. price	Initial price	Add. price
Small Box (0.5 - 3.0kg/1.1 to 6.6Lbs)	BC Local	\$10.00	\$8.00	\$20.00	\$16.00	-	-

5. Click .
6. You return to the *Add an Offer* search screen and a message that your offer was successfully added displays.

## Upload Products and/or Offers using CSV Templates

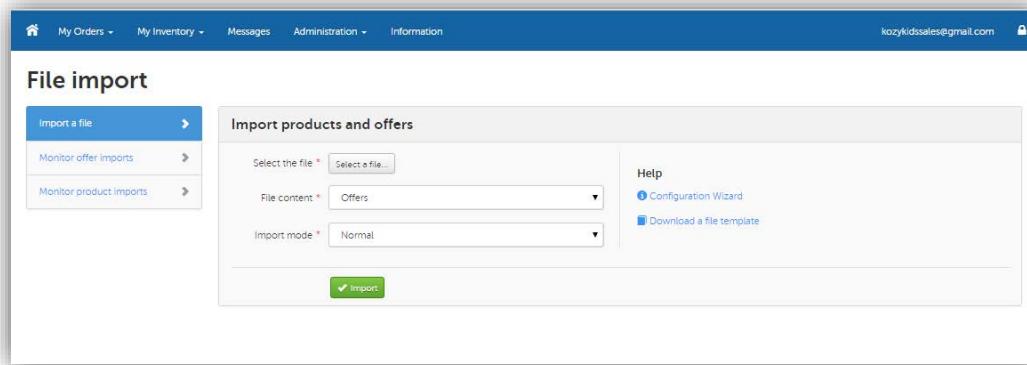
If you have a large number of products (e.g., more than 20), you may wish to upload your products using a CSV file. There are two possible formats – you can choose to use templates Best Buy has created for the product categories and attributes, or you can upload an existing file and map your products to Best Buy's categories and attributes using the mapping wizard in the Best Buy Marketplace Platform.

**Note:** Once you have mapped your product categories to Best Buy's product categories within the Best Buy Marketplace (e.g., during an initial upload), you access templates based on your format for your product categories rather than Best Buy's format.

You may wish to use Best Buy's templates to create your initial product/offer CSV files. Each template contains all possible attributes for a specific product category. If you have more than one product category and wish to use several templates, download all possible templates from the Best Buy Marketplace Platform before doing any category or attribute mapping.

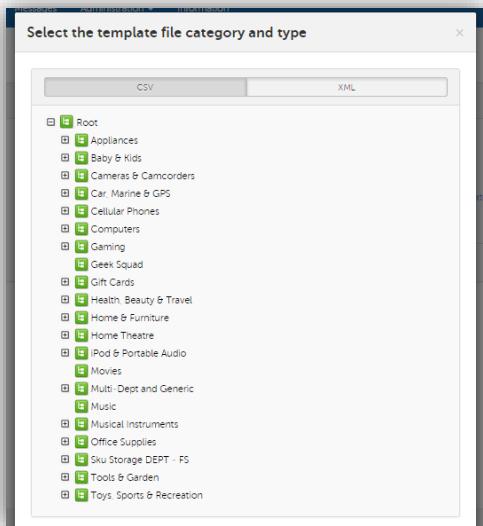
To upload products (and offers) using a CSV template, do the following:

1. Go to **My Inventory → Import From File** to access the *File import* screen.



2. Click [Download a file template](#) on the right side of the screen.

3. Select a template from the product category hierarchy displayed on the pop-up window and download it to your computer.



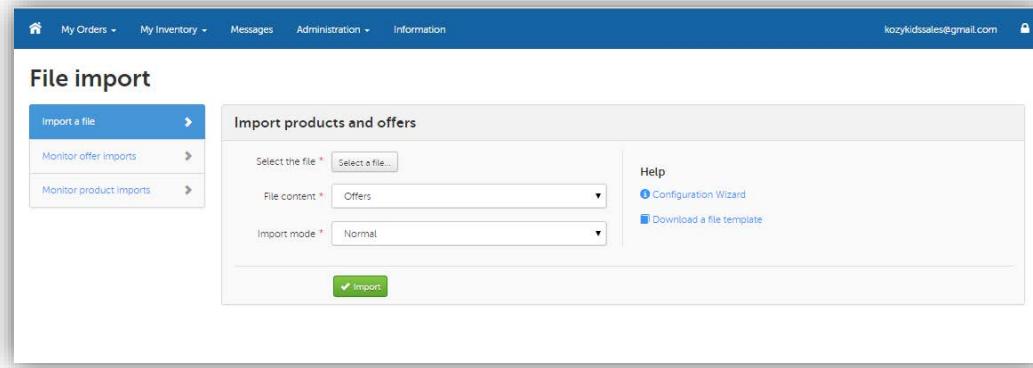
4. For ease of use, convert the text strings in the first two rows to columns.

1	BBYCat;shop_sku;Title_BB_Category_Root_EN;BBY_Special_Event_32418_Category_Root_EN;Best_Buy_for_Business_11910_Category_Root
2	CAT_35708;This is a text;Fitness Enthusiast;This is a text;This is a text;This is a text;45;Y;This is a text;Y;Fitness Buff;This is a text;This is a
3	
4	
5	



1	BBYCat	shop_sku	Title_BB_(BBY_Spec	Best_Buy_Best_Buy_Brand_Na	Carry_In_\Energy_St	ESRB_145; French_Cc	FS_Spe
2	CAT_35708		This is a te	Fitness En	This is a te	This is a te	45 Y
3							
4							
5							
6							
7							
8							

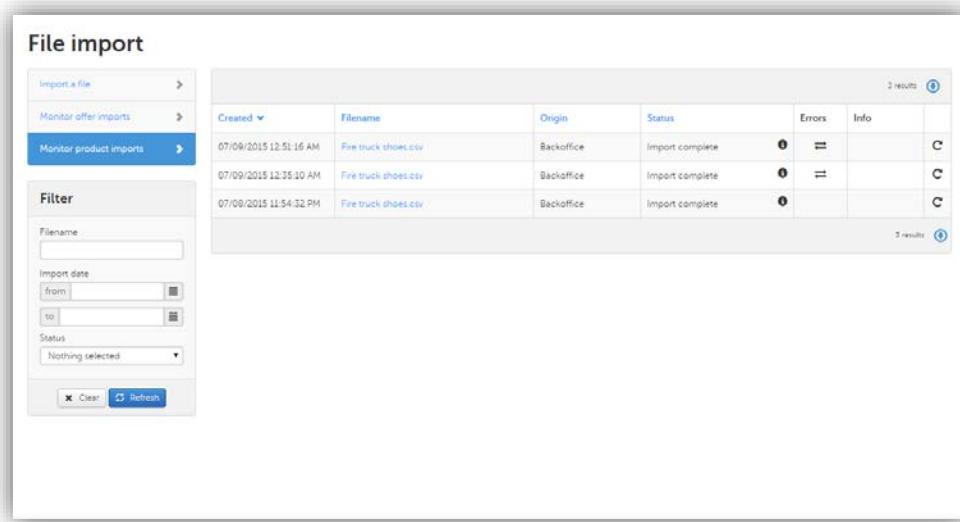
5. Populate the template with information about your products (and offers, if you wish).
6. Save the completed file as a CSV file.
7. Return to the *File import* screen within the Best Buy Marketplace Platform.



8. Click  . Browse to and select the completed template (saved CSV file).
9. In **File Content**, select **Products Only** to upload products only, or **Offers AND products** to upload both offers and products at the same time.
10. In **Import mode**, select **Normal**.

**Note:** When adding new products and/or new offers, always use **Normal**. Only use **Update** or **Replacement** if the products and/or offers already exist in the Best Buy Marketplace Platform. For more information about the **Update** or **Replace** Import modes, see [Updating an Offer using CSV](#).

11. Click  . The Best Buy Marketplace Platform validates the required attributes, formatting, and validation rules.
12. Click **Monitor product imports** on the left hand navigation pane to monitor the progress of the upload.



13. If there are errors in your upload, the system will generate an error report. Review the error report. See [Monitoring Product and Offer Imports](#) and [Correcting an Error - CSV Files](#) for information about the viewing the error report and correcting errors.

14. If the upload is successful, the system displays a confirmation message.

**Note:** *The Best Buy Marketplace Platform only performs a pre-validation of your products and offers. Full validation occurs once product information reaches our PIM system. If a product fails the PIM system validation, your Account Manager will contact you.*

## Upload Products and/or Offers using your own CSV File (Seller Format)

If you already have your products in a CSV file, you may choose to use your file and then use the mapping wizard within the Best Buy Marketplace Platform to map your categories and attributes to Best Buy Canada's categories and attributes. The first time you upload a product file, you will need to map your product categories and attributes to Best Buy's product categories and attributes. After the first mapping exercises, you will only need to maintain and update your mapping configuration whenever changes to the Best Buy category hierarchy or product attributes occur. You will be advised seven (7) days in advance of any scheduled changes.

The configuration wizard includes several stages, including uploading your product file, mapping your product categories, mapping your attributes, defining any rules you wish to define, and importing the file.

### Preparing your CSV file



**Mapping your products for the first time? We strongly recommend you contact our team so we can provide assistance. Since this is a critical step in the process, our team is here to ensure you have the support and guidance when mapping for the first time.**

Below are some tips for preparing your CSV file for a successful upload:

- ▶ Export your product catalog to a CSV file:
  - Consolidate your product categories to a single column. You can use a delimiter such as a pipe ( | ) between your sub categories.

**Note:** The Best Buy Marketplace Platform allows only one category column per CSV file.

- Your CSV file must be encoded as UTF-8.
- Some attributes require a French translation. Sellers are responsible for providing the translation.
- There is a maximum character limit of 500 for any field (not applicable to Long Description field). If your attribute goes over 500 characters, it will be truncated by Best Buy's product information system.
- The more you can use attribute values (e.g., text vs numeric values) in line with Best Buy's configuration, the fewer warning or error message you will receive on your upload.

### CSV File Examples

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1 Category	SKU	Title	Brand	Warri	Energy Star	ESRB	Quebec	Long Description EN	Long Description FR	Part No	Model No	Parts	Warr	Primary U	Refurbish
2 Toys   Dolls	Doll1	Dress Me Daisy	Imagina	90 N			Y	The doll that teaches children how to dress themselves.	La poupée qui enseigne aux enfants comment se habiller	Doll1D	Daisy	90	3.95E+10	N	
3 Toys   Dolls	Doll2	Dress Me Danny	Imagina	90 N			Y	The doll that teaches children how to dress themselves.	La poupée qui enseigne aux enfants comment se habiller	Doll2D	Danny	90	3.95E+10	N	
4 Toys   Puzzles	Puzzle1	Dress Me Daisy Puzzle	Imagina	90 N			Y	The Dress Me Daisy wooden puzzle has interchangeable pieces.	Le puzzle en bois possède des pièces interchangeables.	Puzzle1D	DaisyP	90			
5 Toys   Puzzles	Puzzle2	Dress Me Danny Puzzle	Imagina	90 N			Y	The Dress Me Danny wooden puzzle has interchangeable pieces.	Le puzzle en bois possède des pièces interchangeables.	Puzzle2D	DannyP	90			
6															
7															
8															
9															

The CSV file example above shows how the category column is completed with a delimiter to indicate sub categories. It also shows properly completed attribute columns, and contains attribute values in line with Best Buy's attribute values.

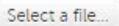
By contrast, the CSV file example below would not import properly because there is more than one column representing the product category and sub-categories. As well, the attribute value in the Warranty column is not numeric. This will result in an error message because Best Buy requires a numeric value for this attribute.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Category	Sub Category	SKU	Warranty	Title	Brand	Long Description EN	Long Description FR	Price	Quantity	Quantity	Price
2	Toys	Dolls	Doll1	90 days	Dress Me Daisy	Imagina	The doll that teaches children how to dress themselves.	La poupée qui enseigne aux enfants comment se habiller	Doll1D	Daisy	5	59.99
3	Toys	Dolls	Doll2	90 days	Dress Me Danny	Imagina	The doll that teaches children how to dress themselves.	La poupée qui enseigne aux enfants comment se habiller	Doll2D	Danny	5	59.99
4	Puzzles	Wooden	Puzzle1	90 days	Dress Me Daisy Puzzle	Imagina	The Dress Me Daisy wooden puzzle has interchangeable pieces.	Le puzzle en bois possède des pièces interchangeables.	Puzzle1D	DaisyP		
5	Puzzles	Wooden	Puzzle2	90 days	Dress Me Danny Puzzle	Imagina	The Dress Me Danny wooden puzzle has interchangeable pieces.	Le puzzle en bois possède des pièces interchangeables.	Puzzle2D	DannyP		
6												
7												

## Using the Configuration Wizard



**When uploading for the first time, it is easier to upload one category at a time to minimize the risk of missing attributes mapping.**

1. Go to **Administration → Mapping Configuration** then click 
- or**
- ▶ Go to **My Inventory → Import From File** to access the *File import* screen, then click  on the left side of the screen.
- Stage 1 - Import your Product File*
2. Click  to navigate to and select your product file (CSV).

## Product flow mapping

The screenshot shows the 'Import your products file' step of the product import wizard. On the left, a vertical navigation bar lists steps 1 through 7. Step 1, 'Import product file', is highlighted with a blue background and a right-pointing arrow. The main area contains a welcome message, a bulleted list of tasks, and instructions for importing a CSV file. A yellow callout box specifies 'Your file must be in CSV format and encoded as UTF-8'. Below this is a file input field labeled 'File to import' with a 'Select a file...' button. At the bottom is a blue 'Send' button with a paper airplane icon. In the bottom right corner, a green button labeled 'Next step' with a checkmark is visible.

3. Click **Send** to upload your CSV file. When the upload is successful, the wizard displays the next step, *Categorization*.

**Note:** *The left hand navigation bar shows you your current stage in the process.*

**Product flow mapping**

1. Import product file >

**2. Categorization** > **Selected**

3. Category mapping >

4. Attribute mapping >

5. Value mapping >

6. Define rules >

7. Summary and validation >

**Preview of file Product List Dolls.csv**

Category	SKU	Title	Brand	Warranty	Energy Star	ESR
Toys   Dolls	Doll1	Dress Me Daisy	Imagina	90 days	N	
Toys   Dolls	Doll2	Dress Me Danny	Imagina	90 days	N	

2/2 lines

**Categorization**

Column corresponding to the category \*

Subcategory separator (optional)

**Preview of your categories**

- Root
- Toys

< Previous step

### Stage 2 - Categorization

Stage 2, Categorization, shows a preview of the product file you just uploaded. This previous allows you to ensure the file contains the products you wish to upload. By default, the first 10 lines display. When more than 10 lines exist, the system displays a **Show more lines** hyperlink below the table to enable you to view more lines.

4. In the **Categorization** section, select the column from your CSV file that corresponds to the product category. If you used a delimiter in your original file, indicate the character you used in the **Subcategory separator** field.
5. Changes to the category column or the separator will automatically update the **Preview of your categories** section on the right side of the screen. This allows you to check that your category hierarchy rendered correctly. If your categories have not rendered correctly and you are unable to make changes in the **Categorization** section of the screen, you may need to make the adjustments on your CSV file and re-upload it.
6. Click  to display the *Category mapping* screen.

The screenshot shows the 'Product flow mapping' interface in the Best Buy Marketplace Seller's Guide. The left sidebar lists steps 1 through 7. Step 3, 'Category mapping', is currently selected. The main area is divided into two panels: 'My categories' on the left and 'Operator categories' on the right. In 'My categories', there is one category under 'Root': 'Toys' (which further includes 'Dolls'). In 'Operator categories', there is a large list of categories under 'Root', including 'Appliances', 'Baby & Kids', 'Cameras & Camcorders', 'Car, Marine & GPS', 'Cellular Phones', 'Computers', 'Gaming', 'Geek Squad', 'Gift Cards', 'Health, Beauty & Travel', 'Home & Furniture', 'Home Theatre', 'IPod & Portable Audio', 'Movies', 'Multi-Dept and Generic', 'Music', 'Musical Instruments', 'Office Supplies', 'Sku Storage DEPT - FS', 'Tools & Garden', and 'Toys, Sports & Recreation'. A summary box on the left indicates '2 Categories to map', with 'To be mapped (2)' checked and 'Mapping OK (0)' uncheckable. Navigation buttons at the bottom right include 'Previous step' and 'Next step'.

### Stage 3 – Category Mapping

At this stage, map your product categories to Best Buy's product categories. Remember the following important points:

- ▶ You can map each category of your own to only one Best Buy (operator) category. For example, if you were the seller of alternative powered screw drivers, you could choose to map your product to either *Power Tools* or *Hand Tools*, depending on which was more appropriate for your product; however, you could not map to both categories.
  - ▶ You can map more than one of your categories to a single Best Buy (operator) category. For example, if you were the seller of children's shoes, and you had different categories for soft soled baby shoes, hard-soled toddler shoes, and larger children's shoes, you could map each of those categories to Best Buy's *Baby & Child Shoes* category.
7. Best Buy's primary product categories are listed on the right side of the screen. Search for the **lowest level product category** possible for your product. Drag each of your products from the left panel (*My categories*) to the best *Operator category* on the right.
  8. The indicator on the left side of the screen will provide you with real-time information about the number of categories you need to map. When all category mapping is complete, click **Next step** to go to the *Attribute mapping* screen.

**Product flow mapping**

1. Import product file >

2. Categorization >

3. Category mapping >

**4. Attribute mapping >**

5. Value mapping >

6. Define rules >

7. Summary and validation >

**My attributes**

- Age (EN)
- Age (FR)
- Assembly Required (EN)
- Assembly Required (FR)
- Auditory Stimulation
- Batt Type (EN)
- Batt Type (FR)
- Brand
- Characters (EN)
- Characters (FR)
- Cognitive Development
- Collection/Theme (EN)
- Collection/Theme (FR)
- Depth
- Energy Star
- ESRB
- Gender
- Hand/Eye Coordination
- Height
- Imaginative Play
- Imitative Play
- Language Development
- Letter Names and Phonics
- Long Description EN

**Operator attributes**

- Root
  - shop sku
  - Title BB (EN)
  - BBY Special Event
  - Best Buy for Business (EN)
  - Best Buy for Business (FR)
  - Brand Name
  - Carry In Warranty Days
  - Energy Star Indicator
  - ESRB
  - French Compliant
  - FS Special Event
  - Long Description BB (EN)
  - Long Description BB (FR)
  - Manufacturer's Part Number
  - Model Number
  - Parts Warranty Days
  - Primary UPC
  - Refurbished
  - Seller Image URL
  - Short Description BB (EN)
  - Short Description BB (FR)
  - Software Platform
  - Title BB (FR)
- Toys, Sports & Recreation

60 Attributes to map

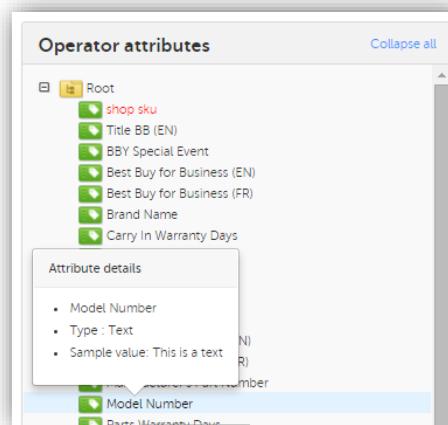
To be mapped (60) Mapping OK (0)

Previous step Next step

#### Stage 4 - Attribute Mapping

At this stage, you map your product attributes to Best Buy's product attributes using the same "drag and drop" method as in the previous step. Your attribute information (the column names from your product file) displays on the left side of the screen. The right side of the screen shows the Best Buy categories you mapped to in the previous stage as well as Best Buy's list of attributes in its product configuration.

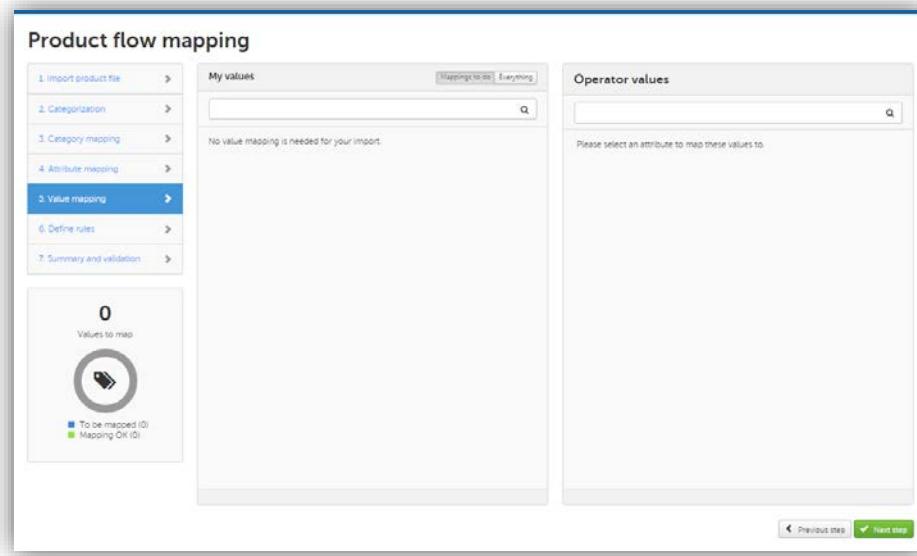
If you hover your mouse over an attribute in the **Operator attributes** section, the system displays a tool tip with information about the attribute, such as the type (e.g., text) and sample value.



Keep the following important points in mind:

- ▶ Required attributes display with **red text**. All required Operator attributes must have be mapped to a Seller attributes. If not, the system will let your progress to the next step; however, the product will be rejected and not able to be imported to the Marketplace until the required attributes are mapped. Here the list of required attributes:
    - **Category Code**
    - **Shop Sku**
    - **Title BB (EN)** - The main title describing the product - Open text field
    - **Brand Name** - The Brand of the product - Open text field
    - **Carry In Warranty Days** - Manufacturer's labour warranty in days - Integer field
    - **Manufacturer's Part Number** - Open text field
    - **Model Number** - Manufacturer's model number - Open text field
    - **Parts Warranty Days** - Manufacturer's parts warranty in days - Integer field
    - **Primary UPC** - Product's UPC. Must be either 12 or 13 digits - 13 character text field
    - **Short Description BB (EN)** - A single paragraph that describes the product in 400 characters or fewer. Introduce the product and call out a couple of key features and their benefits - 400 characters text field
  - ▶ It is possible to map your product attributes to multiple Best Buy Canada attributes. When uploading multiple categories, if there are common attributes (i.e. Weight), it would have to be mapped to each corresponding Operator attributes in different categories.
  - ▶ If some of your attributes are not mapped, they will not be imported.
  - ▶ The more information you can provide about your products, the easier they will be found by customers navigating Bestbuy.ca. **The level of detail significantly impacts the conversion rate of your products.**
9. Drag and drop your product attributes as listed in the left pane (*My attributes*) to the Best Buy attributes (*Operator attributes*) listed on the right.
10. When you have mapped all of your attributes, click  to go to the *Value mapping* screen.

**Note:** Value length is limited to 255 characters. If the file contains values bigger than the limit they will be ignored.

*Stage 5 - Value Mapping*

Some products have a defined list of acceptable values for product attributes. If you have mapped an attribute with one that Best Buy has defined as requiring a value list validation, you will need to map your values against Best Buy's values.

11. If required, first select the attribute in order to display the list of possible values. Once you select the attribute, a list is automatically created based on the values present in the file.
12. As in the previous stage, drag and drop your attribute **values** on the left to the Best Buy values listed in the right panel.
13. Click **Next step** when you are complete to go the next step in the wizard, *Define rules*.

## Stage 6 - Define rules

The screenshot shows the 'Product flow mapping' interface in the Best Buy Marketplace Seller's Guide. The left sidebar lists steps from 1 to 7. Step 6, 'Define rules', is currently selected. The main area is titled 'My attributes' and displays a hierarchical list of attributes. Under 'Root', there are several attributes like Brand (Brand Name), Energy Star (Energy Star Indicator), ESRB (ESRB), Model No (Model Number), Quebec (French Compliant), and Refurbished (Refurbished). Under 'Toys > Dolls', there are more specific attributes such as Age (ENI) (Appropriate Ages (ENI)), Age (FR) (Appropriate Ages (FR)), Assembly Required (EN) (Assembly Required (EN)), Assembly Required (FR) (Assembly Required (FR)), Auditory Stimulation (Auditory Stimulation), Batt Type (EN) (Battery Type (EN)), Batt Type (FR) (Battery Type (FR)), Characters (EN) (Characters (EN)), Characters (FR) (Characters (FR)), Cognitive Development (Cognitive Development), Collection/Theme (EN) (Collection/Theme (EN)), Collection/Theme (FR) (Collection/Theme (FR)), Depth (Depth), Gender (Appropriate Gender), and Hand/Eye Coordination (Hand/Eye Coordination). The 'Details and Rules' panel on the right is empty, with a placeholder message: 'Please select an attribute in order to view its details. You can also add conversions or validations for your attribute values.' Navigation buttons 'Previous step' and 'Next step' are at the bottom.

This stage allows you to create rules for your mapping. Such rules can be helpful for converting your files if your existing rules are being rejected by Best Buy's systems. This feature should not need to be used often; however, should you require it, you may create the following types of rules:

- ▶ **Conversion** – Conversion (transformation) rules are used to modify data so that it conforms to the format required by Best Buy (e.g., title formatting, description formatting)
  - ▶ **Validation** – Validation rules are used to check the quality of the product data transmitted by sellers (e.g., minimum or maximum length of a long text field, minimum or maximum numeric values)
14. To define rules, first select the attribute from the configuration list. After that, the rule definition function gives you a description of that attribute based on the description provided by the Best Buy attribute it is mapped to. You may also add conditions, conversions and validations. (see example below)

My attributes

- Brand (Brand Name)
- UPC (Primary UPC)**
- Warranty (Carry In Warranty Days)

Details and Rules

Mapped with Attribute: Primary UPC

Description: Product's UPC. Must be either 12 or 13 digits.

Type: Text

Attribute Qualifier: Required

(E.g.: This is a text)

Transformations

Add

Validations

Add

Previous step Next step

15. When you have finished defining rules, click **Next step** to access the *Summary and Validation* screen.

#### Stage 7 - Summary and Validation

Product flow mapping

1. Import product file

2. Categorization

3. Category mapping

4. Attribute mapping

5. Value mapping

6. Define rules

7. Summary and validation

Summary

0 Products eligible for import

Available (0) Rejected (2)

Categories

0 Products rejected because of categories

Accepted (2) Rejected (0)

Attributes

2 Products rejected because of attributes

Accepted (0) Rejected (2)

Some required attributes are not mapped. The concerned products will not be imported.

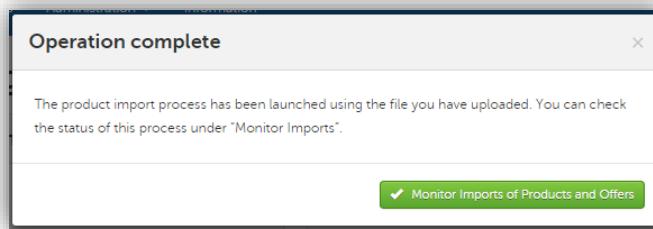
Back to attributes mapping

Previous step Import my products in the marketplace

This screen will provide you with a summary of the products that were eligible to import to the Marketplace and those that were rejected. If there are products rejected, the system will advise you why. In the example above, two products were rejected because some required attributes were not mapped. The screen contains a link that would go directly back to attribute mapping to correct this error.

**Note:** If you do not correct the errors, the products will not be imported to the Marketplace.

16. Once all mapping is complete and validated, click  . The system displays the *Operation complete* pop-up window.



**Note:** To check the status of your import, go to **My Inventory → Import from File** and select **Monitor product imports** from the left hand navigation pane.

When uploading products and offers at the same time, the Best Buy Marketplace Platform generates two files – one for the product, and one for the offer. You may see the status “Waiting for product creation” on an offer. The offer has been split off and must wait for the product to finish being created in the Best Buy product catalogue before the offer can be created. Pending offers will automatically be deleted if the corresponding product has not been created within 10 days.

## Uploading Products Through API

To upload products and/or offers through API, refer to the API manual provided by your Account Manager.

## Monitoring Product and Offer Imports

As you upload your products and offers to the Best Buy Marketplace™, you need to monitor your imports to ensure they are successful and correct any errors that may occur during the onboarding process.

To monitor product and/or offer imports, do the following:

1. Go to **My Inventory → Import from File**.
2. Select either **Monitor offer imports** or **Monitor product imports** from the left hand navigation pane.

**File import**

Created	Filename	Origin	Status	Errors	Info
08/24/2015 11:36:17 PM	Product List Dolls.csv	Backoffice	Conversion in progress		
07/09/2015 12:51:16 AM	Fire truck shoes.csv	Backoffice	Import complete	1	C
07/09/2015 12:35:10 AM	Fire truck shoes.csv	Backoffice	Import complete	1	C
07/08/2015 11:54:32 PM	Fire truck shoes.csv	Backoffice	Import complete	1	C

**Note:** Conversion in progress displays in the **Status** column while your file is being uploaded and converted.

**File import**

Created	Filename	Origin	Status	Errors	Info
09/10/2015 12:49:35 AM	Product List Puzzles.csv	Backoffice	Import complete	1	C
09/09/2015 07:03:32 PM	Product List Dolls.csv	Backoffice	Sent for import	1	C
08/26/2015 08:04:45 PM	Product List Dolls.csv	Backoffice	Sent for import	1	C
08/24/2015 11:36:17 PM	Product List Dolls.csv	Backoffice	Sent for import	1	C

Column	Description	
<b>Created</b>	The date and time the import was created	
<b>Filename</b>	The name of the file that was imported	
<b>Origin</b>	The origin of the import. There are two possible origins: <b>Origin</b>   <b>Explanation</b>	

Column	Description																			
	BACKOFFICE	The file has been uploaded to the Best Buy Marketplace Platform either through a CSV file or directly through the forms within the Portal																		
	API	The file has been uploaded to the Best Buy Marketplace Platform through an API																		
<b>Status</b>	Displays the current status of the import. Click  for summary information about the import. Possible statuses are as follows:																			
	<table border="1"> <thead> <tr> <th>Status</th><th>Explanation</th></tr> </thead> <tbody> <tr> <td>Waiting</td><td>The file has been imported by the seller into the Best Buy Marketplace Platform</td></tr> <tr> <td>Transformation_waiting</td><td>The file is waiting to be converted/validated by the Best Buy Marketplace Platform</td></tr> <tr> <td>Transformation_running</td><td>The file conversion/validation within the Best Buy Marketplace Platform is in progress</td></tr> <tr> <td>Transformation_failed</td><td>The file conversion/validation within the Best Buy Marketplace Platform failed</td></tr> <tr> <td>Running</td><td>The file is being sent to Best Buy</td></tr> <tr> <td>Sent</td><td>This file has been sent to Best Buy</td></tr> <tr> <td>Complete or Failed</td><td>Best Buy has confirmed that the file has been processed.</td></tr> <tr> <td>Waiting for product creation</td><td>A pending offer is waiting for product creation. Once the product has been created, the offer file will be processed.</td></tr> </tbody> </table>	Status	Explanation	Waiting	The file has been imported by the seller into the Best Buy Marketplace Platform	Transformation_waiting	The file is waiting to be converted/validated by the Best Buy Marketplace Platform	Transformation_running	The file conversion/validation within the Best Buy Marketplace Platform is in progress	Transformation_failed	The file conversion/validation within the Best Buy Marketplace Platform failed	Running	The file is being sent to Best Buy	Sent	This file has been sent to Best Buy	Complete or Failed	Best Buy has confirmed that the file has been processed.	Waiting for product creation	A pending offer is waiting for product creation. Once the product has been created, the offer file will be processed.	
Status	Explanation																			
Waiting	The file has been imported by the seller into the Best Buy Marketplace Platform																			
Transformation_waiting	The file is waiting to be converted/validated by the Best Buy Marketplace Platform																			
Transformation_running	The file conversion/validation within the Best Buy Marketplace Platform is in progress																			
Transformation_failed	The file conversion/validation within the Best Buy Marketplace Platform failed																			
Running	The file is being sent to Best Buy																			
Sent	This file has been sent to Best Buy																			
Complete or Failed	Best Buy has confirmed that the file has been processed.																			
Waiting for product creation	A pending offer is waiting for product creation. Once the product has been created, the offer file will be processed.																			
<b>Errors</b>	If there were errors during the import, click  to download and view the error report.  <b>Note:</b> The Error Report downloads in CSV format. Convert the text to columns for easier viewing.																			
<b>Info</b>	If you used your own CSV file and then defined your own custom mapping, the Best Buy Marketplace Platform generates a converted (transformed) file in Best Buy's format. Click  to download the transformed file.																			
<b>Untitled</b>	Click  to launch the import again.																			

3. If there are errors you will receive either an error message or a warning message. See below for information about specific error codes.

#### Error Messages and Warnings

Error codes with a 1XXX format represent critical errors that occurred when processing a line, causing the line to be rejected. The corresponding line is not included in the file sent to the PIM.

The codes are located in the **errors** column of the error report.

Code	Label	Description
<b>1000</b>	ATTRIBUTE_MISSING	A required attribute has no defined value
<b>1001</b>	UNKNOWN_CATEGORY	The item category does not exist in the Best Buy (operator reference) list.
<b>1002</b>	INCORRECT_NB_FIELDS	The line describing the item does not have the expected number of attributes.
<b>1003</b>	EMPTY_LINE	The line is empty.
<b>1004</b>	UNDETERMINED_CATEGOR Y	The item category could not be determined.
<b>1005</b>	HIERARCHY_IS_NOT_TERMINAL	The store attribute has been mapped to a non-terminal operator attribute. This means that the seller has tried to import a product on a category that is not the lowest node in the hierarchy.
<b>1100</b>	INTERNAL_ERROR	Another error occurred. This refers to an internal error with the system. If this occurs, try the action again. If it occurs a second time, contact Best Buy Marketplace Support, who can work with technical support people to resolve the issue.

Error codes with a 2XXX or 3XXX format are returned in the event of a failure to pass an operator or store validation, respectively. An operator validation rule is placed on an attribute or set of attributes by Best Buy. A store validation rule is set up by the seller.

**If the attribute is required, failure to pass the validation rule will result in the line being rejected.** The corresponding codes will appear in the **error** column. The corresponding line will not be included in the file sent to the PIM.

**If the attribute is not required, failure to pass a validation rule will cause the incorrect value to be deleted.** The line will be included in the file sent to the PIM, but the incorrect value will be replaced with an empty string "". The codes are included in the **warnings** column of the error report.



If there is something in the *Error* column of the *Error report*, the line was not added to the PIM and the product has not been entered into the product catalogue.

Code	Label	Description
<b>2000</b>	IS_EMPTY	The operator validation rule that ensures the value is not empty failed.
<b>2001</b>	SMALLER_VALUE	The operator validation rule that ensures the value is larger than the configured value failed.

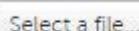
<b>Code</b>	<b>Label</b>	<b>Description</b>
<b>2002</b>	BIGGER_VALUE	The operator validation rule that ensures the value is smaller than the configured value failed.
<b>2003</b>	SHORT_TEXT	The operator validation rule that ensures the length of the text string is longer than the configured value failed.
<b>2004</b>	LONGER_TEXT	The operator validation rule that ensures the length of the text string is shorter than the configured value failed.
<b>2005</b>	DIFFERENT_LENGTH	The operator validation rule that ensures the length of the text string is equal to the configured value failed.
<b>2006</b>	UNAUTHORIZED_VALUE	The operator validation rule that ensures the value is included in the configured list of values failed.
<b>2007</b>	NOT_RESPECT_REGEXP	The operator validation rule that ensures the value matches a configured regular expression failed.
<b>2010</b>	TYPE_DIGIT	The operator validation rule that ensures the value is an integer failed.
<b>2011</b>	TYPE_NUMERIC	The operator validation rule that ensures the value is numeric failed.
<b>2012</b>	TYPE_DATE	The operator validation rule that ensures the value is a date failed.
<b>2014</b>	INVALID_URL	The operator validation rule that ensures the value is an URL failed.
<b>3000</b>	IS_EMPTY	The store validation rule that ensures the value is not empty failed.
<b>3001</b>	SMALLER_VALUE	The store validation rule that ensures the value is larger than the configured value failed.
<b>3002</b>	BIGGER_VALUE	The store validation rule that ensures the value is smaller than the configured value failed.
<b>3003</b>	SHORT_TEXT	The store validation rule that ensures the length of a text string is longer than the configured value failed.
<b>3004</b>	LONGER_TEXT	The store validation rule that ensures the length of a text string is shorter than the configured value failed.
<b>3005</b>	DIFFERENT_LENGTH	The store validation rule that ensures the length of a text string is equal to the configured value failed.

Code	Label	Description
<b>3006</b>	UNAUTHORIZED_VALUE	The store validation rule that ensures the value is included in a configured list of values failed.
<b>3007</b>	NOT_RESPECT_REGEXP	The store validation rule that ensures the value matches a configured regular expression failed.
<b>3010</b>	TYPE_DIGIT	The store validation rule that ensures the value is an integer failed.
<b>3011</b>	TYPE_NUMERIC	The store validation rule that ensures the value is numeric failed.
<b>3012</b>	TYPE_DATE	The store validation rule that ensures the value is a date failed.

## Correcting an Error - CSV Files

**Note:** This process assumes your product categories and attributes have been mapped to Best Buy's product categories and attributes. If it hasn't, use the configuration wizard to complete the mapping.

To correct an error on a CSV file import, do the following:

1. Locate and open the original CSV file (outside of the Best Buy Marketplace Platform).
2. Save the lines containing errors to a new CSV file.
3. Make the corrections to the file.
4. In the Best Buy Marketplace Platform, go to **My Inventory → Import from File**.
5. Click  to navigate to and select your newly corrected CSV file.
6. Select the **File Content (Products, Offers or Products AND Offers)**.
7. For **Import mode**, select **Normal**.
8. Click . The Best Buy Marketplace Platform validates the required attributes, formatting, and validation rules.
9. Use the left hand navigation pane to monitor the progress of the upload.
10. Repeat steps 1 through 9 as necessary to correct additional errors, if required.

## SKU Mapping to the Web Hierarchy

Once a product and offer is successfully uploaded, it will be searchable and available for sale in the Best Buy Marketplace™. Generally, this will happen within 24 hours as the product

must go through the Best Buy nightly publishing process (processed Monday to Friday night). Once the publishing function is complete, the product will be available on the website.

Best Buy's systems will automatically map the majority of products to Best Buy's web hierarchy. However, if the system is unable to automatically map a product to the web hierarchy, Best Buy staff will manually assign the product. Manual assignment to a web hierarchy category may take up to 72 hours. During this time, the product will be searchable on the website and will be assigned to a default category called "Marketplace Miscellaneous".

## Updating or Replacing Existing Products and Offers

### Changing Product Information

If you need to change information about a product, update your original CSV file and upload it as "Normal" or re-upload through API. If you uploaded the product directly in the Best Buy Marketplace Platform, re-upload it using the correct information. Product information automatically gets replaced by the information submitted.

### Updating Products and Offers

#### [Updating an Offer Manually in the Best Buy Marketplace Platform](#)

To update a single offer manually through the Best Buy Marketplace Platform, do the following:

1. Go to **My Inventory → Offer List**.
2. Search for and select the offer you wish to update. The system displays the *Offer [Offer SKU]*Information screen.
3. Make changes as required.
4. Click **Confirm** to validate the offer characteristics. If the update is successful, the system will display the message *Offer updated* at the top of the screen.

#### [Updating an Offer using CSV](#)

To update offers using CSV, do the following:

1. Locate and open the original CSV file (on your computer / network location)
2. Make changes to the offer information directly in the CSV file and save it.

**Note:** The only required data is the *Offer SKU* and the data that needs to be updated.

3. In the Best Buy Marketplace Platform, go to **My Inventory → Import from File**.
4. Click to navigate to and select the CSV file.

5. Select the **File Content (Products, Offers or Products AND Offers)**.
6. For **Import mode**, select **Update**.
7. Click  . The Best Buy Marketplace Platform validates the required attributes, formatting, and validation rules.
8. Use the left hand navigation pane to monitor the progress of the upload.



**Never submit a new offer on a product when an existing one is in effect. It will get rejected by our internal system even though the platform can support multiple offers on a same sku. Our internal systems won't be able to process the new request when one already is created. The initial request will remain active. We strongly recommend editing an existing offer rather than submitting a new one.**

### Updating Pricing and Inventory

It is important to keep your inventory levels and prices updated.



**We recommend you check and update your inventory levels on a daily basis to ensure your products remain on Bestbuy.ca.**

If there is **0** inventory showing in the system for an offer, the product will be taken offline automatically. Once you add back inventory on the offer, it will go back online and be available for customers.

To check and update your inventory levels directly in the Best Buy Marketplace Platform, do the following:

1. In the Best Buy Marketplace Platform, go to **My Inventory → Offer List**.
2. Enter the valid inventory level directly on the screen in the **Qty** field.
3. If required, enter a new regular price in the **Price** field.

## Offer List

[+ Add an Offer](#)

Offer List							9 results	
Pending Offers	Product	Condition	Price	Qty	★	×		
<a href="#">Offer SKU</a>	Madison colour block white/brown with shoulder strap (10204514) Category Handbags & Purses	New	\$ 50.00	50				
<a href="#">676767</a>	Desktop computer system (10204507) Category Desktop Computers	New	\$ 22.00	100				
<a href="#">S2005</a>	Black Calf Leather with shoulder strap (10204600) Category Handbags & Purses	New	\$ 154.00	5				

4. Click **Confirm**.

### Submitting a Promotional Price (Discounted Price)

If you wish to enter a promotional price, click the offer SKU to open the offer itself and enter the inventory **Quantity**, the **Promotion 'from'** and **'to'** dates and **Promotional Discount Price** in the **Promotion** section of the screen.

Promotion	from	19/12/15		to	20/12/15	
Promotional Discount Price	\$	20.00	Define Volume Discounts			

#### Steps:

- In the Best Buy Marketplace Platform, go to **My Inventory → Offer List**.
- Search the offer you want to enter a discounted price on and click on the Offer SKU top open it.
- Locate the section where you can enter the **Promotion** details and enter the start and end date (from/to) of the promotion as well as the **Promotional Discount Price** (not the rebate!).
- Click **Confirm**.



If no start date is specified, the promotional price will take effect immediately. If no end date is specified, it will be in effect indefinitely.

### Discontinuing a Product

If you want to discontinue a product, you can either update your inventory to **0** or change the offer availability date to a date in the past. Both changes will remove the offer from display. Products are not deleted from Best Buy's product information management system; but are

removed from the display on the website. If for any reason you want to add inventory on a discontinued sku in the future, simply adjust the inventory available for that product.



If you prefer to work from a CSV file, you can make all inventory and pricing updates to your CSV file, then upload it to the Best Buy Marketplace Platform as an "Update". See section "Updating an Offer using CSV" on pg. 76 for further details.

## Products and Offers Replacement



This is only to be used when replacing ALL existing products and/or offers with new/updated products and/or offers. Use with extreme caution.

When you want to clean-up your catalog and replace ALL products and/or offers with your latest assortment, you can choose to upload in Replace mode.

### Replacing Products and Offers using CSV

To replace ALL existing products and/or offers using CSV, do the following:

1. Prepare your CSV file and ensure all information is accurate and up-to-date.
2. In the Best Buy Marketplace Platform, go to **My Inventory → Import from File**.
3. Click **Select a file...** to navigate to and select the CSV file.
4. Select the **File Content (Products, Offers or Products AND Offers)**.
5. For **Import mode**, select **Replacement**.
6. Click **✓ Import**. The Best Buy Marketplace Platform validates the required attributes, formatting, and validation rules.
7. Use the left hand navigation pane to monitor the progress of the upload.
8. Repeat steps 1 through 8 as necessary to correct additional errors, if required.

## Viewing and Changing your Product Data (Mapping) Settings

### Updating your Product/Category Mapping

For the most part, mapping your products to Best Buy's product hierarchy is a one-time task; however you will need to maintain it regularly.

Keep the following points in mind:

- ▶ Your product category must be mapped correctly to Best Buy's product category before you can map product attributes or complete the upload of products and offers.
- ▶ Best Buy Canada will keep you informed of any hierarchy changes to ensure that you can keep your mapping updated.
  - Hierarchy updates will be done monthly - exact dates and impacted categories will be communicated prior to each deployment. Your Account Manager will inform you a week prior to any upcoming hierarchy changes that might impact your products.
  - Once the categories have been updated, you can check and change your mapping in the Best Buy Marketplace Platform as required. The suggested time to make these changes is the day following the category changes implementation (as per schedule to be communicated) or whenever you are ready to upload new products.
  - Please note that Best Buy reserves the right to make ad hoc or emergency changes to the hierarchy as required. In this case, you will be advised as soon as possible.
- ▶ Whenever a hierarchy changes deployment happens, there might be impact to attributes, even in categories where the hierarchy did not change. Those changes will also be communicated to you a week prior with a specific date as to when the changes will be implemented.
- ▶ If you delete one of your own already-mapped product categories, the following will happen in the system:
  - Any categories underneath the deleted category will also be deleted
  - All the attributes linked to the deleted categories will also be deleted
- ▶ When redoing the mapping, the same rules and process as the initial mapping apply. Please refer back to the section [Upload Products and/or Offers using your own CSV File \(Seller Format\)](#) on pgs. 59-69 for further detail.

## Accessing your Mapping Configuration

To view your mapping settings, go to **Administration → Mapping Configuration** to display the *My product data settings* screen.

The screenshot displays the 'My product data settings' interface. At the top, there's a navigation bar with links for 'My Orders', 'My Inventory', 'Messages', 'Administration', and 'Information'. The email 'kozykidssales@gmail.com' is shown on the right. Below the navigation is a 'Key' section with icons for Category, Attribute, Category attribute, Attribute with rule(s), Attribute with list, Add, Edit, Remove, Details and Rules, and Mapping established. The main area is titled 'My Configuration' and contains a hierarchical tree. The root node 'Root' has several children: Brand, Category (which is expanded to show Energy Star, ESRB, Model No, Quebec, and Refurbished), SKU, Title, URL, Warranty, Toys (expanded to show Action Figures, Dolls & Robots), and Dolls. To the right of the tree, under 'Attributes', are various mapping options like Brand Name, Category Code, Energy Star Indicator, ESRB, Model Number, French Compliant, Refreshed, Short Description BB (EN) and (FR), shop sku, Title BB (EN), Primary UPC, Carry In Warranty Days, and Toys, Sports & Recreation. On the far right, there's an 'Operator Configuration' panel with a message: 'Please define your configuration first in order to associate it with the Operator configuration'. At the bottom right are buttons for 'Remove mapping' and 'Validate mapping'.

From here, you can do the following:

- ▶ View your configuration
- ▶ Make changes to your configuration
- ▶ Manage your value lists
- ▶ Use the Configuration Wizard to update your mapping
- ▶ View Best Buy Canada's product hierarchy (categories and attributes).

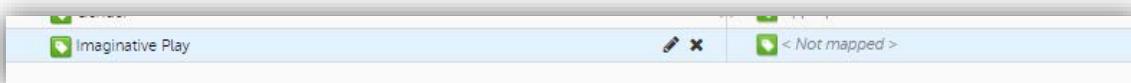
## Making Changes to Your Configuration Directly on the *data settings* screen

When you need to update your product category or attribute mapping, you may prefer to make the changes directly on the *My product data settings* screen rather than using the Configuration Wizard.

To make product category or attribute mapping changes directly on the screen, do the following:

1. Locate the mapping you need to change.
2. On the left side of the screen, highlight the line containing the mapping.

3. Click **Remove mapping** to remove the existing mapping.



4. In the right column (**Operator Configuration**), find the new category or attribute to which you wish to map.

5. Ensure your now unmapped category/attribute on the left is highlighted.
6. Highlight the new category or attribute on the right.

The screenshot shows the 'My product data settings' page. At the top, there are buttons for 'Manage my Value Lists', 'Use the Configuration Wizard', and 'Operator Configuration'. Below this is a 'Key' section with icons for Category, Attribute, Category attribute, Attribute with rule(s), Attribute with list, Add, Edit, Remove, Details and Rules, and Mapping established.

The main area is divided into two sections: 'My Configuration' on the left and 'Operator Configuration' on the right. In 'My Configuration', categories like Root, Brand, Category, Energy Star, ESRB, Model No, Quebec, Refurbished, Short Description E, Short Description Fr, SKU, Title, URL, and Warranty are listed. Under 'Toys', categories like Dolls and Puzzles are shown, along with attributes like Age (EN), Age (FR), Gender, and Imaginative Play. In 'Operator Configuration', a long list of attributes is shown, including Appropriate Ages (EN) through Physically Active (FR). A mapping table shows the current associations between 'My Configuration' items and 'Operator Configuration' items. For example, 'Category' is mapped to 'Category Code', and 'Short Description Fr' is mapped to 'Short Description BB (FR)'. The item 'Imaginative Play' in 'My Configuration' is currently unmapped, indicated by a red border around its row.

7. Click **✓ Validate mapping** to complete the new mapping.

## Managing Value Lists

If you wish to make changes to your value lists for your products, click [Manage my Value Lists](#). The system displays your existing value settings.

Click [Back to data settings](#) to return to the *My product data settings* screen.

## Using the Configuration Wizard to Update your Category and/or Attribute Mapping

When you need to update your product category or attribute mapping, you may prefer to use the Configuration Wizard to make the changes rather than making them on the *My product data settings* screen.

To make use the configuration wizard to update your mapping, click [Use the Configuration Wizard](#).

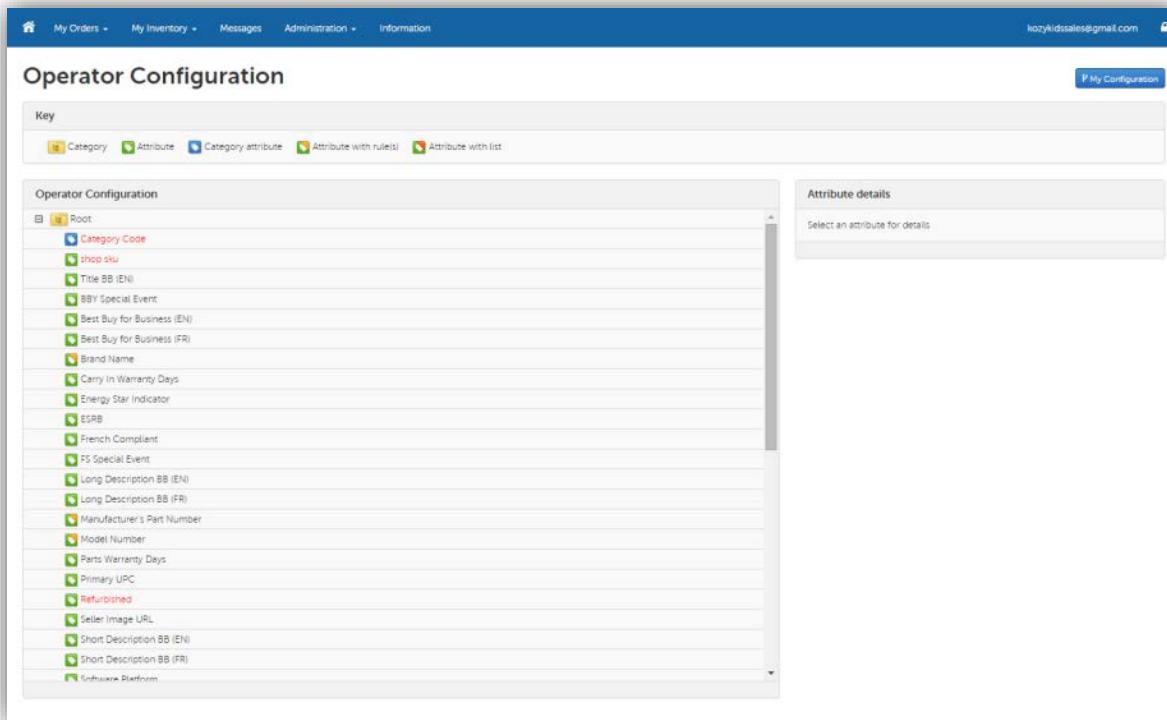
1. Click the step in the left hand navigation pane you wish to change (e.g., *Category mapping*, *Attribute mapping*, etc.)
2. If a category or attribute is not mapped, drag and drop it from the left pane to the right pane.
3. If a category or attribute is mapped, first remove the existing mapping. To do this, hover over the category or attribute in the Best Buy (**Operator attributes**) column on the right. Click on the **Remove mapping X** to remove the mapping.

The screenshot shows the 'Configuration Wizard' interface. On the left, under 'My attributes', there is a list of items: Brand, Characters (EN), Characters (FR), Cognitive Development, Collection/Theme (EN), Collection/Theme (FR), and Depth. On the right, under 'Operator attributes', there is a list of categories: Title BB (FR), Toys, Sports & Recreation, and Puzzles. Under 'Toys, Sports & Recreation', there are several mappings: Appropriate Ages (EN) /Age (EN)/, Appropriate Ages (FR) /Age (FR)/, Appropriate Gender /Gender/, Auditory Stimulation, and Category. A 'Remove mapping' button is visible next to the 'Appropriate Ages (EN)' entry. A 'Collapse all' button is located at the top right of the pane.

4. Drag and drop the category/attributes from the left side of the screen to the appropriate category/attribute on the right to establish the new mapping.

## Viewing Best Buy Canada's Product Hierarchy.

To view Best Buy Canada's product hierarchy, click  .



The screenshot shows the 'Operator Configuration' page. At the top, there is a navigation bar with links: My Orders, My Inventory, Messages, Administration, and Information. On the right side of the header, there is an email address (kozykidssales@gmail.com) and a lock icon. Below the header, the main title is 'Operator Configuration'. To the right of the title is a blue button labeled 'My Configuration'. A key legend is present, mapping icons to categories: Category (yellow square), Attribute (green square), Category attribute (blue square), Attribute with rules (orange square), and Attribute with list (purple square). The main content area is titled 'Operator Configuration' and contains a tree view of product attributes under a 'Root' node. The attributes listed are: Category Code, Shop SKU, Title BB (EN), BBY Special Event, Best Buy for Business (EN), Best Buy for Business (FR), Brand Name, Carry In Warranty Days, Energy Star Indicator, ESRB, French Compliant, FS Special Event, Long Description BB (EN), Long Description BB (FR), Manufacturer's Part Number, Model Number, Parts Warranty Days, Primary UPC, Refurbished, Seller Image URL, Short Description BB (EN), Short Description BB (FR), and Endorse Platform. To the right of the tree view is a panel titled 'Attribute details' with the sub-instruction 'Select an attribute for details'.

## Order Management

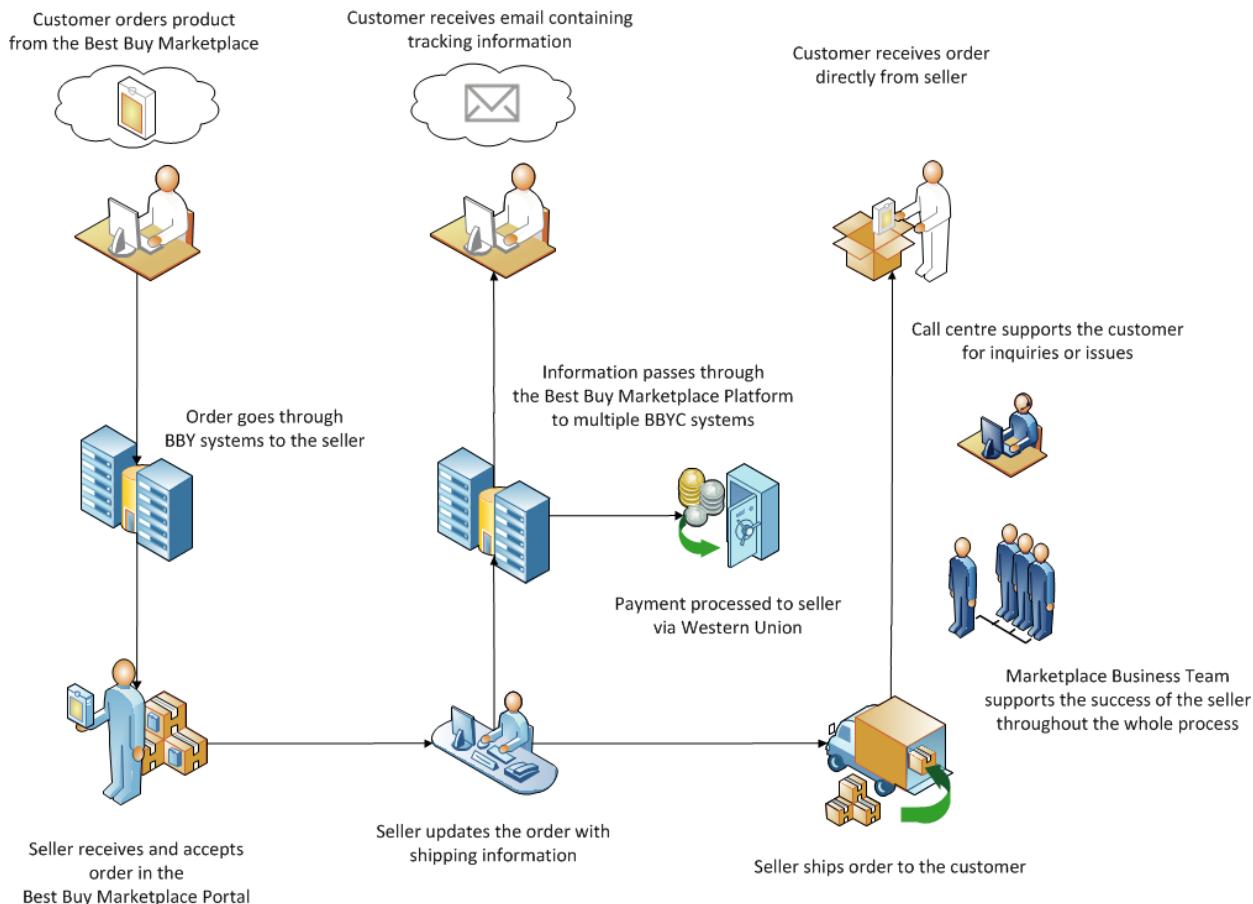
### Topics

This section covers the following topics:

- ▶ Order Process Overview
- ▶ Acknowledging a New Order
- ▶ Updating an Order
- ▶ Shipping an Order

### Order Process

#### Process Overview



1. The customer submits the order on the Best Buy Canada website.
2. The order passes through Best Buy's order management system to determine payment authorization.
3. Once the payment is authorized, the customer sees a *Thank You* page on the website.
4. In the back-end, a PO is sent to the seller and an inventory reservation made against the seller's stock.

5. The seller's *Dashboard* indicates the new order(s) as pending.
6. The seller acknowledges the order by either accepting or rejecting the line items in the order. See [Acknowledging a New Order](#) for details on how to accept or reject line items in an order.

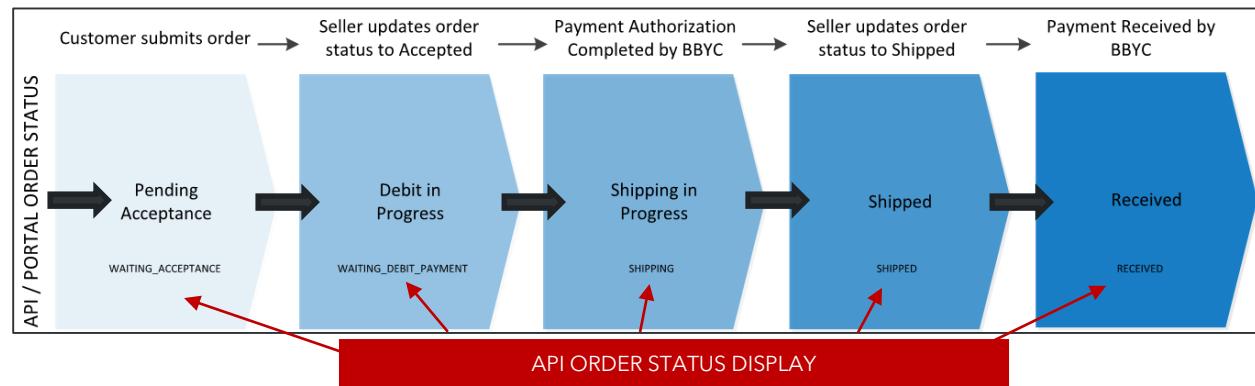


#### Note the following:

- ▶ Best Buy expects sellers to acknowledge (accept or reject) an order within 24 hours.
- ▶ Any orders not acknowledged (accepted or rejected) within seven (7) calendar 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 able to be placed by customers.
- ▶ Backorders are not supported by the Best Buy Marketplace Platform.

7. Once the seller accepts the order it will be processed for payment capture. Only once the order status is changed to "Shipping in Progress" (**Note:** Displays as "Shipping" when using API integration) the seller can click the "Shipped" button.

#### Overview



8. The seller updates the status in the Best Buy Marketplace Platform to **Shipped**, enters the tracking information for the shipment and ships the order to the customer. For more information about shipping an order, see the [Shipping an Order](#) section.



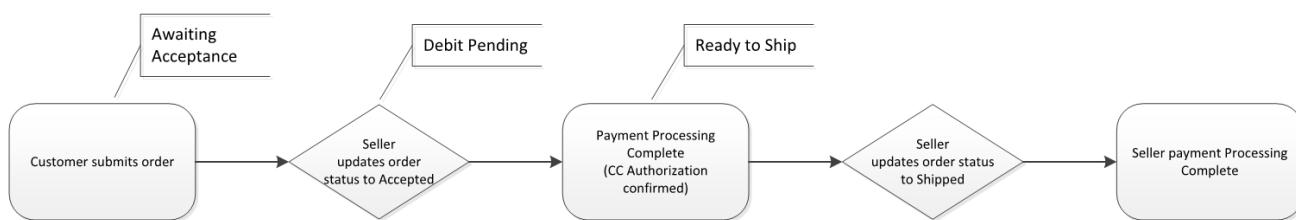
If you do not ship the order within one day after accepting it, you will receive a reminder email. This email will be automatically generated each day until you ship the order.

If an order is not shipped within seven (7) calendar days of accepting it, Best Buy reserves the right to cancel it.

9. The customer receives an email that the order has been shipped.

**Note:** *There is no invoice sent to the customer. If the customer wishes to receive an invoice, he or she will contact the Best Buy call centre, who will provide the customer with your contact information. You will then be able to work with the customer to determine how best to provide him/her with an invoice (e.g., via email).*

10. The seller receives payment for the order less the commission, including the shipping charges paid by the customer and the taxes and fees collected to remit to the appropriate government departments or programs. For more details, please see [Accounting and Payment Processes](#).



## Acknowledging a New Order

To acknowledge a new order in the Best Buy Marketplace Platform, do the following:

- From the *Dashboard*, go to **My Orders → Orders to Process** or click  to access the *Orders* screen.

The screenshot shows the 'Orders' screen in the Best Buy Marketplace Platform. The top navigation bar includes links for 'My Orders', 'My Inventory', 'Messages', 'Administration', and 'Information'. The user's email address, 'kozykidsales@gmail.com', is displayed in the top right corner. The main area is titled 'Orders' and contains a 'Filter' sidebar on the left with fields for 'Order no.', 'Customer Lastname', 'Orders from/to', 'Order Amount from/to', and 'Status To process'. The main table lists three orders with the following details:

Created	Order no.	Qty	Details	Status	Amount
07/09/2015 10:54 PM	KK-03-A	1	Soft-soled baby shoes (Product SKU: 10204499   Offer SKU: ...)	Pending Acceptance	\$51.99
		2	Soft-soled baby booties (Product SKU: 10204500   Offer SKU: ...)	Pending Acceptance	\$84.98
07/09/2015 10:53 PM	KK-02-A	1	Soft-soled baby shoes (Product SKU: 10204499   Offer SKU: ...)	Pending Acceptance	\$51.99
		2	Soft-soled baby booties (Product SKU: 10204500   Offer SKU: ...)	Pending Acceptance	\$84.90
07/09/2015 10:52 PM	KK-01-A	1	Soft-soled baby shoes (Product SKU: 10204499   Offer SKU: ...)	Pending Acceptance	\$51.99
		2	Soft-soled baby booties (Product SKU: 10204500   Offer SKU: ...)	Pending Acceptance	\$84.98

At the bottom of the table, there are buttons for 'Accept' and 'Confirm'.

2. Review the line items and price of each order and determine if you will accept or reject the order. Click  to the left of the order(s) you wish to accept or reject.
3. Choose **Accept** or **Reject** from the drop-down list.
4. Click . The system displays the *Confirm your action* popup window.
5. Click  to complete the action and return to the *Orders* screen.

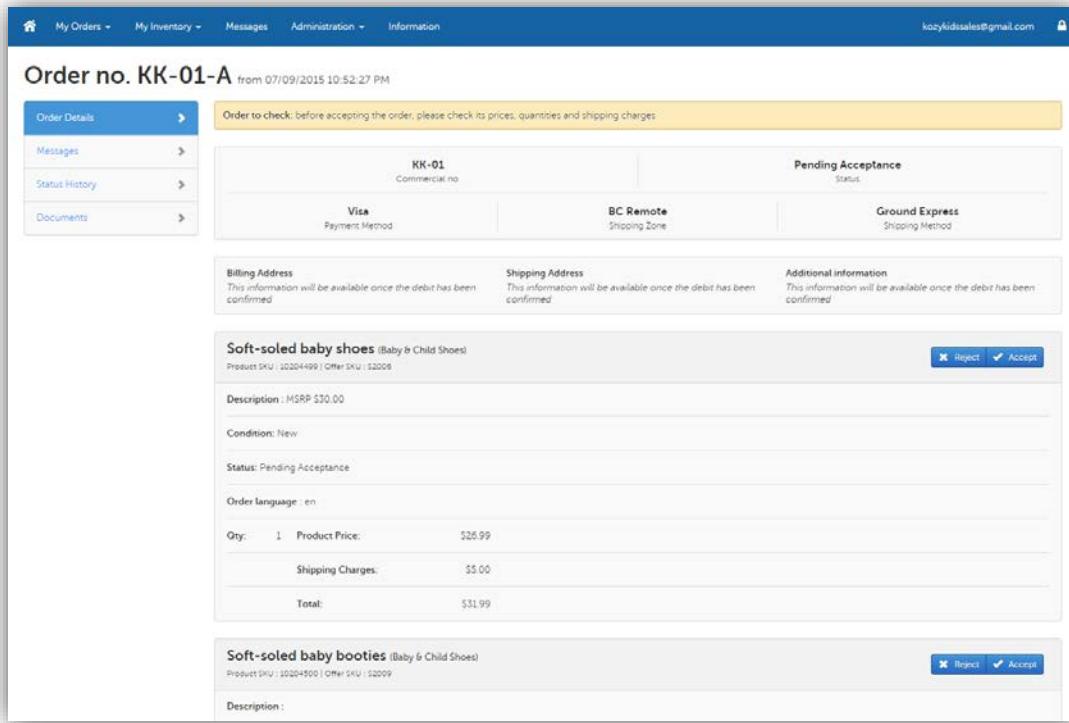


If you reject an order on this screen, the system will automatically update your inventory balance to zero (0) for all line items in the order, and customers will not be able to place new orders for the products through Bestbuy.ca until you update your inventory.

## Accepting or Rejecting Individual Line Items in an Order

It is possible to accept individual line items in an order and rejecting others.

- From the *Dashboard*, go to **My Orders** → **Orders to Process** or click  to access the *Orders* screen.
- Click the order number you wish to process to display the *Order Details* screen.



The screenshot shows the 'Order Details' screen for order KK-01-A. At the top, there's a message: 'Order to check: before accepting the order, please check its prices, quantities and shipping charges'. Below this, the order summary includes:  
**KK-01**  
 Commercial no  
**Pending Acceptance**  
 Status  
 Visa Payment Method    BC Remote Shipping Zone    Ground Express Shipping Method

Under 'Billing Address' and 'Shipping Address', there are notes: 'This information will be available once the debit has been confirmed'. In the 'Additional information' section, it says: 'This information will be available once the debit has been confirmed'.

The first line item is for 'Soft-soled baby shoes' (Baby & Child Shoes). It shows:  
 Product SKU: 10204499 | Offer SKU: S2008  
 Description: MSRP \$30.00  
 Condition: New  
 Status: Pending Acceptance  
 Order language: en  
 Qty: 1 Product Price: \$26.99  
 Shipping Charges: \$3.00  
 Total: \$31.99

The second line item is for 'Soft-soled baby booties' (Baby & Child Shoes). It shows:  
 Product SKU: 10204500 | Offer SKU: S2009  
 Description:

At the bottom of the screen, there are 'Reject' and 'Accept' buttons for each line item.

- Review each line item for price, quantity and correct shipping charges. Click  or  on each individual line.
- Click  at the bottom of the screen.



If you reject a line item in the order, the system will automatically update your inventory balance for that offer to zero (0) and customers will not be able to place new orders for the product through Bestbuy.ca until you update your inventory.

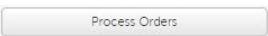
## Shipping an Order

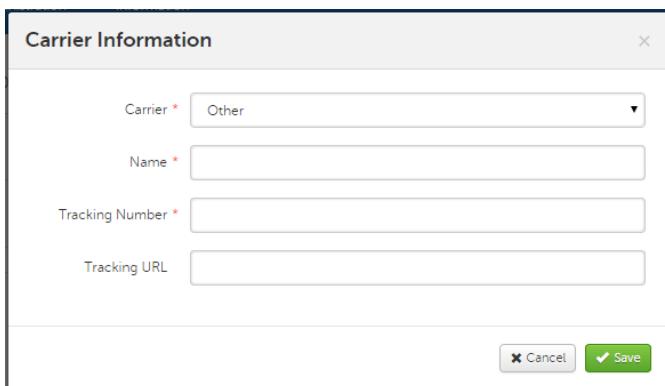
As the order status changes to 'Shipping in Progress' ('Shipping' when using API) please keep the following in mind when shipping orders to your customers:

- ▶ It is mandatory to enter the tracking information for the shipment before changing the order status to Shipped. Once you have confirmed the shipment, the system will automatically send the customer a shipment notification containing the tracking information. If no tracking information is available in the system, it will not be included in the customer notification. If you enter the tracking information after confirming the shipment, it will not flow through to the customer.
- ▶ The Best Buy Marketplace Platform does not verify whether a tracking number is correct or not. If you enter the tracking number incorrectly, the customer will receive the incorrect information in their shipment confirmation notification email and will be unable to track the shipment.
- ▶ If you need to ship the order in multiple boxes, remember the following:
  - The Best Buy Marketplace Platform allows only one tracking number entry per order
  - If multiple shipments (e.g., multiple piece shipments) are required, log a message for the customer that includes the additional tracking numbers and other shipping information.
  - The order is considered "shipped" when the first item ships.
- ▶ Remember that you must update the order status to Shipped in the Best Buy Marketplace Platform once you've shipped the order.
- ▶ You can mark one or many orders as shipped at one time.
- ▶ Best Buy Canada expects that you will ship customer orders within 2 business days of accepting it.
- ▶ If you do not ship the order within one day after accepting it, you will receive a reminder email. This email will be automatically generated each day until you ship the order.
- ▶ If an order remains unshipped after seven (7) calendar days, it may be cancelled by Best Buy. This will impact the payment of the order as Best Buy will not charge the customer nor pay the seller.
- ▶ At this time, the Best Buy Marketplace Platform does not generate a packing list for the orders. If you wish to include a packing list with your customers' orders, you will need to create using your own processes.
- ▶ For Special Delivery items, you, the seller, are completely responsible for arranging all special delivery with the customer.
- ▶ You must ship the entire PO at once. If you are unable to ship a single item in the order, you should be rejecting that line in the order.
- ▶ If you accept an order but later discover that you do not, in fact, have any stock, you should send a message to the customer via the Best Buy Marketplace Platform and initiate a refund.

## Entering Tracking Information

To enter shipping and tracking information in the Best Buy Marketplace™, do the following:

1. From the *Dashboard*, go to **My Orders → Orders in Progress** or click  to access the *Orders* screen.
2. Click the order number for the order you wish to enter shipping and tracking information.
3. Click  to display the *Carrier Information* pop-up window.



The screenshot shows a modal dialog titled "Carrier Information". It contains four input fields: "Carrier" (set to "Other"), "Name", "Tracking Number", and "Tracking URL". At the bottom are "Cancel" and "Save" buttons.

4. Complete the fields as follows:

Field	Description
<b>Carrier*</b>	Select the carrier from the drop down list. If the carrier is not listed, select <b>Other</b> .
<b>Name *</b>	When displayed, enter the name of the carrier.
<b>Tracking Number *</b>	Enter the tracking number for the shipment. <i>Note:</i> The system will only accept one tracking number for the order. If additional tracking numbers are required for the shipment, log a message in the system containing the tracking numbers and an email will be sent to the customer.
<b>Tracking URL</b>	Enter a valid URL for the carrier.

5. Click  to close the window.
6. The tracking information you entered displays at the bottom of the *Order* details screen.

- When you have shipped the order, click **✓ Confirm Shipment**.

### Confirming an Order has Shipped

To indicate that you have shipped the customer's order, do the following:

- From the *Dashboard*, go to **My Orders → Orders in Progress** or click **Process Orders** to access the *Orders* screen.
- Ensure you have updated the tracking information for the shipment, otherwise, the customer will not receive the tracking information in the notification email.

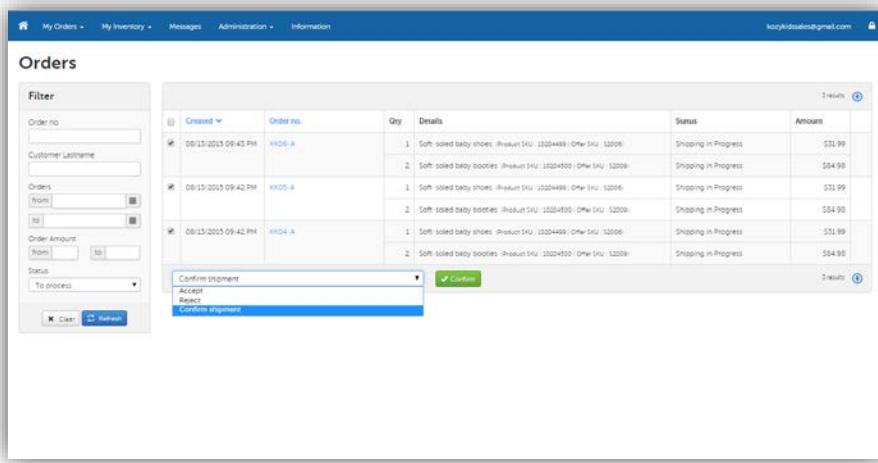


- Click **✓ Confirm Shipment**.

## Confirming Multiple Orders have Shipped

You can confirm the shipping of multiple orders at one time. Before doing this, however, ensure you have updated each order with tracking information. Once you have confirmed an order has shipped, the system generates an email to the customer that should include the tracking information.

1. From the *Dashboard*, go to **My Orders → Orders to Process** to access the *Orders* screen, which will be pre-filtered to include all orders requiring processing.



2. Select the orders you wish confirm shipping.
3. Choose **Confirm Shipment** from the drop down list.
4. Click **Confirm**. The system responds with a *Confirm your action* pop-up window.
5. Click again.

## Uploading Documents to an Order

Documents can be uploaded to a customer order (e.g., invoice, proof of delivery, prepaid return shipping labels, etc.). To upload a document, do the following:

1. Go to **My Orders → All Orders** to access a list of your orders.

*Note: If the order is still in progress, select **Orders in Progress** for a smaller list of orders.*

2. Use the filter to locate and select the order.
3. Click **Documents** on the left-hand navigation pane.
4. In the **Upload a document** field, select the document type from the drop-down list.
5. Click  to browse to and select the document you wish to upload.



**Compatible formats for documents include PDF, GIF, JPEG, PNG, TIFF, ZIP, TEXT files, Microsoft Office and Open Office formats, to a maximum size of 10 MB.**

6. Once uploaded, the document displays in the *Document* section of the screen.

## View Status History

The status history provides a log of what has happened with an order. To view the status history of an order, do the following:

1. In the Best Buy Marketplace Platform, go to **My Orders → All Orders** (or **Orders in Progress**). If necessary, use the *Filter* to narrow the list of orders.
2. Select the order for which would like to view the status. The system takes you to the *Order Details* screen for the order.
3. Select **Status History** from the left hand navigation pane to display the order status history.

## Post Purchase

### Topics

- ▶ Customer Service Expectations
- ▶ Customer Inquiries
- ▶ Messaging
- ▶ Incidents
- ▶ Returns
- ▶ Order cancellation
- ▶ Fraud
- ▶ Initiating a refund

### Customer Service Expectations

The Best Buy call centre is the first point of contact for customer queries, issues, returns or problems. Depending on the reason for the call, the call centre will ensure the issue is directed to the appropriate person for resolution. In some cases, it may be your Account Manager or someone else at Best Buy Canada. In other cases, it may be you, the seller. Seller support is imperative to ensure we provide proper support to our customers and that all issues get resolved in a timely manner. **Sellers are expected to check their messages and email daily and to prioritize customer support queries.**

### Customer Inquiries

- ▶ The Best Buy call centre is the first point of contact for customer inquiries. Customers are unable to initiate direct contact with you from their order detail page, from the Best Buy Marketplace™, or from any automatic notifications sent by the Best Buy Marketplace Platform.
- ▶ If you wish to contact a customer, you must do so using the messaging function in the Best Buy Marketplace Platform and the customer will receive the content of your message in the form of an email from Best Buy Marketplace support.
- ▶ If the customer responds to the email directly, it will forward to a Best Buy Marketplace support team member, who will document the customer response in a message to you.
- ▶ All responses to customer inquiries should be manually logged in the Best Buy Marketplace Platform as messages.



**Should a customer contact you directly about an order, log the details in a message in the Best Buy Marketplace Platform to ensure all records pertaining to the order are accurate and complete.**

## Updating Billing and Shipping Addresses

Shipping and billing address may be changed at certain points in the order process if requested by the customer or required by Best Buy.

Best Buy can change either the billing or the shipping address within its system before the system releases the order to the sellers. Once the order has been sent to the seller, Best Buy can edit the billing address if required. Once the seller accepts the order, the payment authorization process is triggered and neither the billing nor the shipping address can be changed.

Should a customer require a change to the shipping or billing address change after you, the seller, accept it, the request is processed as a refund.

Address information on an order can be updated at certain points in the order process. The chart below outlines the parameters for updating address information.

## Messaging

### About Messages

Messaging provides a way to communicate about an order and log the communication with the order itself. The seller (you) and the Best Buy (the operator) can send and receive messages. The customer, however, can only receive messages (via email).

**Note:** *Messages can only be sent in relation to an order.*

### Viewing and Responding to a Message

When you are a sender or a recipient of a message, you are able to view it. If you are neither the sender nor the recipient of the message, even if it is in relation to an order for your store, you will be unable to view the message.

When you receive a new message about an order, you will be notified via email and the message will also be logged in the Best Buy Marketplace Platform. You can access it both ways, but **you must reply through the Best Buy Marketplace Platform** to ensure all details about the order are logged.



**We ask that all Sellers respond to customer messages as promptly as possible, with the guideline of a maximum of 48 hours.**

To view a message in the Best Buy Marketplace Platform, do the following:

1. From the *Dashboard*, select *Messages* on the menu bar or click  to access the *Messages* screen.

2. If many messages display, use the *Filter* to select the message you wish to view.
3. Click the message line to go directly to the *Messages* screen for the order.

4. To respond to the message, select the **Recipient** and **Subject**, enter the message text, then click . The message will display below the original message.

The screenshot shows the Best Buy Marketplace Seller's Guide interface. At the top, there are navigation links: My Orders, My Inventory, Messages, Administration, and Information. The email kozykidssales@gmail.com is listed on the right.

**Order no. KK-02-A** from 07/09/2015 10:53:28 PM

**Order Details**

KK-02	Shipped	J Customer
Commercial no.	Status	Customer
Visa	BC Remote	Ground Regular
Payment Method	Shipping Zone	Shipping Method

**Messages**

**Question about delivery**

From Operator | Ref. code: KK-02-A | 07/10/2015 01:26:30 AM

07/10/2015 01:26:30 AM  
Question about delivery  
Customer would like to have an estimated delivery time from the carrier.

From Operator To Kozy Kids

07/10/2015 01:39:09 AM  
Question about delivery  
Joe will deliver by 5:00 pm on Friday July 24, 2015.

**Compose Message**

Recipients \* Customer

Subject \* Question about delivery

Message \*

## Customer Replies

When you (the seller) reply to a customer using messaging, the customer receives an email with the return address [marketplacesupport@bestbuycanada.ca](mailto:marketplacesupport@bestbuycanada.ca). If the customer responds via email, the Best Buy Marketplace Support team member will receive the customer's response and follow-up accordingly (e.g., log the customer's response as a message to you in the Best Buy Marketplace Portal).

## Seller Initiated Messages

You can send messages to the Best Buy, the customer, or both. Messages to customers are logged in the Best Buy Marketplace Platform as a message, but the customer receives the content in an email from [marketplacesupport@bestbuycanada.ca](mailto:marketplacesupport@bestbuycanada.ca).

Messages to the Best Buy are kept as messages in the Best Buy Marketplace Platform, although the Marketplace support team receives a notification in email that a message has been logged against an order.

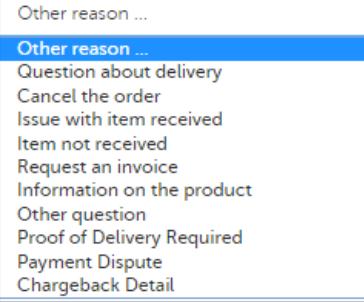
## Sending a New Message

To send a new message to either the customer or Best Buy regarding an order, do the following:

1. From the *Dashboard*, go to **My Orders → All Orders** (or other filter) to access a list of *Orders*. Use the *Filter* to locate the order for which you wish to send a message.
2. Open the order.
3. Click *Messages* on the left hand navigation pane to access the *Messages* screen for the order.

The screenshot shows the 'Order no. KK-03-A' details page. At the top, there are tabs for 'Order Details', 'Messages' (which is selected), 'Status History', and 'Documents'. The 'Messages' section displays a message box with the text 'No message'. Below this, there is a form for sending a new message. The form fields are: 'Recipients' (set to 'Customer'), 'Subject' (set to 'Other reason...'), 'Custom subject' (empty), and 'Message' (empty). A green 'Send' button is at the bottom of the message area. At the very top of the page, there is a navigation bar with links for 'My Orders', 'My Inventory', 'Messages', 'Administration', 'Information', and user information 'kozykidssales@gmail.com'.

4. Complete the following fields:

Field	Description
<b>Recipient *</b>	Select the recipient of the message from the drop-down list. If you select <b>Customer</b> - the content of the message will be sent in an email to the customer from <a href="mailto:marketplacesupport@bestbuycanada.ca">marketplacesupport@bestbuycanada.ca</a> If you select <b>Operator</b> - the message will be logged in the platform with the order, and the operator receives notification of the message via email.
<b>Subject *</b>	Select a reason code from the drop down list. The selected reason code will display in the subject line of the message. Valid reason codes are as follows: 
<b>Custom subject *</b>	When displayed, enter additional subject information, such as the reason for the message. This will replace the subject line embedded in the notification email message.
<b>Message *</b>	Enter the body of the message.

5. Click  to send the message. A copy of the message displays on the screen.

## Incidents

Unfortunately, sometimes things go wrong with customer orders and problems need to be resolved. Serious problems with customer orders are managed in the Best Buy Marketplace Platform as *incidents*.

Any of the following situations will result in an incident being created:

- ▶ Item not received
- ▶ Wrong item received / not as ordered
- ▶ Missing Refund
- ▶ Defective item
- ▶ Legal Issue
- ▶ Counterfeit item
- ▶ Delivery took longer than expected
- ▶ Received damaged / shipping damage
- ▶ Fraudulent order / unauthorized purchase

### [View an Incident](#)

If the customer contacts the Best Buy call centre to report a problem, Best Buy will create an incident related to the order in the Best Buy Marketplace Platform.

You, the seller, will receive a notification email that an incident has been opened. The dashboard will indicate that there is an order with an incident, and if you view a list of your orders, the **Status** column will indicate **Incident Open**.

Created	Order no.	Qty	Details	Status	Amount
07/09/2015 10:54 PM	KK-03-A	1	Soft-soled baby shoes (Produ...	Incident Open	\$31.99
		2	Soft-soled baby booties (Pro...	Shipped	\$84.98
07/09/2015 10:53 PM	KK-02-A	1	Soft-soled baby shoes (Produ...	Shipped	\$31.99
		2	Soft-soled baby booties (Pro...	Shipped	\$84.98
07/09/2015 10:52 PM	KK-01-A	1	Soft-soled baby shoes (Produ...	Rejected	\$31.99
		2	Soft-soled baby booties (Pro...	Canceled	\$84.98

To view the incident, do the following:

1. From the list of orders screen, click the hyperlink to the order in the **Order no** column, or, if you are on a different screen in the Best Buy Marketplace Platform, go to **My Orders → Orders with Incidents**. If necessary, use the *Filter* to narrow the list of orders with incidents.
2. Click the link in the **Order no** column to access the order. The incident information displays on the screen.



**Sellers are unable to open an incident on an order. Should a customer contact you directly about a problem for which an incident should be opened, log the details in a message to Best Buy in the Best Buy Marketplace Platform to ensure all records pertaining to the order are accurate and complete.**

### Resolving Incidents

Once you have viewed the incident in the Best Buy Marketplace Platform, you will need to work with the customer to resolve it. There are several things to keep in mind:

- ▶ All communication or conversations regarding an incident should be logged as a message in the Best Buy Marketplace Platform. This enables an accurate history to be maintained for the order and ensure that if the customer contacts the Best Buy call centre, they will have up-to-date information about the progress of the incident.
- ▶ There will only be one incident logged against an order at a time, even if there are multiple products on that order, with or without incidents.
- ▶ You will receive reminder email messages regarding the incident if it remains open more than two days.
- ▶ If an incident is opened before payment for the order has been issued to you, payment for the order will stop until the incident is resolved.
- ▶ Sellers are unable to close an incident.
- ▶ Issuing a refund will automatically close an incident.
- ▶ Best Buy can close an incident once it has been resolved.
- ▶ If an incident isn't closed within 30 days, it will be automatically closed by the system.
- ▶ Incidents will affect your performance rating in the Best Buy Marketplace™.

## Fraud Prevention Assistance

Even though Best Buy has a robust fraud prevention system, it may happen that a fraudulent order is released to you. When a fraudulent order is identified after it has been sent to you, Best Buy's eCommerce Fraud Analyst team will create an incident on the order, and will contact you immediately with the primary intention of stopping the item from being shipped. It is important that you ensure these incidents are addressed as soon as possible and are doing what is required to prevent the order from being shipped. **Time is critical when dealing with fraudulent orders.** Please prioritize accordingly.

If the order...	Then...
Has not been shipped yet	<ul style="list-style-type: none"><li>▶ The Fraud Analyst will instruct you to not ship the order.</li><li>▶ Confirm with the Fraud Analyst that you did not ship the order</li><li>▶ Confirm the order as shipped in the Best Buy Marketplace Platform; however, <b>ensure the order does not get physically shipped.</b></li><li>▶ Initiate a <b>Full Refund</b></li><li>▶ Use reason code <i>Order Cancelled due to Fraud Suspicion</i></li><li>▶ Send confirmation to the Fraud Analyst via email: <a href="mailto:e-comm_fraud@bestbuycanada.ca">e-comm_fraud@bestbuycanada.ca</a></li></ul>
Has been shipped already	<ul style="list-style-type: none"><li>▶ Confirm with the Fraud Analyst that the order has been shipped</li><li>▶ Contact the carrier (e.g., Canada Post, Purolator, etc.) and request a Return to Sender on the item</li><li>▶ Once receiving confirmation from the carrier whether the package has been intercepted and will be routed back, advise the Fraud Analyst by email (<a href="mailto:e-comm_fraud@bestbuycanada.ca">e-comm_fraud@bestbuycanada.ca</a>) whether the RTS was successful</li><li>▶ If the RTS was successful, Initiate a <b>Full Refund</b> in the Best Buy Marketplace Platform</li><li>▶ Use reason code <i>Order Cancelled due to Fraud Suspicion</i></li><li>▶ Send confirmation to the Fraud Analyst via email: <a href="mailto:e-comm_fraud@bestbuycanada.ca">e-comm_fraud@bestbuycanada.ca</a></li></ul>

## Returns

### Process Overview

1. If a customer wishes to return an item, they should contact the Best Buy Canada call centre either via telephone or by using the *Contact Us* form on the web site.
2. Best Buy staff will then advise the customer to contact you (the seller) directly and provide your contact information.
3. Follow up with the customer and determine if/how the shipment will be returned.
4. Initiate a full or partial refund in the Best Buy Marketplace Platform.

### About Returns and Refunds

There are several things to keep in mind regarding Best Buy Marketplace™ returns.

- ▶ Marketplace products cannot be returned to Best Buy stores. They must be returned to you.
- ▶ If the customer requests a return, you, the seller, are responsible for initiating it in the Best Buy Marketplace Platform.
- ▶ Either you (the seller) or the customer is responsible for the cost of returning the shipment to you.
  - You may choose to absorb the cost and provide the customer with a pre-paid shipping label, or arrange for the customer to pay the shipping costs.
- ▶ Your return policy should be clearly outlined and kept up-to-date in the Best Buy Marketplace™. See the [Sample Policy Wording](#) appendix for sample return policy wording.
- ▶ In the Best Buy Marketplace Platform, returns are addressed on a line-by-line basis. In other words, you can do a full refund on an order, or a partial refund on the order (e.g., refund one or more items from an order, refund part or all of a product cost). You can also choose whether or not to refund the original shipping costs to the customer.



**Note that returns are always refunded to the original method of payment. If the original method of payment fails, Best Buy will work with the customer on an individual basis to determine an alternative method for the refund.**

- ▶ If a product arrives back at your location without any information (e.g., undeliverable shipment), log it in the Best Buy Marketplace Platform using the message function and initiate a refund to the customer.
- ▶ If you accept an order and later determine that you are unable to fulfill it (out of stock, damaged stock, etc.), you must initiate a refund.

## Order Cancellations

If an order is still in the very early stages of processing and the customer wishes to cancel it, he/she may be able to do so on Bestbuy.ca. The call centre may also be able to cancel it in Best Buy's order management system. Once you (the seller) have accepted the order, however, the order cannot be simply *cancelled*. Assuming the order has not yet been shipped, the cancellation would take the form of a refund in the Best Buy Marketplace Platform.

As a seller, you cannot cancel an order in the Best Buy Marketplace portal after you have accepted it. You can, however, initiate a refund.

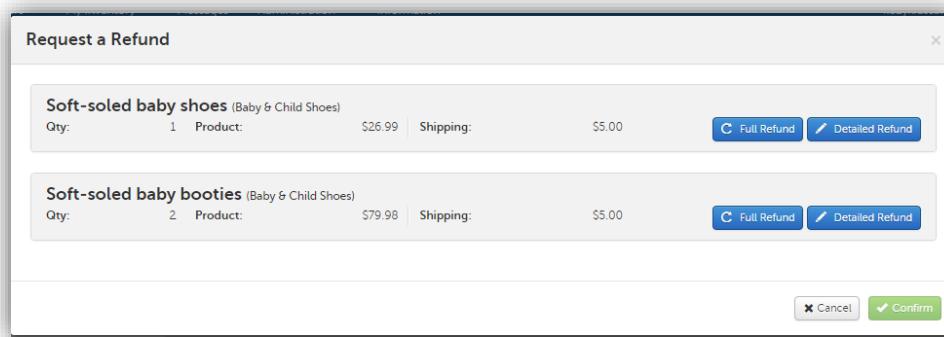


**For information about how specific customer scenarios are handled in partnership with the Best Buy Call Centre and the Customer Experience Team, please refer to the Post Purchase Issue Resolution Chart.**

## Initiate a Refund

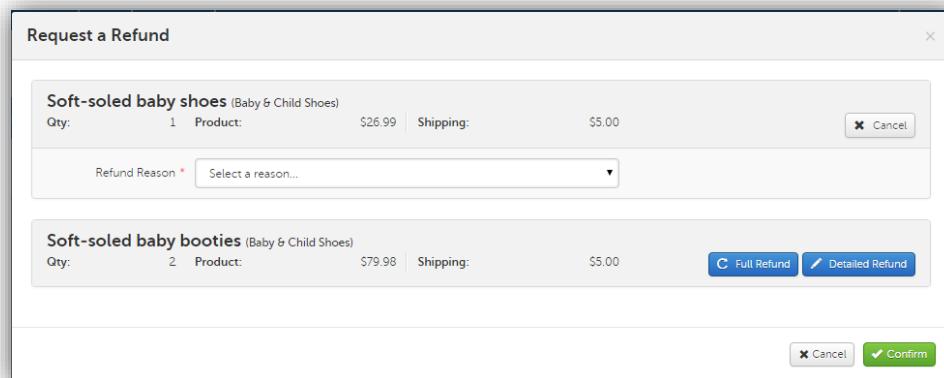
To initiate a refund in the Best Buy Marketplace Platform, do the following:

1. Search for and select the order for which you wish to initiate a refund.
2. Click  in the top right corner of the *Order no. XXXXXXXX* screen. The system displays the *Request a Refund* pop-up window.



3. For each line item, click either  (to refund the entire amount, including taxes and shipping) or  (to refund a partial amount).

### Full Refund



- ▶ For a **Full Refund**, select a reason from the drop down list.

## Partial Refund

**Request a Refund**

<b>Soft-soled baby shoes</b> (Baby & Child Shoes) Qty: 1 Product: \$26.99 Shipping: \$5.00				<input type="button" value="Cancel"/>
Qty	Product *	Shipping *	Refund Reason *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Select a reason..."/>	
Total	\$0.00	+\$0.00	=	\$0.00
<b>Soft-soled baby booties</b> (Baby & Child Shoes) Qty: 2 Product: \$79.98 Shipping: \$5.00				<input type="button" value="C Full Refund"/> <input type="button" value="D Detailed Refund"/>
<input type="button" value="Cancel"/> <input checked="" type="button" value="Confirm"/>				

- For a **Partial Refund** enter the details about the amount(s) being refunded as noted below:

Field	Description
<b>Qty</b>	Enter the quantity of items being refunded.
<b>Product *</b>	Enter the amount being refunded for the product. If no refund applies, enter <b>0</b> . <b>Note:</b> If you are refunding taxes, include the tax amount in this field.
<b>Shipping *</b>	Enter the amount being refunded for shipping. If no refund applies, enter <b>0</b> .
<b>Refund Reason *</b>	Select a reason from the drop down list.

**Note:** Fields marked with an asterisk (\*) are required.

- Click . The system displays a message requiring you to confirm the refund amount. Click  again to close the pop-up window and return to the *Order no. XXXXXXXX* screen. The status of the item(s) changes to *Full Refund* or *Partial Refund*, depending on what type of refund applies.



Please note that on a partial refund of an item, the Environmental Handling Fees cannot be refunded as the fees are set by the type of products and are not based on the value of an item. EHF can only be refunded on Full Refunds.

## Post Purchase Issue Resolution Chart

Customer Scenario <b>(Reason for contacting Best Buy Customer Service)</b>	Best Buy Canada Response	Seller Tasks
Customer wishes to change the "ship to" address	Best Buy cannot change the "ship to" address in the system; therefore, the order must be cancelled and a new order created by the customer. If the seller has not "accepted" the order, Best Buy can cancel the order in one of its systems.	If the order has already been accepted, you will receive a message to cancel the order. In this case, initiate a refund for the order with the incorrect address and process the new order as per usual.
Customer wishes to change the billing address	There is a very short window for changing the billing address. Once the method of payment has been authorized by the system, Best Buy is unable to change the billing address.	The seller is unable to change the billing address.
The customer wishes to cancel the order – either the entire order or an individual line item within the order	If the seller has not "accepted" the order, Best Buy can cancel the order in one of its systems.	If the order has already been accepted, you will receive a message to refund either the entire order or part of it. Ship any line items that have not been cancelled/refunded.
The customer wishes to inquire about the status of the order	Provide as much information as available in the order information systems and Best Buy Marketplace Platform. If the information is not available provide the seller's contact information to the customer.	Follow-up and document all conversations and actions using messaging within the Best Buy Marketplace Platform.
The customer did not receive the order or	Best Buy will confirm that the order has been shipped and a tracking number has been provided. If the expected delivery date is in the future, Best Buy will advise the customer to wait, but will provide the customer with your contact information.	Investigate to determine if a lost shipment claim should be initiated with the carrier.
The customer did not receive all items in the order	If the estimated shipping time has passed, Best Buy will log an Incident on the order.	Follow-up and document all conversations and actions using messaging within the Best Buy Marketplace Platform.

Customer Scenario (Reason for contacting Best Buy Customer Service)	Best Buy Canada Response	Seller Tasks
The customer received too many items	Best Buy will advise the customer to contact you (the seller) and provide your contact information.	Investigate and instruct the customer how to return the extra items. Document all conversations and actions using messaging within the Best Buy Marketplace Platform.
The customer wishes to return an item from the order	Best Buy will advise the customer to contact you (the seller) and provide your contact information.	Confirm if the item may be returned and if so, provide details to the customer on how to return the shipment.
The customer refuses delivery	If the customer contacts Best Buy to inform that they refused delivery, Best Buy will advise the customer to contact you (the seller) for a refund and provide your contact information.	Follow-up and document all conversations and actions using messaging within the Best Buy Marketplace™ Platform.  Initiate a refund in the Best Buy Marketplace Platform once the item has been received.
The customer requests an invoice for the shipment	Best Buy will advise the customer to contact you (the seller) and provide your contact information.	Provide the invoice to the customer upon request.
The customer requests additional information about the items purchase (e.g., manuals, accessories, how to use it, etc.)	Best Buy will research to confirm if any of the requested information is available on the website. If the data is not available, Best Buy will advise the customer to contact you (the seller) and provide your contact information.	Provide the requested data to the customer.  Document all conversations and actions using messaging within the Best Buy Marketplace Platform.  Note: If multiple requests are logged for the same type of information, ensure the product details are updated accordingly and re-uploaded through the Best Buy Marketplace Platform.

Customer Scenario (Reason for contacting Best Buy Customer Service)	Best Buy Canada Response	Seller Tasks
Customer is tax exempt	Best Buy will advise the customer to contact you (the seller) and provide your contact information.	Confirm that the item is tax exempt. If it is, initiate a refund for the taxed amount in the Best Buy Marketplace Platform.
		Document all conversations and actions using messaging within the Best Buy Marketplace Platform.
Customer requests price protection	Best Buy will confirm if your policy includes price protection, advise the customer to contact you (the seller), and provide the customer with your contact information.	Confirm if the item is price protected. If it is, initiate a refund for the difference within the Best Buy Marketplace Platform.
		Document all conversations and actions using messaging within the Best Buy Marketplace Platform.
Wrong item shipped from the seller	Best Buy will advise the customer to contact you, provide your contact	Contact the customer to determine how best to resolve the issue.
Defective item shipped from the seller	information, and will also log an incident in the Best Buy Marketplace Portal. If additional details need to be communicated, Best Buy will provide the details in a message to you.	Document all conversations and actions using messaging within the Best Buy Marketplace Platform.
Counterfeit item shipped from the seller		

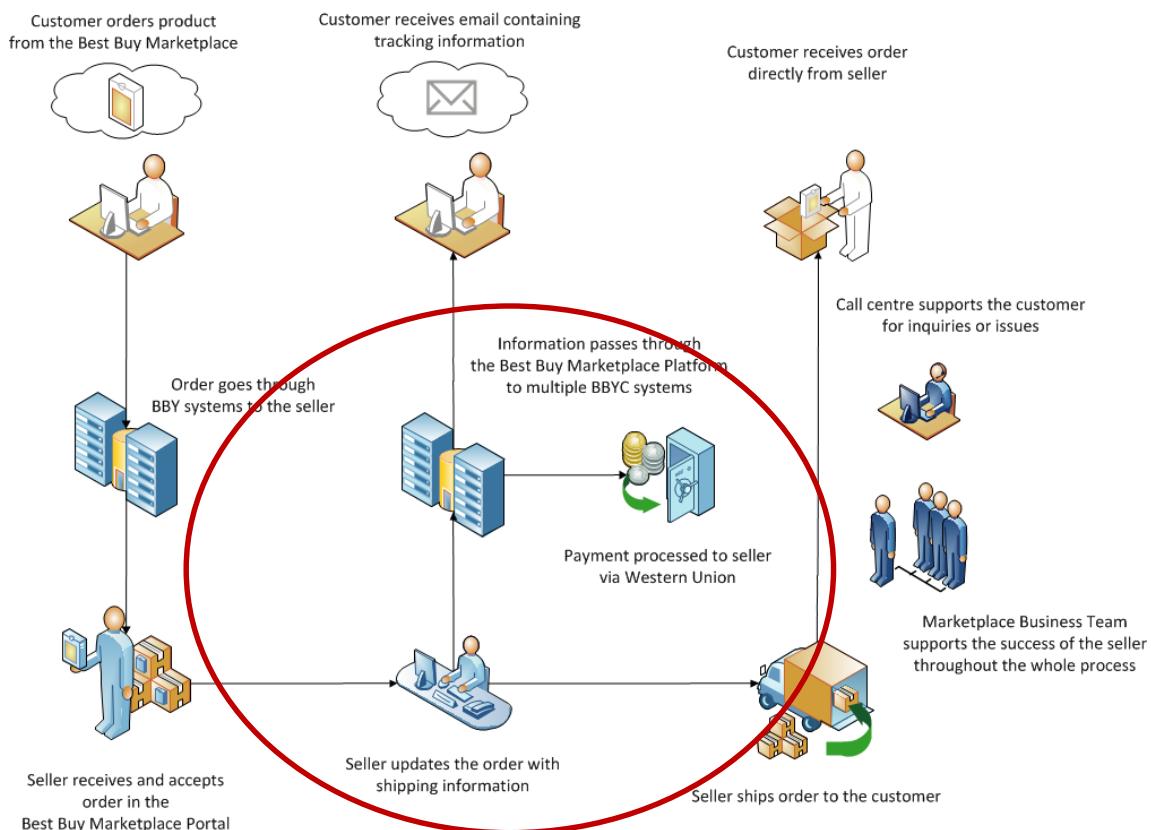
## Accounting and Payment Processes

### Topics

- ▶ Overview of the payment process
- ▶ View payment information on the dashboard
- ▶ View Transaction History
- ▶ View invoice details
- ▶ Chargeback processes
- ▶ Payment dispute processes

### Overview of the Payment Process

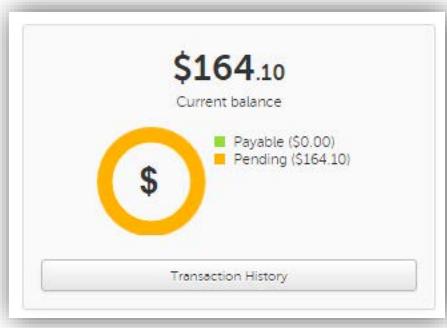
Once an item has been shipped, the Best Buy Marketplace Platform recognizes that it can be paid and provides that information to Best Buy Canada's accounting system. Each week, the Best Buy Marketplace Platform runs a batch file containing payment information for all Marketplace sellers. The systems check to ensure they meet payment criteria, and if they do, information from this file transfers to Western Union, and you, the seller, are notified as to when you will receive your payment.



## Viewing Payment Information

### Dashboard

The *Dashboard* displays your payable, paid, pending, and total balances for the current payment cycle (one week, Saturday to Saturday). See the [Dashboard](#) section for more detail about the difference between payable, paid, and pending balances.



### Total Payable

The payment you receive will include the following:

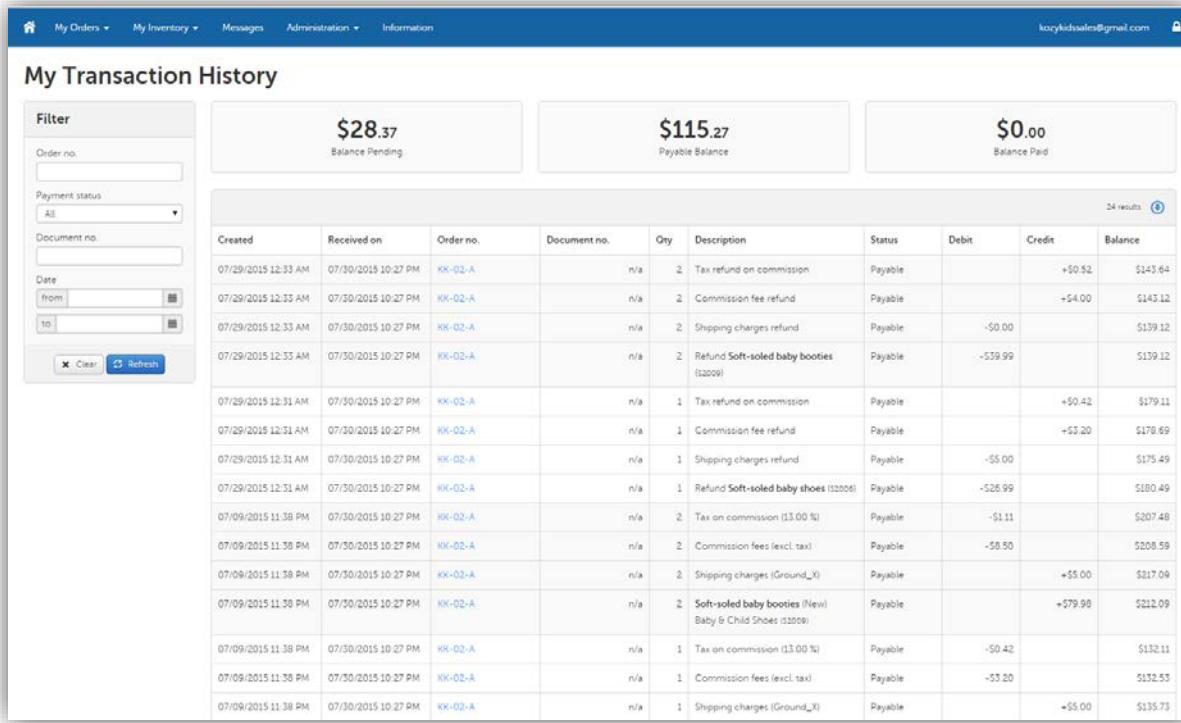
- ▶ Product sales plus the sales tax
- ▶ Shipping fees plus the tax on shipping
- ▶ Any EHFs collected from the customers

The following will be deducted from your total payment:

- ▶ Commission plus the taxes on the commission
- ▶ Subscription charges plus the taxes on the subscription (once a month)
- ▶ Customer refunds
- ▶ Credit card company chargebacks that were not a result of fraud or errors on Best Buy Canada's part

## View Transaction History

1. To view your transaction history, go to **Administration → Transaction History** or click **Transaction History** on the dashboard. You access the *My Transaction History* screen, which displays every transaction associated with your account on a separate line (e.g., product sales, product taxes, commissions, refunds, etc.).
2. Use the *Filter* as necessary to display transaction history by order number, payment status, document number, or date.



The screenshot shows the 'My Transaction History' page with a summary table and a detailed transaction list.

**Summary Table:**

<b>Order no.:</b>	<b>\$28.37</b> Balance Pending	<b>\$115.27</b> Payable Balance	<b>\$0.00</b> Balance Paid
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**Transaction Details:**

Created	Received on	Order no.	Document no.	Qty	Description	Status	Debit	Credit	Balance
07/29/2015 12:33 AM	07/30/2015 10:27 PM	KK-02-A	n/a	2	Tax refund on commission	Payable		+\$0.52	\$143.64
07/29/2015 12:33 AM	07/30/2015 10:27 PM	KK-02-A	n/a	2	Commission fee refund	Payable		+\$4.00	\$143.12
07/29/2015 12:33 AM	07/30/2015 10:27 PM	KK-02-A	n/a	2	Shipping charges refund	Payable	-\$0.00		\$139.12
07/29/2015 12:33 AM	07/30/2015 10:27 PM	KK-02-A	n/a	2	Refund Soft-soled baby booties (12209)	Payable	-\$59.99		\$139.12
07/29/2015 12:31 AM	07/30/2015 10:27 PM	KK-02-A	n/a	1	Tax refund on commission	Payable		+\$0.42	\$179.11
07/29/2015 12:31 AM	07/30/2015 10:27 PM	KK-02-A	n/a	1	Commission fee refund	Payable		+\$3.20	\$178.69
07/29/2015 12:31 AM	07/30/2015 10:27 PM	KK-02-A	n/a	1	Shipping charges refund	Payable	-\$5.00		\$175.49
07/29/2015 12:31 AM	07/30/2015 10:27 PM	KK-02-A	n/a	1	Refund Soft-soled baby shoes (12208)	Payable	-\$25.99		\$180.49
07/09/2015 11:38 PM	07/30/2015 10:27 PM	KK-02-A	n/a	2	Tax on commission (13.00 %)	Payable	-\$1.11		\$207.48
07/09/2015 11:38 PM	07/30/2015 10:27 PM	KK-02-A	n/a	2	Commission fees (excl. tax)	Payable	-\$8.50		\$208.59
07/09/2015 11:38 PM	07/30/2015 10:27 PM	KK-02-A	n/a	2	Shipping charges (Ground_X)	Payable		+\$5.00	\$217.09
07/09/2015 11:38 PM	07/30/2015 10:27 PM	KK-02-A	n/a	2	Soft-soled baby booties (New! Baby & Child Shoe) (12209)	Payable		+\$79.98	\$212.09
07/09/2015 11:38 PM	07/30/2015 10:27 PM	KK-02-A	n/a	1	Tax on commission (13.00 %)	Payable	-\$0.42		\$132.11
07/09/2015 11:38 PM	07/30/2015 10:27 PM	KK-02-A	n/a	1	Commission fees (excl. tax)	Payable	-\$3.20		\$132.53
07/09/2015 11:38 PM	07/30/2015 10:27 PM	KK-02-A	n/a	1	Shipping charges (Ground_X)	Payable		+\$5.00	\$135.73

**Note:** The *Document no.* field will display n/a until the transaction information transfers from the Best Buy Marketplace Platform to Best Buy's accounting systems in the weekly batch file. Once it has transferred to the accounting systems, a document number will display and the status will change from **Payable** to **Paid**.

## View Invoice Details

Once your payment has been processed in Best Buy's systems, an invoice for your payment will be available in the Best Buy Marketplace Platform. To view the invoice, do the following:

1. From the *My Transaction History* screen, click the document number hyperlink or
2. Go to **Administration → My Statements** to view a list of all statements.
  - Use the filter fields as necessary to locate a specific statement
  - Click the document number hyperlink.
3. The invoice displays as a PDF document.

*Page 1*

The screenshot shows a PDF invoice from Best Buy Marketplace. At the top, it says "BEST BUY MARKETPLACE™". Below that is the title "Payments & Charges Summary". The invoice details are as follows:

**Invoice No.** 000000230191  
**Date:** 08/06/2015

**Seller Information:**  
 8800 Glenlyon Parkway  
 Burnaby, British Columbia  
 Canada  
 GST/HST Number: 135664738 RT0001  
 QST Number: 1016255587 TQ0001

**Payer Information:**  
 Kozy Kids Sales  
 1800 Wright Avenue  
 Red Deer AB T4N5X4  
 Canada  
 403-555-1212

**Tax Information:**  
 Kozy Kids (2001)  
 Tax number: 445677890

Description	Qty	Amount excl. taxes	Tax	Tax amount
Commissions of completed orders from 06/25/2015 to	1	CAD 16.20	Tax 13.00 %	CAD 2.12
			Total excl. taxes	CAD 16.20
			Tax 13.00 %	CAD 2.12
			Total incl. taxes	CAD 18.32

For further details please refer to your Best Buy Marketplace Seller Portal.

Total commission and commission tax on completed orders paid to Best Buy Canada

*Page 2*

The screenshot shows a PDF invoice titled "Summary of transactions". It lists the following transaction details:

Summary of transactions	excl. taxes	incl. taxes
Subscription amount	CAD 0.00	CAD 0.00
Payable orders, including shipping costs	CAD 233.94	
Commission on payable orders, including shipping costs	CAD -23.40	CAD -26.46
Refunded orders, including shipping costs (1)	CAD 7.20	CAD 8.14
Commission on refunded orders, including shipping costs (1)	CAD 0.00	CAD 0.00
Other credits	CAD 0.00	CAD 0.00
Other invoices	CAD 0.00	CAD 0.00
Amount to be transferred (BAN: 12345, ABA: 122000030, BIC: BOVAUS3N)	CAD 143.64	

(1) Includes orders for the previous period and the current period

Summary of all transactions

**Example:** If, on this invoice, subscriptions for two months are deducted because you didn't generate enough sales last month to cover the subscription, the total for two months will show here, whereas the transaction history will show two line items as will your Western Union payment.

Total amount to be paid to the seller.

## EHF and Taxes on EHF

When an EHF is charged on a product, taxes on the EHF are also charged. These two amounts are combined into one total on your accounting documents as "EHF (taxes included)."

When a customer requests a copy of the invoice for tax purposes, you are obliged to provide the EHF and Tax on EHF amounts separately. You may also need to calculate the amount of EHF you need to remit to the appropriate agency.

Use the following calculation to break down the amount of EHF and EHF taxes manually.

### Example:

Product price:	\$100.00
GST:	\$5.00
PST	\$7.00
<u>EHF (including taxes)</u>	<u>\$11.20</u>
<b>Total</b>	<b>\$123.20</b>

### Calculate EHF

$$\frac{\text{Product price} \times (\text{EHF} + \text{Tax})}{\text{Product price} + \text{GST} + \text{PST}} = \text{EHF}$$

$$\$100 \text{ (product price)} \times \$11.20 \text{ (EHF + tax)} / \$112 \text{ (GST + PST + Product Price)} = \$10.00 \text{ EHF}$$

### Calculate Tax on EHF

$$(\text{EHF} + \text{Taxes}) - \text{EHF} = \text{Tax on EHF}$$

$$\$11.20 \text{ (EHF + taxes)} - \$10.00 \text{ (EHF amount)} = \$1.20 \text{ Tax on EHF}$$

## Chargeback Process (Credit Card Disputes)

When customers dispute a credit card charge they usually contact the credit card company (e.g., Visa, MasterCard, etc.). The credit card company will then issue a chargeback to retrieve the amount from Best Buy Canada.

Chargebacks that are not fraud or cause by an error on Best Buy's part are recovered from the sellers as a deduction from the amount payable. If no amount is payable, the chargeback amount will stay in your account until such time there has been enough revenue generated from product sales to cover the chargeback.

## Payment Dispute Process

If you have a dispute with the amount being paid, contact your Account Manager for resolution. Your account manager will investigate and work with you to resolve the issue.

## Frequently Asked Questions

### *What is an online marketplace?*

A marketplace is an ecommerce site that works like an online shopping mall with a single checkout. Sellers provide pricing, product descriptions, fulfillment, shipping & returns, and transactions are processed by the marketplace operator; in this case Best Buy Canada. Best Buy Canada gives sellers the opportunity to add their catalogue to Bestbuy.ca and take advantage of the marketing, advertising, and millions of visitors that come with a leading brand.

### *Why should I sell on Best Buy Canada Marketplace?*

- ▶ Reach the millions of customers that visit BestBuy.ca.
- ▶ Sell your products on a site customers know and trust.
- ▶ Expand the reach of your business beyond your own site.
- ▶ Get exclusive selling rights on your products for 6 months.
- ▶ Take advantage of our constant investment in our eCommerce platform that continually improves the shopping experience for you and your customers.
- ▶ No need to invest in your own website. Just start selling on ours.

### *How much does it cost?*

- ▶ Competitive with other marketplaces operating in Canada
- ▶ No setup fees

### *Are sellers protected from fraud?*

Yes. All orders submitted through the Bestbuy.ca platform go through a robust order verification process. Any suspicious orders are manually investigated to ensure most fraudulent orders are cancelled before even being released to our sellers. We're proud to have a fraud ratio way below the market average.

### *Am I required to supply both French and English content and customer service?*

No. We accept English-only content, but those products won't be displayed on the French site. Keep in mind it is a missed opportunity for any seller not to provide French content as over 20% of all transactions are made on the French site.

### *Can I cancel and/or remove my products at any time?*

Yes. We have developed a simple and easy-to-use platform for sellers that provides full control over product content, inventory, pricing and more.

### *How many products can I have on your site?*

There is no limit to the number of products we can support. In the initial phase, however, only products from our existing categories will be accepted.

### *Can all types of products be added to the marketplace?*

At launch, assortment is limited to existing categories, but it will rapidly expand to new ones based on seller demand. Each time a new category is added, it will be communicated to all sellers to ensure they can add their products.

## Glossary

Term	Definition
<b>Attribute</b>	Details about the product, such as model number, UPC, short description, etc. Some attributes are mandatory, and others are optional.
<b>EHF</b>	Environmental Handling Fee
<b>Incident</b>	<p>An incident indicates a serious problem with a customer order:</p> <ul style="list-style-type: none"> <li>▶ Item not received</li> <li>▶ Wrong item received / not as ordered</li> <li>▶ Defective item</li> <li>▶ Legal issue</li> <li>▶ Missing refund</li> <li>▶ Counterfeit item</li> <li>▶ Delivery took longer than expected</li> <li>▶ Received damaged / shipping damage</li> <li>▶ Fraudulent order / unauthorized purchase</li> </ul>
<b>Offer</b>	<p>An offer is a product sold by a store. It is always linked to a product listed in Best Buy's product catalogue and has these characteristics:</p> <ul style="list-style-type: none"> <li>▶ Condition (new, used, etc.)</li> <li>▶ Selling price</li> <li>▶ Stock quantity</li> <li>▶ Other information such as a discount price, description, availability period, etc.</li> </ul> <p>A product can have several offers attached to it. The product to which the offer is linked needs to be listed in the Best Buy's product catalogue.</p> <p><i>Note: It is up to the Best Buy to define with the store whether the selling price represents an including or excluding taxes price. Best Buy can add taxes on the selling price when an order is created on the offer.</i></p>
<b>Operator</b>	An operator is the key player in the Marketplace value chain whose role it is to regulate, establish rules for how the Marketplace operates, and to ensure its security. Best Buy Canada is the operator of the Best Buy Marketplace™.
<b>PIM</b>	Product Information Management system.
<b>Product</b>	A product always has at least one mandatory characteristic, which is usually the product name. Best Buy decides which categories are mandatory. Mandatory characteristics are flagged with a red asterisk.

Term	Definition
<b>Reserve and Pick up</b>	<p><i>Reserve and Pickup</i> (RPU) provides the opportunity for customers to reserve an item at any store location where it is available and ensure it will be put aside for them to pick-up in the next 24 hours. No hassle, no commitment, and no obligation to purchase.</p> <p>During store hours, customers receive confirmation within around 20 minutes after making the reservation. This capability will be available for all Best Buy Marketplace™ sellers and will help drive more traffic to their stores; creating an opportunity for upsells and increased attach rates.</p>
<b>RPU</b>	See <i>Reserve and Pick-up</i> .
<b>Store</b>	A <i>store</i> is a legal entity or individual who is able to sell products on the Marketplace. In the Best Buy Marketplace™, stores represent sellers who have signed an agreement with Best Buy Canada to sell products. Stores are sometimes referred to as "shops."

## Appendix 1 – Marketplace Standard Terms

### **Marketplace Standard Terms**

These terms and conditions (“Standard Terms”) apply to your participation as a seller in the Program pursuant to the Agreement.

#### **1. Definitions.**

“Affiliate” means an entity owned by or directly or indirectly controlling, controlled by, or under common control with a Party.

“Agreement” means the Marketplace Seller Agreement between you and Best Buy Canada Ltd.

“Agreement Documents” means the Agreement, these Standard Terms, and the Program Policies.

“Applicable Law” means all applicable federal, provincial, state, and local statutes, ordinances, laws, regulations, and executive, administrative and judicial orders, including all amendments thereto.

“ASN” means advance shipment notification.

“Best Buy Properties” means the Best Buy Site, associated ecommerce properties such as mobile and tablet applications and websites, and any website or other online point of presence through which the Best Buy Site and/or any products available thereon are syndicated or offered.

“Best Buy Site” means [www.bestbuy.ca](http://www.bestbuy.ca) and any successor or replacement website.

“Business Day” means any calendar day (except for Holidays) Monday through Friday during the hours of 8:00am to 5:00pm in the time zone where you operate your business.

“Card Processing Requirements” means the terms and conditions attached hereto as Exhibit A – Card Processing Requirements.

“Children's Product” means a product that is a toy or other consumer product designed for, intended primarily for, marketed to children 12 years of age or younger, or as otherwise defined by Applicable Law.

“Commission Fees” means the commission, including any applicable item fees that Best Buy charges Seller in connection with the sale of each Seller Product as set forth in the Program Policies.

“Content” means copyrightable works under Applicable Law.

“CPSC” means, as applicable, the U.S. Consumer Product Safety Commission and / or Health Canada.

“CPSIA” means, as applicable, the U.S. Consumer Product Safety Improvement Act, the Canada Consumer Product Safety Act and implementing regulations.

“Customer” means a Best Buy customer that purchases Seller Product through the Program.

“Customer Information” means all information related to a Customer that we send you in connection with the Program. This may include, but is not limited to: Customer names, addresses, e-mail addresses, IP addresses, telephone numbers, credit and debit card information, account information, order information, and website activity.

**Deductions** means the amounts we deduct from Seller Payments. This includes but is not limited to Commission Fees, Subscription Fees, and any other amounts you owe us, such as amounts due to credit card chargebacks and bad debt (that are not attributable to Best Buy as provided in Section 3.5) and credits for cancelled orders, refunds, and returned goods.

**Excluded Products** means the products specified in the Program Policies, which we may update at any time by posting a new or amended list of Excluded Products in the Program Policies or on the Best Buy Marketplace Portal.

**Fees** means the total of all Commission Fees, Subscription Fees, and any other fees you owe to Best Buy in connection with the Program.

**Force Majeure Event** means an act of God, riot, civil commotion, government action or decree, inclement weather, interruption or failure of technical or production equipment, or internet slow-down or failure.

**Holiday** means the following Canadian holidays: Canada Day, Thanksgiving, Christmas, Labour Day, Victoria Day, and New Year's Day.

**Mark** means any service mark, design mark, trade name, trade dress, trademarks, and other proprietary logo or insignia protected or protectable under any applicable laws.

**OEM** means original equipment manufacturer.

**Order Information** means, with respect to any Seller Product for which a Customer submits an order, the order information and shipping information that Best Buy provides or makes available to you.

**Subscription Fees** means the fees that Best Buy charges to Seller to participate in the Program as set forth in the Program Policies.

**Pre-Owned Product** means product that was previously purchased, opened, and operated by a customer and have been inspected and verified to function properly.

**Product Recall** means a voluntary or mandatory recall of a Seller Product, whether initiated by a manufacturer, Seller, retailer, regulatory authority or otherwise.

**Program Policies** means all terms, conditions, policies, guidelines, rules, and other information set forth on the Best Buy Site and in the Best Buy Marketplace Portal, and as we otherwise provide to you, which are incorporated into these Standard Terms by reference. Best Buy may update any Program Policies at its discretion and from time to time.

**Refurbished Product** means product that was previously purchased, opened, and operated by a customer and has been repaired and restored to a like-new state.

**Regulated Product** means certain non-children's, or general use products that are subject to a federal consumer product safety requirement, as further defined by the CPSC.

**Required Product Information** means, with respect to each Seller Product, the following: (a) SKU and UPC numbers; (b) brand name; (c) model number; (d) Seller Product description and specifications, including dimensions and weight; (e) shipping information, including shipping charges; (f) Seller Product image; (g) selling price in the currency we require from time to time ; (h) all disclosures, warnings, certifications, product packaging information and other designations required by law; and (i) any other information we reasonably request, such as the condition of Pre-Owned Product or Refurbished Product, for example.

**Return** means a Seller Product returned by a Customer.

**Sales Proceeds** means the amounts we or our Affiliates receive from a Customer for the purchase of a Seller Product through the Program (including amounts for shipping and taxes collected, if any, on behalf of Seller).

**Sales Taxes** means all applicable federal and provincial sales and other similar transactional taxes and fees (e.g. e-waste, recycling fees) arising in connection with the sale of one or more Seller Products.

**Seller Materials** means all Marks, Content, Required Product Information, information, data, materials, and other items Seller or its Affiliate provides or makes available to Best Buy or its contractor(s) or Affiliate(s), including data or materials we obtain from (a) scraping or crawling Seller's website(s) or (b) third party content providers.

**Seller Payment** means the Sales Proceeds, less Fees and other amounts owed to Best Buy.

**Best Buy Marketplace Portal** means the password-protected area located at <https://marketplace.bestbuy.ca> where you may find information about the Program, including but not limited to copies of the Standard Terms and Program Policies.

**Seller Product** or **Product** means any product you list through the Program, including all associated parts, labeling, packaging and instructions.

**Seller Tax Obligations** means the obligations of Seller in Section 4.

**Seller Transaction** means an order from a Customer for a Seller Product.

## **2. Seller's Obligations.**

**2.1 Seller Product Listings.** You will ensure that each of your Seller Product listings complies with the Agreement Documents. You will not provide any information for, or otherwise seek to list for sale via the Program, any Recalled Products or Excluded Products. If Seller Products consist of Refurbished, Pre-Owned, Children's Products, or Regulated Products, you will comply with the additional terms attached hereto as Exhibit B. You may not list, sell or ship products that are not in the original manufacturer's packaging unless you are selling Refurbished and/or Pre-Owned Products. We may remove any Seller Product listing at any time and we may suspend or permanently revoke your participation in the Program at any time and for any reason, including if you list for sale inappropriate items or provide any content in violation of the Agreement Documents (e.g. profanity or otherwise hateful, offensive or vulgar content).

**2.2 Fulfillment of Seller Products.** You will maintain adequate Seller Product inventory levels consistent with Customer demand. You will complete each Seller Transaction and you will source, sell, fulfill, ship, and deliver Seller Products in accordance with the terms of the applicable Order Information and the Agreement Documents. We have no obligation to ship any Seller Product; you will ship Seller Products to Customers in accordance with the Program Policies. You will pay the shipping charges in full for any Seller Product shipped to a Customer. You will resolve shipping claims for lost or damaged products in accordance with your standard practices and policies which you will keep updated as part of the Seller Materials. You will ship only the Seller Product purchased by the Customer, and will not include in the shipment or on the shipment packaging any additional products, materials, marketing information, or information not purchased by the Customer other than a packing slip, invoice and returns information.

### **2.3 Seller Materials and Content.**

(a) **Product Information.** As a prerequisite to listing Seller Products for sale in the Program, you will provide accurate and complete Required Product Information in the format we require for each Seller Product and you will provide any other Seller Materials we request. You will endeavor to provide us with at least 10 calendar days' notice of any changes to the Required Product Information, but in any event you will promptly update Required Product Information to ensure it at all times remains accurate and complete. You will not include any URL or hyperlink within any portion of the Seller Materials. We may, at our sole discretion, provide other content to be

displayed in connection with Seller Product listings that is not already included in Seller Materials. You authorize us and our designated agent to crawl and scrape your website(s).

(b) Grant of License. Seller grants to Best Buy a nonexclusive, sublicensable, fully transferable, irrevocable, perpetual, royalty-free and fully paid up license to use, copy, transmit, perform, display, modify and create derivative works, incorporate and embed into other works, and distribute Seller Materials in connection with the Program throughout the Best Buy Properties. All goodwill arising out of any use of the Seller's Marks through the Program will inure solely to the benefit of Seller.

(c) Best Buy Marks. You will not use any Best Buy Mark or the Mark of any Best Buy parent or affiliate without prior written authorization of such use by a Vice President of Best Buy.

2.4 Parity with Seller Sales Channels. You will ensure there is at least parity between the Seller Product listings through the Program and your other sales channels, regardless of whether such sales channels include online or physical stores. This includes but is not limited to the following: (a) ensuring that the Seller Product purchase price and each other term of offer and/or sale (including shipping and handling charges, any "low price" guarantee, rebate or discount, any free or discounted products or other benefit available as a result of purchasing one or more other products, and terms of applicable returns, refund and other policies) is at least as favorable to Customers as the most favorable terms upon which you offer the Seller Product via any other sales channels, provided that the foregoing does not apply to promotions (e.g., rebates, bundles, giveaways) that are funded by a party not the Seller through another sales channel; (b) conducting customer service to Customers in a timely and professional manner with response rates that are at least as responsive as those provided to customers within your other sales channels; (c) allocating to Best Buy at least the same inventory levels you allocate to your own sites and your other customers.

2.5 Fees; Debit Balances. You will pay all Subscription Fees, Commission Fees, and any other fees set forth in the Program Policies. We may deduct Fees from the Seller Payment. If there are no Sales Proceeds, but you have a debit balance on your account because of Deductions or outstanding Fees, you will promptly pay the outstanding amounts in full within 15 days of our written request. We may pursue collection at your expense if necessary.

2.6 Seller Payments; Disputes. You will maintain and provide to us a routing and account number for a Canadian bank account where we or our designated agent will remit Seller Payments. Payment will be transmitted to seller via EFT (Electronic Fund Transfer). Any Seller Payment that you do not dispute by notifying your Marketplace Account Manager within 90 days of the payment date will be considered final and not subject to dispute.

2.7 Credit Card Processing Requirements. You will comply with the Card Processing Requirements.

2.8 Returns; Product Defects & Recalls. You will follow the procedures set forth in the Program Policies to manage Returns. You are responsible for any Seller Product defects or nonconformities. You will use best efforts to notify Best Buy within 1 Business Day, but in no event less than 2 Business Days of becoming aware of any Product Recall. You are responsible for handling all Product Recalls in full compliance with Applicable Law and for paying all applicable costs and expenses.

2.9 Delivery Errors. You are responsible for any non-delivery, mis-delivery, non-proof of delivery, theft, or other mistake or act in connection with the fulfillment and delivery of Seller Products, except to the extent caused by: (a) credit card fraud for which we are responsible under Section 3.5; or (b) our failure to make Order Information available as it was received by us.

2.10 Customer Service. You will provide customer service to Customers according to the service level requirements set forth in the Program Policies. We are not responsible for providing any Customer support for transactions made through the Program. However, we may at any time assist Customers in verifying that a Seller Transaction was completed and assist with payment and non-fulfillment related issues.

2.11 Customer Disputes. You will follow the dispute resolution processes set forth in the Program Policies. If we inform you that we have received a Customer claim, or any chargeback or other dispute, under the Marketplace

Promise, about a Seller Transaction, you will deliver to us within 2 Business Days of our request: (a) proof of delivery of the Seller Product(s); (b) the applicable Best Buy order identification number; and (c) a description of the Seller Product(s) (as applicable). If you do not comply with the prior sentence, or if the claim, chargeback, or dispute is not caused by (y) credit card fraud for which we are responsible under Section 3.5 or (z) our failure to make Order Information available within a reasonable period after it was received by us, then you will promptly reimburse us in accordance with the Program Policies for the amount of the Seller Transaction (including the entire Seller Payment, but not including the Commission Fees), and all associated credit card association, bank or other payment processing, re-presentment and/or penalty fees associated with the original purchase and any chargeback or refund, in each case to the extent paid or payable by us. We may offset any such amount from any other amount to be paid to Seller in accordance with the Agreement Documents and/or may collect such funds in any other lawful manner. Our decision concerning a claim is final and binding, and you will abide by our decisions.

**2.12 Best Buy Properties.** With respect to the Best Buy Properties, you may not site-scrape and may not use or attempt to use any engine, software, tool, agent, data or other device or mechanism (including without limitation browsers, spiders, robots, avatars or intelligent agents) to navigate, search, or send information to or from any Best Buy Property other than the search engine and Application Program Interface (API) we provide and generally publicly available browsers.

### **3. Best Buy Obligations.**

**3.1 Transmittal of Order Information.** We will provide you with Order Information for each Customer order for a Seller Product.

**3.2 Collection of Sales Proceeds.** We will, with respect to each Customer order for a Seller Product, process the transaction and collect the Sales Proceeds. The Sales Proceeds we collect for Seller Product will be based on the Seller Product price you specify in the price and inventory feed as listed on our Properties. We may set transaction limits on Seller Transactions, and will not be liable to you for blocking or otherwise refusing to proceed with any transaction.

**3.3 Payments to Seller.** We will pay you the Seller Payments, less Deductions, once per week for Seller Transactions that were completed the previous week; the exact day of payment may vary from week to week. You will provide the ASN or Order Status Change Notification (web service) for the applicable Seller Transactions; we will not be obligated to pay you for any Seller Transactions where we have not received this information.

We may withhold Seller Payment(s) or return funds to the Customer in connection with an investigation of any claim or any suspected or alleged wrongful conduct by Seller or any violation of the Agreement Documents, and we will not be liable to you for any such amounts. If you are not performing within the expected levels of service under the Program Policies or are otherwise in breach of the Agreement Documents, we may place your account on hold which will result in a suspension of your account. Upon any termination or suspension of your account by us, we may hold up Seller Payments attributable to your account to allow for the investigation of any Customer claims and for the settlement of all amounts owed to Best Buy. Any sums owing or payable to you by Best Buy will be subject to any claims and defenses made by Best Buy against you. Best Buy may set off and deduct against such sums all present and future amounts owing by you to Best Buy, whether arising under this Agreement or otherwise, including without limitation, all expenses, costs and damages incurred by Best Buy in connection with the Products as a result of your acts, omissions or negligence. Best Buy may create and hold a reserve from amounts owing to you against anticipated liabilities owing by you to Best Buy, including without limitation any liabilities in respect of future warranty and indemnity obligations. You agree that all invoice discrepancies, returns, promotional funds and coop and volume discounts may be deducted from any amounts owing by Best Buy to you.

**3.4 Cancellations.** If we do not receive a timely ASN from you within the applicable shipment window as provided in the Program Policies, we may cancel the applicable order, and will have no liability to you with respect to such cancellation, including without limitation, for any shipment made in reliance on the order or notification of such order.

**3.5 Responsibility for Fraud; Chargebacks.** With respect to Seller Transactions, Best Buy will be responsible for Customer bad debt and chargebacks due to identity theft and fraudulent charges on a Customer's credit card except in instances where Seller fails to fulfill any Seller Transaction strictly according to the Order Information. For clarity but without limitation, Seller will be responsible for chargebacks partially or completely caused by any of the reasons set out in Exhibit D or any chargeback where Seller has not provided full assistance to Best Buy in a timely manner including as provided in Section 2.11. Best Buy may in its sole discretion withhold, stop, or cancel any Seller Transaction.

**3.6 Seller Information and Feedback.** We may provide Customers with your contact information (including e-mail address), which Customers may use to communicate with you directly regarding their order. We may also implement feedback mechanisms through which we, Customers, or third parties may publicly post feedback about the Seller Products, you, and your performance, including without limitation, ratings and Customer feedback. We will have no responsibility, obligation or liability with respect to the disclosure of such information to, or any collection, use or disclosure of such information by, any Customer or us.

**3.7 Site Control.** Notwithstanding any provision of the Agreement Documents, Best Buy may, in its sole discretion, determine the content, appearance, design, functionality and all other aspects of the Best Buy Properties (including the right to re-design, modify, remove and alter the content, appearance, design, navigation, functionality, and other aspects of the Program and/or any page, element, aspect, portion or feature thereof, from time to time) and delay or suspend listing of, or to refuse to list or to de-list, or to require you not to list, any or all products in its sole discretion.

**3.8 Investigations; Disputes.** If we believe that your actions or performance under the Agreement Documents may result in Customer disputes, chargebacks, or other claims, then we may, in our sole discretion, delay initiating any payments, and withhold any payments to be made or otherwise due to you under the Agreement Documents until the completion of any investigation(s) regarding Seller performance under the Agreement Documents. Disputes between Seller and Best Buy will be resolved in accordance with the dispute resolution process described in the Program Policies.

#### **4. Taxes.**

**4.1 Collection.** We will charge and collect all applicable Sales Taxes from each Customer as part of the Sales Transaction. We will forward the Sales Taxes to you for remittance on your return to the applicable taxing authority. Best Buy will apply the taxability and the applicable federal and provincial rates based on the information supplied by the Seller. You will be responsible for any shortage or overage of Sales Taxes collected and/or paid as a result of your Required Product Information. You must notify us within 90 days following the invoice dispute process in the event that any taxes have been miscalculated by us or otherwise Best Buy will not be responsible for any taxes charged incorrectly. You will indemnify us from any claims in respect of any unremitted Sales Taxes.

**4.2 Best Buy Discretion to Remit Taxes to a Tax Jurisdiction.** Notwithstanding the foregoing, we may in our sole discretion remit Sales Taxes to a particular jurisdiction instead of forwarding those Sales Taxes to you.

**4.3 Disclaimers; Force Majeure.** Best Buy hereby specifically disclaims any responsibility for and obligation to verify, and makes and gives no representation, warranty, guarantee, advice, or guidance regarding, and Seller hereby acknowledges and agrees that no communications of any kind at any time between the parties in connection with the Agreement Documents, are, will be, or will be considered or deemed to be, representations, warranties, guarantees, advice or guidance of any kind regarding: (a) the accuracy of the tax collection services provided or (b) whether or not the amounts collected by Best Buy pursuant to the Agreement Documents will fulfill Seller's obligations to collect taxes and fees in connection with the Seller Transactions. Best Buy will not be liable for any failure to perform under this Section 4 due to a Force Majeure Event.

**4.4 Books & Records; Audit Cooperation.** Each Party will maintain appropriate book and records to substantiate its obligations set forth in Section 4. The Parties will mutually cooperate and act in good faith in the event of an audit

by any taxing authority relating to any tax period that includes a Seller Transaction. This cooperation may include information to support Sales Taxes collected on Sales Transactions.

**4.5 Withholding.** Seller acknowledges and agrees that Best Buy may withhold and submit to the appropriate authorities any amounts owing under this Agreement where required by law. We will provide you with documentation evidencing such submission.

## **5. Customer Information.**

**5.1 Ownership of Information.** Best Buy will own all Customer Information collected through the Best Buy Properties and the Program. Customer Information will be considered Best Buy "Confidential Information" as that term is defined in these Standard Terms and will be treated in accordance therewith.

**5.2 Secure Transfer.** Each Party will maintain mechanisms that allow it to securely transfer Customer Information (excluding credit card information) for the purposes of Seller fulfilling Seller Transactions, which may include providing the information through our designated agent. We will not transmit credit card information to you and in the event you obtain or come into possession of credit card information you will immediately destroy it and inform us.

**5.3 Use of Customer Information and Order Information.** You will not, and will cause your affiliates not to, directly or indirectly: (a) disclose or convey any Customer Information or Order Information (except you may disclose this information as necessary for you to perform your obligations under the Agreement Documents and provided that you ensure that every recipient uses the information only for that purpose and complies with the restrictions applicable to you related to that information); (b) use any Customer Information or Order Information for any marketing or promotional purpose whatsoever, or otherwise in any way inconsistent with our or your privacy policy or Applicable Law; (c) contact a person that has ordered a Seller Product that has not yet been delivered with the intention of collecting any amounts in connection therewith or to influence that person to make an alternative purchase; (d) disparage us, our affiliates, or any of their or our respective products or services or (e) target communications of any kind on the basis of the intended recipient being a Best Buy customer.

Notwithstanding anything to the contrary herein contained, you may use the Customer Information in fulfilling Customer orders, analyzing buyer preferences, purchasing patterns, and other purposes related to enhancing future Seller Product offerings for the Program but not for Seller's business generally. In addition, you may use the Customer Information in providing customer support as set forth in the Agreement Documents.

## **6. Representations and Warranties.**

**6.1 Seller Materials.** Seller represents and warrants that all Seller Materials will: (a) be complete, truthful, accurate and not misleading or otherwise deceptive; (b) not violate the proprietary or other rights of any third party, including but not limited to copyright, patent, trademark, trade secret and other proprietary rights, and rights of publicity and privacy; (c) comply with all Applicable Law; (d) not be defamatory, libelous, unlawfully threatening or unlawfully harassing; and (e) not create liability for Best Buy.

**6.2 Seller Products.** Seller further represents and warrants that the Seller Products will: (a) not be stolen or counterfeit or contain any illegal materials or components; (b) not violate the intellectual property or other rights of others, including copyright, patent, trademark, trade secret and other proprietary rights, and rights of publicity and privacy; (c) not be "gray market goods" or goods that Seller does not have full right and authority to sell in Canada; (d) not contain any viruses, Trojan horses, worms, or other computer programming routines that may damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information; (e) comply with all Applicable Law, (such as those governing export control or consumer protection, including but not limited to those imposed by the CPSC); (f) comply with the requirements of the Agreement Documents; (g) not contain any material that is obscene, pornographic or contains child pornography; (h) be shipped from a Canadian location; and (i) not create liability for Best Buy.

**7. Indemnification.** Seller will indemnify, defend and hold harmless Best Buy and its corporate affiliates, designated agents, service providers, sellers, distributors, licensors, officers, directors and employees from any claim or demand, including for reasonable attorneys' fees, made by any third party arising out of or related to any

claim, demand or action, which (a) if true, would constitute a breach or violation by Seller of any provision of the Agreement Documents, or of any law, regulation or third-party right (including intellectual property rights), (b) arises from Seller Tax Obligations, (c) alleges failure of Seller to timely pay sums due to any third parties, or (d) arises from the offering for sale, sale, or distribution of any Seller Product.

**8. Warranty Disclaimer.** Best Buy provides the Program and any related products, services, content, software, artwork, data, and information "as is." Best Buy expressly disclaims all representations and warranties, express or implied, with respect to the Program, including but not limited to any implied warranties of merchantability or quality of data and fitness for a particular purpose.

**9. Limitation of Liability.** Except with respect to indemnification obligations, in no event will Best Buy or its corporate affiliates, designated agents, service providers, vendors, distributors, licensors, or any of their respective officers directors, or employees, be liable for any consequential, incidental, direct, indirect, special, punitive, or other damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the Agreement Documents, Seller's use of the Program or its services, any information obtained through the Program, any delay or inability to use the Program or related services, the provision of or failure to provide services to Seller in connection with the Program, or otherwise arising out of the use of the Program or the Best Buy Properties whether based on contract, tort, negligence, strict liability or otherwise, even if Best Buy has been advised of the possibility of such damages.

**10. Effect of Termination.** Neither Party will incur any liability whatsoever for any damage, loss or expenses of any kind suffered or incurred by the other (or for any compensation to the other) arising from or incident to any termination or expiration of the Agreement by such Party which complies with the terms of the Agreement Documents, whether or not the Party is aware of any such damage, loss or expenses. In the event of any termination or expiration and unless otherwise provided by Best Buy to Seller in writing, (a) Seller will fulfill any orders then pending and (b) Seller will continue to handle and process any returns of Seller Products it receives from customers after the effective date of the termination or expiration. Termination is not the sole remedy under the Agreement Documents and, whether or not termination is effected, all other remedies will remain available.

**11. Audit.** We may, with reasonable notice to you, audit your performance to ensure compliance with the terms of the Agreement Documents, including but not limited to an audit of the records required by Exhibit B.

**12. Confidentiality.** You will comply with the terms of any nondisclosure agreement between you and Best Buy (or Best Buy's affiliates) ("NDA"). If no such agreement exists, you and your representatives (a) will protect and keep confidential the existence of the Agreement Documents, its terms and conditions and any other information obtained from Best Buy in connection with the Agreement Documents or related to the Program that is identified as confidential or proprietary or that, given the nature of such information or the manner of its disclosure, reasonably should be considered confidential or proprietary (including but not limited to all information relating to Best Buy's technology, customers, business plans, marketing activities and finances), (b) will use such information only for the purpose(s) for which it was originally disclosed and in any case only for the purpose of fulfilling its obligations under the Agreement Documents, and (c) will return all such information to Best Buy promptly upon the termination of the Agreement. All such information will remain Best Buy's exclusive property, and you will have no rights to use such information except as expressly provided herein.

**13. Publicity.** You will not issue any press release or publicity relating to Best Buy, the Program, or the Agreement Documents, nor will you reference Best Buy or its affiliates in any brochures, advertisements, client lists or other promotional materials.

**14. Insurance.** You will comply with the Insurance Requirements attached as Exhibit C hereto.

**15. Notices.** We may update these Standard Terms and the Program Policies as provided under the Agreement by posting the updated documents on the Best Buy Marketplace Portal. All notices involving a legal process, termination, assignment, or breach of the Agreement Documents made or given to either Party under this

Agreement must be made in writing and will be deemed sufficiently made or given on the date of delivery if delivered in person, by facsimile, by e-mail, or by overnight commercial courier service with tracking capabilities with costs prepaid, or three (3) days after the date of mailing if sent by certified first class mail, return receipt requested and postage prepaid, at the address of the parties set forth herein or other address as may be given from time to time under the terms of this notice provision. Notices will be addressed to the Legal Department and primary business representative of each Party except that notices required under Section 4 (Tax) will also be sent to the attention of the Best Buy Canada Tax Department.

Notices to Best Buy:

Best Buy Canada Ltd.  
8800 Glenlyon Parkway  
Burnaby, British Columbia V5J 5K3  
Attn: Marketplace Account Manager; and  
ctax@bestbuycanada.ca (if the notice pertains to Sales Taxes)

**16. Severability.** If any provision of these Agreement Documents is determined by any court or governmental authority to be unenforceable, the parties intend that the Agreement Documents be enforced as if the unenforceable provisions were not present and that any partially valid and enforceable provisions be enforced to the extent that they are enforceable.

**17. Governing Law; Venue.** The Agreement Documents will be governed and interpreted by and under the laws of the Province of British Columbia and the Federal laws of Canada Applicable therein, without regard to the conflicts of laws provisions thereof. The Parties expressly consent and submit to the exclusive jurisdiction and venue in the provincial and federal courts located in Vancouver, British Columbia.

**18. Survival.** In addition to any provisions that survive termination or expiration according to their terms and payment obligations, the following sections shall survive termination or expiration of this Agreement: Definitions, Taxes, Fees; Debit Balances; Customer Information, Representations & Warranties, Indemnification, Warranty Disclaimer, Limitation of Liability, Insurance Requirements, Survival, Confidentiality, Publicity, Use of Best Buy Marks, Notices, and Governing Law, and Venue.

**EXHIBIT A**  
**CARD PROCESSING REQUIREMENTS**

**1. Definitions.** The following definitions apply to this Exhibit A:

“Card Organization” means any entity formed to administer and promote credit or debit cards, including Visa (“Visa”), MasterCard (“MasterCard”), Discover (“Discover Network”), and American Express.

“Card Organization Rules” means the rules, regulations, releases, interpretations and other requirements (whether contractual or otherwise) imposed or adopted by any Card Organization and related authorities, including without limitation, those of the PCI Security Standards Council, LLC and the National Automated Clearing House Association.

“Cardholder Data” means information provided by or about a holder of a credit or debit card in the course of a credit or debit card transaction or obtained through the use of a credit or debit card, including but not limited to, name, address, PIN, CVV number, magnetic stripe data and any other similar information, identifying the cardholder or the related account.

“Merchant Provider” means any party engaged to provide services to Best Buy or Seller involving or relating to (1) access to Cardholder Data, transaction data or information related to either Cardholder Data or transaction data; or (2) PIN encryption, including without limitation, Encryption Service Organizations (ESOs).

“OFAC Requirements” means the rules and regulations promulgated by the Office of Foreign Assets Control of the U.S. Department of the Treasury or other governmental or other authorities having jurisdiction.

“Servicers” refers to third parties retained by Best Buy (or its affiliates) to process, sponsor, and/or settle credit or debit card transactions via the Best Buy Properties.

**2. Cooperation.** Seller will cooperate with Servicers and provide Servicers with all necessary information and assistance required by Servicers to provide their services in accordance with the Card Organization Rules and Applicable Law including, without limitation, the OFAC Requirements.

**3. Reports to Card Organizations.** Seller acknowledges and agrees that (i) Best Buy may, in response to requests from Servicers or the Card Organizations, report to the requesting parties information about Seller and its business, some of which information may constitute Seller's Confidential Information; and (ii) if the Agreement is terminated for cause, Servicers may be required to report Seller's business name and the names and other identification of its principals to the terminated merchant files maintained by the Card Organizations.

**4. Card Organization Rules.** Seller will review the Card Organization Rules and Applicable Law including, without limitation, the OFAC Requirements from time to time for changes or updates.

**5. No Merchant Providers.** Seller will not engage a Merchant Provider to process Seller Transactions.

**6. Returns; Chargebacks; Related Matters.** Seller will comply and will, if necessary, assist Best Buy in complying, with all Card Organization Rules regarding returns, exchanges, credits, and adjustments in connection with Seller Transactions. Seller will not return cash to any Customer in connection with Seller Transactions. Seller will direct the following matters directly to Best Buy: chargebacks, returns, refunds, credits, and adjustments related to Seller Transactions.

**7. Confidentiality.** If and to the extent that Seller receives access to non-public information about Servicers and their business, Seller will treat such information as Best Buy's Confidential Information under the Agreement Documents.

**8. Additional Requirements.** Best Buy may, from time to time, notify Seller of additional requirements of Servicers or Card Organizations. Seller will be bound to these requirements as of the date of this notification without the necessity of amending the Agreement Documents.

**EXHIBIT B****SELLER PRODUCT REQUIREMENTS FOR REFURBISHED PRODUCTS, PRE-OWNED PRODUCTS, CHILDREN'S PRODUCTS, AND REGULATED PRODUCTS**

**1. Refurbished Products.** If any Seller Products consist of Refurbished Products, Seller will ensure the Refurbished Products comply with the following requirements:

- a. All Refurbished Products have been sent back to the OEM or other refurbishment or repair center where they have undergone troubleshooting and repair by professional technicians. Seller will also ensure that such products have been restored to like-new condition and functionality in accordance with OEM specifications.
- b. The refurbished condition of Refurbished Product sold on Best Buy Marketplace must be cosmetic Grade A that has been processed and re-inspected to look and perform in "Like New Condition" without any visible imperfections and include all parts and accessories (original or comparable substitutes).
- c. Refurbished Product must contain an intact serial number.
- d. Only Refurbished Products that have been repaired by the OEM (or a third party authorized by the OEM to refurbish such products on its behalf) may be labeled as "factory refurbished" products.
- e. Refurbished Product must be identified as refurbished product and may not be sold as new or original product. Refurbished Products may or may not come in their original packaging, depending on the manufacturer and the product, but the physical packaging must include a label or other marking that clearly indicates the product is refurbished.
- f. Seller must provide Best Buy a description of Seller's Refurbished Product program (i.e. how products are selected and the process for refurbishing) together with all relevant terms and conditions applicable to the sale of Refurbished Products by Seller that differ from Seller's standard terms and conditions.
- g. Seller must comply with all Applicable Law governing the offer for sale and sale of Refurbished Products.
- h. Seller will ensure all Refurbished Products are wiped back to factory new condition and properly sanitized. This includes removing all customer data and personally identifiable information from Pre-Owned Product and conformity with Applicable Law where applicable.

**2. Pre-Owned Products.** If any Seller Products consist of Pre-Owned Products, Seller will ensure the Pre-Owned Products comply with the following requirements:

- a. Seller has rigorously tested the Pre-Owned Products for power and functionality to ensure proper working condition prior to listing them for sale.
- b. The Pre-Owned Products contain an intact serial number.
- c. As part of the Pre-Owned Product description, Seller must: assign a product grade; document any missing parts and/or accessories; and note any cosmetic blemishes and imperfections.
- d. Pre-Owned Product must be identified as pre-owned product and must contain the same original UPC used by the OEM for the same product in new condition; such product may not be sold as new, original, or refurbished product. Pre-Owned Products may or may not come in their original packaging, depending on the manufacturer and the product, but the physical packaging must include a label or other marking that clearly indicates the product is pre-owned.
- e. Seller must provide Best Buy a description of Seller's Pre-Owned Product program (e.g. how products are selected and the process for testing their functionality) together with all relevant terms and conditions applicable

to the sale of Pre-Owned Products by Seller that differ from Seller's standard terms and conditions all of which information may be posted by Best Buy on the Marketplace Seller Page.

- f. Seller must comply with all Applicable Law governing the offer for sale and sale of pre-owned Products.
- g. Seller will ensure all Pre-Owned Products are wiped back to factory new condition and properly sanitized. This includes removing all customer data and personally identifiable information from Pre-Owned Product and conformity with Applicable Law where applicable.

**3. Children's Products.** If any Seller Products consist of Children's Products, Seller will ensure the Children's Products comply with the requirements below. In the event Seller is not the manufacturer of the products, Seller will work directly with the manufacturer and importer, if applicable, to ensure compliance with the terms of the Agreement Documents.

- a. Seller will confirm by signature that the Children's Products meet all rules, bans, standards and regulations for toys and children's products as set forth in Applicable Law, including without limitation the CPSIA.
- b. You will ensure that Children's Products are tested by a third party, Consumer Product Safety Commission-accredited testing laboratory in accordance with the CPSIA.
- c. You will include in the Seller Materials (as part of the product description) and on the product packaging the manufacturer's suggested age grading and any required warnings and information (e.g. warnings regarding small parts, dangerous substances, hazards, etc.).
- d. Before listing a Children's Product for sale on the Best Buy Marketplace, Seller must have issued a Children's Product Certificate (CPC) for each Children's Product (or have access to a soft copy or URL of the CPC if Seller is not the manufacturer or importer of the Children's Product). Seller will provide a copy of the applicable CPC to Best Buy within 2 Business Days of Best Buy's request.
- e. You will include in your policies relating to the sourcing of Children's Products and compliance with Applicable Law undue influence procedures and training to ensure compliance, as set forth in 16 CFR § 1107.24, even if you are not the importer or manufacturer of the Children's Products.
- f. Seller will maintain, or have access to from the manufacturer or importer, records for 5 years from the date of production of the product, including:
  - 1) a copy of the Children's Product Certificate for each product,
  - 2) records of each third party certification test (for each manufacturing site),
  - 3) descriptions of all material changes in product design (e.g. changes in functionality, color, substances, etc.), manufacturing process, and component part sourcing,
  - 4) certification test run and test values,
  - 5) documentation of the testing of representative samples during periodic testing, as set forth in CFR § 1107.21(f), including the number of representative samples selected, the procedure used to select representative samples, the basis for inferring compliance of the product manufactured during the periodic testing interval from the results of the tested samples,
  - 6) undue influence procedures, including training materials and training records of all employees trained on these procedures, and attestations (16 CFR §§ 1107.24(b)(1) and 1107.26(a)(6)), and
  - 7) the following periodic test records:
    - i. a periodic test plan as specified in 16 CFR § 1107.21(b) and periodic test results (completed at least once per year) by an accredited third party lab accepted by CPSC for each manufacturing site;

- ii. a production test plan as specified in 16 CFR § 1107.21(c)(2), production test results, and periodic test results (completed at least once every two years) by an accredited third party lab accepted by CPSC); or
  - iii. results of tests conducted by a testing laboratory accredited to ISO/IEC 17025:2005 using the same test method(s) used for certification testing and periodic test results (completed at least once every three years) specified in 16 CFR § 1107.21(d)
- h. Seller will make the records available, in hard copy or electronically (such as through email or via an Internet website), for inspection by the CPSC upon request as set forth in the regulations.

**4. Regulated Products.** If any Seller Products consist of Regulated Products, Seller will ensure the Regulated Products comply with the requirements below. If Seller is not the manufacturer of the products, Seller will work directly with the manufacturer or importer to ensure compliance with the terms of the Agreement Documents.

- a. Seller will confirm by signature that the Regulated Products meet all applicable rules, bans, standards and regulations for the products as set forth in Applicable Law, including without limitation the CPSIA.
- b. You will test and certify as compliant all Regulated Products through issuance of a General Certificate of Conformity ("GCC"). You will conduct the testing in accordance with CPSIA requirements before the Regulated Product is imported or, for domestically manufactured products, introduced into commerce, and whenever there has been a material change to the product or the manufacturing process.
- c. Before offering a Regulated Product for sale on the Best Buy Marketplace, you will have issued a GCC for each Regulated Product (or have access to a soft copy or URL of the GCC if Seller is not the manufacturer or importer of the Regulated Product); and you will provide a copy of the GCC to Best Buy within 2 Business Days of request.
- d. You will conduct thorough validation testing for any material changes to a Regulated Product (e.g. changes in product design or manufacturing process, including sourcing) to ensure that these changes do not create a failure or hazard.

1.

**EXHIBIT C****INSURANCE REQUIREMENTS**

**1. General Requirements.** You will maintain all insurance policies and make them available for review by Best Buy upon request for 3 years following termination of the Agreement. You will ensure that each of your insurance policies is issued by a company with an A.M. Best Rating of A-VII or better. If at any time during the term of the Agreement, an insurer's A.M. Best Rating is downgraded to below A-VII, you will at your sole cost and expense procure new coverage meeting the above criteria with an insurer meeting the preceding minimum requirements for A.M. Best.

You will ensure that the Territory for the Commercial General Liability (including Products/Completed Ops) and Excess/Umbrella policies is Worldwide, and that you are identified as the Named Insured on each policy. You will ensure that your insurance will be primary, non-contributory and you will respond to and pay claims prior to other coverage. You will be responsible for all claims, expenses, and loss payments within your policy deductible or self-insurance retention. You will ensure all of your policies have clauses allowing waiver of subrogation and you agree to waive and have your carriers waive subrogation against Best Buy. You will maintain a claims contact in the United States to be reached during normal business hours. **We will not permit self-insurance for compliance with the insurance requirements, in whole or in part, without our prior review and written approval.**

**2. Required Coverage.** You will procure and maintain insurance coverage in accordance with the below minimum amounts and conditions, which are firm. If you fail to maintain the required insurance coverage, we may in our sole discretion suspend or inactivate your account at any time.

**A. Commercial General Liability** for bodily injury and property damage, including contractual liability for liabilities assumed under the Agreement Documents, products/completed operations, and personal and advertising injury. You will procure insurance in amounts not less than the limits summarized below based on the highest categorized Product category set forth in the Product Category Requirements. If you do not see your Product, contact your Best Buy Account Specialist. You will ensure the total minimum limit requirement will be per occurrence, which may be met by a combination of Primary and Excess coverage. You will not submit Products/Completed Operations coverage at an amount less than the total minimum limit requirement per occurrence.

Category	Coverage Amount (Must be equivalent to U.S. Dollars)
I	CDN \$2,000,000 Per Occurrence
II	CDN \$5,000,000 Per Occurrence
III	CDN \$10,000,000 Per Occurrence

**B. Excess/Umbrella Liability** is not required, but you may procure such policy to meet the total liability limit requirements. If you procure such a policy, you will ensure the coverage and terms follow and are not less broad than the underlying Commercial General Liability policy.

**C. Technology Errors & Omissions for any Seller who is providing software**, covering actual or alleged acts, errors or omissions committed by you, your agents, subcontractors, or employees, related to Products, containing coverage for infringement of intellectual property, including copyrights and trademarks, with a combined single limit of not less than two million dollars (\$2,000,000) per occurrence.

**3. Certificates of Insurance.** Upon execution of the Agreement and upon each policy renewal, you will supply us with a Certificate of Insurance evidencing coverage for the required policies. You will not cancel or modify your insurance policies required under this Agreement without providing us with at least 30 days prior written notice. You will name "Best Buy Co., Inc., its subsidiaries & affiliates, directors, officers, employees and agents" as an

Additional Insured for each policy on the Certificate. You will ensure the Certificate lists the coverages and limits required, including any self-insured retention or deductibles on each policy.

**ATTACHMENT 1 TO EXHIBIT C**  
**PRODUCT CATEGORY REQUIREMENTS**

**Category I – Requires CDN \$2,000,000 Limits (per occurrence)**

- Apparel and non-electric personal accessories (e.g. jewelry, watches, key chains)
- Bags (e.g. camera bags, laptop bags, backpacks)
- Batteries – NiCad
- Beverages (excluding any health drinks, dietary or herbs items) – bottled water, energy drinks, sodas and juices
- Books, magazines
- Cookware (non-electric) – including pots and pans, cutting boards, kitchen utensils
- Cameras – disposable battery operated – and accessories including lenses
- Computer and home theater connectivity accessories – e.g. HDMI, cables, coax cables, audio cables, USB cords, flash drives, and similar gaming accessories
- Fishing equipment
- Foods (excluding infant food/drink or health foods, or herbs of any kind)
- Games and puzzles – including non-electric and battery operated
- Headphones
- Health and fitness accessories (non-intrusive, non-life dependent) – heart rate monitors, stopwatches, scales, balls, bands
- Household linens – including bedding, tablecloths
- Household décor (non-electric) – wall decals, blinds, curtains, hooks/rings, baskets, cushions, pillows, rugs, artificial plants, picture frames
- Light bulbs – non-halogen, LED
- Media and Software (including DVDs, CDs, digital music/movie downloads, records, computer software)
- Media equipment accessories – e.g. laptop covers, tablet covers, phone covers
- Mirrors
- Musical Instruments and music accessories – non-electric, acoustic, including guitars and string instruments, pianos, percussion instruments, and accessories such as sheet music, music stands
- Navigation systems – hand-held
- Office supplies (non-electric) – calculators (battery or solar operated), scissors, paper, ink, toner, magnifying glasses, pens, pencils, markers, highlighters
- Pet supplies (non-electric)
- Solar powered items
- Toys – non-electric and non-rechargeable toys (excluding infant toys, projectiles, launching items, ride-in/on items)
- Video games
- Wellness and beauty accessories – cleansers, toothbrushes, trimmers, shavers

**Category II – Requires CDN \$5,000,000 Limits (per occurrence)**

- Arcade equipment and games, including dart boards
- Billiard equipment
- Batteries – alkaline, lithium ion, any computer batteries
- Camcorders/ Cameras
- Computers – desktops, monitors, laptops, pads, tablets, e-Readers, etc.
- Digital Media players – DVD, DVR, TIVO, portable DVD, iPod, MP3
- Digital Receivers – e.g. satellite, cable
- Fans, ceiling fans
- Furniture – media shelves, office chairs
- Grills (charcoal) excluding propane; fire pits
- Health and wellness – hearing aids
- Home and office equipment (electric) – fax machines, printers, projectors, scanners, calculators, digital picture frames, alarm clocks
- Home theater and Stereo equipment – radios, bookshelf stereo systems, home theater systems, receivers, CD players, speakers, VCRs
- Household appliances (small) – blenders, mixers, coffee makers, toasters, juicers, pizza makers, beverage makers, iron
- Household cleaners (electric) – vacuum cleaners, carpet cleaners/steamers
- Lamps and lighting; holiday lights
- Mobile (car) stereo equipment, amps
- Mobile (car) navigation systems
- Mobile phones, smartphones and connected devices
- Musical instruments and music equipment (electric) – e.g. keyboards, MPCs, microphones, amps, guitars, keyboards, drumming pads, metronomes, DJ machines, juke boxes, karaoke
- Sporting goods (non-electrical) – skis, snowboards, sleds, racquets, free weights, tents
- Tablets
- Telephones – corded, cordless
- Televisions
- Toys – electric and/or rechargeable toys (including infant toys, projectiles, launching items)
- Video game consoles
- Wellness and beauty – dermabrasion devices, shower timers, curling irons, straighteners, hair dryers

**Category III – Requires CDN \$10,000,000 Limits (per occurrence)**

- Air conditioners
- Air compressors
- Camping stoves, lanterns
- Chemicals – including cleaning chemicals
- Furniture – TV stands, office partitions, bookcases
- Generators – electric or gas
- Grills (propane)
- Heaters – electric, kerosene, radiant
- Health and fitness equipment (e.g. elliptical, treadmills, bikes)
- Health and wellness equipment (invasive or life supporting) e.g. blood pressure monitors, blood sugar testing devices, pillboxes, defibrillators
- Household appliances (medium and large) – Dehumidifiers, Dishwashers, Dryers, Humidifiers, Microwave ovens, Ovens, Refrigerators, Stoves, Washers, Wine Coolers
- Household systems – thermostats, universal systems, surveillance
- Infant/Child equipment – baby scales, sleep monitors, wetness monitors, (any combination of liquid/electricity near a child)
- Products with electric motors
- Safes
- Sports Safety equipment – helmets, life preservers, pool floatation devices
- Smoke and carbon monoxide detectors
- Tools (powered) – e.g. drills, saws, hammers, etc.
- Toys – ride-in/ride-on toys
- Trampolines
- Wellness and beauty – laser products

**EXHIBIT D****CHARGEBACKS**

For clarity but without limitation, Seller will be responsible for chargebacks partially or completely caused by any of the reasons:

Services Not Rendered / Merchant Not Received	Customers were charged but goods or services were not delivered
Cancelled Recurring Transaction	Customers cancelled the recurrent services, merchants continued charging the customers
Defectives/ Not as described / Damaged	Goods received was defective, damaged or not as described
Duplicate Processing	Customers were charged more than once - if product was shipped once / customer was charged more than once and sellers received payment for the duplicate charges. Not if the duplicate charge is a processing error from Best Buy.
Credit Not Processed	The cardmember claims credit is due from merchant, but has not received the credit.
Overcharge/Incorrect Transaction Amount	The cardmember claims that the amount of the transaction is incorrect.
Merchandise or Services Cancelled or Returned	The cardmember recalls the purchase, but claims to have cancelled/returned it.
Dissatisfied with Merchandise or Services	The cardmember is not satisfied with the merchandise or services that were delivered or provided.
Cardholder dispute not elsewhere classified	Where a cardholder has made an unsuccessful good-faith effort to resolve a dispute with the merchant that involves goods or services, and the dispute reflects a claim or defense authorized against issuers or creditors according to federal, state, or local truth-in-lending laws.

## Appendix 2 – Marketplace Program Policies

Version FY16

*This document contains the Program Policies that are incorporated by reference into your Marketplace Seller Agreement with Best Buy. We will post any future version of these Program Policies to the Best Buy Marketplace Portal.*

### Definitions

Refer to your Marketplace Seller Agreement and the Marketplace Standard Terms for definitions of capitalized terms not otherwise defined in these Program Policies.

**"Account Manager"** means your Best Buy Marketplace Account Manager.

**"Marketplace Customer Emails"** means the transactional emails we send to Customers to confirm orders, shipment, and order cancellation or refunds for Seller Products, as well as to request Customer feedback.

**"Seller Setup Form"** means the form we provide to you at the time we set you up as a new seller in the Program.

**"Seller's Store"** means the Best Buy Marketplace interface created to support all products, offers, inventory and pricing uploads.

**"Shipping Fee(s)"** means the shipping and handling fees you charge on a per item basis for each Seller Product.

**"Total Price"** means the total amount charged to a Customer for each Seller Product sold through the Program. This includes any fees charged for shipping and/or handling, but excludes amounts attributable to Sales Taxes.

### Seller Setup Form and Contact Information

You will integrate with the Program in accordance with the requirements set forth in Appendix A. You will provide us with all information we require to set you up as a Seller in the Program. We may share this information with service providers, suppliers, credit card companies, or any other third party that supports your participation in the Program.

You must complete the Seller Setup Form and all Agreement Documents before we will consider adding you as a new seller or authorizing any of your Seller Product listings. Upon setup, you will also provide us with contact information for your customer service representatives that will be responsible for responding to and resolving any customer service issues. Upon request, you will provide us with a designated contact person (including name, title, phone and e-mail address) who is responsible for ensuring compliance with the Agreement Documents, including but not limited to those specified in Exhibit B of the Standard Terms.

You will promptly notify your Account Manager in writing of any changes or updates to information you originally supplied to us via the Seller Setup Form.

## Connecting to the Best Buy Best Buy Marketplace Portal

You are required to regularly visit the Best Buy Marketplace Portal in order to stay apprised of Program information, including updates to these Program Policies, the Marketplace Standard Terms, and other relevant updates. To gain access to this portal and set up an account, you must contact your Account Manager.

### Fees

#### **Subscription Fees**

At least 5 days in advance of your setup as a seller in the Program, you will pay us a monthly Subscription Fee for the applicable amount below. The Subscription Fee will be one monthly fee for all Product categories you list for sale in the Program. After your first month participating in the Program, we will deduct the Subscription Fee from your Seller Payment approximately the first week of the month. If your Seller Payment does not cover the amount of the Subscription Fee in full, you will pay us the full amount within 15 Business Days of request.

- All Categories: \$29.99/month

#### **Commission Fees**

For each Seller Product sold, you will owe Best Buy a Commission Fee that we will calculate by multiplying the Commission Rate for the applicable Seller Product Category set forth below times the Total Price of each Seller Product and the applicable shipping fees charged to a Customer as part of a Seller Transaction. A summary Commission Rate table may be found in the attached Schedule A. The summary commission table is for reference only and is not binding on Best Buy. The current official Commission Rate for any Seller Product Category may be found at the Best Buy Marketplace Portal under Information / Commission Fees and such commissions will be deemed accurate. In the event of any discrepancy between Commission Rates set out in any other document, marketing material or verbal representations, the Commission Rates in the Best Buy Marketplace Portal will be deemed correct. We will assign each Seller Product to one of the Seller Product Categories at the time it is set up in the system.



**The Commission Rate table will get updated when changes to the category hierarchy are implemented. You will be notified when changes are made.**

## Product Listing Requirements and Assortment

We may remove a Seller Product from the Program at any time and for any reason at our sole discretion.

### Excluded Products

You may not list or otherwise offer for sale any of the items below as a Seller Product:

- Alcoholic beverages and alcohol-related products
- Art
- Body branding and permanent tattoos
- Charity and fundraising products (e.g. products listed for sale on behalf of a charity or other third party organization)
- Contracts, including cell phone (wireless) service contracts
- Counterfeit products
- Any product that has been illegally replicated, reproduced or manufactured

- Dietary supplement products or any products containing ephedrine group alkaloids
- Drugs, drug-like substances, and drug paraphernalia
- Digital downloads
- Electronic cigarettes
- Embargoed goods and items imported from countries with whom Canada has enacted a trade embargo
- Etching cream that is capable of defacing property
- Firearms, handguns, BB devices, lethal weapons, knives, weapons and related products, including pepper spray, replicas, stun guns, ammunition, reloaded ammunition, handgun safety certificates, and military items
- Fireworks
- Certain food and healthcare items; medical devices, including contact lenses, pacemakers, and surgical instruments
- Gambling and lottery items, including tickets or shares in a lottery game and slot machines
- Gift cards
- Goods that you are not authorized or permitted to sell in Canada
- Hazardous materials (e.g. fire extinguishers, refrigerants, and radioactive materials)
- Illegal products or items encouraging illegal activity
- Imported goods not authorized for sale in Canada- examples include CDs that were authorized only for distribution in a non-US country
- Items that infringe upon individual privacy rights
- Mailing lists and personal information
- Manufacturers' coupons
- Multi-level marketing, pyramid, and matrix programs
- Obscene matter and products featuring nudity or pornography or sexually- oriented adult material
- Offensive material - examples include ethnically or racially offensive and material and Nazi memorabilia
- Paint contained in aerosol containers that is capable of defacing property
- Political memorabilia (reproduction)
- Recalled items
- Recopied media
- Services of any type - examples include installation, extended warranty, travel industry services
- Recopied or duplicated software; as well as academic, OEM, back-up, fulfillment, promotional, beta (pre-release), unauthorized freeware/shareware, and softlifted versions of software
- Postal stamps
- Salvia and any products, materials, or substances containing Salvia divinorum or Salvinorin A
- Stocks and other securities
- Stolen products and products with removed serial numbers
- Tanning devices, including ultraviolet tanning devices
- Tobacco, cigarette, or cigarette papers, or blunt wraps, or any other preparation of tobacco, or any other instrument or paraphernalia that is designed for the smoking or ingestion of tobacco, products prepared from tobacco, or any controlled substance
- Unauthorized or unlicensed merchandise, and merchandise that violates the intellectual property rights of others
- Recopied and transferred video games, as well as mod chips, silver disks, video game emulators, Sega boot disks, game enhancers, unauthorized video game compilations, unauthorized bundles of video game products, and unauthorized accessories

## Assortment Process

### 5.2.1 Submission and Authorization

You will upload your product assortment you believe will resonate with Customers purchasing through the Program through the Seller's Portal as per instructions provided. We reserve the right to limit, modify, allocate or otherwise modify the number of type of Seller Product listings for each Seller at any time. We may limit the number of Sellers for each product SKU or permit multiple Sellers per Seller Product Listing at our discretion.

#### **5.2.2 Pricing**

- a. All prices should be uploaded through the "Offer" funnel within the Seller's Shop. Our target is to publish updates and have them appear on our site within one hour.
- b. You retain sole discretion over your pricing and under no circumstances will Best Buy make pricing decisions on your behalf. If your listings are subject to a manufacturer's published policy (e.g. minimum advertised price or a "MAP" policy, or UMRP), you, and not Best Buy, are solely responsible for responding to manufacturer inquires about your listings.
- c. We expect the Total Price of each Seller Product to be at least as low as the Total Price of Seller Products you list for sale through your other sales channels.

#### **5.2.3 Item Setup**

Upon authorizing a Seller Product, we will set it up in the applicable Best Buy category and assign the applicable Commission Rate based on the UPC and condition information you provide to us. We reserve sole discretion over assigning Seller Product to the applicable Product Category for purposes of calculating Commission Fees.

Unless you can demonstrate to our reasonable satisfaction that you exclusively own a particular UPC + condition, any seller may list against any UPC + Condition. If we determine you are purchasing UPC codes solely for the purpose of blocking other sellers from listing against that UPC, we may immediately terminate your participation in the Program.

We expect you to provide all Required Product Information at the time of item setup and no later than 2 Business Days if requested by Best Buy. We may reject the item setup for any Seller Product for which you fail to provide all Required Product Information.

#### **5.2.4 Pricing and Inventory Updates**

You will ensure all inventory and pricing information for your listings is accurate and kept up to date at all times through your Seller's Shop.

#### **5.2.5 Out of Stock or Discontinued Products**

You will promptly notify us when you no longer have inventory for a Seller Product and wish to de-list it from Marketplace. We may remove or de-authorize any Seller Product and/or listing at our discretion. Best Buy reserves the right to remove any products that are out of stock. The Seller will still be able to upload the product again once the item is back in-stock.

#### **5.2.6 Underperforming Products**

Best Buy reserves the right to remove any product that is not performing to our expectations. You may request authorization to re-upload the product by providing a marketing or pricing strategy to your Best Buy Marketplace Account Manager.

### **Order Process**

#### **6.1 Order Fulfillment Expectation**

Best Buy expects that orders will be shipped in most cases within 2 Business Days. You must ship all Customer orders within 7 calendar days of order placement. If you cannot ship an order within this

time period, we expect you to promptly cancel the order. We will then notify the Customer via email that the order has been canceled. For any canceled order, you must immediately review your inventory feed to ensure it accurately reflects your inventory levels. Any order that has not been flagged as shipped in the Seller Shop within 7 calendar days will be automatically cancelled by Best Buy.

### **6.2 Confirmation**

- You must confirm shipment to Best Buy through your Seller's Store once you have shipped an order to a Customer. We expect to receive the shipment confirmation as well as tracking number promptly upon item being physically shipped.
- You may not provide false tracking numbers or false shipment confirmations. Providing false information will result in immediate termination from the Program.
- Customer emails:
  - You may not send Customers any unsolicited emails regarding their orders or ask for any type of feedback.
  - Except for the Marketplace Customer Emails we send, you will work directly with Customers to resolve any issues according to the terms of the Agreement Documents. In responding to Customers, you will not include any links to your properties or direct Customers to your website.

### **6.3 Backorders**

- You may not backorder any Seller Products. If you cannot fulfill an order within 7 calendar days, you will cancel the order immediately. For any canceled order, you will immediately review your inventory feed to ensure it accurately reflects your inventory levels.

### **6.4 Seller cancellations**

- If you do not confirm shipment within 7 calendar days of receiving an order, we may cancel the order. If we cancel an order, we will send a cancellation and notify the Customer via email.

### **6.5 Customer cancellations**

- If a Customer asks us to cancel an order, we will instruct the Customer to speak with you or communicate that request directly to you. If you have not already shipped the order, you should cancel it; otherwise you should inform the Customer of your return process and policy.

### **6.6 Partial shipments**

- You should fulfill as much of an order as you can, even if it results in a partial shipment. You will communicate all shipped product through ASN and cancel any remaining part of the order that you are unable to fulfill, which will generate a Best Buy email to the Customer.

## Cancellation Rate

In order to remain a seller in the Program, you may not exceed a 5% seller-initiated cancellation rate. If you exceed a 5% cancellation rate, we may suspend or terminate your account.

## Packaging and Shipping

### Packaging

You are responsible for any damage and risk of loss incurred prior to the Customer's receipt of the Seller Products. We encourage you to securely package all orders to minimize the chance of damage during shipping. You will legibly print both the shipping address and the return address on every package.

### Shipping

#### *8.2.1 Shipping Timeline*

Best Buy expects that orders will be shipped in most cases within 2 Business Days. Any order that has not been flagged as shipped in the Seller Shop within 7 calendar days will be automatically cancelled by Best Buy.

### **8.2.2 Shipping Methods**

You will ship all Products via a standard shipping method with a level of service equal to or exceeding the level of service on the order. *To avoid errors with order processing and Customer dissatisfaction, you will notify us of your preferred carriers at the time of seller setup and by informing your Account Manager of any changes thereafter.* You may offer customers expedited and express shipping options. If a Customer selects the expedited or express shipping option, you will ensure the order arrives at the delivery address within the appropriate ship window.

### **8.2.3 Shipping Fees**

You will provide your Shipping Fees and you will provide at least one level of shipping pricing. If you do not provide pricing for all shipping options, only the options you select may be available to Customers. If you do not provide a value for standard shipping the default shipping rates will apply. If you do not provide any shipping option then we will set shipping at standard ground shipping and our standard rate. You may charge reasonable rates for Shipping Fees for the purpose of recovering, in whole or in part, your actual shipping and handling costs. You will not intentionally charge customers higher Shipping Fees for the purpose of misleading customers with lower sales prices for Seller Product or otherwise disguising the Total Price. If you violate this prohibition, we may terminate your participation in the Program. You will ship the Seller Product via the method of shipping that the Customer selects, regardless of whether the Shipping Fee covers the actual cost.

## **Customer Service & Dispute Resolution**

You will ensure your customer service representatives respond to any Best Buy inquiry within 1 Business Day.

If a Customer contacts you directly, you must respond within 1 Business Day and your response must focus on the existing Product(s) or order. You will not contact the Customer directly or respond to Customer inquiries for the purpose of promoting or selling Product(s) directly through you instead of Best Buy.

You will work with the Customer in good faith to resolve any issues or disputes with respect to an order placed through the Program. You will provide a refund to the Customer within 1 Business Day of receiving notification from the Customer directly or Best Buy for any of the following reasons: (i) the Customer did not receive the Product, (ii) the Product was damaged during shipment, (iii) the Product does not match the description as listed in the Program, or (iv) the Customer received the wrong Product. We will not contact Customers on your behalf. In the event you are unable to resolve a dispute to the Customer's satisfaction, Best Buy will assist both customer and Seller in order to ensure proper resolution. If we deem it necessary to compensate such Customer, we reserve the right to deduct the amount of such compensation from your Seller Payment.

Additional requirements apply for credit card disputes. See **Credit Card Dispute Resolution (section 11).**

## **Returns**

### **Requirements**

You will process and complete returns systematically through Best Buy Marketplace Platform within 1 Business Day of receiving the returned Product. If you process and complete a return substantially

beyond your stated return policy without Best Buy approval, we reserve the right to retain the associated Commission Fee in full and we will not refund such Commission Fee to you in connection with such return. A return transaction is completed when the system shows it is completed. You will ensure accurate accounting and crediting of each party's accounts relating to returned Product. You will provide us with detailed reporting of all returns.

#### Return Policy

At minimum, your returns policy should include instructions on how to return the item(s), including the specified time period in which returns are accepted, you will not charge any restocking or similar fee as part of processing returns through the Program. If we discover that you have charged a restocking fee (or similar fee), we may immediately revoke your participation in the Best Buy Marketplace. You must notify your Account Manager of any changes to your return policy to be posted on the Seller information page at least 10 days in advance of such change.

#### Credit Card Dispute Resolution

We will research any credit card charge a Customer disputes with us. We will contact you for any relevant information regarding the claim. You will respond within 2 Business Days with the requested information. If you do not respond, we will debit your account for the amount of the claim. When appropriate, we will review all relevant details associated with a chargeback or any request under the Best Buy Marketplace Promise for both the Seller and Customer involved in the claim. This may include, but is not limited to, account history, Customer comments regarding a Best Buy Marketplace Promise request or chargeback, shipping and tracking information and other relevant details. Any decision we make with respect to a Best Buy Marketplace Promise request or chargeback will be final.

#### Seller Feedback Rating

We may post feedback from our Customers regarding their experiences with our Marketplace sellers. We may edit or remove feedback for profanity or in instances where Customers have left personally identifying information or the review content is not related to the Seller. We do not remove feedback simply because it reflects negatively on a Seller review score.

### 13. Seller Disputes

In the event you disagree with any deduction taken by Best Buy,

- Best Buy requires all disputes to be filed no later than 90 days of the payment date.
- Best Buy will log, track, and investigate each dispute in a timely manner. Best Buy will review and attempt to resolve a disputed deduction within 30 days.
- Upon completion of the investigation of a dispute by Best Buy, a response inclusive of any supporting documentation will be visible to the Best Buy Marketplace Portal. If a repayment is required to you, the amount determined to be due will be paid back directly on the next regularly scheduled payment.

### 14. Seller Payments

You are required to enroll in our Best Buy ePayment Solutions Program. For questions related to the EFT process or login help, please call to speak with your Account Manager or call to speak with an ePayment Specialist at 1-800-815-2460. You are required to enroll in our Best Buy ePayment Solutions Program which can be accessed at the following link: [Payment Sign Up](#).

**SCHEDULE A****Summary Marketplace Commission Rate Table****Marketplace Commission Rates**

	<b>Commission</b>
<b>Consumer Electronics, Computing &amp; Appliances</b>	
Computer Hardware (laptops, desktops, tablets)	8%
Computer Components (CPU's, Power Supplies, Mother Boards, Video Cards, etc.)	6%
Computer Peripherals (printers, monitors, hard drives, etc.)	10%
Computer Accessories (cables, cases, keyboards & mice)	15%
Consumer Electronics Hardware (TVs, portable & home audio)	10%
Consumer Electronics Accessories (headphones, cables, stands, mounts, batteries)	15%
Cellular Phones (includes refurbished items)	8%
Cellular Phone Accessories (cases, chargers, screen protectors)	15%
Wearable Technology	12%
Photo & Camera Hardware (cameras, camcorders, lenses, flashes, grips)	8%
Photo & Camera Accessories (cases, bags, batteries, filters, tripods, frames)	15%
Gaming Hardware & Accessories	10%
Media (Computer Software, Video Games, Movies, Books, Magazines)	15%
Major Appliances	15%
Small Kitchen & Household Appliances (includes vacuums, microwaves, personal care, health and beauty electronics)	12%
<b>General Merchandise</b>	
Kitchen & Dining	15%
Luggage & Bags	15%
Home & Garden	15%
Furniture (includes Mattresses)	15%
Sport, Recreation & Fitness	15%
Baby Care	15%
Toys, Games & Hobbies (includes RC Vehicles, Robotics & Drones)	15%
Personal Care, Health & Beauty Consumables	12%
Musical Instruments	12%
Office Supplies including ink & toner	15%
Tools & Building Supplies	12%
Jewelry	15%
Watches	15%
All Other Items	15%

## Appendix 3 – Contacts

[marketplacesupport@bestbuycanada.ca](mailto:marketplacesupport@bestbuycanada.ca)

Tel: 1-888-819-1940

Luis Siqueira - Account Manager, Best Buy Marketplace

[lsiqueira@bestbuycanada.ca](mailto:lsiqueira@bestbuycanada.ca)

Tel: 1-604-412-1033

## Appendix 4 - Best Buy Canada Sales Tax Codes

PIM Code	Description	Applicable Taxes
<b>850000000</b>	Default tax code - fully taxable	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 14% HST NS 15% HST
<b>850000001</b>	Exempt of BC PST, SK PST, MB PST, QST, ON HST and PE HST. Charge GST for ON and PE	BC 5% GST SK 5% GST MB 5% GST QC 5% GST AB & YK & NT & NU 5% GST ON & PE 5% GST NB & NL 13% HST NS 15% HST
<b>850000002</b>	Exempt of GST/HST	BC 7% PST SK 5% PST MB 8% PST QC 9.975% QST
<b>850000003</b>	Exempt of BC PST, SK PST, MB PST, QST, ON HST and PE HST. Charge GST for ON and PE	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE 5% GST NB & NL 13% HST NS 15% HST
<b>850000004</b>	Exempt of all sales taxes - FULLY EXEMPT	Applies no tax
<b>850000005</b>	Exempt of ON HST and PE HST. Charge GST for ON and PE.	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE 5%GST NB & NF 13% HST NS 15% HST

PIM Code	Description	Applicable Taxes
<b>850000006</b>	Exempt of SK PST and PE HST. Charge GST for PE	BC 5% GST + 7% PST SK 5% GST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 5% GST NS 15% HST
<b>850000007</b>	Exempt of PE HST. Charge GST for PE	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 5% GST NS 15% HST
<b>850000008</b>	Exempt of MB PST, ON HST and PE HST. Charge GST for ON and PE.	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE 5% GST NB & NL 13% HST NS 15% HST
<b>850000009</b>	Exempt of SK PST, MB PST and PE HST. Charge GST for PE.	BC 5% GST + 7% PST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 5% GST NS 15% HST
<b>850000010</b>	Exempt of SK PST, MB PST, AB GST and PE HST. Charge GST for PE.	BC 5% GST + 7% PST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST YK & NT & NU 5% GST ON & NB & NL 13% HST PE 5% GST NS 15% HST

PIM Code	Description	Applicable Taxes
<b>850000011</b>	Exempt of SK PST and ON HST. Charge GST for ON.	BC 5% GST + 7% PST SK 5% GST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON 5% GST NB & NL 13% HST PE 14% HST NS 15% HST
<b>850000012</b>	Exempt of ON HST. Charge GST for ON.	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON 5% GST NB & NL 13% HST PE 14% HST NS 15% HST
<b>850000013</b>	Exempt of SK PST	BC 5% GST + 7% PST SK 5% GST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NF 13% HST PE 14% HST NS 15% HST
<b>850000014</b>	Exempt of SK PST, MB PST, ON HST and PE HST. Charge GST for ON and PE	BC 5% GST + 7% PST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE 5% GST NB & NL 13% HST NS 15% HST
<b>850000015</b>	Exempt of BC PST, SK PST, MB PST and ON HST. Charge GST for ON.	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON 5% GST NB & NL 13% HST PE 14% HST NS 15% HST

PIM Code	Description	Applicable Taxes
<b>850000016</b>	Exempt of BC PST and PE HST. Charge GST for PE.	BC 5% GST SK 5% GST + 5% PST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 5% GST NS 15% HST
<b>850000017</b>	Exempt of all sales taxes except BC PST	BC 7% PST
<b>850000018</b>	Exempt of MB PST	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NF 13% HST PE 14% HST NS 15% HST
<b>850000019</b>	Exempt of BC PST	BC 5% GST SK 5% GST + 5% PST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NF 13% HST PE 14% HST NS 15% HST
<b>850000020</b>	Exempt of MB PST and PE HST. Charge GST for PE.	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 5% GST NS 15% HST
<b>850000021</b>	Exempt of BC PST, SK PST, MB PST and QST	BC 5% GST SK 5% GST MB 5% GST QC 5% GST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 14% HST NS 15% HST

PIM Code	Description	Applicable Taxes
<b>850000022</b>	Exempt of BC PST and SK PST	BC 5% GST SK 5% GST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NF 13% HST PE 14% HST NS 15% HST
<b>850000023</b>	Exempt of MB PST and ON HST. Charge GST for ON.	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON 5% GST NB & NL 13% HST PE 14% HST NS 15% HST
<b>850000024</b>	Exempt of BC PST and MB PST	BC 5% GST SK 5% GST + 5% PST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NF 13% HST PE 14% HST NS 15% HST
<b>850000025</b>	Exempt of BC PST, ON HST and PE HST. Charge GST for ON and PE	BC 5% GST SK 5% GST + 5% PST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE 5% GST NB & NL 13% HST NS 15% HST
<b>850000026</b>	Exempt of BC PST, MB PST and ON HST. Charge GST for ON.	BC 5% GST SK 5% GST + 5% PST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON 5% GST NB & NF 13% HST PE 14% HST NS 15% HST

PIM Code	Description	Applicable Taxes
<b>850000027</b>	Exempt of SK PST, MB PST and QST	BC 5% GST + 7% PST SK 5% GST MB 5% GST QC 5% GST AB & YK & NT & NU 5% GST ON & NB & NF 13% HST PE 14% HST NS 15% HST
<b>850000028</b>	Exempt of BC PST, SK PST and MB PST	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NF 13% HST PE 14% HST NS 15% HST
<b>850000029</b>	Exempt of BC PST, SK PST and PE HST. Charge GST for PE.	BC 5% GST SK 5% GST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 5% GST NS 15% HST
<b>850000030</b>	Exempt of BC PST and ON HST. Charge GST for ON.	BC 5% GST SK 5% GST + 5% PST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON 5% GST NB & NL 13% HST PE 14% HST NS 15% HST
<b>850000031</b>	Exempt of BC PST, MB PST and PE HST. Charge GST for PE.	BC 5% GST SK 5% GST + 5% PST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NB & NL 13% HST PE 5% GST NS 15% HST

PIM Code	Description	Applicable Taxes
<b>850000032</b>	Exempt of BC PST, SK PST and ON HST. Charge GST for ON.	BC 5% GST SK 5% GST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON 5% GST NB & NL 13% HST PE 14% HST NS 15% HST
<b>850000033</b>	Exempt of BC PST, MB PST, ON HST and NS HST. Charge GST for ON and NS,	BC 5% GST SK 5% GST + 5% PST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & NS 5% GST NB & NF 13% HST PE 14% HST
<b>850000034</b>	Exempt of BC PST, SK PST, ON HST and PE HST. Charge GST for ON and PE.	BC 5% GST SK 5% GST MB 5% GST + 8% PST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE 5% GST NB & NL 13% HST NS 15% HST
<b>850000035</b>	Exempt of MB PST and QST.	BC 5% GST + 7% PST SK 5% GST + 5% PST MB 5% GST QC 5% GST AB & YK & NT & NU 5% GST ON & NB & NF 13% HST PE 14% HST NS 15% HST
<b>850000036</b>	Exempt of QST and GST/HST.	BC 7% PST SK 5% PST MB 8% PST

PIM Code	Description	Applicable Taxes
<b>850000037</b>	Exempt of BC PST, SK PST, MB PST, ON HST, PE HST and NB HST. Charge GST for ON, PE and NB.	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE & NB 5% GST NL 13% HST NS 15% HST
<b>850000038</b>	Exempt of BC PST, SK PST, MB PST, ON HST, PE HST and NL HST. Charge GST for ON, PE and NL.	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE & NL 5% GST NB 13% HST NS 15% HST
<b>850000039</b>	Exempt of BC PST, SK PST, MB PST, ON HST, PE HST and NS HST. Charge GST for ON, PE and NS.	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE & NS 5% GST NB & NF 13% HST
<b>850000040</b>	Exempt of BC PST, SK PST, MB PST, ON HST, PE HST, NB HST and NL HST. Charge GST for ON, PE, NB and NL.	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE & NB & NL 5% GST NS 15% HST
<b>850000041</b>	Exempt of BC PST, SK PST, MB PST, ON HST, PE HST, NB HST and NS HST. Charge GST for ON, PE, NB and NS.	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE & NB & NS 5% GST NL 13% HST

PIM Code	Description	Applicable Taxes
<b>850000042</b>	Exempt of BC PST, SK PST, MB PST, ON HST, PE HST, NL HST and NS HST. Charge GST for ON, PE, NL and NS.	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE & NL & NS 5% GST NB 13% HST
<b>850000043</b>	Exempt of BC PST, SK PST, MB PST, ON HST, PE HST, NB HST, NL HST and NS HST. Charge GST for ON, PE, NB, NL and NS.	BC 5% GST SK 5% GST MB 5% GST QC 5% GST + 9.975% QST AB & YK & NT & NU 5% GST ON & PE & NB& NL & NS 5% GST

## Appendix 5 – Store Setup Form

<b>General Information</b>	
<b>Store Name</b>	
<b>Website</b>	
<b>Company Name</b>	
<b>Business Registration Number</b>	
<b>Tax ID Number</b>	
<b>Store Description (as it should be displayed on Bestbuy.ca)</b>	

<b>Business Contact</b>	
<b>Title</b>	<input checked="" type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss
<b>Last Name</b>	
<b>First Name</b>	
<b>Phone Number</b>	
<b>Secondary Phone Number</b>	
<b>Email</b>	

<b>Accounting/Finance Contact</b>	
<b>Title</b>	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss
<b>Last Name</b>	
<b>First Name</b>	
<b>Phone Number</b>	
<b>Secondary Phone Number</b>	

**Accounting/Finance Contact**

<b>Email</b>	
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**Customer Support Contact**

<b>Title</b>	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss
<b>Last Name</b>	
<b>First Name</b>	
<b>Phone Number</b>	
<b>Secondary Phone Number</b>	
<b>Fax Number</b>	
<b>Email</b>	

**IT Contact**

<b>Title</b>	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss
<b>Last Name</b>	
<b>First Name</b>	
<b>Phone Number</b>	
<b>Secondary Phone Number</b>	
<b>Email</b>	

**Users Email**

<b>Store Administrator</b>	
<b>Inventory Management</b>	
<b>Order Management</b>	

**Billing Address Information**

<b>Address</b>	
<b>Postal code/Zip code</b>	
<b>City/Town</b>	
<b>State/Province/Region</b>	
<b>Country</b>	

**Store Setup Information**

<b>French Store Name (if Different than above)</b>	
<b>French Store Description</b>	
<b>Shipping Policy</b>	
<b>Shipping Policy (French Translation)</b>	
<b>Return Policy</b>	
<b>Return Policy (French Translation)</b>	
<b>Does your store meet the requirements for shipping to Quebec?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is your store registered to collect GST or HST?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Store Setup Information**

<b>Is your store registered to collect BC PST?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is your store registered to collect SK PST?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is your store registered to collect MB PST?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is your store registered to collect QC QST?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Brands setup**

**What brands do you plan to sell on the Best Buy Marketplace™?**

**Please list every single brand you will have in your launch assortment to avoid future catalog upload issues.**